



# **Agency Language Access Plan**

**Department of Citywide Administrative Services**  
2021

# **New York City Department of Citywide Services Language Access Implementation Plan**

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The Language Access Coordinator for the Department of Citywide Administrative Services is Latesha Parks, Director of Agency Support Services.

In a city as large and diverse as New York City communication is key to the effective delivery of services and community engagement. Local Law 30 and language access are essential to ensuring all New Yorkers, regardless of their native language, have access to the information and services the City provides.

For more information on the Language Access Implementation Plan follow this link to our website:

<https://www1.nyc.gov/site/dcas/about/language-access-plan.page>

## I. Agency mission and background

The Department of Citywide Administrative Services (DCAS) ensures that New York City agencies have the critical resources they need to provide the best possible services to the public. Though the bulk of our efforts support other agencies, DCAS offers select services directly to the public, such as civil service administration, opportunities to sell to and buy from the City, and a safe and clean environment in the many DCAS-managed buildings citywide. DCAS is deeply committed to ensuring that these public-facing services accommodate the vibrant, diverse array of New Yorkers and their needs.

This document, the DCAS Language Access Plan, addresses Local Law 30 (which supersedes Executive Order 120) and outlines how DCAS will accommodate persons with limited English proficiency (LEPs). As the City's population continues to evolve and diversify, DCAS will periodically review the plan to ensure it supports the changing needs of the city.



## II. Agency language access policy and goals

In formulating the Language Access Plan, DCAS established the following guiding principles for the plan to address the public's needs, now and in the future:

- a. Communicate with all New Yorkers.
- b. Ensure LEPs are accommodated and respected.
- c. Provide free translation and interpretation services to the public seeking core DCAS services.
- d. Inform the public of the services DCAS offers and how to access them.

Through the implementation of the plan, DCAS will bring these principles to its frontline public-facing services.

## III. LEP population assessment

- **Civil Service Administration** – civil service exams and their notifications will continue to be produced only in English, as the City requires job candidates hold a level of proficiency in the English language. DCAS will provide translated communications to inform LEPs of the English proficiency requirement.
- **Legal and Business Transactions** – DCAS will continue to conduct all legal and business transactions with public and private entities in English. These transactions include, but are not limited to, the areas of procurement, real estate services, contracted services, and municipal publications such as the City Record and the Green Book.

## IV. Provision of language access services

The Agency Language Access Coordinator, working with DCAS Senior Management and Managers of correspondence, call, and walk-in centers, will be responsible for administering the agency's implementation of the plan. The Language Access Coordinator will work with DCAS lines of service (LOS) to ensure the overall success of the plan and liaise with the Mayor's Office on Citywide language access issues and reporting.

DCAS will make the public aware of the plan with the use of signage at points of contact and language access communications on the DCAS website.

DCAS will utilize the following to deliver language access services:

- a. **Over-The-Phone (OTP) Interpretation Services** – DCAS will offer over-the-phone interpretation services through the Citywide service contract managed by the Department of Information Technology & Telecommunications. The contracted services will be provided by Accurate Communication, Inc.

## In-Person and Call-in Services

The OTP services will be available at points where DCAS encounters the public to provide language access to LEPs whenever feasible. Points of contact include the following:

Point-of-Contacts	Locations	Managing LOS within DCAS
Civil Service Application Center	2 Lafayette Street New York, NY	Citywide Human Capital
Civil Service Application Center	210 Joralemon Street, Brooklyn, N.Y.	Citywide Human Capital
Civil Service Application Center	18-35 Queens Blvd., Forest Hills, NY	Citywide Human Capital
Civil Service Application Center	135 Canal Street, Staten Island, NY	Citywide Human Capital
Civil Service Examinations Walk-in Window	1 Centre Street, 14 <sup>th</sup> Floor New York, NY	Citywide Human Capital
Civil Service Certifications Walk-In Window	1 Centre Street, 21 <sup>st</sup> Floor New York, NY	Citywide Human Capital
Office of Vendor Relations	1 Centre Street, 18 <sup>th</sup> Floor New York, NY	Office of Citywide Procurement
Security Posts in DCAS Buildings	Multiple locations citywide	Administration

- b. Document Translation Services** – DCAS will offer document translation services for each of its Lines of Services (LOS) when needed. DCAS will utilize the Human Touch Translation, LLC to provide this service.

## V. Training

DCAS will offer language access and plain language training to frontline staff that interact or correspond with the public, such as security officers and walk-in center staff. In addition, DCAS will disseminate the plan to all staff through its intranet site.

Language access training will be available to frontline staff that interact with the public. DCAS will conduct the training, based on Citywide training models developed by the Mayor's Office, which will include the following topics: overview of the plan, how to identify a client's primary language, how to access tools for interpretation/translation services (OTP), how to work with interpreters, cultural sensitivity, and how to track and report language access interactions.

Training Language access training was provided to the Director in charge of our Citywide Training and Application Centers (CTAC). Periodic refresher training and training for new frontline staff will be administered on an as-needed basis. Senior Management, walk-in center Managers, and the Agency Language Access Coordinator will identify which staff should attend the training.

## **VI. Record keeping and evaluation**

DCAS will measure the performance of the plan by tracking point-of-contact reports by OTP usage reports. The data for the following indicators will be collected and analyzed monthly:

# of completed customer request for interpretation

Over the phone through OTP services o In person through OTP services

# of documents translated

Language Summary

Languages accessed

% of translations by language

% of interpretations by language

## **VII. Resource analysis and planning**

DCAS relies on its employees to who encounter the public to offer ideas and feedback on language access. Employees in public facing areas are encouraged to provide feedback to the Language Access Coordinator. In addition, Administration periodically reviews its delivery of language access services and identify any gaps or shortfalls.

## **VIII. Outreach and public awareness of language access services**

DCAS provides public awareness of language access services through its website. The website provides notification to public of the availability of free interpretation services and translated materials. Public facing areas, such as our training centers have signage indicating access to language services.

## **IX. Language Access complaints**

All public points of contact have liaisons who will receive, and track language access complaints received via 311. Liaisons will contact the Language Access Coordinator who will provide a response to the complaint within 14 days as per Citywide Customer Service Standard. The Coordinator will contact the appropriate staff member to investigate the complaint, respond to the constituent, and if necessary, assist with guidance regarding language access.

## **X. Agency language access accomplishments and progress on goals from previous LAIP**

The Department of Citywide Services has strived to make Language Access a priority since LL30's inception in 2017. We have most of the goals set from our previous plan.

<b>Goal</b>	<b>Update</b>
OTP interpretation services will be available to all frontline staff	All our frontline staff have access to interpretation services when needed
Interpretation services signage posted at all public points-of-contact	All our locations where the public is serviced (training centers) have signage indicating interpretation services are available
Report language access data in the Mayor's Management Report	We have been timely in our submissions on language access data to MOIA
Identify and translate essential documents	Essential documents are translated on a routine basis

## **XI. The New York City Language Identification Poster and the Notice of Translation Services**

The New York City Language Identification Poster and the Notice of Interpretation Services signage, developed by the Mayor's Office, will be used at points-of-contact to inform LEPs that interpretation services are available and to identify the language access needed. DCAS will also communicate its language access services through the DCAS website. DCAS staff that interacts with the public will receive training and printed instructions on how to use the OTP services.

### **Document Translation**

DCAS will identify and translate essential public documents. DCAS will target documents that provide fundamental information about services offered and how to obtain further assistance. Document translation will be performed by Human Touch Translations, LLC and will adhere to plain language principles. The documents will be available at relevant walk-in centers and posted online. Essential documents to be translated in the first quarter of calendar year **(CY) 2021 are:**

- DCAS Auto Action Frequently Asked Questions (FAQ)
- Civil Service Information Sheet
- DCAS Real Estate Services Information Sheet

- COVID-19 related information

The agency will periodically revisit the list to ensure the LEP population has adequate access to DCAS functions and services.

**Website Translation**

DCAS will post translated essential documents on its website, [www.nyc.gov/dcas](http://www.nyc.gov/dcas). There are currently no plans for full-scale website translation; however, DCAS will adopt any Citywide website translation and language access standards once they are established.

**XII. Implementation plan logistics**

DCAS will draw from several sources to implement the plan:

- Citywide Materials: DCAS will use standardized signage and materials provided by the Mayor’s Office, including the Language Identification Poster, Notice of Interpretation Services Poster, and various guidance documents.
- Citywide Services: DCAS is currently has translation and interpretation contracting services through a contract held by the CP Language Access Institute. In addition, DCAS will utilize Citywide training models when available.
- DCAS Staff: DCAS would like to draw from its talented, diverse workforce to staff the Volunteer Language Bank however, we were unable to provide certification of the languages; we are waiting for the Mayor’s Office on Immigration Affairs to provide a certification platform.

**Implementation Timeline**

DCAS will work diligently to execute the efforts set forth in this plan. The following is a summary of key milestones for plan implementation, listed by calendar-year quarter.

Q1 2021	DCAS conducts Language Access Plan analysis for internal use
Q1 2021	OTP translation services will be available to all frontline staff
Q1 2021	Translation services signage posted at all public points-of-contact
Q2 2021	Identify and translate essential documents (i.e. COVID-19 docs)
Q3 2021	Report language access data in the Mayor’s Management Report
Q4 2021	Begin cultural competency training based on Citywide model