

Addendum: Reporting questions for Local Law 73

(Refer to §8-1007 and §8-1008 d. of the Administrative Code)

***Note:** This section applies only to those agencies covered under Local Law 73: ACS, DHS/HRA, DOHMH.

1 - Record the number of LEP individuals served during Calendar Year 2022, disaggregated by primary language; agency contractor, contractor, or agency office *[HRA only]*; and assistance type required.

[Add rows as needed]

Language	Agency contractor, contractor or agency office <i>[HRA only]</i>	Type of assistance required (<i>translation; telephonic interpretation; onsite interpretation</i>)	2022 Language Services instances (<i>number</i>)
ASL, CDI	Languagers, Accurate	VRI and In-Person	42
CART	TotalCaption	Closed Captioning	0
Non-English	Accurate, Geneva	VRI, In-Person	73
Spanish	Language Line	Telephonic	33473 ¹
Mandarin	Language Line	Telephonic	3766
Russian	Language Line	Telephonic	1324
Cantonese	Language Line	Telephonic	1261
Bengali	Language Line	Telephonic	1234
French	Language Line	Telephonic	970
Arabic	Language Line	Telephonic	835
Haitian creole	Language Line	Telephonic	636
Ukrainian	Language Line	Telephonic	529
Urdu	Language Line	Telephonic	364
Korean	Language Line	Telephonic	328
Nepali	Language Line	Telephonic	215
Uzbek	Language Line	Telephonic	204

2 - Record the number of bilingual and interpreter personnel employed by the agency, broken down by language translated or interpreted. *[Add rows as needed]*

Language	Number of staff ²
Spanish	633
Creole (including Haitian, French Creole)	115
Chinese (Cantonese)	111
French	104
Russian	91

¹ Top 13 languages ranked by number of calls.

² DOHMH self-reported language skills database, as of 3/23.

Chinese (Mandarin, Taiwanese, Taisanese)	76
Bengali	75
Jamaican Patois	52
Tagalog (including Bisaya, Cebuano, Ilocano, Pampango)	48
Hindi	33
Yoruba	32
Arabic	29
Italian	28
Urdu	24
Hebrew	20
Korean	19
Polish	17
German	15
Portuguese	14
Igbo	13
Gujarati	12
Punjabi	11
Ukrainian	11
Japanese	10
Malayalam	10
Nepali	8
Akan	7
Albanian	7
Greek	7
Telugu	7
Chinese (Fukienese)	6
Farsi	6
Tamil	6
Twi	6
Amharic	5
Croatian	5
Ibo	5
Belorussian	4
Bulgarian	4
Burmese	4
Cambodian (Khmer)	4
Edo	4
Romanian	4
Swahili	4
Yiddish	4
Thai	4

Fulani	3
Ga	3
Tibetan	3
Vietnamese	3
Armenian	2
Czech	2
Dutch	2
Ewe	2
Ghanaian	2
Hausa	2
Malay	2
Turkish	2
Afrikaans	1
Bambara	1
Bikol	1
Catalan	1
Efik	1
Hungarian	1
Indonesian	1
Liberian	1
Maltese	1
Mandinka	1
Pashto	1
Pidgin English	1
Tigrinya	1

3 – How does the agency assess whether primary language determinations are properly recorded?

In the U.S. Census Bureau’s American Community Survey (ACS), LEP individuals are people 5 years or older who self-identify as speaking English less than “very well.” The NYC Health Department uses this definition to identify LEP New Yorkers and their primary language when providing services. While the Agency does not have a standardized system of collecting and tracking client’s primary or preferred language, all Article 28 covered clinical facilities and all other facilities and sites currently collect this information from their eligible clients. The Language Access Coordinators collect this de-identified information from these facilities and help them track it.

The Agency utilizes the community district data from the ACS not only to identify the different LEP communities in New York City but also to identify gaps in services between active (currently enrolled) and eligible community clients within those communities. ACS data, along with data submitted by the Agency programs, have allowed the Language Services team to create language lists for some programs with the languages spoken by at least 5 percent of their LEP clients.

Public-facing Agency staff members identify the client’s preferred language at initial encounter by asking “What is your preferred language?” and then record it on intake or enrollment forms. Staff members can also utilize the Language ID sheet which informs clients in 24 languages of their right to receive free

services in their preferred language. This tool is especially useful with our field staff members and inspectors. Additionally, medical and non-medical staff members who have passed a fluency assessment are able to wear an “I Speak...” button, which lets clients know they are able to communicate in a language other than English.

4 – How does the agency assess whether documents are translated accurately and disseminated properly?

The Agency recognizes that if an English source document is unclear or the literacy level is too high, we will not be able to provide an appropriately accessible and quality translation. Thus, prior to sending documents for translation, our Publications unit reviews each document for plain language and accessibility. Additionally, the Agency has a review process in place to ensure the quality of our translation services. A third-party review vendor reviews the following types of documents translated by our vendor: legal notices, vital documents, items with a longer shelf life, high priority or politically sensitive items and items for a broad audience. Translated documents are then sent back to our vendor for final changes. We have three in-house professional Spanish translators, two Chinese translators and a Russian translator who also review all translated documents.

To ensure consistency and high-quality language services in Agency translations, the Language Services unit has also created, and has continued to expand and update a glossary of key terms for each division and a style guide for the 13 agencywide languages.

In terms of proper document dissemination to the public, we consult with programs to advise regarding expertise and knowledge of the communities they serve.