

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>)
	See attached		

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
See attached	

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

At DSS/HRA/DHS, a client's preferred written and spoken languages are recorded when the client first encounters the Agency. These questions may be asked as part of an initial interview and the answers recorded by staff. Alternatively, clients may make their own selections from an online drop-down menu if they are applying online via AccessHRA (AHRA), or mark their language preferences on a paper application. DSS/HRA/DHS are aware that client's lives are always changing. To provide clients with services in the language that works best for their current situation, the Agency provides clients with

multiple, easy options to update their language indicators, without requiring that clients declare that it was previously incorrect. DSS/HRA/DHS clients can update their preferred language in one of three ways: 1. They can ask staff to update their language indicator. During some types of interactions, including applications and recertifications, staff are required to confirm that the language indicators recorded for a client are correct. Staff are always encouraged to confirm a client's language and, if appropriate, ask if the client would like it updated. 2. Clients can update their own language indicator via the AHRA website or ask a Community Based Organization (CBO) representative to do it for them through the provider portal. 3. Clients can call or email the Agency (via the website, Infoline, 311, etc.) and ask to change their language indicator.

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

DSS/HRA/DHS staff members do not translate documents.¹ All Agency documents are translated by Language Line Solutions, the largest provider of language services in the country. Language Line puts each document through an in-depth, multi-stage review process. Once the translations are returned to staff in the Office of Policy, Procedures and Training, they are again reviewed for formatting errors and inconsistencies. In addition to Language Line's internal review, DSS/HRA/DHS has contracted with a secondary translation vendor to provide professional quality assurance on our highest profile documents. As a part of the language access training that all front-line staff members receive every year, workers are told that if staff or clients identify any errors, or possible errors, in our translations, please submit them to the DSS Office of Refugee and Immigrant Affairs for consideration by our professional vendors. The same message is relayed to advocates. DSS/HRA primarily disseminates documents and materials through system-generated mailings. These mailings are automatically sent in the client's language of preference. If clients erroneously receive mail in the wrong language, they can correct their language indicators by contacting the Agency or by using AccessHRA, as described.

¹ The only exceptions to this rule are two professional Spanish language translators who work in the Office of Policy, Procedures and Training and who were specifically vetted by an outside Agency for their language skills.

2022 DSS/HRA/DHS language services provided by language, program and type of assistance provided.

Language	Agency contractor, contractor or agency office	Type of assistance required	2022 Language services instances
AKAN	Cash Assistance (CA)	Telephonic Interpretation	18
AKAN	Customized Assistance Services (CAS)	Telephonic Interpretation	1
AKAN	Families with Children	Telephonic Interpretation	6
AKAN	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
AKAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
AKAN	Infoline	Telephonic Interpretation	2
AKAN	Medical Assistance Program (MAP)	Telephonic Interpretation	1
AKAN	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
AKAN	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
AKAN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	2
AKAN	Office of Outreach	Telephonic Interpretation	1
AKAN	Program Accountability	Telephonic Interpretation	1
AKAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	12
AKAN	UNKNOWN/OTHER	Telephonic Interpretation	12
ALBANIAN	Administration	Telephonic Interpretation	1
ALBANIAN	Adult Protective Services (APS)	Onsite Appointment	5
ALBANIAN	Adult Protective Services (APS)	Telephonic Interpretation	3
ALBANIAN	Cash Assistance (CA)	Telephonic Interpretation	342
ALBANIAN	Customized Assistance Services (CAS)	Telephonic Interpretation	10
ALBANIAN	Fair Hearings	Telephonic Interpretation	2
ALBANIAN	Families with Children	Telephonic Interpretation	16
ALBANIAN	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	3
ALBANIAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	5
ALBANIAN	IDNYC	Telephonic Interpretation	4
ALBANIAN	Infoline	Telephonic Interpretation	159
ALBANIAN	Mayor's Office	Telephonic Interpretation	1
ALBANIAN	Medical Assistance Program (MAP)	Telephonic Interpretation	11
ALBANIAN	Office of Civil Justice (OCJ)	Telephonic Interpretation	1

ALBANIAN	Office of Constituent Communications (OCC)	Telephonic Interpretation	3
ALBANIAN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
ALBANIAN	Office of Evaluation and Research (OER)	Telephonic Interpretation	2
ALBANIAN	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
ALBANIAN	Office of Outreach	Telephonic Interpretation	1
ALBANIAN	Program Accountability	Telephonic Interpretation	7
ALBANIAN	Reasonable Accommodation	Telephonic Interpretation	2
ALBANIAN	Singles	Telephonic Interpretation	9
ALBANIAN	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	1
ALBANIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	135
ALBANIAN	UNKNOWN/OTHER	Telephonic Interpretation	73
ALBANIAN GHEG	Cash Assistance (CA)	Telephonic Interpretation	1
American Sign Language (ASL)	Adult Families	Onsite Appointment	11
American Sign Language (ASL)	Adult Families	Video	16
American Sign Language (ASL)	Adult Protective Services (APS)	Onsite Appointment	60
American Sign Language (ASL)	Adult Protective Services (APS)	Video	23
American Sign Language (ASL)	Cash Assistance	Onsite Appointment	58
American Sign Language (ASL)	Cash Assistance	Video	146
American Sign Language (ASL)	Customized Assistance Services	Video	1
American Sign Language (ASL)	Disability Affairs	Video	12
American Sign Language (ASL)	Fair Fares	Video	1
American Sign Language (ASL)	Families with Children	Onsite Appointment	3
American Sign Language (ASL)	Families with Children	Video	66
American Sign Language (ASL)	HIV/AIDS Services Administration	Onsite Appointment	13
American Sign Language (ASL)	HIV/AIDS Services Administration	Video	5
American Sign Language (ASL)	Home Care Services Program (HCSP)	Video	5
American Sign Language (ASL)	Homelessness Prevention Administration (HPA)	Video	16
American Sign Language (ASL)	Human Capital Management	Onsite Appointment	1
American Sign Language (ASL)	Intergovernmental Affaris	Onsite Appointment	1
American Sign Language (ASL)	Medical Assistance Program (MAP)	Onsite Appointment	7

American Sign Language (ASL)	Medical Assistance Program (MAP)	Video	4
American Sign Language (ASL)	Office of Child Support Services	Onsite Appointment	2
American Sign Language (ASL)	Office of Domestic Violence	Video	2
American Sign Language (ASL)	Singles	Onsite Appointment	32
American Sign Language (ASL)	Singles	Video	95
American Sign Language (ASL)	Supplemental Nutrition Assistance Program	Onsite Appointment	26
American Sign Language (ASL)	Supplemental Nutrition Assistance Program	Video	49
AMHARIC	Adult Protective Services (APS)	Onsite Appointment	1
AMHARIC	Cash Assistance (CA)	Telephonic Interpretation	3
AMHARIC	Families with Children	Telephonic Interpretation	1
AMHARIC	Infoline	Telephonic Interpretation	2
AMHARIC	Singles	Telephonic Interpretation	1
AMHARIC	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
AMHARIC	UNKNOWN/OTHER	Telephonic Interpretation	2
ARABIC	Adult Protective Services (APS)	Onsite Appointment	5
ARABIC	Adult Protective Services (APS)	Telephonic Interpretation	15
ARABIC	Advocacy	Telephonic Interpretation	9
ARABIC	Agency-Wide	Written Translation	861
ARABIC	Burial Claims	Telephonic Interpretation	1
ARABIC	Cash Assistance (CA)	Telephonic Interpretation	1192
ARABIC	Customized Assistance Services (CAS)	Telephonic Interpretation	42
ARABIC	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	9
ARABIC	Fair Fares	Telephonic Interpretation	10
ARABIC	Fair Hearings	Telephonic Interpretation	1
ARABIC	Families with Children	Telephonic Interpretation	288
ARABIC	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	22
ARABIC	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	3
ARABIC	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	100
ARABIC	IDNYC	Onsite Appointment	14
ARABIC	IDNYC	Telephonic Interpretation	45

ARABIC	Infoline	Telephonic Interpretation	1250
ARABIC	Mayor's Office	Telephonic Interpretation	24
ARABIC	Medical Assistance Program (MAP)	Telephonic Interpretation	63
ARABIC	Office of Child Support Services (OCSS)	Telephonic Interpretation	74
ARABIC	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
ARABIC	Office of Civil Justice (OCJ)	Telephonic Interpretation	31
ARABIC	Office of Constituent Communications (OCC)	Telephonic Interpretation	39
ARABIC	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	81
ARABIC	Office of Evaluation and Research (OER)	Telephonic Interpretation	1
ARABIC	Office of Legal Affairs (OLA)	Telephonic Interpretation	5
ARABIC	Office of Outreach	Telephonic Interpretation	4
ARABIC	Program Accountability	Telephonic Interpretation	43
ARABIC	Singles	Telephonic Interpretation	87
ARABIC	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	12
ARABIC	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1178
ARABIC	UNKNOWN/OTHER	Telephonic Interpretation	473
ARMENIAN	Adult Protective Services (APS)	Telephonic Interpretation	1
ARMENIAN	Cash Assistance (CA)	Telephonic Interpretation	5
ARMENIAN	Infoline	Telephonic Interpretation	4
ARMENIAN	Mayor's Office	Telephonic Interpretation	1
ARMENIAN	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
ARMENIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6
ARMENIAN	UNKNOWN/OTHER	Telephonic Interpretation	2
ASSYRIAN	Families with Children	Telephonic Interpretation	1
ASSYRIAN	UNKNOWN/OTHER	Telephonic Interpretation	1
AZERBAIJANI	Families with Children	Telephonic Interpretation	4
AZERBAIJANI	IDNYC	Onsite Appointment	2
BAMBARA	Asylum-Seekers	Telephonic Interpretation	2
BAMBARA	Cash Assistance (CA)	Telephonic Interpretation	10
BAMBARA	Families with Children	Telephonic Interpretation	98

BAMBARA	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
BAMBARA	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4
BAMBARA	Infoline	Telephonic Interpretation	3
BAMBARA	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
BAMBARA	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
BAMBARA	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
BAMBARA	UNKNOWN/OTHER	Telephonic Interpretation	11
BENGALI	Administration	Telephonic Interpretation	1
BENGALI	Adult Families	Telephonic Interpretation	1
BENGALI	Adult Protective Services (APS)	Onsite Appointment	2
BENGALI	Adult Protective Services (APS)	Telephonic Interpretation	26
BENGALI	Advocacy	Telephonic Interpretation	6
BENGALI	Agency-Wide	Written Translation	684
BENGALI	Burial Claims	Telephonic Interpretation	7
BENGALI	Cash Assistance (CA)	Telephonic Interpretation	2102
BENGALI	Customized Assistance Services (CAS)	Telephonic Interpretation	79
BENGALI	Dissussions with DSS	Onsite Meeting	2
BENGALI	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	6
BENGALI	Equal Employment Office (EEO)	Telephonic Interpretation	1
BENGALI	Fair Fares	Telephonic Interpretation	18
BENGALI	Fair Hearings	Telephonic Interpretation	6
BENGALI	Families with Children	Telephonic Interpretation	263
BENGALI	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	22
BENGALI	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	16
BENGALI	Home Care Services Program (HCSP)	Telephonic Interpretation	5
BENGALI	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	58
BENGALI	IDNYC	Onsite Appointment	1
BENGALI	IDNYC	Telephonic Interpretation	47
BENGALI	Infoline	Telephonic Interpretation	2224
BENGALI	Mayor's Office	Onsite Meeting	4

BENGALI	Mayor's Office	Telephonic Interpretation	9
BENGALI	Medical Assistance Program (MAP)	Telephonic Interpretation	202
BENGALI	Office of Child Support Services (OCSS)	Telephonic Interpretation	65
BENGALI	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
BENGALI	Office of Civil Justice (OCJ)	Telephonic Interpretation	33
BENGALI	Office of Constituent Communications (OCC)	Telephonic Interpretation	43
BENGALI	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	375
BENGALI	Office of Evaluation and Research (OER)	Telephonic Interpretation	3
BENGALI	Office of Legal Affairs (OLA)	Telephonic Interpretation	13
BENGALI	Office of Outreach	Telephonic Interpretation	6
BENGALI	Program Accountability	Telephonic Interpretation	67
BENGALI	Singles	Telephonic Interpretation	11
BENGALI	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	10
BENGALI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1571
BENGALI	UNKNOWN/OTHER	Telephonic Interpretation	846
BOSNIAN	Adult Protective Services (APS)	Onsite Appointment	1
BOSNIAN	Cash Assistance (CA)	Telephonic Interpretation	3
BOSNIAN	Customized Assistance Services (CAS)	Telephonic Interpretation	2
BOSNIAN	Families with Children	Telephonic Interpretation	5
BOSNIAN	Infoline	Telephonic Interpretation	7
BOSNIAN	Office of Child Support Services (OCSS)	Telephonic Interpretation	3
BOSNIAN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
BOSNIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
BOSNIAN	UNKNOWN/OTHER	Telephonic Interpretation	6
BULGARIAN	Cash Assistance (CA)	Telephonic Interpretation	5
BULGARIAN	IDNYC	Onsite Appointment	1
BULGARIAN	IDNYC	Telephonic Interpretation	1
BULGARIAN	Infoline	Telephonic Interpretation	8
BULGARIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
BULGARIAN	UNKNOWN/OTHER	Telephonic Interpretation	4

BURMESE	Adult Protective Services (APS)	Telephonic Interpretation	1
BURMESE	Cash Assistance (CA)	Telephonic Interpretation	52
BURMESE	Customized Assistance Services (CAS)	Telephonic Interpretation	1
BURMESE	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2
BURMESE	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
BURMESE	IDNYC	Onsite Appointment	1
BURMESE	IDNYC	Telephonic Interpretation	2
BURMESE	Infoline	Telephonic Interpretation	39
BURMESE	Mayor's Office	Telephonic Interpretation	15
BURMESE	Medical Assistance Program (MAP)	Telephonic Interpretation	1
BURMESE	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
BURMESE	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
BURMESE	Office of Outreach	Telephonic Interpretation	1
BURMESE	Singles	Telephonic Interpretation	6
BURMESE	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	33
BURMESE	UNKNOWN/OTHER	Telephonic Interpretation	20
CANTONESE	Administration	Telephonic Interpretation	22
CANTONESE	Adult Protective Services (APS)	Onsite Appointment	48
CANTONESE	Adult Protective Services (APS)	Telephonic Interpretation	142
CANTONESE	Advocacy	Telephonic Interpretation	16
CANTONESE	Burial Claims	Telephonic Interpretation	4
CANTONESE	Cash Assistance (CA)	Telephonic Interpretation	946
CANTONESE	Customized Assistance Services (CAS)	Telephonic Interpretation	44
CANTONESE	Dissussions with DSS	Onsite Meeting	2
CANTONESE	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	2
CANTONESE	Fair Fares	Telephonic Interpretation	10
CANTONESE	Fair Hearings	Telephonic Interpretation	2
CANTONESE	Families with Children	Telephonic Interpretation	49
CANTONESE	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	501
CANTONESE	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	10

CANTONESE	Home Care Services Program (HCSP)	Telephonic Interpretation	61
CANTONESE	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	27
CANTONESE	IDNYC	Telephonic Interpretation	93
CANTONESE	Infoline	Telephonic Interpretation	1453
CANTONESE	Intergovernmental Affairs	Onsite Meeting	4
CANTONESE	Mayor's Office	Onsite Meeting	2
CANTONESE	Mayor's Office	Telephonic Interpretation	41
CANTONESE	Medical Assistance Program (MAP)	Telephonic Interpretation	573
CANTONESE	Office of Child Support Services (OCSS)	Telephonic Interpretation	7
CANTONESE	Office of Civil Justice (OCJ)	Telephonic Interpretation	23
CANTONESE	Office of Constituent Communications (OCC)	Telephonic Interpretation	74
CANTONESE	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	35
CANTONESE	Office of Evaluation and Research (OER)	Telephonic Interpretation	3
CANTONESE	Office of Legal Affairs (OLA)	Telephonic Interpretation	14
CANTONESE	Office of Outreach	Telephonic Interpretation	2
CANTONESE	Program Accountability	Telephonic Interpretation	147
CANTONESE	Singles	Telephonic Interpretation	38
CANTONESE	Street Homelessness Solutions	Onsite Appointment	1
CANTONESE	Street Homelessness Solutions	Telephonic Interpretation	3
CANTONESE	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	11
CANTONESE	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3220
CANTONESE	UNKNOWN/OTHER	Telephonic Interpretation	993
Certified Deaf Interpreter (CDI)	Adult Families	Onsite Appointment	1
Certified Deaf Interpreter (CDI)	Adult Families	Video	2
Certified Deaf Interpreter (CDI)	Adult Protective Services (APS)	Onsite Appointment	13
Certified Deaf Interpreter (CDI)	Adult Protective Services (APS)	Video	1
Certified Deaf Interpreter (CDI)	Cash Assistance	Onsite Appointment	5
Certified Deaf Interpreter (CDI)	Cash Assistance	Video	14
Certified Deaf Interpreter (CDI)	Families with Children	Onsite Appointment	4
Certified Deaf Interpreter (CDI)	Families with Children	Video	4

Certified Deaf Interpreter (CDI)	Office of Civil Justice (OCJ)	Video	2
Certified Deaf Interpreter (CDI)	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Video	2
Certified Deaf Interpreter (CDI)	Singles	Onsite Appointment	10
Certified Deaf Interpreter (CDI)	Singles	Video	21
Certified Deaf Interpreter (CDI)	Supplemental Nutrition Assistance Program (SNAP)	Onsite Appointment	4
Certified Deaf Interpreter (CDI)	Supplemental Nutrition Assistance Program (SNAP)	Video	2
CHIN FALAM	Cash Assistance (CA)	Telephonic Interpretation	1
CHIN HAKHA	Adult Protective Services (APS)	Telephonic Interpretation	1
CHIN HAKHA	Cash Assistance (CA)	Telephonic Interpretation	1
CHIN HAKHA	Families with Children	Telephonic Interpretation	1
CHIN HAKHA	Infoline	Telephonic Interpretation	1
CHIN HAKHA	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
CHINESE (SIMPLIFIED)	Agency-Wide	Written Translation	749
CHINESE (TRADITIONAL)	Agency-Wide	Written Translation	851
CHINESE (UNSPECIFIED)	Adult Protective Services (APS)	Onsite Appointment	3
CHUUKESSE	Cash Assistance (CA)	Telephonic Interpretation	1
CROATIAN	Adult Protective Services (APS)	Telephonic Interpretation	3
CROATIAN	Cash Assistance (CA)	Telephonic Interpretation	4
CROATIAN	Customized Assistance Services (CAS)	Telephonic Interpretation	1
CROATIAN	IDNYC	Onsite Appointment	2
CROATIAN	IDNYC	Telephonic Interpretation	3
CROATIAN	Infoline	Telephonic Interpretation	1
CROATIAN	Singles	Telephonic Interpretation	1
CROATIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8
CROATIAN	UNKNOWN/OTHER	Telephonic Interpretation	2
CZECH	Families with Children	Telephonic Interpretation	3
CZECH	UNKNOWN/OTHER	Telephonic Interpretation	2
DANISH	Families with Children	Telephonic Interpretation	1
DARI	Adult Protective Services (APS)	Telephonic Interpretation	7
DARI	Advocacy	Telephonic Interpretation	1

DARI	Cash Assistance (CA)	Telephonic Interpretation	25
DARI	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	2
DARI	Families with Children	Telephonic Interpretation	2
DARI	Infoline	Telephonic Interpretation	13
DARI	Mayor's Office	Telephonic Interpretation	1
DARI	Medical Assistance Program (MAP)	Telephonic Interpretation	2
DARI	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	5
DARI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	12
DARI	UNKNOWN/OTHER	Telephonic Interpretation	9
DUTCH	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
EDO	Cash Assistance (CA)	Telephonic Interpretation	2
ENGLISH	Agency-Wide	Written Translation	374
EWE	Infoline	Telephonic Interpretation	1
FARSI	Adult Protective Services (APS)	Telephonic Interpretation	4
FARSI	Adult Protective Services (APS)	Onsite Appointment	1
FARSI	Cash Assistance (CA)	Telephonic Interpretation	40
FARSI	Customized Assistance Services (CAS)	Telephonic Interpretation	2
FARSI	Fair Fares	Telephonic Interpretation	1
FARSI	Families with Children	Telephonic Interpretation	3
FARSI	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
FARSI	IDNYC	Telephonic Interpretation	2
FARSI	IDNYC	Onsite Appointment	1
FARSI	Infoline	Telephonic Interpretation	23
FARSI	Medical Assistance Program (MAP)	Telephonic Interpretation	4
FARSI	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
FARSI	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
FARSI	Singles	Telephonic Interpretation	6
FARSI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	19
FARSI	UNKNOWN/OTHER	Telephonic Interpretation	31
FILIPINO	Adult Protective Services (APS)	Onsite Appointment	1

FINNISH	Cash Assistance (CA)	Telephonic Interpretation	1
FINNISH	Families with Children	Telephonic Interpretation	1
FINNISH	UNKNOWN/OTHER	Telephonic Interpretation	1
FRENCH	Administration	Telephonic Interpretation	1
FRENCH	Adult Families	Telephonic Interpretation	42
FRENCH	Adult Protective Services (APS)	Onsite Appointment	2
FRENCH	Adult Protective Services (APS)	Telephonic Interpretation	7
FRENCH	Advocacy	Telephonic Interpretation	1
FRENCH	Agency-Wide	Written Translation	758
FRENCH	Asylum-Seekers	Telephonic Interpretation	3
FRENCH	Cash Assistance (CA)	Telephonic Interpretation	803
FRENCH	Customized Assistance Services (CAS)	Telephonic Interpretation	22
FRENCH	DHS/HRA Security	Telephonic Interpretation	3
FRENCH	Disaster Services	Telephonic Interpretation	1
FRENCH	Dissussions with DSS	Onsite Meeting	2
FRENCH	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	3
FRENCH	Fair Fares	Telephonic Interpretation	7
FRENCH	Fair Hearings	Telephonic Interpretation	6
FRENCH	Families with Children	Telephonic Interpretation	2436
FRENCH	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	11
FRENCH	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	274
FRENCH	Home Care Services Program (HCSP)	Telephonic Interpretation	2
FRENCH	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	240
FRENCH	IDNYC	Onsite Appointment	11
FRENCH	IDNYC	Telephonic Interpretation	121
FRENCH	Infoline	Telephonic Interpretation	155
FRENCH	Mayor's Office	Telephonic Interpretation	10
FRENCH	Medical Assistance Program (MAP)	Telephonic Interpretation	24
FRENCH	Office of Child Support Services (OCSS)	Telephonic Interpretation	64
FRENCH	Office of Civil Justice (OCJ)	Telephonic Interpretation	10

FRENCH	Office of Constituent Communications (OCC)	Telephonic Interpretation	3
FRENCH	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	82
FRENCH	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
FRENCH	Office of Outreach	Telephonic Interpretation	1
FRENCH	Program Accountability	Telephonic Interpretation	9
FRENCH	Singles	Telephonic Interpretation	199
FRENCH	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	6
FRENCH	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	277
FRENCH	UNKNOWN/OTHER	Telephonic Interpretation	655
FUKIENESE	Adult Protective Services (APS)	Onsite Appointment	2
FUKIENESE	Cash Assistance (CA)	Telephonic Interpretation	24
FUKIENESE	IDNYC	Telephonic Interpretation	4
FUKIENESE	Infoline	Telephonic Interpretation	8
FUKIENESE	Intergovernmental Affairs	Onsite Meeting	2
FUKIENESE	Medical Assistance Program (MAP)	Telephonic Interpretation	1
FUKIENESE	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
FUKIENESE	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
FUKIENESE	UNKNOWN/OTHER	Telephonic Interpretation	5
FULANI	Cash Assistance (CA)	Telephonic Interpretation	31
FULANI	Fair Fares	Telephonic Interpretation	3
FULANI	Families with Children	Telephonic Interpretation	33
FULANI	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4
FULANI	IDNYC	Telephonic Interpretation	1
FULANI	Infoline	Telephonic Interpretation	12
FULANI	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
FULANI	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
FULANI	Singles	Telephonic Interpretation	2
FULANI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	16
FULANI	UNKNOWN/OTHER	Telephonic Interpretation	14
FUZHOU	Adult Protective Services (APS)	Telephonic Interpretation	12

FUZHOU	Cash Assistance (CA)	Telephonic Interpretation	137
FUZHOU	Customized Assistance Services (CAS)	Telephonic Interpretation	4
FUZHOU	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	3
FUZHOU	Families with Children	Telephonic Interpretation	6
FUZHOU	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	5
FUZHOU	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
FUZHOU	IDNYC	Telephonic Interpretation	1
FUZHOU	Infoline	Telephonic Interpretation	62
FUZHOU	Mayor's Office	Telephonic Interpretation	1
FUZHOU	Medical Assistance Program (MAP)	Telephonic Interpretation	15
FUZHOU	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
FUZHOU	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
FUZHOU	Office of Constituent Communications (OCC)	Telephonic Interpretation	7
FUZHOU	Singles	Telephonic Interpretation	8
FUZHOU	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	37
FUZHOU	UNKNOWN/OTHER	Telephonic Interpretation	25
GA	Cash Assistance (CA)	Telephonic Interpretation	1
GEORGIAN	Advocacy	Telephonic Interpretation	1
GEORGIAN	Cash Assistance (CA)	Telephonic Interpretation	17
GEORGIAN	Cash Assistance (CA)	Onsite Appointment	1
GEORGIAN	Families with Children	Telephonic Interpretation	5
GEORGIAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
GEORGIAN	IDNYC	Onsite Appointment	2
GEORGIAN	IDNYC	Telephonic Interpretation	4
GEORGIAN	Infoline	Telephonic Interpretation	14
GEORGIAN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
GEORGIAN	Office of Outreach	Telephonic Interpretation	3
GEORGIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	20
GEORGIAN	UNKNOWN/OTHER	Telephonic Interpretation	6
GERMAN	Adult Protective Services (APS)	Telephonic Interpretation	1

GERMAN	Cash Assistance (CA)	Telephonic Interpretation	2
GERMAN	IDNYC	Onsite Appointment	1
GERMAN	IDNYC	Telephonic Interpretation	1
GERMAN	Infoline	Telephonic Interpretation	1
GERMAN	UNKNOWN/OTHER	Telephonic Interpretation	4
GREEK	Adult Protective Services (APS)	Onsite Appointment	5
GREEK	Adult Protective Services (APS)	Telephonic Interpretation	27
GREEK	Cash Assistance (CA)	Telephonic Interpretation	34
GREEK	Customized Assistance Services (CAS)	Telephonic Interpretation	1
GREEK	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	7
GREEK	Fair Fares	Telephonic Interpretation	1
GREEK	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
GREEK	IDNYC	Onsite Appointment	3
GREEK	IDNYC	Telephonic Interpretation	3
GREEK	Infoline	Telephonic Interpretation	50
GREEK	Mayor's Office	Telephonic Interpretation	1
GREEK	Medical Assistance Program (MAP)	Telephonic Interpretation	16
GREEK	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
GREEK	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
GREEK	Program Accountability	Telephonic Interpretation	4
GREEK	Singles	Telephonic Interpretation	3
GREEK	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	1
GREEK	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	28
GREEK	UNKNOWN/OTHER	Telephonic Interpretation	19
GUJARATI	Cash Assistance (CA)	Telephonic Interpretation	2
GUJARATI	Customized Assistance Services (CAS)	Telephonic Interpretation	3
GUJARATI	IDNYC	Telephonic Interpretation	2
GUJARATI	Infoline	Telephonic Interpretation	5
GUJARATI	Medical Assistance Program (MAP)	Telephonic Interpretation	4
GUJARATI	Office of Child Support Services (OCSS)	Telephonic Interpretation	1

GUJARATI	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
GUJARATI	UNKNOWN/OTHER	Telephonic Interpretation	1
HAITIAN CREOLE	Administration	Telephonic Interpretation	1
HAITIAN CREOLE	Adult Families	Telephonic Interpretation	37
HAITIAN CREOLE	Adult Protective Services (APS)	Onsite Appointment	21
HAITIAN CREOLE	Adult Protective Services (APS)	Telephonic Interpretation	48
HAITIAN CREOLE	Advocacy	Telephonic Interpretation	9
HAITIAN CREOLE	Agency-Wide	Written Translation	851
HAITIAN CREOLE	Cash Assistance (CA)	Telephonic Interpretation	1498
HAITIAN CREOLE	Customized Assistance Services (CAS)	Telephonic Interpretation	44
HAITIAN CREOLE	DHS/HRA Security	Telephonic Interpretation	1
HAITIAN CREOLE	Disaster Services	Telephonic Interpretation	1
HAITIAN CREOLE	Emergency Food Assistance Program	Onsite Meeting	1
HAITIAN CREOLE	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	46
HAITIAN CREOLE	Fair Fares	Telephonic Interpretation	6
HAITIAN CREOLE	Fair Hearings	Telephonic Interpretation	1
HAITIAN CREOLE	Families with Children	Telephonic Interpretation	1516
HAITIAN CREOLE	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	7
HAITIAN CREOLE	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	150
HAITIAN CREOLE	Home Care Services Program (HCSP)	Telephonic Interpretation	4
HAITIAN CREOLE	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	285
HAITIAN CREOLE	IDNYC	Onsite Appointment	3
HAITIAN CREOLE	IDNYC	Telephonic Interpretation	306
HAITIAN CREOLE	Infoline	Telephonic Interpretation	801
HAITIAN CREOLE	Mayor's Office	Onsite Meeting	2
HAITIAN CREOLE	Mayor's Office	Telephonic Interpretation	12
HAITIAN CREOLE	Medical Assistance Program (MAP)	Telephonic Interpretation	66
HAITIAN CREOLE	Office of Child Support Services (OCSS)	Telephonic Interpretation	71
HAITIAN CREOLE	Office of Civil Justice (OCJ)	Telephonic Interpretation	15
HAITIAN CREOLE	Office of Constituent Communications (OCC)	Telephonic Interpretation	41

HAITIAN CREOLE	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	15
HAITIAN CREOLE	Office of Evaluation and Research (OER)	Telephonic Interpretation	1
HAITIAN CREOLE	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
HAITIAN CREOLE	Office of Outreach	Telephonic Interpretation	1
HAITIAN CREOLE	Program Accountability	Telephonic Interpretation	45
HAITIAN CREOLE	Singles	Telephonic Interpretation	23
HAITIAN CREOLE	Street Homelessness Solutions	Telephonic Interpretation	1
HAITIAN CREOLE	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	11
HAITIAN CREOLE	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1250
HAITIAN CREOLE	UNKNOWN/OTHER	Telephonic Interpretation	713
HAITIAN CREOLE	Vaccine Command Center (VCC)	Telephonic Interpretation	1
HAKKA-CHINA	Adult Protective Services (APS)	Telephonic Interpretation	1
HAKKA-CHINA	Infoline	Telephonic Interpretation	1
HAKKA-CHINA	UNKNOWN/OTHER	Telephonic Interpretation	1
HAUSA	Cash Assistance (CA)	Telephonic Interpretation	3
HAUSA	Families with Children	Telephonic Interpretation	4
HAUSA	Infoline	Telephonic Interpretation	1
HAUSA	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
HAUSA	Office of Evaluation and Research (OER)	Telephonic Interpretation	1
HAUSA	Singles	Telephonic Interpretation	1
HAUSA	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
HEBREW	Cash Assistance (CA)	Telephonic Interpretation	14
HEBREW	Families with Children	Telephonic Interpretation	2
HEBREW	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
HEBREW	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4
HEBREW	IDNYC	Onsite Appointment	1
HEBREW	IDNYC	Telephonic Interpretation	5
HEBREW	Infoline	Telephonic Interpretation	3
HEBREW	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8
HEBREW	UNKNOWN/OTHER	Telephonic Interpretation	5

HINDI	Administration	Telephonic Interpretation	1
HINDI	Adult Families	Telephonic Interpretation	1
HINDI	Adult Protective Services (APS)	Telephonic Interpretation	3
HINDI	Cash Assistance (CA)	Telephonic Interpretation	93
HINDI	Customized Assistance Services (CAS)	Telephonic Interpretation	1
HINDI	Fair Hearings	Telephonic Interpretation	1
HINDI	Families with Children	Telephonic Interpretation	4
HINDI	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	5
HINDI	IDNYC	Telephonic Interpretation	13
HINDI	Infoline	Telephonic Interpretation	110
HINDI	Mayor's Office	Telephonic Interpretation	13
HINDI	Medical Assistance Program (MAP)	Telephonic Interpretation	10
HINDI	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
HINDI	Office of Civil Justice (OCJ)	Telephonic Interpretation	9
HINDI	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
HINDI	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	23
HINDI	Office of Outreach	Telephonic Interpretation	2
HINDI	Program Accountability	Telephonic Interpretation	4
HINDI	Singles	Telephonic Interpretation	26
HINDI	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	1
HINDI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	83
HINDI	UNKNOWN/OTHER	Telephonic Interpretation	48
HMONG	Cash Assistance (CA)	Telephonic Interpretation	2
HMONG	Customized Assistance Services (CAS)	Telephonic Interpretation	1
HMONG	Families with Children	Telephonic Interpretation	6
HMONG	UNKNOWN/OTHER	Telephonic Interpretation	2
HUNGARIAN	Adult Families	Telephonic Interpretation	22
HUNGARIAN	Adult Protective Services (APS)	Telephonic Interpretation	7
HUNGARIAN	Burial Claims	Telephonic Interpretation	2
HUNGARIAN	Cash Assistance (CA)	Telephonic Interpretation	21

HUNGARIAN	Families with Children	Telephonic Interpretation	6
HUNGARIAN	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
HUNGARIAN	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
HUNGARIAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
HUNGARIAN	IDNYC	Onsite Appointment	3
HUNGARIAN	IDNYC	Telephonic Interpretation	13
HUNGARIAN	Infoline	Telephonic Interpretation	21
HUNGARIAN	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
HUNGARIAN	Office of Constituent Communications (OCC)	Telephonic Interpretation	3
HUNGARIAN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	8
HUNGARIAN	Singles	Telephonic Interpretation	2
HUNGARIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	16
HUNGARIAN	UNKNOWN/OTHER	Telephonic Interpretation	15
IGBO	Adult Families	Telephonic Interpretation	1
IGBO	Cash Assistance (CA)	Telephonic Interpretation	5
IGBO	Families with Children	Telephonic Interpretation	1
IGBO	Infoline	Telephonic Interpretation	4
IGBO	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
IGBO	UNKNOWN/OTHER	Telephonic Interpretation	3
ILOCANO	Cash Assistance (CA)	Telephonic Interpretation	1
ILOCANO	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
INDONESIAN	Cash Assistance (CA)	Telephonic Interpretation	6
INDONESIAN	Families with Children	Telephonic Interpretation	1
INDONESIAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
INDONESIAN	Medical Assistance Program (MAP)	Telephonic Interpretation	1
INDONESIAN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	15
INDONESIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
INDONESIAN	UNKNOWN/OTHER	Telephonic Interpretation	6
ITALIAN	Adult Protective Services (APS)	Onsite Appointment	2
ITALIAN	Adult Protective Services (APS)	Telephonic Interpretation	8

ITALIAN	Cash Assistance (CA)	Telephonic Interpretation	8
ITALIAN	Customized Assistance Services (CAS)	Telephonic Interpretation	1
ITALIAN	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	17
ITALIAN	Home Care Services Program (HCSP)	Telephonic Interpretation	1
ITALIAN	IDNYC	Onsite Appointment	1
ITALIAN	IDNYC	Telephonic Interpretation	2
ITALIAN	Infoline	Telephonic Interpretation	27
ITALIAN	Mayor's Office	Telephonic Interpretation	1
ITALIAN	Medical Assistance Program (MAP)	Telephonic Interpretation	1
ITALIAN	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
ITALIAN	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
ITALIAN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
ITALIAN	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
ITALIAN	Singles	Telephonic Interpretation	27
ITALIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	28
ITALIAN	UNKNOWN/OTHER	Telephonic Interpretation	19
JAPANESE	Adult Families	Telephonic Interpretation	1
JAPANESE	Adult Protective Services (APS)	Telephonic Interpretation	5
JAPANESE	Cash Assistance (CA)	Telephonic Interpretation	19
JAPANESE	Customized Assistance Services (CAS)	Telephonic Interpretation	2
JAPANESE	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	5
JAPANESE	Families with Children	Telephonic Interpretation	6
JAPANESE	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	5
JAPANESE	Home Care Services Program (HCSP)	Telephonic Interpretation	1
JAPANESE	IDNYC	Onsite Appointment	6
JAPANESE	IDNYC	Telephonic Interpretation	8
JAPANESE	Infoline	Telephonic Interpretation	35
JAPANESE	Mayor's Office	Telephonic Interpretation	7
JAPANESE	Medical Assistance Program (MAP)	Telephonic Interpretation	1
JAPANESE	Office of Child Support Services (OCSS)	Telephonic Interpretation	2

JAPANESE	Office of Civil Justice (OCJ)	Telephonic Interpretation	12
JAPANESE	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	28
JAPANESE	Singles	Telephonic Interpretation	4
JAPANESE	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	19
JAPANESE	UNKNOWN/OTHER	Telephonic Interpretation	19
KAREN	Cash Assistance (CA)	Telephonic Interpretation	1
KAREN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
KAREN	UNKNOWN/OTHER	Telephonic Interpretation	1
KHMER	Cash Assistance (CA)	Telephonic Interpretation	5
KHMER	Families with Children	Telephonic Interpretation	1
KHMER	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
KHMER	Infoline	Telephonic Interpretation	6
KHMER	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
KHMER	UNKNOWN/OTHER	Telephonic Interpretation	5
KOREAN	Administration	Telephonic Interpretation	9
KOREAN	Adult Protective Services (APS)	Onsite Appointment	16
KOREAN	Adult Protective Services (APS)	Telephonic Interpretation	79
KOREAN	Advocacy	Telephonic Interpretation	2
KOREAN	Agency-Wide	Written Translation	850
KOREAN	Cash Assistance (CA)	Telephonic Interpretation	342
KOREAN	Customized Assistance Services (CAS)	Telephonic Interpretation	9
KOREAN	Dissussions with DSS	Onsite Meeting	2
KOREAN	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	1
KOREAN	Equal Employment Office (EEO)	Telephonic Interpretation	1
KOREAN	Families with Children	Telephonic Interpretation	3
KOREAN	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	39
KOREAN	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	15
KOREAN	Home Care Services Program (HCSP)	Telephonic Interpretation	3
KOREAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
KOREAN	IDNYC	Onsite Appointment	4

KOREAN	IDNYC	Telephonic Interpretation	41
KOREAN	Infoline	Telephonic Interpretation	1193
KOREAN	Mayor's Office	Onsite Meeting	1
KOREAN	Mayor's Office	Telephonic Interpretation	16
KOREAN	Medical Assistance Program (MAP)	Telephonic Interpretation	149
KOREAN	Office of Child Support Services (OCSS)	Telephonic Interpretation	9
KOREAN	Office of Civil Justice (OCJ)	Telephonic Interpretation	14
KOREAN	Office of Constituent Communications (OCC)	Telephonic Interpretation	21
KOREAN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	53
KOREAN	Office of Legal Affairs (OLA)	Telephonic Interpretation	6
KOREAN	Office of Outreach	Telephonic Interpretation	2
KOREAN	Program Accountability	Telephonic Interpretation	27
KOREAN	Singles	Telephonic Interpretation	53
KOREAN	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	11
KOREAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	726
KOREAN	UNKNOWN/OTHER	Telephonic Interpretation	319
KOYAGA	Families with Children	Onsite Appointment	2
KRIO	Cash Assistance (CA)	Telephonic Interpretation	4
KRIO	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	1
KRIO	Families with Children	Telephonic Interpretation	1
KRIO	Infoline	Telephonic Interpretation	2
KRIO	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8
LAOTIAN	Adult Protective Services (APS)	Telephonic Interpretation	1
LAOTIAN	Cash Assistance (CA)	Telephonic Interpretation	1
LAOTIAN	Infoline	Telephonic Interpretation	1
LAOTIAN	UNKNOWN/OTHER	Telephonic Interpretation	3
LATVIAN	Cash Assistance (CA)	Telephonic Interpretation	1
LATVIAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
LATVIAN	IDNYC	Onsite Appointment	2
LATVIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1

LINGALA	DHS/HRA Security	Telephonic Interpretation	12
LINGALA	Families with Children	Telephonic Interpretation	55
LINGALA	Infoline	Telephonic Interpretation	5
LINGALA	UNKNOWN/OTHER	Telephonic Interpretation	11
LITHUANIAN	Infoline	Telephonic Interpretation	1
LITHUANIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
MACEDONIAN	Cash Assistance (CA)	Telephonic Interpretation	1
MALAY	Families with Children	Telephonic Interpretation	1
MALAYALAM	Cash Assistance (CA)	Telephonic Interpretation	6
MALAYALAM	Customized Assistance Services (CAS)	Telephonic Interpretation	1
MALAYALAM	Infoline	Telephonic Interpretation	9
MALAYALAM	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6
MALAYALAM	UNKNOWN/OTHER	Telephonic Interpretation	2
MAM	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
MANDARIN	Administration	Telephonic Interpretation	24
MANDARIN	Adult Families	Telephonic Interpretation	20
MANDARIN	Adult Protective Services (APS)	Onsite Appointment	39
MANDARIN	Adult Protective Services (APS)	Telephonic Interpretation	236
MANDARIN	Advocacy	Telephonic Interpretation	27
MANDARIN	Burial Claims	Telephonic Interpretation	54
MANDARIN	Cash Assistance (CA)	Telephonic Interpretation	4637
MANDARIN	Customized Assistance Services (CAS)	Telephonic Interpretation	126
MANDARIN	DHS/HRA Security	Telephonic Interpretation	1
MANDARIN	Dissussions with DSS	Onsite Meeting	2
MANDARIN	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	42
MANDARIN	Equal Employment Office (EEO)	Telephonic Interpretation	1
MANDARIN	Fair Fares	Telephonic Interpretation	44
MANDARIN	Fair Hearings	Telephonic Interpretation	2
MANDARIN	Families with Children	Telephonic Interpretation	276
MANDARIN	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1534

MANDARIN	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	53
MANDARIN	Home Care Services Program (HCSP)	Telephonic Interpretation	64
MANDARIN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	121
MANDARIN	IDNYC	Onsite Appointment	3
MANDARIN	IDNYC	Telephonic Interpretation	463
MANDARIN	Infoline	Telephonic Interpretation	1570
MANDARIN	Intergovernmental Affairs	Onsite Meeting	6
MANDARIN	Mayor's Office	Onsite Meeting	4
MANDARIN	Mayor's Office	Telephonic Interpretation	153
MANDARIN	Medical Assistance Program (MAP)	Telephonic Interpretation	936
MANDARIN	Office of Child Support Services (OCSS)	Telephonic Interpretation	62
MANDARIN	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
MANDARIN	Office of Civil Justice (OCJ)	Telephonic Interpretation	84
MANDARIN	Office of Constituent Communications (OCC)	Telephonic Interpretation	227
MANDARIN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	379
MANDARIN	Office of Evaluation and Research (OER)	Telephonic Interpretation	6
MANDARIN	Office of Legal Affairs (OLA)	Telephonic Interpretation	11
MANDARIN	Office of Outreach	Telephonic Interpretation	3
MANDARIN	Program Accountability	Telephonic Interpretation	182
MANDARIN	Reasonable Accommodation	Telephonic Interpretation	2
MANDARIN	Singles	Telephonic Interpretation	128
MANDARIN	Street Homelessness Solutions	Onsite Appointment	1
MANDARIN	Street Homelessness Solutions	Telephonic Interpretation	4
MANDARIN	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	15
MANDARIN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5026
MANDARIN	UNKNOWN/OTHER	Telephonic Interpretation	2230
MANDINKA	Cash Assistance (CA)	Telephonic Interpretation	5
MANDINKA	Families with Children	Telephonic Interpretation	8
MANDINKA	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
MANDINKA	Infoline	Telephonic Interpretation	1

MANDINKA	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	2
MANDINKA	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
MANDINKA	UNKNOWN/OTHER	Telephonic Interpretation	4
MARATHI	Families with Children	Telephonic Interpretation	1
MARSHALLESE	Cash Assistance (CA)	Telephonic Interpretation	1
MONGOLIAN	Adult Protective Services (APS)	Telephonic Interpretation	1
MONGOLIAN	Cash Assistance (CA)	Telephonic Interpretation	2
MONGOLIAN	Infoline	Telephonic Interpretation	1
MONGOLIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
MONGOLIAN	UNKNOWN/OTHER	Telephonic Interpretation	1
NEPALI	Cash Assistance (CA)	Telephonic Interpretation	27
NEPALI	Customized Assistance Services (CAS)	Telephonic Interpretation	1
NEPALI	IDNYC	Telephonic Interpretation	2
NEPALI	Infoline	Telephonic Interpretation	23
NEPALI	Medical Assistance Program (MAP)	Telephonic Interpretation	7
NEPALI	Office of Child Support Services (OCSS)	Telephonic Interpretation	4
NEPALI	Office of Civil Justice (OCJ)	Telephonic Interpretation	4
NEPALI	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	11
NEPALI	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
NEPALI	Singles	Telephonic Interpretation	22
NEPALI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	14
NEPALI	UNKNOWN/OTHER	Telephonic Interpretation	12
NIGERIAN PIDGIN	Cash Assistance (CA)	Telephonic Interpretation	1
NIGERIAN PIDGIN	Families with Children	Telephonic Interpretation	1
OROMO	Families with Children	Telephonic Interpretation	3
OROMO	Infoline	Telephonic Interpretation	1
OROMO	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
OROMO	UNKNOWN/OTHER	Telephonic Interpretation	1
OTHER	Agency-Wide	Written Translation	46
PASHTO	Adult Protective Services (APS)	Onsite Appointment	2

PASHTO	Cash Assistance (CA)	Telephonic Interpretation	36
PASHTO	Customized Assistance Services (CAS)	Telephonic Interpretation	2
PASHTO	Fair Fares	Telephonic Interpretation	1
PASHTO	Families with Children	Telephonic Interpretation	1
PASHTO	Infoline	Telephonic Interpretation	5
PASHTO	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
PASHTO	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
PASHTO	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	14
PASHTO	UNKNOWN/OTHER	Telephonic Interpretation	6
POLISH	Administration	Telephonic Interpretation	2
POLISH	Adult Families	Telephonic Interpretation	17
POLISH	Adult Protective Services (APS)	Onsite Appointment	3
POLISH	Adult Protective Services (APS)	Telephonic Interpretation	53
POLISH	Advocacy	Telephonic Interpretation	2
POLISH	Agency-Wide	Written Translation	679
POLISH	Burial Claims	Telephonic Interpretation	5
POLISH	Cash Assistance (CA)	Telephonic Interpretation	124
POLISH	Customized Assistance Services (CAS)	Telephonic Interpretation	6
POLISH	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	2
POLISH	Families with Children	Telephonic Interpretation	27
POLISH	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	6
POLISH	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	16
POLISH	Home Care Services Program (HCSP)	Telephonic Interpretation	1
POLISH	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	7
POLISH	IDNYC	Onsite Appointment	2
POLISH	IDNYC	Telephonic Interpretation	19
POLISH	Infoline	Telephonic Interpretation	156
POLISH	Mayor's Office	Telephonic Interpretation	9
POLISH	Medical Assistance Program (MAP)	Telephonic Interpretation	13
POLISH	Office of Child Support Services (OCSS)	Telephonic Interpretation	5

POLISH	Office of Civil Justice (OCJ)	Telephonic Interpretation	4
POLISH	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
POLISH	Office of Outreach	Telephonic Interpretation	5
POLISH	Program Accountability	Telephonic Interpretation	5
POLISH	Singles	Onsite Appointment	23
POLISH	Singles	Telephonic Interpretation	70
POLISH	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	11
POLISH	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	188
POLISH	UNKNOWN/OTHER	Telephonic Interpretation	128
PORTUGUESE	Administration	Telephonic Interpretation	3
PORTUGUESE	Adult Families	Telephonic Interpretation	34
PORTUGUESE	Adult Protective Services (APS)	Telephonic Interpretation	8
PORTUGUESE	Advocacy	Telephonic Interpretation	1
PORTUGUESE	Cash Assistance (CA)	Telephonic Interpretation	87
PORTUGUESE	Customized Assistance Services (CAS)	Telephonic Interpretation	3
PORTUGUESE	Fair Fares	Telephonic Interpretation	2
PORTUGUESE	Families with Children	Telephonic Interpretation	379
PORTUGUESE	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	23
PORTUGUESE	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	31
PORTUGUESE	IDNYC	Onsite Appointment	4
PORTUGUESE	IDNYC	Telephonic Interpretation	42
PORTUGUESE	Infoline	Telephonic Interpretation	19
PORTUGUESE	Mayor's Office	Telephonic Interpretation	1
PORTUGUESE	Medical Assistance Program (MAP)	Telephonic Interpretation	4
PORTUGUESE	Office of Child Support Services (OCSS)	Telephonic Interpretation	8
PORTUGUESE	Office of Civil Justice (OCJ)	Telephonic Interpretation	3
PORTUGUESE	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
PORTUGUESE	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	12
PORTUGUESE	Singles	Telephonic Interpretation	83
PORTUGUESE	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	42

PORTUGUESE	UNKNOWN/OTHER	Telephonic Interpretation	68
PULAAR	Asylum-Seekers	Onsite Shift	1
PULAAR	Families with Children	Onsite Appointment	1
PUNJABI	Administration	Telephonic Interpretation	1
PUNJABI	Adult Protective Services (APS)	Telephonic Interpretation	9
PUNJABI	Cash Assistance (CA)	Telephonic Interpretation	107
PUNJABI	Customized Assistance Services (CAS)	Telephonic Interpretation	6
PUNJABI	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	1
PUNJABI	Families with Children	Telephonic Interpretation	3
PUNJABI	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2
PUNJABI	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
PUNJABI	IDNYC	Onsite Appointment	1
PUNJABI	IDNYC	Onsite Appointment	1
PUNJABI	IDNYC	Telephonic Interpretation	7
PUNJABI	Infoline	Telephonic Interpretation	100
PUNJABI	Mayor's Office	Telephonic Interpretation	6
PUNJABI	Medical Assistance Program (MAP)	Telephonic Interpretation	8
PUNJABI	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
PUNJABI	Office of Legal Affairs (OLA)	Telephonic Interpretation	3
PUNJABI	Program Accountability	Telephonic Interpretation	5
PUNJABI	Singles	Telephonic Interpretation	25
PUNJABI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	46
PUNJABI	UNKNOWN/OTHER	Telephonic Interpretation	31
ROMANIAN	Adult Families	Telephonic Interpretation	4
ROMANIAN	Adult Protective Services (APS)	Telephonic Interpretation	3
ROMANIAN	Cash Assistance (CA)	Telephonic Interpretation	16
ROMANIAN	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
ROMANIAN	IDNYC	Telephonic Interpretation	3
ROMANIAN	Infoline	Telephonic Interpretation	7
ROMANIAN	Mayor's Office	Telephonic Interpretation	1

ROMANIAN	Medical Assistance Program (MAP)	Telephonic Interpretation	2
ROMANIAN	Program Accountability	Telephonic Interpretation	1
ROMANIAN	Singles	Telephonic Interpretation	1
ROMANIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	10
ROMANIAN	UNKNOWN/OTHER	Telephonic Interpretation	5
RUNDI	Cash Assistance (CA)	Telephonic Interpretation	1
RUNDI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
RUSSIAN	Administration	Telephonic Interpretation	20
RUSSIAN	Adult Families	Telephonic Interpretation	137
RUSSIAN	Adult Protective Services (APS)	Onsite Appointment	47
RUSSIAN	Adult Protective Services (APS)	Telephonic Interpretation	173
RUSSIAN	Advocacy	Telephonic Interpretation	19
RUSSIAN	Agency-Wide	Written Translation	859
RUSSIAN	Burial Claims	Telephonic Interpretation	20
RUSSIAN	CASA	Onsite Appointment	1
RUSSIAN	Cash Assistance (CA)	Telephonic Interpretation	3696
RUSSIAN	Customized Assistance Services (CAS)	Onsite Appointment	1
RUSSIAN	Customized Assistance Services (CAS)	Telephonic Interpretation	46
RUSSIAN	Disaster Services	Telephonic Interpretation	1
RUSSIAN	Dissussions with DSS	Onsite Meeting	2
RUSSIAN	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	63
RUSSIAN	Equal Employment Office (EEO)	Telephonic Interpretation	1
RUSSIAN	Fair Fares	Telephonic Interpretation	67
RUSSIAN	Fair Hearings	Telephonic Interpretation	4
RUSSIAN	Families with Children	Telephonic Interpretation	638
RUSSIAN	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	102
RUSSIAN	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	36
RUSSIAN	Home Care Services Program (HCSP)	Telephonic Interpretation	69
RUSSIAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	219
RUSSIAN	IDNYC	Onsite Appointment	18

RUSSIAN	IDNYC	Telephonic Interpretation	518
RUSSIAN	Infoline	Telephonic Interpretation	2938
RUSSIAN	Mayor's Office	Telephonic Interpretation	138
RUSSIAN	Medical Assistance Program (MAP)	Telephonic Interpretation	161
RUSSIAN	Office of Child Support Services (OCSS)	Telephonic Interpretation	311
RUSSIAN	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	2
RUSSIAN	Office of Civil Justice (OCJ)	Telephonic Interpretation	59
RUSSIAN	Office of Constituent Communications (OCC)	Telephonic Interpretation	165
RUSSIAN	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	36
RUSSIAN	Office of Evaluation and Research (OER)	Telephonic Interpretation	1
RUSSIAN	Office of Legal Affairs (OLA)	Telephonic Interpretation	28
RUSSIAN	Office of Outreach	Telephonic Interpretation	7
RUSSIAN	Program Accountability	Telephonic Interpretation	174
RUSSIAN	Reasonable Accommodation	Telephonic Interpretation	1
RUSSIAN	Singles	Telephonic Interpretation	247
RUSSIAN	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	10
RUSSIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5055
RUSSIAN	UNKNOWN/OTHER	Telephonic Interpretation	1775
SERBIAN	Adult Families	Telephonic Interpretation	21
SERBIAN	Adult Protective Services (APS)	Onsite Appointment	1
SERBIAN	Adult Protective Services (APS)	Telephonic Interpretation	10
SERBIAN	Cash Assistance (CA)	Telephonic Interpretation	22
SERBIAN	Customized Assistance Services (CAS)	Telephonic Interpretation	1
SERBIAN	Families with Children	Telephonic Interpretation	61
SERBIAN	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
SERBIAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	14
SERBIAN	IDNYC	Onsite Appointment	2
SERBIAN	IDNYC	Telephonic Interpretation	2
SERBIAN	Infoline	Telephonic Interpretation	21
SERBIAN	Office of Civil Justice (OCJ)	Telephonic Interpretation	1

SERBIAN	Singles	Telephonic Interpretation	2
SERBIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	9
SERBIAN	UNKNOWN/OTHER	Telephonic Interpretation	9
SHANGHAISE	Adult Protective Services (APS)	Telephonic Interpretation	14
SHANGHAISE	Cash Assistance (CA)	Telephonic Interpretation	2
SHANGHAISE	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
SHANGHAISE	IDNYC	Telephonic Interpretation	3
SHANGHAISE	Infoline	Telephonic Interpretation	1
SINHALA	Adult Families	Telephonic Interpretation	1
SINHALA	Cash Assistance (CA)	Telephonic Interpretation	1
SINHALA	Infoline	Telephonic Interpretation	2
SINHALA	Program Accountability	Telephonic Interpretation	1
SINHALA	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
SINHALA	UNKNOWN/OTHER	Telephonic Interpretation	2
SLOVAK	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
SLOVAK	UNKNOWN/OTHER	Telephonic Interpretation	1
SOMALI	Adult Protective Services (APS)	Onsite Appointment	2
SOMALI	Families with Children	Telephonic Interpretation	4
SOMALI	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
SOMALI	UNKNOWN/OTHER	Telephonic Interpretation	3
SONINKE	Advocacy	Telephonic Interpretation	1
SONINKE	Cash Assistance (CA)	Telephonic Interpretation	10
SONINKE	Families with Children	Onsite Appointment	1
SONINKE	Families with Children	Telephonic Interpretation	78
SONINKE	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	9
SONINKE	Infoline	Telephonic Interpretation	8
SONINKE	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
SONINKE	Singles	Telephonic Interpretation	1
SONINKE	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	11
SONINKE	UNKNOWN/OTHER	Telephonic Interpretation	21

SORANI	Adult Protective Services (APS)	Telephonic Interpretation	1
SORANI	Advocacy	Telephonic Interpretation	1
SORANI	Cash Assistance (CA)	Telephonic Interpretation	1
SORANI	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
SORANI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
SORANI	UNKNOWN/OTHER	Telephonic Interpretation	5
SPANISH	Administration	Telephonic Interpretation	667
SPANISH	Adult Families	Telephonic Interpretation	5725
SPANISH	Adult Protective Services (APS)	Onsite Appointment	455
SPANISH	Adult Protective Services (APS)	Telephonic Interpretation	2973
SPANISH	Advocacy	Telephonic Interpretation	262
SPANISH	Agency-Wide	Written Translation	730
SPANISH	Asylum-Seekers	Onsite Shift	5794
SPANISH	Asylum-Seekers	Telephonic Interpretation	14
SPANISH	Burial Claims	Telephonic Interpretation	243
SPANISH	CASA	Onsite Appointment	1
SPANISH	Cash Assistance (CA)	Telephonic Interpretation	91839
SPANISH	Cash Assistance (CA)	Onsite Shift	100
SPANISH	Customized Assistance Services (CAS)	Telephonic Interpretation	1355
SPANISH	DHS/HRA Security	Telephonic Interpretation	6
SPANISH	Disaster Services	Telephonic Interpretation	16
SPANISH	Dissussions with DSS	Onsite Meeting	2
SPANISH	Emergency Food Assistance Program	Onsite Meeting	2
SPANISH	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	179
SPANISH	Equal Employment Office (EEO)	Telephonic Interpretation	10
SPANISH	Fair Fares	Telephonic Interpretation	827
SPANISH	Fair Hearings	Telephonic Interpretation	447
SPANISH	Families with Children	Telephonic Interpretation	43789
SPANISH	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2128
SPANISH	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	7278

SPANISH	HIV/AIDS Services Administration (HASA)	Onsite Appointment	3
SPANISH	Home Care Services Program (HCSP)	Telephonic Interpretation	623
SPANISH	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	6068
SPANISH	IDNYC	Telephonic Interpretation	8121
SPANISH	Infoline	Telephonic Interpretation	17933
SPANISH	Intergovernmental Affairs	Onsite Meeting	2
SPANISH	Mayor's Office	Onsite Meeting	1
SPANISH	Mayor's Office	Telephonic Interpretation	702
SPANISH	Medical Assistance Program (MAP)	Onsite Appointment	1
SPANISH	Medical Assistance Program (MAP)	Telephonic Interpretation	3995
SPANISH	Office of Child Support Services (OCSS)	Telephonic Interpretation	6388
SPANISH	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	14
SPANISH	Office of Civil Justice (OCJ)	Telephonic Interpretation	128
SPANISH	Office of Constituent Communications (OCC)	Telephonic Interpretation	2572
SPANISH	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4637
SPANISH	Office of Evaluation and Research (OER)	Telephonic Interpretation	21
SPANISH	Office of Legal Affairs (OLA)	Telephonic Interpretation	127
SPANISH	Office of Outreach	Telephonic Interpretation	60
SPANISH	One Number	Onsite Testing	74
SPANISH	Program Accountability	Telephonic Interpretation	3548
SPANISH	Reasonable Accommodation	Telephonic Interpretation	5
SPANISH	Singles	Onsite Meeting	2
SPANISH	Singles	Telephonic Interpretation	9337
SPANISH	Street Homelessness Solutions	Telephonic Interpretation	14
SPANISH	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	13
SPANISH	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	72327
SPANISH	UNKNOWN/OTHER	Telephonic Interpretation	38656
SPANISH	Vaccine Command Center (VCC)	Telephonic Interpretation	7
SWAHILI	Cash Assistance (CA)	Telephonic Interpretation	3
SWAHILI	Infoline	Telephonic Interpretation	4

SWAHILI	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
SWAHILI	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	2
SWAHILI	Singles	Telephonic Interpretation	1
SWEDISH	Families with Children	Telephonic Interpretation	1
SWEDISH	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
SWEDISH	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
SYLHETI	Adult Protective Services (APS)	Telephonic Interpretation	2
SYLHETI	Cash Assistance (CA)	Telephonic Interpretation	41
SYLHETI	Fair Fares	Telephonic Interpretation	1
SYLHETI	Families with Children	Telephonic Interpretation	35
SYLHETI	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
SYLHETI	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
SYLHETI	Infoline	Telephonic Interpretation	37
SYLHETI	Medical Assistance Program (MAP)	Telephonic Interpretation	3
SYLHETI	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
SYLHETI	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
SYLHETI	Singles	Telephonic Interpretation	2
SYLHETI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	24
SYLHETI	UNKNOWN/OTHER	Telephonic Interpretation	29
TAGALOG	Adult Protective Services (APS)	Onsite Appointment	1
TAGALOG	Adult Protective Services (APS)	Telephonic Interpretation	2
TAGALOG	Cash Assistance (CA)	Telephonic Interpretation	21
TAGALOG	Customized Assistance Services (CAS)	Telephonic Interpretation	1
TAGALOG	Families with Children	Telephonic Interpretation	15
TAGALOG	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
TAGALOG	IDNYC	Telephonic Interpretation	4
TAGALOG	Infoline	Telephonic Interpretation	14
TAGALOG	Medical Assistance Program (MAP)	Telephonic Interpretation	2
TAGALOG	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	10
TAGALOG	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	20

TAGALOG	UNKNOWN/OTHER	Telephonic Interpretation	12
TAJIK	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
TAMIL	Cash Assistance (CA)	Telephonic Interpretation	11
TAMIL	Families with Children	Telephonic Interpretation	1
TAMIL	Infoline	Telephonic Interpretation	2
TAMIL	Medical Assistance Program (MAP)	Telephonic Interpretation	2
TAMIL	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	3
TAMIL	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6
TAMIL	UNKNOWN/OTHER	Telephonic Interpretation	8
TELUGU	Cash Assistance (CA)	Telephonic Interpretation	1
TELUGU	IDNYC	Telephonic Interpretation	1
TELUGU	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
TELUGU	UNKNOWN/OTHER	Telephonic Interpretation	1
THAI	Adult Protective Services (APS)	Telephonic Interpretation	1
THAI	Cash Assistance (CA)	Telephonic Interpretation	10
THAI	Fair Fares	Telephonic Interpretation	2
THAI	Families with Children	Telephonic Interpretation	1
THAI	IDNYC	Onsite Appointment	1
THAI	Infoline	Telephonic Interpretation	7
THAI	Medical Assistance Program (MAP)	Telephonic Interpretation	1
THAI	Office of Child Support Services (OCSS)	Telephonic Interpretation	6
THAI	Office of Outreach	Telephonic Interpretation	1
THAI	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	17
THAI	UNKNOWN/OTHER	Telephonic Interpretation	9
TIBETAN	Cash Assistance (CA)	Telephonic Interpretation	9
TIBETAN	Customized Assistance Services (CAS)	Telephonic Interpretation	2
TIBETAN	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
TIBETAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
TIBETAN	Infoline	Telephonic Interpretation	14
TIBETAN	Mayor's Office	Onsite Meeting	2

TIBETAN	Mayor's Office	Telephonic Interpretation	1
TIBETAN	Medical Assistance Program (MAP)	Telephonic Interpretation	1
TIBETAN	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
TIBETAN	Singles	Telephonic Interpretation	11
TIBETAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
TIBETAN	UNKNOWN/OTHER	Telephonic Interpretation	14
TIGRIGNA	Adult Protective Services (APS)	Telephonic Interpretation	2
TIGRIGNA	Cash Assistance (CA)	Telephonic Interpretation	3
TIGRIGNA	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
TIGRIGNA	Infoline	Telephonic Interpretation	4
TIGRIGNA	Singles	Telephonic Interpretation	1
TIGRIGNA	UNKNOWN/OTHER	Telephonic Interpretation	8
TOISHANESE	Adult Protective Services (APS)	Telephonic Interpretation	5
TOISHANESE	Cash Assistance (CA)	Telephonic Interpretation	15
TOISHANESE	Customized Assistance Services (CAS)	Telephonic Interpretation	2
TOISHANESE	Families with Children	Telephonic Interpretation	5
TOISHANESE	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	4
TOISHANESE	Home Care Services Program (HCSP)	Telephonic Interpretation	3
TOISHANESE	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	31
TOISHANESE	IDNYC	Telephonic Interpretation	3
TOISHANESE	Infoline	Telephonic Interpretation	60
TOISHANESE	Mayor's Office	Telephonic Interpretation	2
TOISHANESE	Medical Assistance Program (MAP)	Telephonic Interpretation	21
TOISHANESE	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
TOISHANESE	Program Accountability	Telephonic Interpretation	4
TOISHANESE	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	58
TOISHANESE	UNKNOWN/OTHER	Telephonic Interpretation	22
TONGAN	Adult Protective Services (APS)	Telephonic Interpretation	1
TONGAN	Cash Assistance (CA)	Telephonic Interpretation	3
TONGAN	UNKNOWN/OTHER	Telephonic Interpretation	2

TURKISH	Adult Families	Telephonic Interpretation	11
TURKISH	Advocacy	Telephonic Interpretation	1
TURKISH	Cash Assistance (CA)	Telephonic Interpretation	78
TURKISH	Customized Assistance Services (CAS)	Telephonic Interpretation	3
TURKISH	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	2
TURKISH	Families with Children	Telephonic Interpretation	50
TURKISH	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2
TURKISH	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	4
TURKISH	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	20
TURKISH	IDNYC	Onsite Appointment	3
TURKISH	IDNYC	Telephonic Interpretation	25
TURKISH	Infoline	Telephonic Interpretation	45
TURKISH	Mayor's Office	Telephonic Interpretation	9
TURKISH	Medical Assistance Program (MAP)	Telephonic Interpretation	2
TURKISH	Office of Child Support Services (OCSS)	Telephonic Interpretation	4
TURKISH	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
TURKISH	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
TURKISH	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	7
TURKISH	Office of Outreach	Telephonic Interpretation	1
TURKISH	Singles	Telephonic Interpretation	144
TURKISH	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	24
TURKISH	UNKNOWN/OTHER	Telephonic Interpretation	51
UKRAINIAN	Adult Families	Telephonic Interpretation	14
UKRAINIAN	Adult Protective Services (APS)	Telephonic Interpretation	1
UKRAINIAN	Advocacy	Telephonic Interpretation	3
UKRAINIAN	Burial Claims	Telephonic Interpretation	1
UKRAINIAN	Cash Assistance (CA)	Telephonic Interpretation	358
UKRAINIAN	Customized Assistance Services (CAS)	Telephonic Interpretation	4
UKRAINIAN	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	5
UKRAINIAN	Fair Fares	Telephonic Interpretation	6

UKRAINIAN	Families with Children	Telephonic Interpretation	12
UKRAINIAN	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	8
UKRAINIAN	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
UKRAINIAN	IDNYC	Onsite Appointment	10
UKRAINIAN	IDNYC	Telephonic Interpretation	30
UKRAINIAN	Infoline	Telephonic Interpretation	43
UKRAINIAN	Medical Assistance Program (MAP)	Telephonic Interpretation	2
UKRAINIAN	Office of Child Support Services (OCSS)	Telephonic Interpretation	50
UKRAINIAN	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
UKRAINIAN	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
UKRAINIAN	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
UKRAINIAN	Program Accountability	Telephonic Interpretation	2
UKRAINIAN	Singles	Telephonic Interpretation	3
UKRAINIAN	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	88
UKRAINIAN	UNKNOWN/OTHER	Telephonic Interpretation	85
URDU	Administration	Telephonic Interpretation	1
URDU	Adult Protective Services (APS)	Onsite Appointment	3
URDU	Adult Protective Services (APS)	Telephonic Interpretation	7
URDU	Agency-Wide	Written Translation	683
URDU	Cash Assistance (CA)	Telephonic Interpretation	399
URDU	Customized Assistance Services (CAS)	Telephonic Interpretation	30
URDU	Dissussions with DSS	Onsite Meeting	2
URDU	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	3
URDU	Fair Fares	Telephonic Interpretation	2
URDU	Fair Hearings	Telephonic Interpretation	3
URDU	Families with Children	Telephonic Interpretation	83
URDU	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
URDU	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
URDU	Home Care Services Program (HCSP)	Telephonic Interpretation	1
URDU	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	17

URDU	IDNYC	Telephonic Interpretation	4
URDU	Infoline	Telephonic Interpretation	259
URDU	Mayor's Office	Telephonic Interpretation	2
URDU	Medical Assistance Program (MAP)	Telephonic Interpretation	12
URDU	Office of Child Support Services (OCSS)	Telephonic Interpretation	11
URDU	Office of Civil Justice (OCJ)	Telephonic Interpretation	12
URDU	Office of Constituent Communications (OCC)	Telephonic Interpretation	10
URDU	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	130
URDU	Office of Evaluation and Research (OER)	Telephonic Interpretation	4
URDU	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
URDU	Program Accountability	Telephonic Interpretation	4
URDU	Singles	Telephonic Interpretation	2
URDU	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	10
URDU	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	263
URDU	UNKNOWN/OTHER	Telephonic Interpretation	127
UZBEK	Cash Assistance (CA)	Telephonic Interpretation	79
UZBEK	Customized Assistance Services (CAS)	Telephonic Interpretation	1
UZBEK	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	8
UZBEK	Families with Children	Telephonic Interpretation	9
UZBEK	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	20
UZBEK	IDNYC	Telephonic Interpretation	5
UZBEK	Infoline	Telephonic Interpretation	167
UZBEK	Mayor's Office	Telephonic Interpretation	2
UZBEK	Medical Assistance Program (MAP)	Telephonic Interpretation	2
UZBEK	Office of Child Support Services (OCSS)	Telephonic Interpretation	14
UZBEK	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
UZBEK	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	2
UZBEK	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
UZBEK	Program Accountability	Telephonic Interpretation	2
UZBEK	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	286

UZBEK	UNKNOWN/OTHER	Telephonic Interpretation	67
VIETNAMESE	Adult Protective Services (APS)	Onsite Appointment	1
VIETNAMESE	Adult Protective Services (APS)	Telephonic Interpretation	11
VIETNAMESE	CASA	Onsite Appointment	1
VIETNAMESE	Cash Assistance (CA)	Telephonic Interpretation	52
VIETNAMESE	Fair Fares	Telephonic Interpretation	2
VIETNAMESE	Families with Children	Telephonic Interpretation	1
VIETNAMESE	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	5
VIETNAMESE	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
VIETNAMESE	Home Care Services Program (HCSP)	Telephonic Interpretation	1
VIETNAMESE	IDNYC	Onsite Appointment	2
VIETNAMESE	IDNYC	Telephonic Interpretation	1
VIETNAMESE	Infoline	Telephonic Interpretation	33
VIETNAMESE	Medical Assistance Program (MAP)	Telephonic Interpretation	4
VIETNAMESE	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	3
VIETNAMESE	Office of Legal Affairs (OLA)	Telephonic Interpretation	19
VIETNAMESE	Program Accountability	Telephonic Interpretation	1
VIETNAMESE	Singles	Telephonic Interpretation	8
VIETNAMESE	Supplemental Nutrition Assistance Program (SNAP)	Onsite Testing	1
VIETNAMESE	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	35
VIETNAMESE	UNKNOWN/OTHER	Telephonic Interpretation	23
WENZHOUESE	Cash Assistance (CA)	Telephonic Interpretation	2
WOLOF	Adult Families	Telephonic Interpretation	5
WOLOF	Adult Protective Services (APS)	Onsite Appointment	1
WOLOF	Asylum-Seekers	Onsite Shift	1
WOLOF	Cash Assistance (CA)	Telephonic Interpretation	21
WOLOF	Fair Fares	Telephonic Interpretation	2
WOLOF	Families with Children	Telephonic Interpretation	108
WOLOF	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	8
WOLOF	IDNYC	Telephonic Interpretation	29

WOLOF	Infoline	Telephonic Interpretation	2
WOLOF	Mayor's Office	Telephonic Interpretation	1
WOLOF	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
WOLOF	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	5
WOLOF	Office of Outreach	Telephonic Interpretation	1
WOLOF	Program Accountability	Telephonic Interpretation	1
WOLOF	Singles	Onsite Appointment	2
WOLOF	Singles	Telephonic Interpretation	60
WOLOF	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6
WOLOF	UNKNOWN/OTHER	Telephonic Interpretation	17
YIDDISH	Cash Assistance (CA)	Telephonic Interpretation	2
YIDDISH	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
YIDDISH	Infoline	Telephonic Interpretation	2
YIDDISH	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
YORUBA	Adult Families	Telephonic Interpretation	1
YORUBA	Cash Assistance (CA)	Telephonic Interpretation	8
YORUBA	Customized Assistance Services (CAS)	Telephonic Interpretation	1
YORUBA	Fair Hearings	Telephonic Interpretation	1
YORUBA	Families with Children	Telephonic Interpretation	16
YORUBA	IDNYC	Telephonic Interpretation	2
YORUBA	Infoline	Telephonic Interpretation	3
YORUBA	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
YORUBA	UNKNOWN/OTHER	Telephonic Interpretation	8

NOTES

All counts include requests made by Agency staff and provider staff.

Signed language data counts invoiced appointments, whether or not they connected.

For signed languages, "Onsite" means a face to face appointment. It does not include video.

All Certified Deaf Interpreter appointments include support by an American Sign Language (ASL) interpreter.

For spoken languages, "Onsite" refers to both in-person and video.

"Onsite Appointment" means an appointment for a single client.

"Onsite Meeting" means language support was provided for a large/public event or hearing.

"Onsite Shift" means an interpreter was in a single location supporting the needs of anyone in the space. Most shifts represent 8 - 12 hours.

"Onsite Testing" means language support to confirm Agency services. No client support was provided.

"Written Translation" includes new Agency-generated documents, client eligibility documents and retranslated revisions of older Agency-generated documents.

DSS/HRA/DHS bilingual staff by language spoken*

Language	No. of Staff
Afrikaans	1
Albanian	6
American Sign Language (ASL)	3
Arabic	11
Armenian	1
Azerbaijani	4
Belorussian	3
Bengali	28
Bosnian	1
Burmese	1
Cantonese	59
Chiuchow	1
Crimean Tatar	1
Croatian	1
Dutch	2
Dzongkha	1
Edo	4
Estonian	1
Finnish	1
French	40
Fukienese	1

Fulani	1
Fuzhou	3
Georgian	1
German	5
Greek	3
Gujarati	5
Haitian Creole	32
Hausa	3
Hebrew	9
Hindi	25
Hokkien	1
Ibo	5
Igbo	9
Indonesian	2
Italian	12
Japanese	2
Korean	1
Lithuanian	4
Malayalam	4
Malta	1
Mandarin	43
Mandingo	1
Mandinka	1

Marathi	2
Mina	1
Nepali	2
Nigerian Pidgin English	9
Papiamento	2
Pashto	1
Patois	3
Polish	12
Portuguese	7
Portuguese Creole	1
Punjabi	5
Romanian	3
Russian	97
Serbian	1
Shona	1
Spanish	294
Swahili	2
Swedish	1
Sylhetti	1
Tagalog	6
Taiwanese	3
Tajik	1
Tamil	1

Tem	
Thai	3
Tibetan	2
Toishanese	10
Turkish	3
Twi	1
Ukrainian	26
Urdu	17
Urhobo	1
Uzbek	2
Vietnamese	1
Wenzhounese	1
Wolof	1
Yiddish	3
Yoruba	39
<p>* Data from a voluntary survey of DSS/HRA/DHS staff. 684 bilingual staff responded, some of whom indicated that they speak more than one language. Data run on 5/9/22.</p>	