

Reporting questions for Local Law 73

(Refer to §21-195 and §21-196 d. of the Administrative Code)

1 - Record the number of LEP individuals served during Calendar Year 2023, 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>)	2023 Language Services instances (<i>number</i>)
ASL, CDI	Languagers	VRI and In-Person	44
English	TotalCaption	Closed Captioning	0
Top 13	Tiffany	Transcription	20
Non-English	Accurate, Geneva	VRI, In-Person	137
Spanish	Language Line	Telephonic	58635
Mandarin	Language Line	Telephonic	5241
Russian	Language Line	Telephonic	2959
French	Language Line	Telephonic	1934
Haitian Creole	Language Line	Telephonic	1893
Bengali	Language Line	Telephonic	1619
Cantonese	Language Line	Telephonic	1489
Arabic	Language Line	Telephonic	1015
Ukrainian	Language Line	Telephonic	722
Korean	Language Line	Telephonic	601
Wolof	Language Line	Telephonic	368
Portuguese	Language Line	Telephonic	359
Uzbek	Language Line	Telephonic	289

2 - Record the number of bilingual and interpreter personnel employed by the agency, broken down by language translated or interpreted¹. *[Add rows as needed]*

Language	Number of staff
Spanish	870
French	222
Chinese (Cantonese)	183
Hindi	147
Chinese (Mandarin)	137
Russian	123

¹DoHMH staff self-reported language skills, 03/2024

Bengali	103
Creole	98
Urdu	80
Haitian Creole	67
Italian	50
Jamaican	45
Yoruba	44
Tagalog	41
Arabic	40
Portuguese	40
Punjabi	38
Hebrew	35
Ukrainian	35
Patois (Jamaican)	30
German	29
Korean	25
Polish	25
French	22
Filipino	20
Twi	20
Gujarati	19
Igbo	19
Japanese	19
Telugu	15
Yiddish	15
Chinese (Fukienese)	14
Tamil	13
Malayalam	12
Albanian	11
Nepali	11
Greek	10
Akan	9
Belorussian	9
Farsi	8
Fulani (Ful)	8
Ga	8
Hausa	8
Thai	8
Tibetan	8
Edo	7
Ewe	7
Ibo	7
Pidgin English	7

Vietnamese	7
Amharic	6
Croatian	6
French Canadian	6
Mandinka	6
Bisayan	5
Burmese	5
Cambodian (Khmer)	5
Dutch	5
Egyptian Arabic	5
Ghanaian	5
Philipino	5
Swahili	5
Bambara	4
Mandingo	4
Romanian	4
Taisanese	4
Taiwanese	4
Armenian	3
Bosnian	3
Bulgarian	3
Catalan	3
Fuzhou	3
Hungarian	3
Malay	3
Marathi	3
Pampango	3
Pashto	3
Serbian	3
Sindhi	3
Turkish	3
Afrikaans	2
Cebuano	2
Czech	2
Ilocano	2
Lingala	2
Persian	2
Swedish	2
Tigrinya	2
Visayan	2
Azholi	1
Bikol	1
Efik	1

Hindako	1
Indonesian	1
Maltese	1
Slovenian	1
Thailand	1

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

The American Community Survey by the Census Bureau defines Limited English Proficiency (LEP) individuals as those aged 5 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 determine their primary language when offering services. Rather than employing a standardized system, the Agency relies on our clinics and other public-facing sites to collect information on clients' preferred language.

Language Access Coordinators have access to de-identified information from these facilities. The Agency leverages Community District data from Census Bureau resources to pinpoint LEP communities in New York City and identify service gaps between active and eligible LEP clients within those areas. Combining ACS data with information submitted by Agency programs, the Language Services team compiles language lists for certain programs, focusing on languages spoken by at least 5 percent of their LEP clients.

When interacting with clients, public-facing Agency staff inquire about their preferred language during the initial encounter, recording the information on intake or enrollment forms. Alternatively, staff members can use the Language ID sheet, available in 24 languages, which informs clients of their right to receive free services in their preferred language. This tool proves particularly beneficial for field staff members and inspectors. Additionally, both medical and non-medical staff who have passed a fluency assessment can wear an "I Speak..." pin, signaling to clients that they can communicate in a language other than English.

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

The Agency acknowledges that if an English source document is unclear or has a high literacy level, it will be challenging to provide an appropriately accessible and quality translation. Before documents are ready for translation, our Publications unit reviews each document for plain language and accessibility. Furthermore, a comprehensive review process is in place to ensure the quality of translation services.

A third-party review vendor evaluates various types of documents translated by the translation vendor, including legal notices, vital documents, items with a long shelf life, high-priority or sensitive items, and items intended for a broad audience. After this review, translated documents undergo final changes upon being sent back to the vendor. The Agency has an internal team of Spanish, Chinese, and Russian translators who scrutinize all translated documents.

In order to maintain consistency and uphold high-quality language services in the Agency translations, the Language Services unit has developed and consistently expanded and updated a glossary of key terms for each division, along with a style guide covering the 13 top languages.

For effective document dissemination to the public, we collaborate with programs to seek advice on expertise and knowledge related to the communities they serve. This ensures that our translations are not only linguistically accurate but also culturally appropriate for the diverse audiences we engage with.

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