



Language Access Implementation Plan

The Language Access Implementation Plan explains how the agency will provide services to people who have limited English proficiency (or LEP).

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Language Access Coordinator title: Language Access Coordinator

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Signatures

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Date: June 28, 2024

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Date: June 28, 2024



Section 1. Agency mission and services

The NYC Department of Consumer and Worker Protection (DCWP) protects and enhances the daily economic lives of New Yorkers to create thriving communities. DCWP licenses more than 45,000 businesses in more than 40 industries and enforces key consumer protection, licensing, and workplace laws that apply to countless more. By supporting businesses through equitable enforcement and access to resources and, by helping to resolve complaints, DCWP protects the marketplace from predatory practices and strives to create a culture of compliance. Through our community outreach and the work of our offices of Financial Empowerment and Labor Policy & Standards, DCWP empowers consumers and working families by providing the tools and resources they need to be educated consumers and to achieve financial health and work-life balance. DCWP also conducts research and advocates for public policy that furthers our work to support New York City's communities.

DCWP serves the public in the following ways:

- In Person:
 - Licensing services are available by appointment only at DCWP's Manhattan and Queens locations.
 - Collections services are available by appointment only at DCWP's Manhattan location.
 - Staff conduct educational, violation-free visits as part of Business Education Days and the Visiting Inspector Program.
 - DCWP hosts and participates in events for consumers, workers, and businesses.
 - Free financial counseling and free tax preparation are available by appointment at NYC Financial Empowerment Centers and NYC Free Tax Prep sites run by DCWP in coordination with community-based organizations.
- Online:
 - DCWP online services are available 24/7 at nyc.gov/dcwp.
 - DCWP manages public information on our website and social media channels.
 - DCWP conducts webinars for consumers, workers, and businesses.
 - Customers can contact DCWP Divisions by email.
- By phone:
 - Customers can call 311 and be transferred to applicable Division hotlines.

Section 2. Agency language access policy

DCWP believes that limited English proficiency (LEP) should not be a hindrance to accessing the services and information the Agency provides. Without language access services, consumers would not be able to file complaints or know their consumer rights; business owners would not be able to navigate the DCWP rules and regulations that govern commerce and the workplace in New York City, nor would they be able to apply for a DCWP license; and workers would not be able to make inquiries and file complaints. DCWP's language access implementation plan is intended to help staff provide excellent service to ensure meaningful language access for our customers. To ensure meaningful language access, DCWP:

- Translates documents most commonly distributed to the public into the 10 designated citywide languages (**Arabic, Bengali, Chinese (Simplified, Traditional), French, Haitian Creole, Korean, Polish, Russian, Spanish, and Urdu**).
- Provides free interpretation services, including telephonic interpretation, in up to 240 languages.
- Uses multilingual signage and collateral to inform New Yorkers of the availability of free interpretation services.

DCWP's language access implementation plan describes how DCWP intends to provide language access services. DCWP has a Language Access Coordinator (LAC) who will facilitate the implementation of the language access plan Agencywide and serve as a resource to the Agency on all language access issues.

Section 3. Language access needs assessment

The following assessment is based on the "four-factor analysis." The factors are:

1. The number or proportion of individuals with LEP in the eligible service population.
2. The frequency with which individuals with LEP come into contact with the Agency.
3. Explanation of the nature and importance of the program/services for the individual with LEP requiring language assistance.
4. The resources available to the Agency and the cost of providing language access services.

Factor 1: Number or proportion of individuals with LEP in the eligible service population

DCWP’s eligible service population is all New York City residents. According to the Department of City Planning, as of July 1, 2023, NYC’s population was an estimated 8.26 million.¹ Approximately 30.6 percent of New Yorkers over the age of 5 spoke a language other than English at home.² Of that cohort, approximately 13.1 percent reported speaking English less than “very well.”³

Factor 2: Frequency with which individuals with LEP come into contact with the Agency

Customers interact with the Agency in various ways, most notably by phone and via the license application process when license applicants must indicate language preference for inspections.

Over-the-Phone Interpretation

Historically, customers consistently need assistance in the languages below. We compare demand in FY2024 as of April 23, 2024 to reported demand in the 2021 language access implementation plan.

- Spanish (65.19 percent, up from 57.6 percent)
- Mandarin (16.41 percent, down from 22.2 percent)
- Russian (4.08 percent, up from 2.9 percent)
- Arabic (3.34 percent, down from 3.9 percent)
- Bengali (2.89 percent, down from 3.6 percent)
- Cantonese (2.03 percent, down from 4.2 percent)
- Korean (1.61 percent, down from 3.1 percent)

Rounding out the top 10 for FY2024 were these *new* language needs:

- Thai (4.1 percent)
- Punjabi (2.18 percent)
- Gujarati (1.35 percent)

Although not among the top 10 languages in demand for FY2024, these languages were among the top 10 in reported demand in past language access implementation plans:

- French
- Haitian Creole
- Hindi

¹ <https://www.nyc.gov/assets/planning/download/pdf/planning-level/nyc-population/population-estimates/population-trends-2023.pdf>

² <https://data.census.gov/table/ACSDP5Y2022.DP02?g=040XX00US36&tid=ACSDP5Y2022.DP02>

³ <https://data.census.gov/table/ACSDP5Y2022.DP02?g=040XX00US36&tid=ACSDP5Y2022.DP02>

- Italian

DCWP Licensing accounted for nearly 47 percent of the Language Line requests, followed by Consumer Services (24.3 percent), Enforcement (16.8 percent), Office of Labor Policy & Standards (8.4 percent), and Collections (3.4 percent).

License Application Process (Language Preference Law)

License applicants must answer the following question on their application:

Do you prefer that business inspections be conducted in a language other than English?

Both hard-copy and online applications include this mandatory question to reach in-person and online applicants.

The Language Preference Law covers agency inspections of a business and, therefore, applies to DCWP's premise-based license applicants. In general, the percentage of premise-based license applicants who respond "Yes" is around 10 percent. In FY2023, 9.17 percent of all premise-based license applicants indicated a preference.

Historically, customers who respond "Yes" consistently identify the languages below as preferred for inspections. We compare the top seven selections in FY2023 to data reported in the 2021 language access implementation plan.

- Spanish (54.28 percent, up from 36.04 percent)
- Mandarin (10.14 percent, down from 27.25 percent)
- Cantonese (5.21 percent, down from 7.67 percent)
- Bengali (4.68 percent, up from 1.9 percent)
- Korean (3.89 percent, down from 15.07 percent)

Rounding out the top seven selections in FY2023 were these *new* languages:

- Urdu (4.64 percent)
- Hindi (3.96 percent)

Although not among the top seven selections in FY2023, these languages were among the top seven reported in past language access implementation plans:

- Arabic
- Russian

Other

Our work with workers has identified languages—some spoken dialects only—that we’ve included in past and current outreach media to provide language access. Languages include:

- Nepali
- Tagalog
- Garifuna (spoken)
- Kichwa (spoken)
- Mixteco (spoken)
- Nahuati (spoken)

Factor 3: Nature and importance of the program/services for the individual with LEP

DCWP enforces key consumer protection, workplace, and business licensing laws. It is DCWP’s goal to provide meaningful access to our services and information to individuals with LEP. Below, we describe why language access is so important to the customers we serve.

Individuals with LEP could feel discouraged about filing complaints and seeking restorative justice or be unaware of how to identify and report unlawful conduct.

To reach individuals with LEP:

- DCWP representatives host and participate in events—many with language access—to educate consumers and workers about their rights and ways to file a complaint.
- DCWP representatives also table at the Arrival Center for asylum seekers to provide information about DCWP programs and services to the newest New Yorkers.

Business owners with LEP could be unaware of the laws that apply to their business and of how to run a compliant establishment.

To reach business owners with LEP:

- DCWP coordinates numerous Business Education Days in commercial corridors throughout the year. Staff go door-to-door to answer questions, distribute multilingual materials, and inform business owners about free interpretation services.
- DCWP coordinates the Visiting Inspector Program (VIP) which provides a free visit by a senior inspector who will advise businesses on what they need to know to comply with DCWP regulations and avoid violations. Businesses that are newly licensed by DCWP will be contacted to set up a VIP appointment, but any new brick-and-mortar retail business in New York City, regardless of whether it is licensed by DCWP, can request a VIP appointment to receive an educational, violation-free visit.

Both efforts are designed to help business owners learn about and comply with the laws that DCWP enforces.

Factor 4: Resources available to the Agency and the cost of providing language access services

DCWP has the following procurements in place to provide language access services:

Multiyear Contract for Document Translation

- DCWP extended time and money on our contract with Language Line for document translation. Contract capacity is \$460,000. Contract is valid through FY2026.

Task Order and Purchase Order for Interpretation

Each fiscal year, DCWP assesses need and budgets funds for over-the-phone interpretation and in-person interpretation.

- In FY2024, DCWP has a Task Order with Language Line for over-the-phone interpretation totaling \$30,000. DCWP budgeted this same amount for FY2025.
- In FY2024, DCWP has a blanket Purchase Order with Accurate Communication for in-person interpretation, including American Sign Language, totaling \$20,000. This same amount was not budgeted for FY2025; however, DCWP will procure in-person interpretation services as needed.

DCWP has staff who speak multiple languages and can engage directly with individuals with LEP at outreach events and distribute translated resources.

Section 4. Notice of the right to language access services

DCWP ensures customers know about their right to language access services in several ways.

- DCWP posts multilingual posters (Appendix A) and desktop signage (Appendix B) in public areas at the DCWP Licensing Center in Manhattan and NYC Small Business Support Center in Queens.
- DCWP also uses icons in signage to increase accessibility.
- DCWP includes multilingual information in Qmatic slides (Appendix C) that air in the Manhattan and Queens Centers.
- DCWP includes a multilingual notice with all settlement offers from the Agency.
- DCWP includes a multilingual Free Interpretation Service sheet with correspondence from the Office of Labor Policy & Standards.

- DCWP includes information about Free Interpretation Services in all license application checklists and license renewal inserts.
- DCWP includes information about requesting a reasonable accommodation of a disability—for example, sign language interpreter—in all Notice of Public Hearing and Opportunity to Comment on Proposed Rules and event flyers.
- DCWP translates flyers about public hearings—for example, Delivery Worker Public Hearing—and arranges live interpretation.
- DCWP translates Agency correspondence to a language other than English when needed; for example, to inform consumers or workers with LEP about restitution.
- Field inspectors carry a handout promoting free interpretation (Appendix B) that allows businesses to point to their preferred language for inspectors to call an interpreter for the inspection.
- DCWP’s website, nyc.gov/dcwp, is supported by NYC.gov and features Google Translate functionality for web page content. DCWP coordinates professional translation and posting of PDFs in languages other than English. DCWP promotes these materials on the home page when applicable and on social media.
- DCWP also has partnerships with community organizations to ensure they have access to translated materials to share with their stakeholders.

Section 5. Provision of language access services

A. Interpretation

Over-the-phone interpretation in up to 240 languages is available at DCWP locations where staff serve the public, including 42 Broadway in Manhattan, Testing Station in Brooklyn, and NYC Small Business Support Center in Queens. Special dual handset phones are available so staff and customers can communicate with an interpreter.

Field inspectors carry a handout promoting free interpretation that allows businesses to point to their preferred language for the inspector to call an interpreter for the inspection.

DCWP’s External Affairs team uses Language Line telephonic interpretation to provide language assistance to callers with LEP. If staff do not recognize a language in the field, they work with a customer service representative at Language Line to identify the language that is needed. To make sure the interpretation is successful and more intuitive, staff brief the telephonic interpreter on goals they want to accomplish and provide special instruction if necessary. External Affairs also has staff who speak several other languages and assist with communicating with individuals with LEP whenever possible.

When a customer indicates the need for an interpreter, DCWP staff will immediately determine the person's preferred language and offer Language Line as an interpretation service. While the precise method for assisting a customer with LEP may vary by Division, all follow the protocol outlined below.

1. **Determine which language is required.** Language desktop signage and wall posters are posted in public areas to assist staff and customers. Additionally, DCWP makes language identification cards available to frontline staff. If staff encounter difficulties identifying customers' primary language, they will engage Language Line for assistance.
2. **Use Language Line as the primary tool for providing interpretation services.** Staff are given a Quick Reference Guide with Client ID Number, Access Codes, and basic instructions. A copy of the Quick Reference Guide is also posted on the Agency's intranet.
3. **At the direction of a Division Director or direct supervisor, staff may ask the LAC to identify a language access volunteer to assist with on-site interpretation;** however, staff should engage Language Line first before asking a language access volunteer to interpret.
4. **If a customer brings an interpreter, staff make sure the customer knows that free interpretation services are available.** Staff never allow minors to serve as interpreters.
5. **Staff are encouraged to bring any language issues that arise to the attention of their Division Director and the LAC.**

B. Translation

Under Local Law 30 of 2017 (LL30), DCWP must identify and translate the documents most commonly distributed (MCD) to the public into the 10 designated citywide languages. DCWP also must translate MCD documents for the purpose of issuing a license, permit, or registration (LPR), and make the process of applying for LPRs accessible.

Beyond MCD documents, in general, DCWP translates most core publications and public awareness campaign ads to the 10 designated citywide languages for optimal accessibility. DCWP also translates documents about new or expanded initiatives. Examples:

- DCWP launched a new Domestic Worker Mediation Program to help the city's approximately 18,000 domestic workers and their employers resolve workplace issues in a respectful, confidential, and free way without going to court. The program flyer, in 14 languages, is posted to the DCWP website.

- DCWP partnered with NYC Small Business Services (SBS) to expand DCWP’s free one-on-one financial counseling services at SBS’s five main Workforce1 Career Center Hubs in each borough. DCWP and SBS created informational materials in 12 languages for display and distribution at the Hubs.

1. Criteria for Identifying Most Commonly Distributed Documents

Publications

DCWP creates resources to help educate, empower, and protect New Yorkers. These include tips for consumers, information on workplace laws, guidelines for businesses, and more.

In general, DCWP translates most publications that are core to our work to the 10 designated citywide languages; however, a process exists to make sure we are translating high-demand educational documents.

Each year, the LAC will identify the MCD documents by first compiling a list of documents that were distributed to the public by the External Affairs team in the previous year and then calculating the total number of downloads from DCWP’s website and the total quantities distributed for each document. The top five documents, in terms of combined total number of downloads and quantities distributed, are considered the MCD documents and, if not already translated into the 10 designated citywide languages, DCWP will coordinate translation. Documents designated by the LAC as MCD will continue to be made available in the 10 designated citywide languages on DCWP’s website until they reach the end of their “shelf life.” For FY2024, as of April 15, the top five MCD documents were:

1. DCWP Overview
2. NYC Financial Empowerment Center Brochure
3. NYC Free Tax Prep Brochure
4. Consumer Protection Tips for Immigrants
5. Consumer Protection Tips for Older Adults

Licensing (LPR) Documents

DCWP licenses more than 40 industries. All applicants for a DCWP license must submit a basic license application, but that is where the uniformity in the licensing process ends.

Because each industry has unique licensing requirements, some categories may require an applicant to pass an examination before a license can be issued, while others may require an applicant to submit several supplemental forms in addition to the basic license application.

Like publications, a process exists to make sure we are translating important information for high-demand license categories.

Each year, the LAC will coordinate with DCWP’s Division of Technology and Strategic Solutions to identify the Agency’s top five license categories based on the number of new and renewed licenses. *These five categories constitute MCD licenses.*

Attached to each license application packet is a license application checklist. Checklists:

- Provide new applicants with step-by-step instructions to complete license application requirements. These instructions serve as a tool for New Yorkers who prefer to complete the application on their own and not contact the Agency.
- Inform applicants that free interpretation services are available upon request.

Given its importance, *the checklist is considered the LPR MCD document.* The LAC will ensure the checklists for MCD licenses are translated into the 10 designated citywide languages and made available on DCWP’s website.

As of June 13, 2024, DCWP’s top five license categories for the past fiscal year are:

License Category	Number of New and Renewed Licenses
Sightseeing Guide	2,900
Tobacco Retail Dealer	2,192
Secondhand Dealer – General	1,780
General Vendor	1,754
Electronic Cigarette Retail Dealer	1,702

These five categories represent 46.63 percent of all licenses issued by DCWP. As described previously, license applicants must indicate a language preference for inspections on their application. In FY2024, 31.97 percent of applicants who indicated a preference other than English applied for one of these five licenses.

Translation Quality

DCWP’s Communications & Marketing Division reviews all documents (publications, LPR MCD documents, etc.) for plain language before files go to a professional vendor for document translation. DCWP shares a translation glossary with the vendor to ensure consistent translation of key terms. Beyond the glossary, the vendor has internal quality control protocols. Once DCWP receives completed translations from the vendor, we make sure files are in order and, if/as time allows, we share translations with internal reviewers for an additional proofread.

C. Digital communication

DCWP's website, nyc.gov/dcwp, is supported by NYC.gov and features Google Translate functionality for web page content. Sites' Terms of Use apply.⁴ DCWP coordinates professional translation and posting of PDFs in languages other than English. DCWP promotes these materials on the home page when applicable and on social media. DCWP also has partnerships with community organizations to ensure they have access to translated materials to share with their stakeholders.

D. Emergency communications

External Emergency Communications

Senior Leadership assesses a situation, determines what information needs to be relayed to the public, and assigns relevant Divisions, including Communications & Marketing, to draft communications.

As examples of material the Agency may disseminate in an emergency:

- DCWP enforces unlawful price gouging. During a State of Emergency in the City of New York, it is illegal for businesses to charge excessive prices for goods or services that are essential to health, safety, or welfare. During COVID-19, DCWP created educational materials for consumers and businesses that we translated to the 10 designated citywide languages.
- During COVID-19, DCWP also translated to the 10 designated citywide languages guidance on workplace laws, business reopening, economic impact payments, the automatic suspension of federal student loan payments, and more.

Communications & Marketing determines the best ways to convey information to the public, which would include 311, the DCWP website nyc.gov/dcwp, and social media channels.

- NYC.gov features web page translation functionality.
- 311 can provide assistance in up to 240 languages via Language Line.

Internal Emergency Communications

DCWP uses the Everbridge Messaging System for internal emergency communications, including audio recordings, text to audio, and font modification for accessible emergency communications via email, text, and phone.

⁴ NYC.gov: <https://www.nyc.gov/home/terms-of-use.page>; Google: <https://policies.google.com/terms?hl=en-US#toc-using>

DCWP may use Everbridge for external emergency communications. This requires contact information (email or phone number) for the target individuals/groups.

Section 6. Resource planning

A. Bi-/multilingual staffing

To enhance internal language access resources and proficiency:

- DCWP’s Human Capital Division includes multilingual capacity in the Preferred Skills section of various Agency Job Vacancy Notices. Example:
 - Ability in a foreign language is in both the Job Vacancy Notice and Notice of Examination for Inspector (Civil Service Code Number 33997) and Associate Inspector (Civil Service Code Number 33998).
- Beyond job postings, DCWP’s Human Capital Division collaborates with Division Directors who seek to hire staff with ability in a language other than English on recruitment practices, including targeting multilanguage recruitment sites.
- DCWP’s LAC will do a yearly language proficiency survey to quantify bi-/multilingual staff and cultivate their participation in the volunteer corps.

B. Language service vendor contracts

Based on feedback from the LAC, DCWP’s Finance Division will work to create, maintain, expand, and renew procurements for over-the-phone interpretation, document translation, and on-site/in-person interpretation, as necessary. Methods will include contracts, Task Orders, and Purchase Orders.

DCWP regularly evaluates our translation budget based on need and demand to ensure we can provide as much language access as possible. For example, in 2023, DCWP extended time and money on our document translation contract. Like publications that are core to our work, in general, DCWP translates into multiple languages public awareness campaign ads and collaterals that promote major initiatives.

Language Service Beyond FY2024					
Vendor Name	Procurement Method	Purpose	Language(s) Provided by Vendor	Period	Total Amount
Language Line	Contract	Translation	Up to 240 languages	09/2023-09/2026 (time extension)	\$460,000 (includes money extension totaling \$240,000)
Language Line	Task Order	Telephonic Interpretation	Up to 240 languages	07/2024-06/2025	\$30,000
Language Service in FY2024					
Vendor Name	Procurement Method	Purpose	Language(s) Provided by Vendor	Period	Total Amount
Language Line	Contract	Translation	Up to 240 languages	09/2023-09/2026 (time extension)	\$460,000 (includes money extension totaling \$240,000)
Language Line	Task Order	Telephonic Interpretation	Up to 240 languages	07/2023-06/2024	Up to \$30,000
Accurate Communication	Micropurchase	In-Person Interpretation, American Sign Language	Up to 250 languages	07/2023-06/2024	Up to \$20,000

DCWP will advertise the availability of language access services on our website nyc.gov/dcwp, via social media, in press releases and public materials.

Staff who conduct community outreach will include general information about the availability of language access services at DCWP.

C. Partnership with CBOs

- DCWP will continue to ask stakeholders and partners if translation or interpretation is needed to serve target populations. If DCWP is hosting an event and interpretation is needed, DCWP will either make multilingual staff available to deliver the presentation or

procure professional interpretation services. If DCWP is invited to co-host an event with an organization, DCWP will either make multilingual staff available to deliver the presentation or procure professional interpretation services if the host organization is unable to provide interpretation.

- On occasion, DCWP partners with community-based organizations (CBOs) to review and reconcile translations to make sure they are accessible to the target audience. For example, DCWP partnered with DRUM on the Bengali translation of a palm card for food delivery workers.
- DCWP will continue to distribute translated materials to support outreach efforts to target populations.

Section 7. Training

- Copies of the language access implementation plan and the Quick Reference Guide are available to all DCWP staff via the Agency's intranet.
- The LAC will review the language access implementation plan with Division Directors.
- The LAC will send an annual email reminding staff of the importance of language access and where to find the language access implementation plan; language access trainings; Quick Reference Guide; and dual handset phones.
- Subsequent training will be provided by Division Directors for job-specific responsibilities, and Divisions will also provide refreshers periodically.

As future goals:

- The LAC will coordinate with the Human Capital Division to make sure language access information and resources are part of new hire orientation and annual reminders to existing staff.
- The LAC will explore the Agency's ability to help language access volunteers get the NYCertified credential.

Section 8. Continuous improvement planning

DCWP will maintain records of interactions with customers with LEP.

A. Data collection and monitoring

- Data on over-the-phone interpretation usage is noted on Language Line reports (invoices), including Call Detail (language, time, date, duration) and Call Detail Summary Report.
- Data on document translation and in-person interpretation usage are in the Financial Information Tracking System (FITS), including estimate and final invoice with languages.
- Data on target ZIP codes and neighborhoods comes from DCWP's Office of Financial Empowerment and Office of Labor Policy & Standards to help the Agency identify appropriate ethnic and community media outlets to reach the target audience with public awareness campaign advertising.
- The LAC will convene Division Directors on a quarterly basis to discuss emerging needs or issues with language access services to troubleshoot.

The LAC will periodically review and evaluate the data described above and qualitative feedback from Division Directors to:

- Ensure compliance with LL30.
- Address any complaints.
- Prepare recommendations to update the language access implementation plan to address emerging issues.

B. Language access complaints

DCWP includes information about submitting a language access complaint on our website nyc.gov/dcwp. DCWP can receive complaints via other channels, including 311, social media, elected official correspondence, and press inquiries. DCWP will remind frontline staff to highlight the various ways to report a language access complaint.

- DCWP's LAC will receive, track, and respond to complaints about language access.
- The LAC will review complaints and update the implementation plan to address emerging issues, as necessary.

Section 9. Goals and actions planning

New/Future Goals and Milestones

Over the next three years, DCWP is committed to enhancing:

- Internal language access education, resources, and proficiency.
- Translation quality.

New and Future Goals	New Milestone(s)	Responsible Staff	Deadline
Expand translation glossary to enhance translation quality	<ul style="list-style-type: none"> • Develop a more formal and expanded translation glossary of most commonly used key terms in collaboration with internal stakeholders and professional translation service. 	<ul style="list-style-type: none"> • Language Access Coordinator • Communications & Marketing • Translation Vendor 	June 30, 2025
Cultivate the language access volunteer pool to enhance internal language access proficiency	<ul style="list-style-type: none"> • Distribute Agencywide survey annually to recruit and maintain corps of internal language access volunteers with proficiency reading, speaking, writing in languages other than English. • Update internal language bank of multilingual Agency staff. • Explore providing language access volunteers with language proficiency tests and the NYCertified credential. 	<ul style="list-style-type: none"> • Language Access Coordinator • Division Heads 	Ongoing June 30, 2025 (determine certification capability)
Disseminate a new Language Access PowerPoint training to enhance internal language access education and resources	<ul style="list-style-type: none"> • Complete the presentation deck. 	<ul style="list-style-type: none"> • Language Access Coordinator 	July 31, 2024

New and Future Goals	New Milestone(s)	Responsible Staff	Deadline
Implement language access in Human Capital practices	<ul style="list-style-type: none"> • Include language access in new hire orientation. • Include language access in annual refresher for existing staff. 	<ul style="list-style-type: none"> • Language Access Coordinator • Human Capital 	June 30, 2025 (fully implemented)
Roll out Language Line mobile app Agencywide to enhance internal language access resources	<ul style="list-style-type: none"> • Distribute instructions. • Work with Division of Technology and Strategic Solutions to install app. 	<ul style="list-style-type: none"> • Language Access Coordinator • Division of Technology and Strategic Solutions 	August 31, 2024

Ongoing Goals and Milestones

Over the next three years, DCWP also remains committed to established goals to deliver language access. The described work is ongoing; however, to measure progress in a given fiscal year, we set deadlines.

	Goal #1: Ensure Agency documents are translated and in compliance with LL30	Responsible Staff	Deadline in Fiscal Year
Milestone 1	<p>Before a fiscal year ends:</p> <ul style="list-style-type: none"> • Identify the top five most commonly distributed licenses. DCWP will translate the license application checklists for these five categories. • Identify the top five most commonly distributed documents. 	<ul style="list-style-type: none"> • Language Access Coordinator • Communications & Marketing • General Counsel • Licensing • External Affairs 	June 30
Milestone 2	<ul style="list-style-type: none"> • Conduct a plain language review of materials to be translated. 	<ul style="list-style-type: none"> • Language Access Coordinator • Communications & Marketing • General Counsel • Licensing 	August 31
Milestone 3	<ul style="list-style-type: none"> • Submit materials to translation vendor. 	<ul style="list-style-type: none"> • Language Access Coordinator • Communications & Marketing • Administration (Finance) 	August 31
Milestone 4	<ul style="list-style-type: none"> • Review translated materials, where applicable. 	<ul style="list-style-type: none"> • Language Access Coordinator • Communications & Marketing 	October 31

	Goal #1: Ensure Agency documents are translated and in compliance with LL30	Responsible Staff	Deadline in Fiscal Year
Milestone 5	<ul style="list-style-type: none"> Make materials available to the public. 	<ul style="list-style-type: none"> Language Access Coordinator Communications & Marketing External Affairs Licensing 	November 30

	Goal #2: Audit and update/create any new supporting materials (in English) that will be required to make LPRs accessible (this may include instructions or information about getting help with interpretation)	Responsible Staff	Deadline in Fiscal Year
Milestone 1	<ul style="list-style-type: none"> Post language desktop signage and wall posters promoting free interpretation assistance in public areas to assist staff and customers. 	<ul style="list-style-type: none"> Language Access Coordinator Communications & Marketing Division Heads 	Completed, but staff will audit public areas and replace signage if/as needed.
Milestone 2	<ul style="list-style-type: none"> Post license application checklists translated into the 10 designed citywide languages (if applicable). 	<ul style="list-style-type: none"> Language Access Coordinator Communications & Marketing 	November 30

	Goal #3: Enhance staff awareness and ability	Responsible Staff	Deadline in Fiscal Year
Milestone 1	<ul style="list-style-type: none"> Post copy of updated language access implementation plan and necessary guides on the Agency's intranet. 	<ul style="list-style-type: none"> Language Access Coordinator Communications & Marketing 	June 30
Milestone 2	<ul style="list-style-type: none"> Send annual email to Agency on all information regarding language access. 	<ul style="list-style-type: none"> Language Access Coordinator 	June 30
Milestone 3	<ul style="list-style-type: none"> Division Heads to provide division-specific training to staff on language access services and protocols and track. 	<ul style="list-style-type: none"> Language Access Coordinator Division Heads 	Deadline varies by Division

	Goal #4: Improve accessibility of website	Responsible Staff	Deadline in Fiscal Year
Milestone 1	<ul style="list-style-type: none"> Add a note about interpretation services on the Contact Us section on the website. 	<ul style="list-style-type: none"> Language Access Coordinator Communications & Marketing 	Completed
Milestone 2	<ul style="list-style-type: none"> Audit site to make sure translated materials are easy to find. 	<ul style="list-style-type: none"> Language Access Coordinator Communications & Marketing 	December 31

Language Access Implementation Plan

Appendices

Appendix A: Multilingual Posters

DCWP Licensing Center



English We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.

Spanish Le ayudaremos en el idioma que prefiera. Solicite asistencia de interpretación sin costo en la Recepción.

Arabic سنساعدك باللغة التي تفضلها.
اطلب مساعدة للترجمة الفورية مجاناً من مكتب الاستقبال.

Bengali আমরা আপনার পছন্দের ভাষায় আপনাকে সাহায্য করবো।
রিসেপশন-এ বিনামূল্যে আপনার পছন্দের ভাষায় ব্যাখ্যা সহায়তার জন্য বলুন।

Simplified Chinese 我们能使用您偏好的语言为您提供协助,
请至接待区询问关于免费口译协助事宜。

Traditional Chinese 我們能使用您偏好的語言為您提供協助。
請至接待區詢問關於免費口譯協助事宜。

Haitian Creole N ap ede ou nan lang ou pito a. Mande èd entèpretasyon gratis nan Biwo Resepsyon an.

Italian Vi aiuteremo nella vostra lingua preferita. Chiedete l'assistenza gratuita di un interprete alla reception.

Korean 원하시는 언어 서비스를 제공해 드립니다.
접수처에서 무료 통역 서비스를 요청하십시오.

Russian Мы можем предоставить вам помощь на языке, который вы предпочитаете.
Для получения бесплатных услуг перевода обращайтесь в регистратуру (Reception).



- English** We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.
-
- Spanish** Le ayudaremos en el idioma que prefiera. Solicite asistencia de interpretación sin costo en la Recepción.
-
- Arabic** سنساعدك باللغة التي تفضلها.
اطلب مساعدة للترجمة الفورية مجاناً من مكتب الاستقبال.
-
- Bengali** আমরা আপনার পছন্দের ভাষায় আপনাকে সাহায্য করবো।
রিসেপশন-এ বিনামূল্যে আপনার পছন্দের ভাষায় ব্যাখ্যা সহায়তার জন্য বলুন।
-
- Simplified Chinese** 我们能使用您偏好的语言为您提供协助，
请至接待区询问关于免费口译协助事宜。
-
- Traditional Chinese** 我們能使用您偏好的語言為您提供協助。
請至接待區詢問關於免費口譯協助事宜。
-
- Haitian Creole** N ap ede ou nan lang ou pito a. Mande èd entèpretasyon gratis nan Biwo Resepsyon an.
-
- Italian** Vi aiuteremo nella vostra lingua preferita. Chiedete l'assistenza gratuita di un interprete alla reception.
-
- Korean** 원하시는 언어 서비스를 제공해 드립니다.
접수처에서 무료 통역 서비스를 요청하십시오.
-
- Russian** Мы можем предоставить вам помощь на языке, который вы предпочитаете.
Для получения бесплатных услуг перевода обращайтесь в регистратуру (Reception).

Appendix B: Desktop Signage / Field Inspector Handout



Interpretation Service Available

English Translation:

Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Arabic  عربي أشر إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم الفوري مجاناً.	Laotian  ພາສາລາວ ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.
Bengali  বাংলা আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে। দোভাষী আপনি নিখরচায় পাবেন।	Mandarin  國語 請指認您的語言，以便為您提供免費的口譯服務。
Punjabi  ਪੰਜਾਬੀ ਅਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ ਅਤੇ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਏਗਾ। ਇਹ ਦੁਭਾਸ਼ੀਆ ਤੁਹਾਨੂੰ ਬਿਨਾਂ ਕਿਸੇ ਖਰਚ ਦੇ ਦਿੱਤਾ ਜਾਏਗਾ।	Polish  Polski Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
Cantonese  廣東話 請指認您的語言，以便為您提供免費的傳譯服務。	Portuguese  Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
French  Français Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Russian  Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
German  Deutsch Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	Spanish  Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Hindi  हिंदी अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबंध आप पर बिना किसी खर्च के किया जाता है।	Tagalog  Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Italian  Italiano Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Thai  ไทย ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาสามให้ท่าน การใช้สามไม่ต้องเสียค่าใช้จ่าย
Japanese  日本語 あなたの話を言語を指して下さい。無料で通訳を提供します。	Urdu  اُردو اپنی زبان پر اشارہ کریں اور ایک ترجمان بلايا جائیگا۔ ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جاتا ہے۔
Korean  한국어 귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.	Vietnamese  Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Appendix C: Qmatic Slides

DCWP Licensing Center



**We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.**

(Bengali)

আমরা আপনার পছন্দে ভাষা ভাষায় সাহায্য করবো।
রিসিপশন এ বিনামূল্যে ব্যাখ্যা সহায়তার জন্য
জিজ্ঞাসা করুন।



**We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.**

(Simplified Chinese)

我们能使用您偏好的语言为您提供协助，
请至接待区询问关于免费口译协助事宜。



**We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.**

(Traditional Chinese)

**我們能使用您偏好的語言為您提供協助，
請至接待區詢問關於免費口譯協助事宜。**



**We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.**

(Haitian Creole)

**N ap ede ou nan lang ou pito a. Mande èd
entèpretasyon gratis nan Biwo Resepsyon an.**



**We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.**

(Italian)

**Vi aiuteremo nella vostra lingua preferita.
Chiedete l'assistenza gratuita di un interprete
alla reception.**



**We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.**

(Korean)

**원하시는 언어 서비스를 제공해 드립니다.
접수처에서 무료 통역 서비스를 요청하십시오.**



**We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.**

(Russian)

Мы можем предоставить вам помощь на языке, который вы предпочитаете. Для получения бесплатных услуг перевода обращайтесь в регистратуру.



**We will help you in the language you prefer.
Ask for free interpretation assistance at Reception.**

(Spanish)

**Le ayudaremos en el idioma que prefiera.
Solicite asistencia de interpretación sin costo en la Recepción.**



SEE BROCHURES IN THE WAITING AREA TO LEARN ABOUT SERVICES THAT ARE AVAILABLE TO HELP YOUR BUSINESS.

আপনার ব্যবসায় সহায়তা পতে
পরশিবোগুলরি বিষয়ে জানার
জন্য অপেক্ষার জায়গায় রাখা
হাতবই দেখুন ।

如需深入了解哪些服務對您的
業務有所助益，請參閱放置於
等候室的手冊。

Gade ti liv ki nan sal atant la
pou jwenn enfòmasyon sou
sèvis ki disponib pou jwenn
èd pou biznis ou.

대기실에 준비된 안내문을 통해
귀하의 비즈니스 도움이 되는 서
비스 정보를 얻으시기 바랍니다.

смотрите брошюры в
приемном помещении для
получения информации о
предлагаемых услугах,
которые могут быть полезны
для вашего бизнеса.

Vea los folletos en la sala de
espera con información sobre
servicios disponibles para
ayudar a su negocio.