



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).

Agency name: NYC Department of Environmental Protection

Language Access Coordinator name: Sara Pecker, Colin Murphy

Language Access Coordinator title: Dir. of Special Projects & Initiatives, Deputy Dir. of Special Projects & Initiatives

Published date: June 20, 2024

This Plan includes information about:

1	Agency mission and services	
2	Agency language access policy	
3	Language access needs assessment	How the agency assesses the language access needs of the people it serves
4	Notice of the right to language access services	How the agency notifies the public about their right to language access services
5	Provision of language services	What language services the agency provides
6	Resource Planning	How the agency ensures that it has the internal and external resources to provide language services
7	Training	How the agency trains the staff to provide language services
8	Continuous improvement planning	How the agency ensures ongoing improvement of language access
9	Goals and actions planning	How the agency will put the plan into action

Signatures

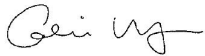
[NOTE: In this section, include the signature of the LAC and the agency head/ commissioner, and attach LAIP. The signatures signify that agencies will take necessary steps to advance equity and inclusion of individuals with LEP.]



06/13/2024

Language Access Coordinator, Sara Pecker, Director of Special Projects & Initiatives

DATE



06/13/2024

Language Access Coordinator, Colin Murphy, Deputy Director of Special Projects & Initiatives

DATE



06/13/2024

Commissioner, Rohit T. Aggarwala, NYC Department of Environmental Protection

DATE



**Environmental
Protection**

SECTION 1. AGENCY MISSION AND SERVICES

- The mission of the agency and how the agency seeks to achieve the mission through its policies:

The New York City Department of Environmental Protection (DEP) protects public health and the environment by supplying clean drinking water, managing stormwater and wastewater, and reducing air, noise, and hazardous materials pollution. DEP is a New York City agency of nearly 6,000 employees that manages and conserves the city's water supply; distributes more than one billion gallons of clean drinking water each day to 10 million New Yorkers and collects wastewater through a vast underground network of pipes, regulators, and pumping stations; and treats the 1.3 billion gallons of wastewater that New Yorkers produce each day in a way that protects the quality of New York Harbor.

To achieve these mandates, DEP oversees one of the largest capital construction programs in the region. As the agency responsible for New York City's environment, DEP also regulates air quality, hazardous materials, and critical quality of life issues, including noise.

The bureaus and offices responsible for carrying out the agency's mission each perform a level of "direct public service" with NYC residents and businesses through correspondence, community-based meetings, public hearings, issuance of publications and documents including licenses, permits, and registrations (LPR's), telephone contact, web-based communication, or ongoing face-to-face interaction.

- The plan includes a description of services offered by the agency and the ways in which the agency communicates and interacts with members of the public.

Bureau of Customer Services (BCS)

BCS is responsible for all functions related to water and sewer billing for residents of NYC and certain upstate communities. Additionally, BCS oversees the installation and replacement of water meters. The bureau utilizes its Automated Meter Reading System (AMR) to ensure accuracy of billing for its 836,000 customers. It inspects the work quality of water meters installed by private plumbers, enforces the city's water use rules, and manages consumer-oriented water monitoring and conservation efforts. The BCS Call Center relies on an Interactive Voice Response (IVR) system that includes digital recording and monitoring of all calls for training and quality assurance purposes. Call routing is available for callers requiring an account specialist, or for LEP customers needing language assistance. Assistance can be provided in more than 200 languages and dialects. BCS has a borough office in each of the five boroughs where customers can go to pay their water and sewer bills, apply for permits, request inspections and title reads, and learn more about DEP services. The borough offices are located at the following addresses:

- Bronx - 1932 Arthur Avenue 6th Floor Bronx, NY 10457
- Manhattan – 55 West 125 Street 9th Floor New York, NY 10027
- Brooklyn – 250 Livingston Street 8th Floor Brooklyn, NY 11201
- Queens – 59-17 Junction Boulevard 9th Floor Elmhurst, NY 11373
- Staten Island – 60 Bay Street 6th Floor Staten Island, NY 10301

Bureau of Environmental Compliance (BEC)

BEC's mission is the enforcement of environmental laws and regulations, which affect the health and safety of the public and environment. Specifically, the bureau enforces the city's asbestos regulations as well as the Air and Noise Codes. BEC is comprised of the divisions of Air & Noise Policy, Permitting and Enforcement, and the Asbestos Control Program. These divisions respond to air and noise code complaints, inspect and track asbestos removal projects, and foster the goals of environmental protection. Responsibilities also include [certifying](#) asbestos handlers (instructions for certification application are translated), inspecting and issuing operating certificates to stationary combustion and industrial process sources, and implementing the requirements of the Clean Air Act. Examples of written materials that the agency distributes when enforcing NYC laws and carrying out compliance actions include [the Guide to Requirements for Dry Cleaners](#) in [Español](#), [中文](#), [русский](#), [Kreyòl ayisyen](#), [한국어](#), [বাঙালি](#); [TURN IT OFF to Clear the Air Stop Idling Fact Sheet](#) in [Español](#), [中文](#) that clearly state the laws behind these initiatives.

Bureau of Environmental Planning and Analysis (BEPA)

BEPA provides expertise and guidance on policy, planning and environmental reviews related to DEP's Strategic Plan, Capital Program, and other City initiatives. The bureau coordinates policy issues across federal, state and local levels including those on stormwater management, demand management and water conservation, water quality, air quality and water resource protections. BEPA also manages Green Infrastructure (GI), an array of practices that use or mimic natural systems to manage stormwater runoff. Green infrastructure manages stormwater by using it as a resource rather than a waste. Stormwater is either directed to engineered systems for infiltration or detained at a slower rate before it enters the sewer system. Types of GI include rain gardens, infiltration basins, permeable paving, and blue roofs.

Bureau of Police and Security (BPS)

The DEP Police Division is charged with protecting the city's water supply system, which includes two dozen reservoirs and lakes, more than 2,000 square miles of watershed land across nine counties, hundreds of miles of tunnels and aqueducts, dozens of dams, treatment plants, laboratories, and other facilities. DEP police patrol the watershed on foot and by bicycles, all-terrain vehicles, boats and helicopters. They also maintain specially trained units that include a detective bureau, emergency services unit, canine unit and aviation unit.

Bureau of Wastewater Treatment (BWT)

BWT is responsible for the operation and maintenance of all facilities related to the treatment of New Yorkers' 1.3 billion gallons of daily wastewater within the five boroughs. This includes 14 wastewater resource recovery facilities, sludge dewatering facilities, collections facilities (pumping stations, combined sewer overflow retention facilities, regulators, and tide gates), and wastewater laboratories. The bureau also oversees a fleet of marine vessels charged with monitoring harbor and shoreline water quality and sources of potential pollution.

Bureau of Water and Sewer Operations (BWSO)

New York City has approximately 150,000 catch basins, 114,000 hydrants, 90,000 valves, 14 gatehouses, 3 reservoirs, 68 groundwater wells, a 100-million-gallon underground storage tank and 14,000 miles of sanitary sewers and water mains combined. The responsibility of maintaining this vast network falls under BWSO, which oversees the operation of New York City's drinking water distribution and wastewater collection systems, the protection of adjacent waterways and wetlands, and the

development of DEP's capital program to upgrade the city's water and drainage systems. The Bureau also approves plumbing permits and inspects all public and private construction projects as they relate to the city's water or sewer systems. BWSO is also charged with responding to emergencies and natural disasters.

Bureau of Water Supply (BWS)

BWS manages, operates, and protects New York City's upstate water supply system to ensure the reliable delivery of one billion gallons of high-quality drinking water to 10 million consumers every day. The bureau conducts extensive monitoring of water quality, both within the city's distribution system and throughout the upstate watersheds. In addition, BWS is responsible for system planning, engineering, acquisition of lands, and enforcement of watershed regulations.

Bureau of Public Affairs and Communications (BPAC)

BPAC manages the public information, community outreach and legislative affairs of DEP. It is responsible for all press and media inquiries, environmental education, special projects and initiatives, and production of all public information materials, both print and digital. BPAC manages the outreach for several regulatory programs including the Municipal Separate Storm Sewer System Permit (MS4 Permit), Long-term Control Plans (LTCPs), the Green Infrastructure Program, Superfund coordination, grease outreach, and asbestos monitoring. The Community Affairs Unit is the agency's primary liaison on all monitoring committees, citizen advisory committees and community boards, while managing intergovernmental relations and responding to public inquiries. BPAC is lead bureau for Local Law (LL) 30. It reviews all agency publications to make sure the agency is in compliance with LL 30. These documents are reviewed with the originating bureaus to determine the need for translations into any or all of the 13 top LEP languages. This initiative is ongoing.

SECTION 2. AGENCY LANGUAGE ACCESS POLICY

The goal of DEP's Language Access Policy is to provide meaningful language access to customers who interact with the agency for essential services and information. Under the language access law, all State agencies that interact with the public must provide interpretation services in any language with respect to the provision of agency services or benefits and must translate vital agency documents into the top 10 most commonly spoken non-English languages among LEP New Yorkers based on Census and DOE data. DEP has since identified 3 additional languages that service the LEP population. Therefore, all DEP's widely distributed documents are translated into 13 languages*.

To enable the LEP population to speak to and interact with all DEP inspectors and public-facing employees regardless of the language they speak, the agency has provided staff with telephones (and in the case of inspectors and emergency responders with mobile phones) with which they can access Voiance, a telephonic interpretation service that covers over 300 languages. The agency is and will continue to translate essential information and its most widely distributed documents into the 10 citywide designated languages and has created a landing page on the DEP website for each of the languages where the documents reside. Widely distributed documents will carry a sentence that directs LEP customers to the appropriate landing page. Each document that is accessible from the landing page will have a short blurb describing its content to correspond to the document in English.

**Arabic, Bengali, Chinese (Simplified), Chinese (Traditional), French, Haitian Creole, Italian, Korean, Polish, Russian, Spanish, Urdu, Yiddish*

SECTION 3. LANGUAGE ACCESS NEEDS ASSESSMENT

DEP’s language access needs assessment is based on the number of ratepayers that we serve which is approximately 836,000, as our interactions are primarily with this population.

DEP is comprised of nearly 6,000 employees who all have the ability to provide language access services to our LEP customers at any given moment through Voiance Language Services, which is the leading phone interpretation provider, providing interpretation in over 300 languages and translation services.

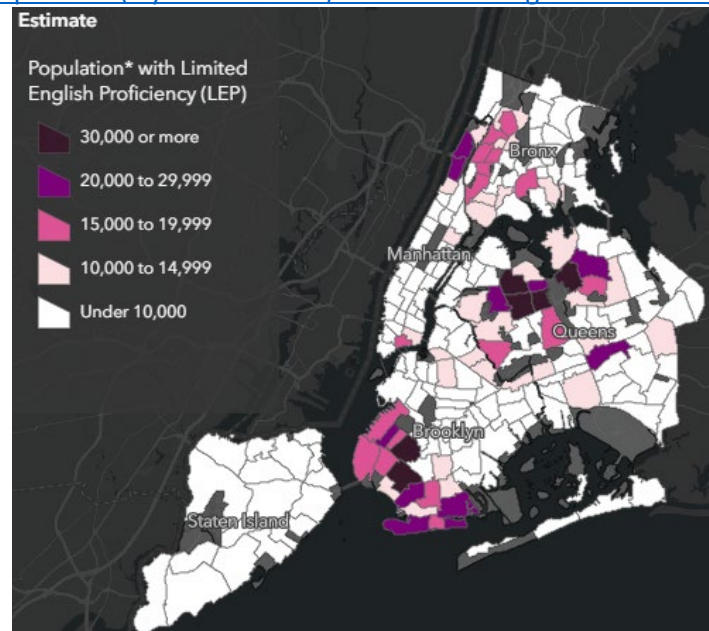
- **Factor 1:** the number or proportion of LEP persons in the eligible service population.

The Top Ten Languages Other than English Spoken at Home by the Population of NYC 5 Years and Over (2017 -2021):

LEP Population 5 Years and Over		
Rank	Language	Estimate
	Limited English Proficiency Population 5 Years and Over	1,816,630
1	Spanish	865,331
2	Chinese (incl. Mandarin, Cantonese, and Min Nan Chinese)	337,286
3	Russian	117,404
4	Bengali	65,289
5	Yiddish	39,452
6	Haitian	36,582
7	Korean	36,380
8	Arabic	27,613
9	French	24,648
10	Polish	24,039

Source: U.S. Census Bureau, 2017-2021 American Community Survey Public Use Microdata Sample

Five Borough Population (5 years and over) with Limited English Proficiency (LEP):



Source: U.S. Census Bureau, 2018-2022 ACS Summary File. This map passes [minimum reliability standards](#). Population Division, NYC Department of City Planning.

- **Factor 2:** the frequency with which LEP individuals come into contact with the agency

BCS Borough Customer Service Offices (5):

BCS determined that it provides direct service to approximately 22,000 walk-in customers combined. Surveys show that approximately 425 customers are served each week at the BCS Borough Office locations. About 2% of these customers request language interpretation.

BCS Call Center:

According to the 2023 Voiance report, the call center responded to approximately 465,566 customers citywide. Reports and surveys collected by call center customer service representatives indicated that most of the calls needing interpretation were in Spanish and/or Mandarin.

- **Factor 3:** the importance of the benefit, service, information, or encounter to the limited English proficient person

The call center and borough offices are vital to our customer service operations. They provide information to LEP customers by assisting them in understanding billing issues, water conservation programs, payment inquiries, payment plans, lien sales and any other related water and wastewater issues. In addition, the call center provides follow-up calls to the LEP customers to explain billing adjustments and account information and updates.

It is critical that BCS be able to provide LEP customers with this service to ensure customers receive important information about their water service and bills.

- **Factor 4:** the resources available to the agency and the costs of providing various types of language services

The call center has developed a cost-effective strategic plan to address the LEP customer language needs. BCS currently employs several representatives fluent in two of the most requested LEP languages, Spanish and Chinese. BCS continues to recruit new employees with multiple language skills and utilizes its Voiance language contract. Voiance is easily accessible when the requested language is not available at the time of the call. The Clerical Associate list also has a Spanish certification.

	VENDOR	2023 Fiscal Year	COST
Telephonic interpretations	Voiance	1,157 calls	\$10,710.23 / FY23
Written Translations	Voiance	0	\$0
Bilingual Skills Testing	Language Line	0	\$0

Bilingual testing was not completed because there were no new hires during the year as well. The bureau spent \$10,710.23 on Voiance interpretation services in FY 2023. The agency spent \$22,468.34 on translation services (Geneva, Erikson, Voiance) in FY 2023.

SECTION 4. NOTICE OF THE RIGHT TO LANGUAGE ACCESS SERVICES

In all the BCS borough offices, a greeter is stationed at the entrance and will inform customers of the translation service once requested. The bureau also utilizes language cards developed by the Mayor's Offices of Operations and Immigrant Affairs that customers can use to point to the language that they speak to let the greeter know that an interpreter is needed.

Any document that has been translated informs the customer in at least 10 languages that the document has been translated, in what languages, and where on our website to find it. This includes public notices such as water shut-off warnings.

Every license, permit, and registration has been paired with instructions that are translated into 13 languages.

SECTION 5. PROVISION OF LANGUAGE SERVICES

A. Interpretation

How the agency will provide interpretation services:

- To enable the LEP population to speak and to interact with all DEP inspectors and public facing employees, regardless of the language they speak, the agency has provided public facing staff with the ability to access Voiance telephone interpretation service that covers nearly 300 languages (and in the case of inspectors and emergency responders with mobile phones in order to do so). This will enable almost everyone in the agency to have a three-way conversation in nearly 300 languages.
- BCS continues to utilize its Voiance contract for telephonic interpretation.
- The BCS call center and borough offices encounter LEP customers on a daily basis. Due to the demand of Spanish callers, the call center has implemented a separate call queue that will field callers to certified Spanish-speaking representatives. If that queue is backed up in calls, other representatives will take the call and utilize Voiance to translate the calls. All of the borough offices and field inspectors will continue to utilize this service.
- The BCS call center also recruits employees with multiple language skills to assist with Spanish and Chinese customers, which are the two most requested languages encountered by the bureau.
- The Clerical Associate list has a Spanish certification. Those employees are then tested and certified through Language Line in their specified language.
- DEP's call center, collections unit, and borough offices are equipped with dual headsets to facilitate telephonic interpretations for LEP customers.
- BPAC has an additional contract with Voiance for telephonic interpretation that is available for use by other bureaus within the agency, and instructions on how to utilize the service has been made available to every employee on the agency's SharePoint site, and that can also be accessed on their mobile phones by inspectors and other emergency responders.
- It is agency policy to provide telephone translations for all those who request it.

B. Translation

How the agency will provide translation services:

- The agency determines which of its documents are most widely distributed after reviewing the documents generated by each of its bureaus.
- Each document is reviewed as it comes up for reprinting, updating, and/or revision. Everything that the bureaus develop is reviewed by the agency language access coordinators who speak to the bureaus to see what they will need to translate, regardless of how widely or narrowly distributed the document is. That determination is made based on the need by the audience, rather than the volume of what is distributed.
- Translation of documents is project managed by the Deputy Director of Special Projects & Initiatives.
- The agency uses its professional translation service –Geneva – to translate all its documents, and uses an additional language translation service – Eriksen – for secondary reviews to ensure quality control.
- Translated materials are primarily available digitally.

- Staff are aware of agency translation services through their bureau language access coordinators who meet quarterly.

C. Digital Communication

How the agency will provide digital communications (website, digital media, online transactions, etc.):

- All documents are reviewed for plain language before they are translated.
- The agency provides instructions in 13 languages on how to apply for licenses/permits/registrations it issues and has them posted online.
- Applicants can call a phone line where staff can use telephonic interpretation in order to apply or submit necessary information, which is advertised in 10 languages on the agency website.
- Applicants can receive language assistance while filling out an application by coming to a walk-in location, which is advertised in 10 languages on the agency website.
- Special Projects and Initiatives unit developed language which was translated and published to the website, and a language access navigation item was created within the “publications” section of our website: <https://www1.nyc.gov/site/dep/about/language-access.page>
- The Web Content Accessibility Guidelines (WCAG) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. Our digital content is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to this accessibility standard.

D. Emergency Communications

How the agency anticipates and sets the conditions such that emergency communications are delivered quickly and efficiently to meet the language needs in an equitable manner:

- Emergencies are handled by New York City Emergency Management (NYCEM).
- If there is a circumstance for the agency to do outreach during an emergency, we work with NYCEM and they are the lead. If need be, we would work with Voiance for language interpretation, and our other vendors for translations (Geneva, Eriksen) for quick turnaround translations.
- DEP’s current translation service for BWS is able to provide translations related to “boil water” alerts within the federally mandated guidelines for notifications, and templates for “boil water” notices have been translated into the 10 designated languages.
- All translations will be available during and after an emergency, especially online including:
 - o [Emergency Water Shut Off Notice](#) [Español](#), [简体中文](#), [русский](#), [한국어](#), [Polski](#), [اردو](#), [العربية](#), [বাংলা](#), [Italiano](#), [יידיש](#), [Français](#)
 - o [Water Shut Off Notice for Non-Compliance or Emergency](#) [Español](#), [简体中文](#), [русский](#), [Kreyòl ayisyen](#), [한국어](#), [বাংলা](#), [Polski](#), [العربية](#), [Français](#), [יידיש](#), [Italiano](#), [اردو](#).
 - o [Sewer Repair Order \(30-Day Notice\)](#) [Español](#), [简体中文](#), [русский](#), [한국어](#), [Polski](#), [اردو](#), [العربية](#), [বাংলা](#), [Italiano](#), [יידיש](#), [Français](#)

- Social media is capable of sharing links to translated emergency content.
- During an emergency response:
 - o The agency continues to support LEP needs as necessary to remain compliant with LL30.
 - o Point people for language access (language access coordinators Sara Pecker and Colin Murphy) will utilize the translating vendors to provide quick turnarounds for emergency-related documents.
 - o Voiance will be utilized for in person translating if door-to-door emergency outreach is engaged.
 - o Agency Emergency Management Liaison, Natan Mandelbaum, will lead a response based on NYCEM's expectations of the agency.

SECTION 6. RESOURCE PLANNING

The agency uses a combination of resources to implement the plan, including:

- A. [Bi-/multi-lingual staffing](#)
- B. [Language service vendor contracts](#)
- C. [Partnership with CBOs](#)

The agency will improve the quality of language assistance services by:

- A. Bi-/multi-lingual staffing

Types of interaction where the agency will use bi-/multi-lingual staff:

- Community meetings for real time interpretation of presentations when requested.

The agency identifies, assesses, and develops the language skills of qualified bi-/multi-lingual staff, by:

- The BCS call center also recruits employees with multiple language skills to assist with Spanish and Chinese customers, which are the two most requested languages encountered by the bureau.
- The Clerical Associate list has a Spanish certification. The bureau has asked the agency to call the Spanish certification list in order to employ people who are able to translate calls. Those employees are then tested and certified through Language Line in their specified language.
- For the purpose of LL14 (Local Law 14 of 2023), DEP will annually submit to the Mayor’s Office of Operations the number of inspectors who report fluency in a language other than English. This data will be collected via a survey and the responses will be recorded anonymously. Those that are canvased, however, are not required to respond.

- B. Language Service Vendor Contracts

The Deputy Director of Special Projects and Initiatives within BPAC will coordinate and track contracted services with language service vendors, maintain records, and report this information for the Language Access Annual Report, in accordance with the LL6 of 2023.

- The Deputy Director of Special Projects and Initiatives tracks each translation request through the process of initial translation, secondary reviews, and reconciliation of edits toward a final translation.
- Expenditure data is also tracked and collected agency wide to report annually.

VENDOR NAME	PROCUREMENT METHOD	PURPOSE OF CONTRACT	LANGUAGE(S) PROVIDED BY VENDOR	PERIOD OF CONTRACT	TOTAL AWARD AMOUNT OF CONTRACT
Geneva Worldwide, Inc.	MBWE	Translates text documents.	Albanian, Arabic, Bengali, Chinese (Simplified), Chinese	07/01/22 – 06/30/23	\$2,000.00 (with one Purchase Order transaction of \$12542.80)

			(Traditional), Croatian, French (European), Greek, Haitian Creole, Hindi, Italian, Japanese, Korean, Nepali, Polish, Punjabi, Russian, Sinhalese, Spanish, Tagalog, Tamil, Tibetan, Urdu, Vietnamese, Wolof, Yiddish		
Eriksen Translations, Inc.	MBWE	Provides secondary reviews for translated documents	Arabic, Bengali, Chinese (Simplified), French, Haitian Creole, Italian, Korean, Polish, Russian, Spanish, Urdu, Yiddish (NYC)	07/01/22 – 06/30/23	\$6,000.00 (with one Purchase Order transaction of \$9792.94)
Voiance Language Services	MBWE	Telephonic Interpretation	Mandarin, Spanish, Cantonese, Bengali, Fuzhou, Russian, French	07/01/22 – 06/30/23	\$1,000.00 (w/ one Purchase Order transaction of \$10,710.23)

C. Partnership with CBOs

The agency aims to expand this as we do more public facing meetings.

- The need to partner with CBO's has not arisen yet due to in-house resources.

SECTION 7. TRAINING

The agency will train internal staff and contracted partners/staff on its language access policies and procedures.

- DEP has provided instructions to all employees (including frontline workers, managers, inspectors and enforcement staff) on how to access interpretation services and plain language documents on the agency's SharePoint site. In addition, they can speak with their bureau LACs.
- Plain language training is available.
- Cultural Sensitivity and Competency training is provided to Environmental Outreach staff.

SECTION 8. CONTINUOUS IMPROVEMENT PLANNING

A. Data collection and monitoring

- The agency will continuously collect and maintain accurate and reliable data on relevant demographic data and language services by:
 - Annually collecting expenditure data agency wide from translation and interpretation vendors.
 - Tracking translation requests, languages used, interpretation requests, and frequency of requests.
 - Tracking complaints and resolution to complaints related to language access.
- Data collected will be used to inform agency's decision-making processes and strategies on improving access for individuals with LEP by:
 - Informing the agency on the effectiveness of our language access efforts and services, letting us know where more coverage of these services is needed.
- Data collected informs our needs and assessments in Section 3 by:
 - Updating the number or proportion we can report of limited English proficiency persons in the eligible service population.
 - Update our reported number of LEP individuals coming into contact with the agency.
 - Calling out where the agency might fall short on language access coverage.
 - Flagging expenditures so we may prepare the upcoming budget request related to language access services.

B. Language Access Complaints

- The Director of Special Projects and Initiatives is responsible at the agency for receiving, tracking, and resolving complaints, including:
 - Language access complaints through 311
 - Internal complaints
- The agency informs individuals of their right to file language access complaints with:
 - Multilingual signage for complaints
 - Multilingual flyers for complaints
 - Presentations on language access complaints
- The agency includes information on complaints as part of the Language Access Annual Report.

SECTION 9. GOALS AND ACTIONS PLANNING

The Director and Deputy Director of Special Projects and Initiatives will monitor the efficacy of the agency’s plan and compliance with LL30, enforce protocols and address issues with the plan as they arise.

- The plan establishes new goals, timelines, and action steps:

Goal / Need	Root Cause(s)	Language Access Goal
Increase standard languages for translation of widely distributed documents from 10 to 13.	Requests for additional languages such as Italian and (NYC) Yiddish have increased. It has also come to our attention that Chinese translations are needed in addition to Simplified Chinese.	Starting immediately, all widely distributed documents will be translated in the standard 10 languages, plus Italian, (NYC) Yiddish, and Traditional Chinese.
Compliance with LL14, defining that each inspection agency shall annually submit to the Mayor’s Office of Operations the number of inspectors who report fluency in a language other than English.	To be in compliance with the Local Law.	No later than January of 2025, the agency will create an optional survey where inspectors can answer anonymously a fluency in a language other than English.
Language Access Mailing Insert that lists the languages in which the document mailed to them is translated, and where to find it online.	As more documents are being translated into additional languages, it is easier to use a separate insert than to continuously alter the physical document where it would have indicated the languages it has been translated in.	We have already begun using an insert starting with the Lead Service Replacement Program Notification letters, notifying the recipients that the letter they are receiving has been translating into 13 languages.
Translations of public PowerPoint presentations.	As new presentations are being generated for agencywide use, it is important that we translate them so they can be used effectively in all communities.	In 2025 we will begin to translate existing and new public presentations.
Video translations and closed captioning translations of public PowerPoint presentations.	As new presentations are being generated for agencywide use, it is important that we translate them so they can be used effectively in all communities.	Within the next two years, have presentations live online and be accessible to people not able to attend in-person.
Cultural Sensitivity and Competency Training	Being made aware that this type of training was limited to a singular bureau’s outreach staff (Environmental Compliance),	The office of Equal Employment Opportunity (EEO) agrees to further develop this training and work with all the

	the need to advance these practice agencywide has been established.	appropriate bureaus. We will begin coordinating with EEO in 2025.
--	---	---