

# DSS/HRA/DHS Local Law 73 Report

Produced 3/31/2024

Covering CY2023

**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> )
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. 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.

2023 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	2023 Language Services instances
Akan	Cash Assistance (CA)	Telephonic Interpretation	50
Akan	Families with Children	Telephonic Interpretation	16
Akan	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Akan	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	5
Akan	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Akan	IDNYC	Telephonic Interpretation	4
Akan	Infoline	Telephonic Interpretation	17
Akan	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Akan	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Akan	Office of Civil Justice (OCJ)	Telephonic Interpretation	3
Akan	Singles	Telephonic Interpretation	5
Akan	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	22
Akan	UNKNOWN	Telephonic Interpretation	11
Albanian	Accountability Office	Telephonic Interpretation	4
Albanian	Adult Protective Services (APS)	Telephonic Interpretation	19
Albanian	Cash Assistance (CA)	Telephonic Interpretation	390
Albanian	Customized Assistance Services (CAS)	Telephonic Interpretation	5
Albanian	Families with Children	Telephonic Interpretation	4
Albanian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Albanian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	7
Albanian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	15
Albanian	IDNYC	Telephonic Interpretation	1
Albanian	Infoline	Telephonic Interpretation	127
Albanian	Mayor's Office	Telephonic Interpretation	2
Albanian	Medical Assistance Program (MAP)	Telephonic Interpretation	26
Albanian	Office of Child Support Services (OCSS)	Telephonic Interpretation	16
Albanian	Office of Civil Justice (OCJ)	Telephonic Interpretation	11
Albanian	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	8
Albanian	Program Accountability	Telephonic Interpretation	2
Albanian	Singles	Telephonic Interpretation	6
Albanian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	216
Albanian	UNKNOWN	Telephonic Interpretation	87
Albanian	Adult Protective Services (APS)	Onsite Interpretation	2
Albanian	Business Process Innovation (BPI)	Onsite Interpretation - Testing	1
American Sign Language (ASL)	Accountability Office	Video	1
American Sign Language (ASL)	Adult Families	Onsite Interpretation	10
American Sign Language (ASL)	Adult Families	Video	29
American Sign Language (ASL)	Adult Protective Services (APS)	Onsite Interpretation	48
American Sign Language (ASL)	Adult Protective Services (APS)	Video	6
American Sign Language (ASL)	Career Services	Onsite Interpretation	3
American Sign Language (ASL)	Cash Assistance (CA)	Onsite Interpretation	86
American Sign Language (ASL)	Cash Assistance (CA)	Video	195
American Sign Language (ASL)	Fair Fares	Video	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
American Sign Language (ASL)	Families with Children	Video	44
American Sign Language (ASL)	HIV/AIDS Service Administration (HASA)	Onsite Interpretation	16
American Sign Language (ASL)	HIV/AIDS Service Administration (HASA)	Video	29
American Sign Language (ASL)	Infoline	Onsite Interpretation	1
American Sign Language (ASL)	Medical Assistance Program (MAP)	Onsite Interpretation	13
American Sign Language (ASL)	Medical Assistance Program (MAP)	Video	6
American Sign Language (ASL)	Office of Advocacy	Onsite Interpretation	1
American Sign Language (ASL)	Office of Advocacy	Video	12
American Sign Language (ASL)	Office of Child Support Services (OCSS)	Onsite Interpretation	4
American Sign Language (ASL)	Office of Child Support Services (OCSS)	Video	1
American Sign Language (ASL)	Office of Civil Justice (OCJ)	Onsite Interpretation	1
American Sign Language (ASL)	Office of Civil Justice (OCJ)	Video	1
American Sign Language (ASL)	Office of Legal Affairs (OLA)	Video	1
American Sign Language (ASL)	Office of the Medical Director	Onsite Interpretation	5
American Sign Language (ASL)	Public Engagement Unit (PEU)	Video	1
American Sign Language (ASL)	Singles	Onsite Interpretation	22
American Sign Language (ASL)	Singles	Video	87
American Sign Language (ASL)	Supplemental Nutrition Assistance Program (SNAP)	Onsite Interpretation	33
American Sign Language (ASL)	Supplemental Nutrition Assistance Program (SNAP)	Video	40
Amharic	Asylum Seekers	Telephonic Interpretation	1
Amharic	Cash Assistance (CA)	Telephonic Interpretation	6
Amharic	Families with Children	Telephonic Interpretation	2
Amharic	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	4
Amharic	Infoline	Telephonic Interpretation	6
Amharic	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Amharic	UNKNOWN	Telephonic Interpretation	4
Arabic	Accountability Office	Telephonic Interpretation	75
Arabic	Administration	Telephonic Interpretation	1
Arabic	Adult Families	Telephonic Interpretation	26
Arabic	Adult Protective Services (APS)	Telephonic Interpretation	34
Arabic	Asylum Seekers	Telephonic Interpretation	231
Arabic	Cash Assistance (CA)	Telephonic Interpretation	2,397
Arabic	Customized Assistance Services (CAS)	Telephonic Interpretation	37
Arabic	DHS Fleet	Telephonic Interpretation	6
Arabic	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	2

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Arabic	Fair Fares	Telephonic Interpretation	29
Arabic	Fair Hearing	Telephonic Interpretation	3
Arabic	Families with Children	Telephonic Interpretation	725
Arabic	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	22
Arabic	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	24
Arabic	Home Care Services Program (HCSP)	Telephonic Interpretation	6
Arabic	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	109
Arabic	IDNYC	Telephonic Interpretation	782
Arabic	Infoline	Telephonic Interpretation	1,409
Arabic	Mayor's Office	Telephonic Interpretation	138
Arabic	Medical Assistance Program (MAP)	Telephonic Interpretation	105
Arabic	Office of Advocacy	Telephonic Interpretation	3
Arabic	Office of Child Support Services (OCSS)	Telephonic Interpretation	100
Arabic	Office of Civil Justice (OCJ)	Telephonic Interpretation	10
Arabic	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	139
Arabic	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Arabic	Office of Outreach	Telephonic Interpretation	7
Arabic	Office of the Medical Director	Telephonic Interpretation	2
Arabic	Program Accountability	Telephonic Interpretation	2
Arabic	Reasonable Accommodation	Telephonic Interpretation	1
Arabic	Singles	Telephonic Interpretation	2,759
Arabic	Street Homelessness Solutions	Telephonic Interpretation	113
Arabic	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2,262
Arabic	UNKNOWN	Telephonic Interpretation	1,426
Arabic	Agency-wide	Written Translation	813
Arabic	Adult Protective Services (APS)	Onsite Interpretation	5
Arabic	Singles	Onsite Interpretation - Shifts	2
Arabic	Business Process Innovation (BPI)	Onsite Interpretation - Testing	59
Arabic	Home Care Services Program (HCSP)	Onsite Interpretation	1
Arabic	IDNYC	Onsite Interpretation	8
Armenian	Adult Protective Services (APS)	Telephonic Interpretation	1
Armenian	Cash Assistance (CA)	Telephonic Interpretation	10
Armenian	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Armenian	Families with Children	Telephonic Interpretation	3
Armenian	Infoline	Telephonic Interpretation	4
Armenian	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Armenian	Singles	Telephonic Interpretation	1
Armenian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	9
Armenian	UNKNOWN	Telephonic Interpretation	6
Armenian	IDNYC	Onsite Interpretation	1
Assyrian	Cash Assistance (CA)	Telephonic Interpretation	1
Azerbaijani	Cash Assistance (CA)	Telephonic Interpretation	2
Bahdini	Singles	Telephonic Interpretation	1
Bambara	Accountability Office	Telephonic Interpretation	1
Bambara	Asylum Seekers	Telephonic Interpretation	8
Bambara	Cash Assistance (CA)	Telephonic Interpretation	33
Bambara	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Bambara	Families with Children	Telephonic Interpretation	48
Bambara	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Bambara	IDNYC	Telephonic Interpretation	2
Bambara	Infoline	Telephonic Interpretation	3
Bambara	Mayor's Office	Telephonic Interpretation	1
Bambara	Office of Child Support Services (OCSS)	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Bambara	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
Bambara	Singles	Telephonic Interpretation	2
Bambara	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	14
Bambara	UNKNOWN	Telephonic Interpretation	12
Bambara	Cash Assistance (CA)	Onsite Interpretation	3
Bengali	Accountability Office	Telephonic Interpretation	70
Bengali	Administration	Telephonic Interpretation	2
Bengali	Adult Families	Telephonic Interpretation	7
Bengali	Adult Protective Services (APS)	Telephonic Interpretation	43
Bengali	Asylum Seekers	Telephonic Interpretation	4
Bengali	Burial Claims	Telephonic Interpretation	1
Bengali	Cash Assistance (CA)	Telephonic Interpretation	3,117
Bengali	Customized Assistance Services (CAS)	Telephonic Interpretation	43
Bengali	Disaster Services	Telephonic Interpretation	1
Bengali	Fair Fares	Telephonic Interpretation	21
Bengali	Fair Hearing	Telephonic Interpretation	5
Bengali	Families with Children	Telephonic Interpretation	113
Bengali	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	51
Bengali	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	14
Bengali	Home Care Services Program (HCSP)	Telephonic Interpretation	9
Bengali	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	74
Bengali	IDNYC	Telephonic Interpretation	43
Bengali	Infoline	Telephonic Interpretation	2,148
Bengali	Mayor's Office	Telephonic Interpretation	37
Bengali	Medical Assistance Program (MAP)	Telephonic Interpretation	445
Bengali	Office of Advocacy	Telephonic Interpretation	3
Bengali	Office of Child Support Services (OCSS)	Telephonic Interpretation	98
Bengali	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
Bengali	Office of Civil Justice (OCJ)	Telephonic Interpretation	8
Bengali	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	585
Bengali	Office of Legal Affairs (OLA)	Telephonic Interpretation	5
Bengali	Program Accountability	Telephonic Interpretation	4
Bengali	Reasonable Accommodation	Telephonic Interpretation	1
Bengali	Singles	Telephonic Interpretation	28
Bengali	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2,875
Bengali	UNKNOWN	Telephonic Interpretation	1,153
Bengali	Agency-wide	Written Translation	676
Bengali	Adult Protective Services (APS)	Onsite Interpretation	6
Bengali	Business Process Innovation (BPI)	Onsite Interpretation - Testing	63
Bengali	Discussions with DSS	Onsite Interpretation	1
Bengali	Fair Fares	Onsite Interpretation - Testing	1
Bengali	Office of Citywide Health Insurance Access (OCHIA)	Onsite Interpretation	2
Bosnian	Adult Protective Services (APS)	Telephonic Interpretation	1
Bosnian	Asylum Seekers	Telephonic Interpretation	1
Bosnian	Cash Assistance (CA)	Telephonic Interpretation	4
Bosnian	Families with Children	Telephonic Interpretation	2
Bosnian	Infoline	Telephonic Interpretation	2
Bosnian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Bosnian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6
Bosnian	UNKNOWN	Telephonic Interpretation	3
Bulgarian	Cash Assistance (CA)	Telephonic Interpretation	10
Bulgarian	Families with Children	Telephonic Interpretation	2

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Bulgarian	Infoline	Telephonic Interpretation	4
Bulgarian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Bulgarian	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	8
Bulgarian	Singles	Telephonic Interpretation	1
Bulgarian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	11
Bulgarian	UNKNOWN	Telephonic Interpretation	1
Burmese	Adult Protective Services (APS)	Telephonic Interpretation	1
Burmese	Cash Assistance (CA)	Telephonic Interpretation	34
Burmese	Families with Children	Telephonic Interpretation	1
Burmese	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	20
Burmese	IDNYC	Telephonic Interpretation	4
Burmese	Infoline	Telephonic Interpretation	17
Burmese	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Burmese	Singles	Telephonic Interpretation	6
Burmese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	50
Burmese	UNKNOWN	Telephonic Interpretation	13
Burmese	IDNYC	Onsite Interpretation	6
Cantonese	Accountability Office	Telephonic Interpretation	77
Cantonese	Administration	Telephonic Interpretation	4
Cantonese	Adult Families	Telephonic Interpretation	15
Cantonese	Adult Protective Services (APS)	Telephonic Interpretation	150
Cantonese	Asylum Seekers	Telephonic Interpretation	21
Cantonese	Burial Claims	Telephonic Interpretation	13
Cantonese	Cash Assistance (CA)	Telephonic Interpretation	989
Cantonese	Customized Assistance Services (CAS)	Telephonic Interpretation	38
Cantonese	Equal Employment Office (EEO)	Telephonic Interpretation	1
Cantonese	Fair Fares	Telephonic Interpretation	38
Cantonese	Families with Children	Telephonic Interpretation	20
Cantonese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	703
Cantonese	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	20
Cantonese	Home Care Services Program (HCSP)	Telephonic Interpretation	79
Cantonese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	18
Cantonese	IDNYC	Telephonic Interpretation	35
Cantonese	Infoline	Telephonic Interpretation	1,705
Cantonese	Mayor's Office	Telephonic Interpretation	46
Cantonese	Medical Assistance Program (MAP)	Telephonic Interpretation	1,221
Cantonese	Research and Policy Innovation	Telephonic Interpretation	1
Cantonese	Office of Advocacy	Telephonic Interpretation	6
Cantonese	Office of Child Support Services (OCSS)	Telephonic Interpretation	20
Cantonese	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
Cantonese	Office of Civil Justice (OCJ)	Telephonic Interpretation	4
Cantonese	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	23
Cantonese	Program Accountability	Telephonic Interpretation	6
Cantonese	Reasonable Accommodation	Telephonic Interpretation	1
Cantonese	Singles	Telephonic Interpretation	52
Cantonese	Street Homelessness Solutions	Telephonic Interpretation	9
Cantonese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6,778
Cantonese	UNKNOWN	Telephonic Interpretation	1,525
Cantonese	Adult Protective Services (APS)	Onsite Interpretation	57
Cantonese	Singles	Onsite Interpretation	6
Cantonese	Business Process Innovation (BPI)	Onsite Interpretation - Testing	60
Cantonese	Discussions with DSS	Onsite Interpretation	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Cantonese	Home Care Services Program (HCSP)	Onsite Interpretation	2
Cantonese	Street Homelessness Solutions	Onsite Interpretation	1
Certified Deaf Interpreter (CDI)	Adult Families	Video	1
Certified Deaf Interpreter (CDI)	Adult Protective Services (APS)	Onsite Interpretation	6
Certified Deaf Interpreter (CDI)	Cash Assistance (CA)	Onsite Interpretation	2
Certified Deaf Interpreter (CDI)	Cash Assistance (CA)	Video	9
Certified Deaf Interpreter (CDI)	Families with Children	Onsite Interpretation	3
Certified Deaf Interpreter (CDI)	Families with Children	Video	14
Certified Deaf Interpreter (CDI)	HIV/AIDS Service Administration (HASA)	Video	3
Certified Deaf Interpreter (CDI)	Medical Assistance Program (MAP)	Onsite Interpretation	1
Certified Deaf Interpreter (CDI)	Singles	Onsite Interpretation	4
Certified Deaf Interpreter (CDI)	Singles	Video	37
Certified Deaf Interpreter (CDI)	Supplemental Nutrition Assistance Program (SNAP)	Onsite Interpretation	4
Certified Deaf Interpreter (CDI)	Supplemental Nutrition Assistance Program (SNAP)	Video	2
Chin Hakha	Cash Assistance (CA)	Telephonic Interpretation	13
Chin Hakha	Families with Children	Telephonic Interpretation	2
Chin Hakha	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Chin Hakha	Home Care Services Program (HCSP)	Telephonic Interpretation	1
Chin Hakha	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Chin Hakha	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Chin Hakha	UNKNOWN	Telephonic Interpretation	4
Chin Tedim	Infoline	Telephonic Interpretation	1
Chin Tedim	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Chuukese	Cash Assistance (CA)	Telephonic Interpretation	1
Chuukese	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
Chuukese	Singles	Telephonic Interpretation	1
Chuukese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Croatian	Adult Protective Services (APS)	Telephonic Interpretation	1
Croatian	Cash Assistance (CA)	Telephonic Interpretation	11
Croatian	Infoline	Telephonic Interpretation	3
Croatian	Mayor's Office	Telephonic Interpretation	2
Croatian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	14
Croatian	UNKNOWN	Telephonic Interpretation	2
Croatian	Adult Protective Services (APS)	Onsite Interpretation	1
Czech	Cash Assistance (CA)	Telephonic Interpretation	9
Czech	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Czech	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Czech	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
Czech	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Czech	UNKNOWN	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Dagaari Dioula	Office of Child Support Services (OCSS)	Onsite Interpretation	1
Danish	Cash Assistance (CA)	Telephonic Interpretation	1
Danish	UNKNOWN	Telephonic Interpretation	3
Dari	Accountability Office	Telephonic Interpretation	1
Dari	Adult Families	Telephonic Interpretation	1
Dari	Asylum Seekers	Telephonic Interpretation	16
Dari	Cash Assistance (CA)	Telephonic Interpretation	76
Dari	Fair Fares	Telephonic Interpretation	2
Dari	Families with Children	Telephonic Interpretation	43
Dari	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Dari	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
Dari	IDNYC	Telephonic Interpretation	7
Dari	Infoline	Telephonic Interpretation	16
Dari	Mayor's Office	Telephonic Interpretation	10
Dari	Office of Child Support Services (OCSS)	Telephonic Interpretation	3
Dari	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	5
Dari	Singles	Telephonic Interpretation	16
Dari	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	44
Dari	UNKNOWN	Telephonic Interpretation	64
Dutch	Cash Assistance (CA)	Telephonic Interpretation	1
Dutch	IDNYC	Telephonic Interpretation	2
Dutch	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Dutch	UNKNOWN	Telephonic Interpretation	1
Dutch	IDNYC	Onsite Interpretation	1
English	Agency-wide	Written Translation	528
Ewe	UNKNOWN	Telephonic Interpretation	1
Ewe	Cash Assistance (CA)	Onsite Interpretation	1
Farsi	Accountability Office	Telephonic Interpretation	4
Farsi	Adult Families	Telephonic Interpretation	5
Farsi	Adult Protective Services (APS)	Telephonic Interpretation	2
Farsi	Asylum Seekers	Telephonic Interpretation	10
Farsi	Cash Assistance (CA)	Telephonic Interpretation	97
Farsi	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Farsi	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	1
Farsi	Fair Fares	Telephonic Interpretation	3
Farsi	Families with Children	Telephonic Interpretation	50
Farsi	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Farsi	Home Care Services Program (HCSP)	Telephonic Interpretation	6
Farsi	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Farsi	IDNYC	Telephonic Interpretation	15
Farsi	Infoline	Telephonic Interpretation	26
Farsi	Mayor's Office	Telephonic Interpretation	15
Farsi	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Farsi	Office of Advocacy	Telephonic Interpretation	1
Farsi	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
Farsi	Program Accountability	Telephonic Interpretation	1
Farsi	Singles	Telephonic Interpretation	10
Farsi	Street Homelessness Solutions	Telephonic Interpretation	1
Farsi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	36
Farsi	UNKNOWN	Telephonic Interpretation	48
Finnish	Cash Assistance (CA)	Telephonic Interpretation	1
Finnish	Infoline	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Finnish	Singles	Telephonic Interpretation	3
Finnish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Finnish	UNKNOWN	Telephonic Interpretation	3
French	Accountability Office	Telephonic Interpretation	34
French	Administration	Telephonic Interpretation	5
French	Adult Families	Telephonic Interpretation	151
French	Adult Protective Services (APS)	Telephonic Interpretation	9
French	Asylum Seekers	Telephonic Interpretation	452
French	Burial Claims	Telephonic Interpretation	1
French	Cash Assistance (CA)	Telephonic Interpretation	2,726
French	Customized Assistance Services (CAS)	Telephonic Interpretation	14
French	DHS Fleet	Telephonic Interpretation	11
French	Disaster Services	Telephonic Interpretation	1
French	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	5
French	Fair Fares	Telephonic Interpretation	106
French	Fair Hearing	Telephonic Interpretation	7
French	Families with Children	Telephonic Interpretation	3,280
French	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2
French	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	393
French	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	129
French	IDNYC	Telephonic Interpretation	1,655
French	Infoline	Telephonic Interpretation	321
French	Mayor's Office	Telephonic Interpretation	336
French	Medical Assistance Program (MAP)	Telephonic Interpretation	97
French	Office of Child Support Services (OCSS)	Telephonic Interpretation	159
French	Office of Civil Justice (OCJ)	Telephonic Interpretation	7
French	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	257
French	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
French	Office of Outreach	Telephonic Interpretation	4
French	Police	Telephonic Interpretation	1
French	Singles	Telephonic Interpretation	2,763
French	Singles	Telephonic Interpretation	1
French	Street Homelessness Solutions	Telephonic Interpretation	67
French	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	893
French	UNKNOWN	Telephonic Interpretation	1,846
French	Agency-wide	Written Translation	779
French	Adult Protective Services (APS)	Onsite Interpretation	1
French	Singles	Onsite Interpretation - Shifts	17
French	Business Process Innovation (BPI)	Onsite Interpretation - Testing	59
French	Discussions with DSS	Onsite Interpretation	1
French	Fair Fares	Onsite Interpretation - Testing	1
French	IDNYC	Onsite Interpretation	20
Fukienese	Accountability Office	Telephonic Interpretation	1
Fukienese	Adult Families	Telephonic Interpretation	7
Fukienese	Cash Assistance (CA)	Telephonic Interpretation	10
Fukienese	Home Care Services Program (HCSP)	Telephonic Interpretation	1
Fukienese	IDNYC	Telephonic Interpretation	2
Fukienese	Infoline	Telephonic Interpretation	6
Fukienese	Medical Assistance Program (MAP)	Telephonic Interpretation	5
Fukienese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	9
Fukienese	UNKNOWN	Telephonic Interpretation	4
Fula	Cash Assistance (CA)	Onsite Interpretation	1
Fulani	Accountability Office	Telephonic Interpretation	5

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Fulani	Adult Protective Services (APS)	Telephonic Interpretation	1
Fulani	Asylum Seekers	Telephonic Interpretation	33
Fulani	Cash Assistance (CA)	Telephonic Interpretation	65
Fulani	Customized Assistance Services (CAS)	Telephonic Interpretation	4
Fulani	Fair Hearing	Telephonic Interpretation	1
Fulani	Families with Children	Telephonic Interpretation	125
Fulani	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Fulani	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	7
Fulani	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	6
Fulani	IDNYC	Telephonic Interpretation	71
Fulani	Infoline	Telephonic Interpretation	10
Fulani	Mayor's Office	Telephonic Interpretation	9
Fulani	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Fulani	Office of Child Support Services (OCSS)	Telephonic Interpretation	4
Fulani	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	19
Fulani	Singles	Telephonic Interpretation	133
Fulani	Street Homelessness Solutions	Telephonic Interpretation	1
Fulani	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	34
Fulani	UNKNOWN	Telephonic Interpretation	117
Fuzhou	Accountability Office	Telephonic Interpretation	4
Fuzhou	Adult Families	Telephonic Interpretation	72
Fuzhou	Adult Protective Services (APS)	Telephonic Interpretation	7
Fuzhou	Cash Assistance (CA)	Telephonic Interpretation	94
Fuzhou	Customized Assistance Services (CAS)	Telephonic Interpretation	5
Fuzhou	Families with Children	Telephonic Interpretation	1
Fuzhou	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	4
Fuzhou	IDNYC	Telephonic Interpretation	4
Fuzhou	Infoline	Telephonic Interpretation	78
Fuzhou	Medical Assistance Program (MAP)	Telephonic Interpretation	23
Fuzhou	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Fuzhou	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	7
Fuzhou	Singles	Telephonic Interpretation	46
Fuzhou	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	79
Fuzhou	UNKNOWN	Telephonic Interpretation	34
Fuzhounese	Adult Protective Services (APS)	Onsite Interpretation	1
Fuzhounese	Street Homelessness Solutions	Onsite Interpretation	7
Georgian	Accountability Office	Telephonic Interpretation	3
Georgian	Adult Families	Telephonic Interpretation	9
Georgian	Asylum Seekers	Telephonic Interpretation	3
Georgian	Cash Assistance (CA)	Telephonic Interpretation	96
Georgian	Families with Children	Telephonic Interpretation	19
Georgian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Georgian	IDNYC	Telephonic Interpretation	5
Georgian	Infoline	Telephonic Interpretation	16
Georgian	Mayor's Office	Telephonic Interpretation	12
Georgian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Georgian	Office of Advocacy	Telephonic Interpretation	2
Georgian	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Georgian	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
Georgian	Office of Outreach	Telephonic Interpretation	1
Georgian	Singles	Telephonic Interpretation	13
Georgian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	52

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Georgian	UNKNOWN	Telephonic Interpretation	18
Georgian	Cash Assistance (CA)	Onsite Interpretation	1
Georgian	IDNYC	Onsite Interpretation	5
Georgian	Office of Child Support Services (OCSS)	Onsite Interpretation	1
German	Cash Assistance (CA)	Telephonic Interpretation	6
German	Customized Assistance Services (CAS)	Telephonic Interpretation	1
German	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
German	Home Care Services Program (HCSP)	Telephonic Interpretation	1
German	IDNYC	Telephonic Interpretation	1
German	Infoline	Telephonic Interpretation	1
German	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
German	UNKNOWN	Telephonic Interpretation	6
Gheg	UNKNOWN	Telephonic Interpretation	1
Greek	Accountability Office	Telephonic Interpretation	1
Greek	Adult Families	Telephonic Interpretation	6
Greek	Adult Protective Services (APS)	Telephonic Interpretation	22
Greek	Burial Claims	Telephonic Interpretation	1
Greek	Cash Assistance (CA)	Telephonic Interpretation	65
Greek	Customized Assistance Services (CAS)	Telephonic Interpretation	5
Greek	Fair Fares	Telephonic Interpretation	1
Greek	Families with Children	Telephonic Interpretation	3
Greek	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	6
Greek	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Greek	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
Greek	IDNYC	Telephonic Interpretation	3
Greek	Infoline	Telephonic Interpretation	31
Greek	Mayor's Office	Telephonic Interpretation	8
Greek	Medical Assistance Program (MAP)	Telephonic Interpretation	12
Greek	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Greek	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
Greek	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
Greek	Singles	Telephonic Interpretation	13
Greek	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	66
Greek	UNKNOWN	Telephonic Interpretation	49
Greek	Adult Protective Services (APS)	Onsite Interpretation	1
Gujarati	Cash Assistance (CA)	Telephonic Interpretation	9
Gujarati	Families with Children	Telephonic Interpretation	2
Gujarati	IDNYC	Telephonic Interpretation	2
Gujarati	Infoline	Telephonic Interpretation	9
Gujarati	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Gujarati	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	15
Gujarati	UNKNOWN	Telephonic Interpretation	4
Haitian Creole	Accountability Office	Telephonic Interpretation	124
Haitian Creole	Administration	Telephonic Interpretation	1
Haitian Creole	Adult Families	Telephonic Interpretation	50
Haitian Creole	Adult Protective Services (APS)	Telephonic Interpretation	75
Haitian Creole	Asylum Seekers	Telephonic Interpretation	222
Haitian Creole	Cash Assistance (CA)	Telephonic Interpretation	7,928
Haitian Creole	Customized Assistance Services (CAS)	Telephonic Interpretation	29
Haitian Creole	DHS Fleet	Telephonic Interpretation	1
Haitian Creole	Disaster Services	Telephonic Interpretation	1
Haitian Creole	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	5
Haitian Creole	Fair Fares	Telephonic Interpretation	54

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Haitian Creole	Fair Hearing	Telephonic Interpretation	3
Haitian Creole	Families with Children	Telephonic Interpretation	1,590
Haitian Creole	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	15
Haitian Creole	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	164
Haitian Creole	Home Care Services Program (HCSP)	Telephonic Interpretation	17
Haitian Creole	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	109
Haitian Creole	IDNYC	Telephonic Interpretation	455
Haitian Creole	Infoline	Telephonic Interpretation	2,222
Haitian Creole	Mayor's Office	Telephonic Interpretation	263
Haitian Creole	Medical Assistance Program (MAP)	Telephonic Interpretation	259
Haitian Creole	Office of Advocacy	Telephonic Interpretation	8
Haitian Creole	Office of Child Support Services (OCSS)	Telephonic Interpretation	310
Haitian Creole	Office of Civil Justice (OCJ)	Telephonic Interpretation	7
Haitian Creole	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	99
Haitian Creole	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
Haitian Creole	Office of Outreach	Telephonic Interpretation	7
Haitian Creole	Police	Telephonic Interpretation	4
Haitian Creole	Reasonable Accommodation	Telephonic Interpretation	1
Haitian Creole	Singles	Telephonic Interpretation	107
Haitian Creole	Street Homelessness Solutions	Telephonic Interpretation	12
Haitian Creole	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4,742
Haitian Creole	UNKNOWN	Telephonic Interpretation	2,645
Haitian Creole	Agency-wide	Written Translation	804
Haitian Creole	Adult Protective Services (APS)	Onsite Interpretation	9
Haitian Creole	Business Process Innovation (BPI)	Onsite Interpretation - Testing	61
Haitian Creole	Discussions with DSS	Onsite Interpretation	3
Haitian Creole	Home Care Services Program (HCSP)	Onsite Interpretation	1
Haitian Creole	IDNYC	Onsite Interpretation	4
Haitian Creole	Street Homelessness Solutions	Onsite Interpretation	1
Hakka-China	Infoline	Telephonic Interpretation	1
Hassaniya Arabic	Singles	Onsite Interpretation	2
Hausa	Cash Assistance (CA)	Telephonic Interpretation	7
Hausa	Families with Children	Telephonic Interpretation	14
Hausa	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Hausa	Office of Child Support Services (OCSS)	Telephonic Interpretation	4
Hausa	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
Hausa	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Hausa	UNKNOWN	Telephonic Interpretation	15
Hausa	Adult Protective Services (APS)	Onsite Interpretation	1
Hebrew	Adult Protective Services (APS)	Telephonic Interpretation	7
Hebrew	Cash Assistance (CA)	Telephonic Interpretation	19
Hebrew	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Hebrew	Infoline	Telephonic Interpretation	11
Hebrew	Mayor's Office	Telephonic Interpretation	1
Hebrew	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Hebrew	Office of Child Support Services (OCSS)	Telephonic Interpretation	7
Hebrew	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	38
Hebrew	UNKNOWN	Telephonic Interpretation	12
Hindi	Accountability Office	Telephonic Interpretation	5
Hindi	Administration	Telephonic Interpretation	1
Hindi	Adult Protective Services (APS)	Telephonic Interpretation	7
Hindi	Asylum Seekers	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Hindi	Cash Assistance (CA)	Telephonic Interpretation	119
Hindi	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Hindi	Fair Fares	Telephonic Interpretation	1
Hindi	Families with Children	Telephonic Interpretation	3
Hindi	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Hindi	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Hindi	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Hindi	IDNYC	Telephonic Interpretation	10
Hindi	Infoline	Telephonic Interpretation	68
Hindi	Mayor's Office	Telephonic Interpretation	2
Hindi	Medical Assistance Program (MAP)	Telephonic Interpretation	25
Hindi	Office of Child Support Services (OCSS)	Telephonic Interpretation	4
Hindi	Office of Civil Justice (OCJ)	Telephonic Interpretation	7
Hindi	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
Hindi	Singles	Telephonic Interpretation	6
Hindi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	131
Hindi	UNKNOWN	Telephonic Interpretation	67
Hindi	Adult Protective Services (APS)	Onsite Interpretation	1
Hindi	IDNYC	Onsite Interpretation	1
Hmong	Cash Assistance (CA)	Telephonic Interpretation	5
Hmong	Families with Children	Telephonic Interpretation	5
Hmong	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
Hmong	Infoline	Telephonic Interpretation	2
Hmong	Mayor's Office	Telephonic Interpretation	3
Hmong	Singles	Telephonic Interpretation	3
Hmong	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Hmong	UNKNOWN	Telephonic Interpretation	13
Hungarian	Adult Families	Telephonic Interpretation	1
Hungarian	Adult Protective Services (APS)	Telephonic Interpretation	6
Hungarian	Burial Claims	Telephonic Interpretation	7
Hungarian	Cash Assistance (CA)	Telephonic Interpretation	52
Hungarian	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Hungarian	Families with Children	Telephonic Interpretation	9
Hungarian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
Hungarian	IDNYC	Telephonic Interpretation	5
Hungarian	Infoline	Telephonic Interpretation	18
Hungarian	Mayor's Office	Telephonic Interpretation	1
Hungarian	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Hungarian	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Hungarian	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	2
Hungarian	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
Hungarian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	40
Hungarian	UNKNOWN	Telephonic Interpretation	22
Hungarian	Adult Protective Services (APS)	Onsite Interpretation	1
Hungarian	IDNYC	Onsite Interpretation	1
Igbo	Cash Assistance (CA)	Telephonic Interpretation	4
Igbo	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Igbo	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Indonesian	Adult Protective Services (APS)	Telephonic Interpretation	2
Indonesian	Cash Assistance (CA)	Telephonic Interpretation	6
Indonesian	IDNYC	Telephonic Interpretation	3
Indonesian	Infoline	Telephonic Interpretation	2

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Indonesian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Indonesian	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	17
Indonesian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Indonesian	UNKNOWN	Telephonic Interpretation	7
Indonesian	Adult Protective Services (APS)	Onsite Interpretation	2
Italian	Adult Protective Services (APS)	Telephonic Interpretation	5
Italian	Cash Assistance (CA)	Telephonic Interpretation	34
Italian	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Italian	Fair Fares	Telephonic Interpretation	1
Italian	Families with Children	Telephonic Interpretation	1
Italian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	19
Italian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Italian	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Italian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	5
Italian	IDNYC	Telephonic Interpretation	24
Italian	Infoline	Telephonic Interpretation	39
Italian	Mayor's Office	Telephonic Interpretation	3
Italian	Singles	Telephonic Interpretation	74
Italian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	48
Italian	UNKNOWN	Telephonic Interpretation	29
Italian	Adult Protective Services (APS)	Onsite Interpretation	2
Italian	Business Process Innovation (BPI)	Onsite Interpretation - Testing	1
Italian	IDNYC	Onsite Interpretation	2
Japanese	Accountability Office	Telephonic Interpretation	2
Japanese	Adult Families	Telephonic Interpretation	8
Japanese	Adult Protective Services (APS)	Telephonic Interpretation	3
Japanese	Cash Assistance (CA)	Telephonic Interpretation	25
Japanese	Fair Hearing	Telephonic Interpretation	1
Japanese	Families with Children	Telephonic Interpretation	7
Japanese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Japanese	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	5
Japanese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	6
Japanese	IDNYC	Telephonic Interpretation	37
Japanese	Infoline	Telephonic Interpretation	16
Japanese	Mayor's Office	Telephonic Interpretation	3
Japanese	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Japanese	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Japanese	Office of Civil Justice (OCJ)	Telephonic Interpretation	3
Japanese	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	23
Japanese	Office of Outreach	Telephonic Interpretation	2
Japanese	Singles	Telephonic Interpretation	2
Japanese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	29
Japanese	UNKNOWN	Telephonic Interpretation	23
Japanese	Adult Protective Services (APS)	Onsite Interpretation	3
Japanese	IDNYC	Onsite Interpretation	8
Japanese	Street Homelessness Solutions	Onsite Interpretation	2
Karen	Cash Assistance (CA)	Telephonic Interpretation	2
Karen	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Karen	UNKNOWN	Telephonic Interpretation	1
Khmer	Adult Protective Services (APS)	Telephonic Interpretation	2
Khmer	Cash Assistance (CA)	Telephonic Interpretation	10
Khmer	Home Care Services Program (HCSP)	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Khmer	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Khmer	Infoline	Telephonic Interpretation	2
Khmer	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Khmer	Singles	Telephonic Interpretation	1
Khmer	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	12
Khmer	UNKNOWN	Telephonic Interpretation	1
Korean	Accountability Office	Telephonic Interpretation	14
Korean	Adult Protective Services (APS)	Telephonic Interpretation	106
Korean	Asylum Seekers	Telephonic Interpretation	1
Korean	Burial Claims	Telephonic Interpretation	17
Korean	Cash Assistance (CA)	Telephonic Interpretation	357
Korean	Customized Assistance Services (CAS)	Telephonic Interpretation	7
Korean	Equal Employment Office (EEO)	Telephonic Interpretation	1
Korean	Fair Fares	Telephonic Interpretation	6
Korean	Families with Children	Telephonic Interpretation	16
Korean	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	52
Korean	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	10
Korean	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Korean	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	5
Korean	IDNYC	Telephonic Interpretation	14
Korean	Infoline	Telephonic Interpretation	1,022
Korean	Mayor's Office	Telephonic Interpretation	15
Korean	Medical Assistance Program (MAP)	Telephonic Interpretation	202
Korean	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Korean	Office of Civil Justice (OCJ)	Telephonic Interpretation	7
Korean	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	32
Korean	Reasonable Accommodation	Telephonic Interpretation	2
Korean	Singles	Telephonic Interpretation	56
Korean	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1,226
Korean	UNKNOWN	Telephonic Interpretation	452
Korean	Agency-wide	Written Translation	807
Korean	Adult Protective Services (APS)	Onsite Interpretation	13
Korean	Business Process Innovation (BPI)	Onsite Interpretation - Testing	55
Korean	Cash Assistance (CA)	Onsite Interpretation	2
Korean	Fair Fares	Onsite Interpretation - Testing	1
Korean	IDNYC	Onsite Interpretation	1
Krahn	Cash Assistance (CA)	Telephonic Interpretation	1
Krio	Adult Protective Services (APS)	Telephonic Interpretation	1
Krio	Asylum Seekers	Telephonic Interpretation	1
Krio	Cash Assistance (CA)	Telephonic Interpretation	8
Krio	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	2
Krio	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Krio	UNKNOWN	Telephonic Interpretation	1
Kurmanji	Singles	Telephonic Interpretation	2
Kurmanji	UNKNOWN	Telephonic Interpretation	1
Laotian	Adult Families	Telephonic Interpretation	1
Laotian	Cash Assistance (CA)	Telephonic Interpretation	4
Laotian	Fair Fares	Telephonic Interpretation	1
Laotian	Families with Children	Telephonic Interpretation	1
Laotian	Infoline	Telephonic Interpretation	1
Laotian	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Laotian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Laotian	UNKNOWN	Telephonic Interpretation	8
Latvian	Cash Assistance (CA)	Telephonic Interpretation	1
Latvian	IDNYC	Telephonic Interpretation	1
Latvian	Singles	Telephonic Interpretation	2
Latvian	UNKNOWN	Telephonic Interpretation	1
Lingala	Asylum Seekers	Telephonic Interpretation	45
Lingala	Cash Assistance (CA)	Telephonic Interpretation	19
Lingala	Families with Children	Telephonic Interpretation	12
Lingala	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	5
Lingala	Infoline	Telephonic Interpretation	2
Lingala	Mayor's Office	Telephonic Interpretation	1
Lingala	Police	Telephonic Interpretation	2
Lingala	Reasonable Accommodation	Telephonic Interpretation	1
Lingala	Singles	Telephonic Interpretation	1
Lingala	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Lingala	UNKNOWN	Telephonic Interpretation	48
Lingala	Vaccine Command Center (VCC)	Telephonic Interpretation	1
Lithuanian	Cash Assistance (CA)	Telephonic Interpretation	1
Lithuanian	UNKNOWN	Telephonic Interpretation	2
Maay	Cash Assistance (CA)	Telephonic Interpretation	1
Maay	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Maay	UNKNOWN	Telephonic Interpretation	2
Macedonian	Cash Assistance (CA)	Telephonic Interpretation	2
Macedonian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Malay	Cash Assistance (CA)	Telephonic Interpretation	1
Malay	Families with Children	Telephonic Interpretation	3
Malay	IDNYC	Telephonic Interpretation	1
Malay	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
Malay	Singles	Telephonic Interpretation	3
Malay	UNKNOWN	Telephonic Interpretation	2
Malayalam	Adult Protective Services (APS)	Telephonic Interpretation	4
Malayalam	Cash Assistance (CA)	Telephonic Interpretation	10
Malayalam	Infoline	Telephonic Interpretation	3
Malayalam	Mayor's Office	Telephonic Interpretation	2
Malayalam	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Malayalam	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
Malayalam	Singles	Telephonic Interpretation	2
Malayalam	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	11
Malayalam	UNKNOWN	Telephonic Interpretation	5
Malayalam	Adult Protective Services (APS)	Onsite Interpretation	1
Mandarin	Accountability Office	Telephonic Interpretation	234
Mandarin	Administration	Telephonic Interpretation	9
Mandarin	Adult Families	Telephonic Interpretation	98
Mandarin	Adult Protective Services (APS)	Telephonic Interpretation	318
Mandarin	Asylum Seekers	Telephonic Interpretation	121
Mandarin	Burial Claims	Telephonic Interpretation	17
Mandarin	Cash Assistance (CA)	Telephonic Interpretation	5,274
Mandarin	Customized Assistance Services (CAS)	Telephonic Interpretation	83
Mandarin	DHS Fleet	Telephonic Interpretation	1
Mandarin	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	2
Mandarin	Fair Fares	Telephonic Interpretation	114
Mandarin	Families with Children	Telephonic Interpretation	502

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Mandarin	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1,998
Mandarin	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	106
Mandarin	Home Care Services Program (HCSP)	Telephonic Interpretation	114
Mandarin	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	81
Mandarin	IDNYC	Telephonic Interpretation	172
Mandarin	Infoline	Telephonic Interpretation	2,898
Mandarin	Mayor's Office	Telephonic Interpretation	171
Mandarin	Medical Assistance Program (MAP)	Telephonic Interpretation	1,695
Mandarin	Office of Advocacy	Telephonic Interpretation	21
Mandarin	Office of Child Support Services (OCSS)	Telephonic Interpretation	69
Mandarin	Office of Civil Justice (OCJ)	Telephonic Interpretation	96
Mandarin	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	296
Mandarin	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Mandarin	Program Accountability	Telephonic Interpretation	14
Mandarin	Reasonable Accommodation	Telephonic Interpretation	1
Mandarin	Singles	Telephonic Interpretation	392
Mandarin	Street Homelessness Solutions	Telephonic Interpretation	57
Mandarin	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8,875
Mandarin	UNKNOWN	Telephonic Interpretation	3,262
Mandarin	Adult Protective Services (APS)	Onsite Interpretation	38
Mandarin	Business Process Innovation (BPI)	Onsite Interpretation - Testing	61
Mandarin	Discussions with DSS	Onsite Interpretation	1
Mandarin	Fair Fares	Onsite Interpretation - Hearing	2
Mandarin	Home Care Services Program (HCSP)	Onsite Interpretation	4
Mandarin	Homelessness Prevention Administration (HPA)	Onsite Interpretation - Hearing	4
Mandarin	IDNYC	Onsite Interpretation	4
Mandarin	Office of Citywide Health Insurance Access (OCHIA)	Onsite Interpretation	4
Mandarin	Street Homelessness Solutions	Onsite Interpretation	1
Mandingo	Cash Assistance (CA)	Onsite Interpretation	1
Mandinka	Cash Assistance (CA)	Telephonic Interpretation	8
Mandinka	Families with Children	Telephonic Interpretation	2
Mandinka	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Mandinka	IDNYC	Telephonic Interpretation	1
Mandinka	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Marathi	Families with Children	Telephonic Interpretation	3
Mixteco	Cash Assistance (CA)	Telephonic Interpretation	1
Mongolian	Adult Protective Services (APS)	Telephonic Interpretation	1
Mongolian	Cash Assistance (CA)	Telephonic Interpretation	2
Mongolian	Families with Children	Telephonic Interpretation	2
Mongolian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Mongolian	UNKNOWN	Telephonic Interpretation	2
Nepali	Asylum Seekers	Telephonic Interpretation	1
Nepali	Cash Assistance (CA)	Telephonic Interpretation	21
Nepali	IDNYC	Telephonic Interpretation	1
Nepali	Infoline	Telephonic Interpretation	16
Nepali	Mayor's Office	Telephonic Interpretation	2
Nepali	Medical Assistance Program (MAP)	Telephonic Interpretation	11
Nepali	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Nepali	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	14
Nepali	Reasonable Accommodation	Telephonic Interpretation	2
Nepali	Singles	Telephonic Interpretation	19
Nepali	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	32

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Nepali	UNKNOWN	Telephonic Interpretation	17
Nepali	Discussion with DSS	Onsite Interpretation	1
Nigerian Pidgin	UNKNOWN	Telephonic Interpretation	1
Oromo	Cash Assistance (CA)	Telephonic Interpretation	2
Oromo	Families with Children	Telephonic Interpretation	1
Oromo	Infoline	Telephonic Interpretation	1
Oromo	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
Oromo	Singles	Telephonic Interpretation	2
Oromo	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Oromo	UNKNOWN	Telephonic Interpretation	4
Other	Agency-wide	Written Translation	33
Panjabi	IDNYC	Onsite Interpretation	3
Pashto	Adult Families	Telephonic Interpretation	1
Pashto	Adult Protective Services (APS)	Telephonic Interpretation	4
Pashto	Asylum Seekers	Telephonic Interpretation	1
Pashto	Burial Claims	Telephonic Interpretation	1
Pashto	Cash Assistance (CA)	Telephonic Interpretation	43
Pashto	Fair Hearing	Telephonic Interpretation	1
Pashto	Families with Children	Telephonic Interpretation	41
Pashto	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
Pashto	IDNYC	Telephonic Interpretation	6
Pashto	Infoline	Telephonic Interpretation	12
Pashto	Mayor's Office	Telephonic Interpretation	4
Pashto	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Pashto	Singles	Telephonic Interpretation	11
Pashto	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	22
Pashto	UNKNOWN	Telephonic Interpretation	14
Pashtu	Adult Protective Services (APS)	Onsite Interpretation	12
Persian	IDNYC	Onsite Interpretation	2
Polish	Accountability Office	Telephonic Interpretation	5
Polish	Adult Families	Telephonic Interpretation	1
Polish	Adult Protective Services (APS)	Telephonic Interpretation	45
Polish	Asylum Seekers	Telephonic Interpretation	3
Polish	Burial Claims	Telephonic Interpretation	2
Polish	Cash Assistance (CA)	Telephonic Interpretation	189
Polish	Customized Assistance Services (CAS)	Telephonic Interpretation	16
Polish	Fair Fares	Telephonic Interpretation	1
Polish	Families with Children	Telephonic Interpretation	22
Polish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	8
Polish	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Polish	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	5
Polish	IDNYC	Telephonic Interpretation	12
Polish	Infoline	Telephonic Interpretation	224
Polish	Mayor's Office	Telephonic Interpretation	7
Polish	Medical Assistance Program (MAP)	Telephonic Interpretation	26
Polish	Research and Policy Innovation	Telephonic Interpretation	1
Polish	Office of Child Support Services (OCSS)	Telephonic Interpretation	3
Polish	Office of Civil Justice (OCJ)	Telephonic Interpretation	3
Polish	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
Polish	Program Accountability	Telephonic Interpretation	2
Polish	Singles	Telephonic Interpretation	97
Polish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	315

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Polish	UNKNOWN	Telephonic Interpretation	167
Polish	Agency-wide	Written Translation	675
Polish	Adult Protective Services (APS)	Onsite Interpretation	5
Polish	Singles	Onsite Interpretation	20
Polish	Business Process Innovation (BPI)	Onsite Interpretation - Testing	62
Polish	Fair Fares	Onsite Interpretation - Testing	1
Portuguese	Accountability Office	Telephonic Interpretation	7
Portuguese	Adult Families	Telephonic Interpretation	39
Portuguese	Adult Protective Services (APS)	Telephonic Interpretation	1
Portuguese	Asylum Seekers	Telephonic Interpretation	83
Portuguese	Burial Claims	Telephonic Interpretation	2
Portuguese	Cash Assistance (CA)	Telephonic Interpretation	397
Portuguese	DHS Fleet	Telephonic Interpretation	1
Portuguese	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	2
Portuguese	Fair Fares	Telephonic Interpretation	12
Portuguese	Families with Children	Telephonic Interpretation	529
Portuguese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Portuguese	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	35
Portuguese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	16
Portuguese	IDNYC	Telephonic Interpretation	121
Portuguese	Infoline	Telephonic Interpretation	44
Portuguese	Mayor's Office	Telephonic Interpretation	55
Portuguese	Medical Assistance Program (MAP)	Telephonic Interpretation	16
Portuguese	Office of Child Support Services (OCSS)	Telephonic Interpretation	10
Portuguese	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Portuguese	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	23
Portuguese	Police	Telephonic Interpretation	2
Portuguese	Singles	Telephonic Interpretation	231
Portuguese	Street Homelessness Solutions	Telephonic Interpretation	14
Portuguese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	132
Portuguese	UNKNOWN	Telephonic Interpretation	217
Portuguese	Vaccine Command Center (VCC)	Telephonic Interpretation	3
Portuguese	Adult Protective Services (APS)	Onsite Interpretation	1
Portuguese	Singles	Onsite Interpretation	1
Portuguese	IDNYC	Onsite Interpretation	4
Pulaar	Asylum Seekers	Telephonic Interpretation	11
Pulaar	Cash Assistance (CA)	Telephonic Interpretation	7
Pulaar	DHS Fleet	Telephonic Interpretation	1
Pulaar	Families with Children	Telephonic Interpretation	3
Pulaar	IDNYC	Telephonic Interpretation	18
Pulaar	Mayor's Office	Telephonic Interpretation	6
Pulaar	Singles	Telephonic Interpretation	104
Pulaar	UNKNOWN	Telephonic Interpretation	29
Pulaar	Singles	Onsite Interpretation	3
Punjabi	Accountability Office	Telephonic Interpretation	2
Punjabi	Administration	Telephonic Interpretation	1
Punjabi	Adult Families	Telephonic Interpretation	1
Punjabi	Adult Protective Services (APS)	Telephonic Interpretation	2
Punjabi	Cash Assistance (CA)	Telephonic Interpretation	140
Punjabi	Customized Assistance Services (CAS)	Telephonic Interpretation	4
Punjabi	Fair Fares	Telephonic Interpretation	1
Punjabi	Families with Children	Telephonic Interpretation	30
Punjabi	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	3

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Punjabi	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Punjabi	IDNYC	Telephonic Interpretation	14
Punjabi	Infoline	Telephonic Interpretation	109
Punjabi	Mayor's Office	Telephonic Interpretation	1
Punjabi	Medical Assistance Program (MAP)	Telephonic Interpretation	39
Punjabi	Office of Child Support Services (OCSS)	Telephonic Interpretation	7
Punjabi	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Punjabi	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	9
Punjabi	Singles	Telephonic Interpretation	12
Punjabi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	65
Punjabi	UNKNOWN	Telephonic Interpretation	48
Rohingya	Cash Assistance (CA)	Telephonic Interpretation	1
Romanian	Adult Protective Services (APS)	Telephonic Interpretation	12
Romanian	Cash Assistance (CA)	Telephonic Interpretation	25
Romanian	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Romanian	Fair Fares	Telephonic Interpretation	3
Romanian	Families with Children	Telephonic Interpretation	3
Romanian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	18
Romanian	IDNYC	Telephonic Interpretation	4
Romanian	Infoline	Telephonic Interpretation	25
Romanian	Mayor's Office	Telephonic Interpretation	2
Romanian	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Romanian	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Romanian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	16
Romanian	UNKNOWN	Telephonic Interpretation	14
Romanian	Adult Protective Services (APS)	Onsite Interpretation	1
Rundi	Cash Assistance (CA)	Telephonic Interpretation	3
Rundi	Singles	Telephonic Interpretation	1
Rundi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Rundi	UNKNOWN	Telephonic Interpretation	1
Russian	Accountability Office	Telephonic Interpretation	474
Russian	Administration	Telephonic Interpretation	14
Russian	Adult Families	Telephonic Interpretation	730
Russian	Adult Protective Services (APS)	Telephonic Interpretation	184
Russian	Asylum Seekers	Telephonic Interpretation	640
Russian	Burial Claims	Telephonic Interpretation	41
Russian	Cash Assistance (CA)	Telephonic Interpretation	16,988
Russian	Customized Assistance Services (CAS)	Telephonic Interpretation	40
Russian	DHS Fleet	Telephonic Interpretation	4
Russian	Equal Employment Office (EEO)	Telephonic Interpretation	5
Russian	Fair Fares	Telephonic Interpretation	309
Russian	Fair Hearing	Telephonic Interpretation	4
Russian	Families with Children	Telephonic Interpretation	2,513
Russian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	136
Russian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	287
Russian	Home Care Services Program (HCSP)	Telephonic Interpretation	69
Russian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	205
Russian	IDNYC	Telephonic Interpretation	635
Russian	Infoline	Telephonic Interpretation	3,418
Russian	Mayor's Office	Telephonic Interpretation	943
Russian	Medical Assistance Program (MAP)	Telephonic Interpretation	455
Russian	Research and Policy Innovation	Telephonic Interpretation	2
Russian	Office of Advocacy	Telephonic Interpretation	8

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Russian	Office of Child Support Services (OCSS)	Telephonic Interpretation	567
Russian	Office of Civil Justice (OCJ)	Telephonic Interpretation	56
Russian	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	273
Russian	Office of Legal Affairs (OLA)	Telephonic Interpretation	3
Russian	Office of Outreach	Telephonic Interpretation	14
Russian	Program Accountability	Telephonic Interpretation	10
Russian	Reasonable Accommodation	Telephonic Interpretation	3
Russian	Singles	Telephonic Interpretation	1,317
Russian	Street Homelessness Solutions	Telephonic Interpretation	140
Russian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	11,697
Russian	UNKNOWN	Telephonic Interpretation	5,104
Russian	Agency-wide	Written Translation	813
Russian	Adult Protective Services (APS)	Onsite Interpretation	47
Russian	Business Process Innovation (BPI)	Onsite Interpretation - Testing	58
Russian	Cash Assistance (CA)	Onsite Interpretation	133
Russian	Discussions with DSS	Onsite Interpretation	2
Russian	Fair Fares	Onsite Interpretation - Testing	1
Russian	Home Care Services Program (HCSP)	Onsite Interpretation	2
Russian	IDNYC	Onsite Interpretation	16
Russian	Office of Outreach	Onsite Interpretation	1
Russian	Street Homelessness Solutions	Onsite Interpretation	1
Russian	Singles	Onsite Interpretation - Shifts	1
Seraiki	Cash Assistance (CA)	Telephonic Interpretation	1
Serbian	Accountability Office	Telephonic Interpretation	2
Serbian	Cash Assistance (CA)	Telephonic Interpretation	20
Serbian	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Serbian	Families with Children	Telephonic Interpretation	28
Serbian	IDNYC	Telephonic Interpretation	2
Serbian	Infoline	Telephonic Interpretation	14
Serbian	Mayor's Office	Telephonic Interpretation	1
Serbian	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Serbian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	13
Serbian	UNKNOWN	Telephonic Interpretation	8
Serbian	IDNYC	Onsite Interpretation	1
Shanghainese	Adult Protective Services (APS)	Telephonic Interpretation	9
Shanghainese	Cash Assistance (CA)	Telephonic Interpretation	2
Shanghainese	Infoline	Telephonic Interpretation	2
Shanghainese	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Shanghainese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	7
Shanghainese	UNKNOWN	Telephonic Interpretation	2
Simplified Chinese	Agency-wide	Written Translation	687
Sinhala	Adult Protective Services (APS)	Telephonic Interpretation	1
Sinhala	Cash Assistance (CA)	Telephonic Interpretation	13
Sinhala	IDNYC	Telephonic Interpretation	1
Sinhala	Infoline	Telephonic Interpretation	6
Sinhala	Mayor's Office	Telephonic Interpretation	1
Sinhala	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8
Sinhala	UNKNOWN	Telephonic Interpretation	2
Slovak	Cash Assistance (CA)	Telephonic Interpretation	2
Slovak	Infoline	Telephonic Interpretation	2
Slovak	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Slovak	UNKNOWN	Telephonic Interpretation	3
Somali	Families with Children	Telephonic Interpretation	3

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Somali	Infoline	Telephonic Interpretation	1
Somali	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Somali	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Somali	Singles	Telephonic Interpretation	5
Somali	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Somali	UNKNOWN	Telephonic Interpretation	1
Soninke	Asylum Seekers	Telephonic Interpretation	2
Soninke	Cash Assistance (CA)	Telephonic Interpretation	17
Soninke	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Soninke	Fair Fares	Telephonic Interpretation	2
Soninke	Fair Hearing	Telephonic Interpretation	1
Soninke	Families with Children	Telephonic Interpretation	24
Soninke	IDNYC	Telephonic Interpretation	11
Soninke	Infoline	Telephonic Interpretation	5
Soninke	Mayor's Office	Telephonic Interpretation	2
Soninke	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Soninke	Singles	Telephonic Interpretation	44
Soninke	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	39
Soninke	UNKNOWN	Telephonic Interpretation	19
Sorani	Cash Assistance (CA)	Telephonic Interpretation	1
Sorani	Families with Children	Telephonic Interpretation	3
Sorani	Infoline	Telephonic Interpretation	3
Sorani	Singles	Telephonic Interpretation	4
Sorani	Street Homelessness Solutions	Telephonic Interpretation	1
Sorani	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Sorani	UNKNOWN	Telephonic Interpretation	1
Spanish	Accountability Office	Telephonic Interpretation	5,967
Spanish	Administration	Telephonic Interpretation	281
Spanish	Adult Families	Telephonic Interpretation	6,899
Spanish	Adult Protective Services (APS)	Telephonic Interpretation	3,272
Spanish	Asylum Seekers	Telephonic Interpretation	6,056
Spanish	Burial Claims	Telephonic Interpretation	361
Spanish	Cash Assistance (CA)	Telephonic Interpretation	177,167
Spanish	Customized Assistance Services (CAS)	Telephonic Interpretation	1,024
Spanish	DHS Fleet	Telephonic Interpretation	68
Spanish	Disaster Services	Telephonic Interpretation	9
Spanish	Equal Employment Office (EEO)	Telephonic Interpretation	3
Spanish	Emergency Rental Assistance Program (ERAP)	Telephonic Interpretation	3
Spanish	Fair Fares	Telephonic Interpretation	2,467
Spanish	Fair Hearing	Telephonic Interpretation	512
Spanish	Families with Children	Telephonic Interpretation	44,439
Spanish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	998
Spanish	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	12,295
Spanish	Home Care Services Program (HCSP)	Telephonic Interpretation	671
Spanish	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3,959
Spanish	IDNYC	Telephonic Interpretation	6,125
Spanish	Infoline	Telephonic Interpretation	26,951
Spanish	Mayor's Office	Telephonic Interpretation	8,163
Spanish	Medical Assistance Program (MAP)	Telephonic Interpretation	6,769
Spanish	Research and Policy Innovation	Telephonic Interpretation	9
Spanish	Office of Advocacy	Telephonic Interpretation	224
Spanish	Office of Child Support Services (OCSS)	Telephonic Interpretation	13,241
Spanish	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	10
Spanish	Office of Civil Justice (OCJ)	Telephonic Interpretation	596

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Spanish	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	7,191
Spanish	Office of Legal Affairs (OLA)	Telephonic Interpretation	19
Spanish	Office of Outreach	Telephonic Interpretation	137
Spanish	Office of the Medical Director	Telephonic Interpretation	7
Spanish	Police	Telephonic Interpretation	19
Spanish	Program Accountability	Telephonic Interpretation	180
Spanish	Reasonable Accommodation	Telephonic Interpretation	9
Spanish	Singles	Telephonic Interpretation	12,236
Spanish	Singles	Telephonic Interpretation	7
Spanish	Street Homelessness Solutions	Telephonic Interpretation	674
Spanish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	144,825
Spanish	UNKNOWN	Telephonic Interpretation	74,447
Spanish	Vaccine Command Center (VCC)	Telephonic Interpretation	7
Spanish	Agency-wide	Written Translation	643
Spanish	Adult Protective Services (APS)	Onsite Interpretation	552
Spanish	Singles	Onsite Interpretation - Shifts	11,318
Spanish	Adult Families	Onsite Interpretation - Shifts	422
Spanish	Business Process Innovation (BPI)	Onsite Interpretation - Testing	32
Spanish	Cash Assistance (CA)	Onsite Interpretation	2,727
Spanish	Discussions with DSS	Onsite Interpretation	5
Spanish	Fair Fares	Onsite Interpretation - Hearing	2
Spanish	Families with Children	Onsite Interpretation - Shifts	18,356
Spanish	HIV/AIDS Service Administration (HASA)	Onsite Interpretation	2
Spanish	Home Care Services Program (HCSP)	Onsite Interpretation	10
Spanish	Homelessness Prevention Administration (HPA)	Onsite Interpretation - Hearing	4
Spanish	Office of Citywide Health Insurance Access (OCHIA)	Onsite Interpretation	5
Spanish	Office of Civil Justice (OCJ)	Onsite Interpretation - Hearing	2
Spanish	Office of Outreach	Onsite Interpretation	2
Spanish	Street Homelessness Solutions	Onsite Interpretation	2
Swahili	Cash Assistance (CA)	Telephonic Interpretation	1
Swahili	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Swahili	Families with Children	Telephonic Interpretation	2
Swahili	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Swahili	UNKNOWN	Telephonic Interpretation	1
Swedish	Cash Assistance (CA)	Telephonic Interpretation	1
Swedish	Singles	Telephonic Interpretation	1
Sylheti	Adult Protective Services (APS)	Telephonic Interpretation	2
Sylheti	Cash Assistance (CA)	Telephonic Interpretation	61
Sylheti	Families with Children	Telephonic Interpretation	3
Sylheti	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Sylheti	Infoline	Telephonic Interpretation	37
Sylheti	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Sylheti	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
Sylheti	Singles	Telephonic Interpretation	7
Sylheti	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	50
Sylheti	UNKNOWN	Telephonic Interpretation	27
Tagalog	Adult Families	Telephonic Interpretation	1
Tagalog	Adult Protective Services (APS)	Telephonic Interpretation	3
Tagalog	Cash Assistance (CA)	Telephonic Interpretation	29
Tagalog	Fair Fares	Telephonic Interpretation	1
Tagalog	Families with Children	Telephonic Interpretation	2
Tagalog	IDNYC	Telephonic Interpretation	2

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Tagalog	Infoline	Telephonic Interpretation	7
Tagalog	Mayor's Office	Telephonic Interpretation	2
Tagalog	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Tagalog	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	16
Tagalog	Singles	Telephonic Interpretation	4
Tagalog	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	69
Tagalog	UNKNOWN	Telephonic Interpretation	22
Taiwanese	Home Care Services Program (HCSP)	Telephonic Interpretation	1
Taiwanese	Infoline	Telephonic Interpretation	3
Taiwanese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Taiwanese	UNKNOWN	Telephonic Interpretation	2
Tajik	Cash Assistance (CA)	Telephonic Interpretation	3
Tajik	Families with Children	Telephonic Interpretation	2
Tajik	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Tajik	UNKNOWN	Telephonic Interpretation	2
Tamil	Asylum Seekers	Telephonic Interpretation	1
Tamil	Cash Assistance (CA)	Telephonic Interpretation	17
Tamil	Fair Fares	Telephonic Interpretation	1
Tamil	Infoline	Telephonic Interpretation	15
Tamil	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
Tamil	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Tamil	UNKNOWN	Telephonic Interpretation	15
Tamil	IDNYC	Onsite Interpretation	2
Telugu	Cash Assistance (CA)	Telephonic Interpretation	3
Telugu	Families with Children	Telephonic Interpretation	1
Telugu	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Telugu	Infoline	Telephonic Interpretation	1
Telugu	Mayor's Office	Telephonic Interpretation	1
Telugu	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Telugu	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Telugu	UNKNOWN	Telephonic Interpretation	5
Test	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Test	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Thai	Adult Protective Services (APS)	Telephonic Interpretation	2
Thai	Cash Assistance (CA)	Telephonic Interpretation	20
Thai	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Thai	Fair Fares	Telephonic Interpretation	3
Thai	Families with Children	Telephonic Interpretation	1
Thai	IDNYC	Telephonic Interpretation	5
Thai	Infoline	Telephonic Interpretation	15
Thai	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Thai	Office of Child Support Services (OCSS)	Telephonic Interpretation	3
Thai	Program Accountability	Telephonic Interpretation	2
Thai	Singles	Telephonic Interpretation	1
Thai	Street Homelessness Solutions	Telephonic Interpretation	1
Thai	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	44
Thai	UNKNOWN	Telephonic Interpretation	3
Tibetan	Accountability Office	Telephonic Interpretation	1
Tibetan	Cash Assistance (CA)	Telephonic Interpretation	15
Tibetan	Fair Fares	Telephonic Interpretation	1
Tibetan	Families with Children	Telephonic Interpretation	4
Tibetan	Infoline	Telephonic Interpretation	6

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Tibetan	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Tibetan	Singles	Telephonic Interpretation	7
Tibetan	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	19
Tibetan	UNKNOWN	Telephonic Interpretation	11
Tigrigna	Adult Protective Services (APS)	Telephonic Interpretation	1
Tigrigna	Cash Assistance (CA)	Telephonic Interpretation	5
Tigrigna	Fair Fares	Telephonic Interpretation	1
Tigrigna	Families with Children	Telephonic Interpretation	1
Tigrigna	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Tigrigna	IDNYC	Telephonic Interpretation	12
Tigrigna	Mayor's Office	Telephonic Interpretation	1
Tigrigna	Singles	Telephonic Interpretation	7
Tigrigna	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Tigrigna	UNKNOWN	Telephonic Interpretation	5
Toishanese	Adult Protective Services (APS)	Telephonic Interpretation	8
Toishanese	Cash Assistance (CA)	Telephonic Interpretation	23
Toishanese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	7
Toishanese	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Toishanese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Toishanese	Infoline	Telephonic Interpretation	47
Toishanese	Medical Assistance Program (MAP)	Telephonic Interpretation	23
Toishanese	Office of Advocacy	Telephonic Interpretation	1
Toishanese	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
Toishanese	Street Homelessness Solutions	Telephonic Interpretation	5
Toishanese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	104
Toishanese	UNKNOWN	Telephonic Interpretation	15
Toishanese	Adult Protective Services (APS)	Onsite Interpretation	1
Toishanese	Home Care Services Program (HCSP)	Onsite Interpretation	1
Tongan	Cash Assistance (CA)	Telephonic Interpretation	1
Tongan	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Tongan	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Tongan	UNKNOWN	Telephonic Interpretation	1
Traditional Chinese	Agency-wide	Written Translation	807
Trigrinya	IDNYC	Onsite Interpretation	1
Turkish	Accountability Office	Telephonic Interpretation	4
Turkish	Administration	Telephonic Interpretation	3
Turkish	Adult Families	Telephonic Interpretation	132
Turkish	Adult Protective Services (APS)	Telephonic Interpretation	2
Turkish	Asylum Seekers	Telephonic Interpretation	179
Turkish	Cash Assistance (CA)	Telephonic Interpretation	695
Turkish	Customized Assistance Services (CAS)	Telephonic Interpretation	4
Turkish	Fair Fares	Telephonic Interpretation	21
Turkish	Families with Children	Telephonic Interpretation	449
Turkish	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	10
Turkish	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	11
Turkish	IDNYC	Telephonic Interpretation	143
Turkish	Infoline	Telephonic Interpretation	68
Turkish	Mayor's Office	Telephonic Interpretation	91
Turkish	Medical Assistance Program (MAP)	Telephonic Interpretation	8
Turkish	Office of Advocacy	Telephonic Interpretation	3
Turkish	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Turkish	Office of Civil Justice (OCJ)	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Turkish	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	13
Turkish	Office of Outreach	Telephonic Interpretation	1
Turkish	Office of the Medical Director	Telephonic Interpretation	1
Turkish	Singles	Telephonic Interpretation	453
Turkish	Street Homelessness Solutions	Telephonic Interpretation	83
Turkish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	196
Turkish	UNKNOWN	Telephonic Interpretation	333
Turkish	IDNYC	Onsite Interpretation	3
Twi	Customized Assistance Services (CAS)	Onsite Interpretation	1
Ukrainian	Accountability Office	Telephonic Interpretation	7
Ukrainian	Adult Families	Telephonic Interpretation	58
Ukrainian	Adult Protective Services (APS)	Telephonic Interpretation	2
Ukrainian	Asylum Seekers	Telephonic Interpretation	1
Ukrainian	Cash Assistance (CA)	Telephonic Interpretation	494
Ukrainian	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Ukrainian	Fair Fares	Telephonic Interpretation	15
Ukrainian	Families with Children	Telephonic Interpretation	35
Ukrainian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	4
Ukrainian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	20
Ukrainian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	9
Ukrainian	IDNYC	Telephonic Interpretation	22
Ukrainian	Infoline	Telephonic Interpretation	123
Ukrainian	Mayor's Office	Telephonic Interpretation	11
Ukrainian	Medical Assistance Program (MAP)	Telephonic Interpretation	11
Ukrainian	Office of Child Support Services (OCSS)	Telephonic Interpretation	34
Ukrainian	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	8
Ukrainian	Singles	Telephonic Interpretation	17
Ukrainian	Street Homelessness Solutions	Telephonic Interpretation	1
Ukrainian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	179
Ukrainian	UNKNOWN	Telephonic Interpretation	134
Ukrainian	Adult Protective Services (APS)	Onsite Interpretation	1
Ukrainian	Cash Assistance (CA)	Onsite Interpretation	238
Ukrainian	IDNYC	Onsite Interpretation	2
Ukrainian	Office of Outreach	Onsite Interpretation	1
Urdu	Accountability Office	Telephonic Interpretation	12
Urdu	Adult Protective Services (APS)	Telephonic Interpretation	8
Urdu	Cash Assistance (CA)	Telephonic Interpretation	594
Urdu	Customized Assistance Services (CAS)	Telephonic Interpretation	8
Urdu	Families with Children	Telephonic Interpretation	171
Urdu	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2
Urdu	Home Care Services Program (HCSP)	Telephonic Interpretation	6
Urdu	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	20
Urdu	IDNYC	Telephonic Interpretation	15
Urdu	Infoline	Telephonic Interpretation	353
Urdu	Mayor's Office	Telephonic Interpretation	7
Urdu	Medical Assistance Program (MAP)	Telephonic Interpretation	37
Urdu	Office of Advocacy	Telephonic Interpretation	4
Urdu	Office of Child Support Services (OCSS)	Telephonic Interpretation	40
Urdu	Office of Civil Justice (OCJ)	Telephonic Interpretation	5
Urdu	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	71
Urdu	Program Accountability	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Urdu	Singles	Telephonic Interpretation	4
Urdu	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	565
Urdu	UNKNOWN	Telephonic Interpretation	241
Urdu	Agency-wide	Written Translation	676
Urdu	Adult Protective Services (APS)	Onsite Interpretation	3
Urdu	Business Process Innovation (BPI)	Onsite Interpretation - Testing	64
Urdu	Discussions with DSS	Onsite Interpretation	1
Urdu	Fair Fares	Onsite Interpretation - Testing	1
Uzbek	Accountability Office	Telephonic Interpretation	7
Uzbek	Adult Families	Telephonic Interpretation	8
Uzbek	Adult Protective Services (APS)	Telephonic Interpretation	1
Uzbek	Asylum Seekers	Telephonic Interpretation	51
Uzbek	Cash Assistance (CA)	Telephonic Interpretation	337
Uzbek	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Uzbek	Families with Children	Telephonic Interpretation	52
Uzbek	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Uzbek	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	19
Uzbek	IDNYC	Telephonic Interpretation	26
Uzbek	Infoline	Telephonic Interpretation	139
Uzbek	Mayor's Office	Telephonic Interpretation	20
Uzbek	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Uzbek	Office of Child Support Services (OCSS)	Telephonic Interpretation	35
Uzbek	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
Uzbek	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	1
Uzbek	Singles	Telephonic Interpretation	21
Uzbek	Street Homelessness Solutions	Telephonic Interpretation	4
Uzbek	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	700
Uzbek	UNKNOWN	Telephonic Interpretation	166
Vietnamese	Adult Protective Services (APS)	Telephonic Interpretation	3
Vietnamese	Cash Assistance (CA)	Telephonic Interpretation	54
Vietnamese	Customized Assistance Services (CAS)	Telephonic Interpretation	5
Vietnamese	Families with Children	Telephonic Interpretation	2
Vietnamese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Vietnamese	IDNYC	Telephonic Interpretation	1
Vietnamese	Infoline	Telephonic Interpretation	26
Vietnamese	Mayor's Office	Telephonic Interpretation	4
Vietnamese	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Vietnamese	Office of Child Support Services (OCSS)	Telephonic Interpretation	4
Vietnamese	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
Vietnamese	Office of Legal Affairs (OLA)	Telephonic Interpretation	5
Vietnamese	Singles	Telephonic Interpretation	14
Vietnamese	Street Homelessness Solutions	Telephonic Interpretation	2
Vietnamese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	77
Vietnamese	UNKNOWN	Telephonic Interpretation	26
Visayan	Cash Assistance (CA)	Telephonic Interpretation	1
Wenzhounese	Infoline	Telephonic Interpretation	1
Wenzhounese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Wolof	Accountability Office	Telephonic Interpretation	3
Wolof	Adult Families	Telephonic Interpretation	41
Wolof	Asylum Seekers	Telephonic Interpretation	193
Wolof	Cash Assistance (CA)	Telephonic Interpretation	174
Wolof	Fair Fares	Telephonic Interpretation	4

Language	Agency contractor, contractor or agency office	Type of assistance required	2023 Language Services instances
Wolof	Families with Children	Telephonic Interpretation	295
Wolof	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Wolof	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	3
Wolof	Home Care Services Program (HCSP)	Telephonic Interpretation	1
Wolof	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4
Wolof	IDNYC	Telephonic Interpretation	493
Wolof	Infoline	Telephonic Interpretation	19
Wolof	Mayor's Office	Telephonic Interpretation	105
Wolof	Medical Assistance Program (MAP)	Telephonic Interpretation	5
Wolof	Office of Child Support Services (OCSS)	Telephonic Interpretation	7
Wolof	Office of Domestic Violence and Emergency Intervention Services (ODVEIS)	Telephonic Interpretation	4
Wolof	Office of Outreach	Telephonic Interpretation	1
Wolof	Reasonable Accommodation	Telephonic Interpretation	1
Wolof	Singles	Telephonic Interpretation	1,435
Wolof	Street Homelessness Solutions	Telephonic Interpretation	48
Wolof	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	51
Wolof	UNKNOWN	Telephonic Interpretation	374
Wolof	Adult Protective Services (APS)	Onsite Interpretation	1
Wolof	Singles	Onsite Interpretation	1
Wolof	Singles	Onsite Interpretation - Shifts	1
Wolof	IDNYC	Onsite Interpretation	10
Wolof	IDNYC	Onsite Interpretation - Shifts	18
Wu Chinese	Adult Protective Services (APS)	Onsite Interpretation	2
Yiddish	Cash Assistance (CA)	Telephonic Interpretation	2
Yiddish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Yiddish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	7
Yiddish	UNKNOWN	Telephonic Interpretation	3
Yiddish	Adult Protective Services (APS)	Onsite Interpretation	1
Yiddish	Business Process Innovation (BPI)	Onsite Interpretation - Testing	1
Yoruba	Cash Assistance (CA)	Telephonic Interpretation	16
Yoruba	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Yoruba	Families with Children	Telephonic Interpretation	1
Yoruba	IDNYC	Telephonic Interpretation	2
Yoruba	Infoline	Telephonic Interpretation	10
Yoruba	Office of Child Support Services (OCSS)	Telephonic Interpretation	4
Yoruba	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8
Yoruba	UNKNOWN	Telephonic Interpretation	7
Zarma	Families with Children	Onsite Interpretation	1
Zo	Cash Assistance (CA)	Telephonic Interpretation	1
Zo	Families with Children	Telephonic Interpretation	1
<b>NOTES</b>			
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 Interpretation - Shifts" means an interpreter was in a single location supporting the needs of anyone in the space. Most shifts represent a 4-12 hour period.			
"Onsite Interpretation - Testing" means language support to confirm Agency services. No client support was provided.			
documents.			

**DSS/HRA/DHS bilingual staff by language spoken\***

Language	Number of Staff
Afrikaans	2
Akan	2
Albanian	3
American Sign Language (ASL)	8
Arabic	13
Armenian	1
Azerbaijani	1
Belorussian	2
Bengali	55
Bosnian	2
Burmese	1
Cantonese	43
Catalan	1
Chin	2
Cree	1
Croatian	2
Czech	1
Danish	1
Dioula	1
Dutch	2
Edo	6
Efik	1
Ewe	3
Fante	2
Flemish	1
French	62
Fukienese	1
Fulani	4
Fuzhou	6
Ga	4
German	4
Greek	2
Gujarati	2
Hainanese - Chinese	1
Haitian Creole	51
Hakka - Chinese	1
Hausa	7
Hebrew	7
Hindi	45
Igbo	21
Indonesian	2

Italian	17
Japanese	3
Korean	7
Kotokoli	1
Krio	1
Kyrgyz	1
Lingala	3
Lithuanian	2
Luganda	1
Malayalam	7
Mandarin	46
Mandingo	1
Mandinka	1
Marathi	1
Nepali	3
Nigerian Pidgin English	8
Pashto	1
Patois	6
Pidgin English	1
Polish	12
Portuguese	13
Punjabi	6
Romanian	1
Russian	87
Serbian	2
Shanghainese	5
Shona	1
Spanish	371
Swahili	1
Sylhetti	1
Tagalog	10
Taiwanese	1
Tajik	1
Tamil	1
Telugu	1
Toishanese	4
Tongan	1
Turkish	2
Twi	5
Ukrainian	28
Urdu	21
Uyghur	1
Uzbek	2
Vietnamese	4

Visayan	1
Wenzhounese	1
Wolof	3
Yiddish	3
Yoruba	45
<b>Grand Total</b>	<b>1,123</b>

\*Data from a voluntary survey of DSS/HRA/DHS staff. 808 bilingual staff responded, some of whom indicated that they speak more than one language. Data run on 2/12/24.