

1a. Describe how your agency interacts with the public.

DFTA's interaction with its public service population is largely indirect, through community-based organizations that provide aging services at the local level with DFTA funds. However, the Department interacts directly with the public as well. These interactions occur via mail, phone and in- person through DFTA's direct service units at 2 Lafayette and at 40 Worth Street.

The following units/programs comprise DFTA's direct service units: DFTA Energy Programs (the Home Energy Assistance Program –HEAP) and the Weatherization Referral and Packaging Program –WRAP); the Health Insurance Information Counseling and Assistance Program (HIICAP); the Senior Employment Services Unit; the Elderly Crime Victims Resource Center; the Alzheimer's and Caregivers Resource Center; the Grandparent Resource Center; the Foster Grandparent Program.

1b. Summary of your main accomplishments since 2008

Among DFTA's main accomplishments:

- DFTA contracted with Language Line in late fall, 2009. Language Line provided training to direct service unit staff shortly thereafter.
- In early 2008, DFTA's Foster Grandparent Program (FGP) only had 16 Chinese senior volunteers. Since then, the number of Chinese senior volunteers has increased significantly. The program hired a staff person who can speak fluently in Mandarin, Cantonese, Chaw Chow, and Vietnamese. The Foster Grandparent Program brochure was translated into Chinese. Currently the program has 59 Chinese and Vietnamese-speaking senior volunteers.
- Each year, DFTA's HEAP Unit translates its outreach materials into Russian, Spanish and Chinese. For the past three years the Unit has used ReServists and Title V trainees that speak Russian, Spanish, Chinese and French to assist with phone inquiries.
- DFTA's Grandparent Resource Center has made increasing use of bilingual Title V workers capable of addressing client needs in Spanish and Chinese. The Center employs Russian-speaking social workers. GRC brochures are available in English, Spanish and Russian.
- DFTA's HIICAP (Health Insurance Information Counseling and Assistance Program) oversees more than 25 community-based Medicare Part D sites that have language capability in 17 languages. These sites offer assistance with Medicare Part D enrollment. HIICAP literature is also available in 5 languages: English, Spanish, Russian, Chinese and Korean.

- DFTA’s Alzheimer’s and Caregiver Unit trains community partners on a Stanford University-developed
- DFTA’s Alzheimer’s and Caregiver Unit presents on Keeping Your Mind Sharp evidence-based Diabetes Self Management Program in English, Spanish and Mandarin.
- DFTA’s Alzheimer’s and Caregiver Unit provides ongoing community education on such topics as memory loss, home safety, residential options, etc. These sessions are provided in English, Spanish, Mandarin and Russian.
- DFTA conducted two full-day cultural competency trainings for 27 DFTA staff in June, 2011, helping staff to build skills effectively communicating across cultures.
- DFTA’s redesigned website launched February, 2012. DoITT provides translation capability. The new website includes information specifically targeted to immigrant and refugee seniors.
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II. Identification and Assessment of LEP Communities

a. Accomplishments

In 2010, DFTA published its *Profile of Older New Yorkers*, a comprehensive resource of information at community district, borough and city-wide levels about older New Yorkers. All data were taken from the American Community Survey (ACS) 2005-2007 and from NYC Center for Economic Opportunity data on poverty. Among other demographics, the Profile includes information for each CD and borough about the number and percent of foreign-born persons 60+ years; the number and percent of these who have been in the US 5-10 years; and the number and percent of the following immigrants who speak English less than well: Spanish, Chinese, Russian, Italian, French Creole, French, Greek. The Profile is posted on DFTA’s website. It is currently being updated with ACS 2008-2010 data.

In recognition of its diverse constituency, in 2009 DFTA posted multi-language Welcome signage in the two locations where the Department interacted with walk-in older persons. One of these locations, the Resource Center at 2 Lafayette, is now closed. The other location is the Department’s Senior Employment Services Training Center. DFTA also distributed “I speak” cards to employees in these Centers and instructed them on card use.

Future Goals:

DFTA will update its *Profile of Older New Yorkers* and post it on its website. Information about LEP persons will be extracted and sent in a memo to all DFTA staff with a reminder about language access services.

III. Providing Language Assistance Services

a. Accomplishments

Language Services Vendor. In the fall of 2009 DFTA contracted with Language Line to provide phone interpretation services when staff of a direct service unit cannot speak the requested language. DFTA's primary vendor for translation services is Language Services Associated.

Data Collection and Record Keeping.

DFTA reviews Language Line invoices to collect and report information on phone interpretation requests.

Phone Interpretation data. DFTA direct service units receive an average of 44 calls requiring phone interpretation services monthly. Specific languages requested are: Spanish, Russian, Mandarin, Cantonese, French Creole and Korean.

Document Translation.

A 2012 update of DFTA's *Benefits at a Glance Brochure* is now available in Spanish, Russian, Korean, Chinese and English. DFTA is planning translations of the DFTA Brochure into Spanish and Chinese. DFTA direct service units also translate their brochures for LEP individuals (languages depend on need – e.g. Spanish, Russian, Chinese).

Future Goals

DFTA's Public Affairs Office will maintain a comprehensive list of all translated documents.

All current translated documents will be posted on DFTA's website.

All current translated documents will be placed on *Language Gateway*.

IV. Training of Staff on Policies and Procedures

a. Accomplishments

In 2009, DFTA made a presentation to management staff on the agency's new Language Access Policy and plans for training direct service staff. Following the presentation, the Department devoted two days in September 2009 to training direct service staff on DFTA's Language Access policies and procedures, including use of "I speak" cards. A total of 44 staff was trained.

After DFTA contracted with Language Line, a Language Line representative provided training to DFTA's direct service staff with access to the phone lines.

In addition, 13 DFTA staff are NYCertified volunteers in the Language Bank. DFTA periodically send a notice to staff informing them of this opportunity.

Future Goals:

DFTA will add procedures for accessing interpretation and translation services to its intranet (for staff).

V. Providing Notice of Language Assistance Services

a. Accomplishments

DFTA has a small Outreach Unit responsible for presentations to the community at health fairs and other public venues. This staff speak Spanish and Chinese. They also explain the availability of language assistance from the Department as part of their discussion of DFTA services. Translated materials are displayed on Information Tables at public presentations.

VI. Monitoring and Updating a Language Access Procedures, Policy and Plan

a. Accomplishments

Data tracking for Quarterly Milestone reporting is done in a timely fashion.