

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

For the most part, DFTA interacts with its service population through community-based organizations that provide aging services at the local level with DFTA funds. However, the Department also interacts with the public directly through its direct service units at 2 Lafayette Street and at 40 Worth Street, and via email, mail, phone and in-person inquiries.

The following units/programs comprised DFTA's direct service units during 2013-2014: 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; and DFTA's Housing Unit.

1b. Summary of your main accomplishments in 2013

- DFTA's HIICAP offers telephone and in-person counseling to older persons, family caregivers and professionals. The Unit has bi-lingual (Spanish/English) counselors available three days a week. Calls requiring direct Spanish communication are referred to those counselors. The Unit also makes use of Language Line. HIICAP's 60 page "Complete Guide to Healthcare Coverage for Older New Yorkers" is available in English, Spanish, Chinese and Russian. Current English and Spanish versions are posted on DFTA's website. Outreach and education citywide under the Unit's Senior Medicare Patrol grant to alert seniors to potential fraud in Medicare billing is contracted to four community speakers in English, Spanish, Russian and Chinese. Materials regarding Medicare fraud are distributed in all four languages and newspaper advertisements in the four languages have been an outreach tool as well. HIICAP's community sites were selected to provide HIICAP Medicare and health care services across the city in 14 languages. This neighborhood-appropriate outreach further expands DFTA's commitment to overcoming language barriers.
- 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 74 Chinese and Vietnamese-speaking senior volunteers.
- DFTA's Grandparent Resource Center offered services in English, Spanish and Russian through its bilingual social workers and also makes brochures and other literature available in those languages. The GRC partners with the Chinese language network to promote grandparent caregiver support groups

within the Chinese community. Three Chinese language support groups (Mandarin and Cantonese) were developed during 2011-2012.

- DFTA's Community Outreach Unit participated in a total of 52 outreach events (23 in 2012 and 29 thus far in 2013) that are targeted to limited English-speaking communities. Events included health fairs and presentations on DFTA services and benefits and entitlements for the elderly. Participants spoke a variety of languages including Spanish, Russian, Chinese, Tagalog, Bengali and Haitian Creole.
- DFTA's Alzheimer's and Caregiver Unit continues to provide individual assistance to persons who speak Russian (28), Spanish (26), Mandarin and Cantonese (1). Assistance is offered over the telephone, face-to-face and through mail and email. Unit publications in Chinese, Spanish and Russian on understanding Alzheimer's Disease have been updated. Evidence-based training of community partners on Stanford University's evidence-based Chronic Disease and Diabetes Self-Management Programs have been conducted in Mandarin (10), Spanish (24) and Russian (12). Informational workshops on Keeping Your Mind Sharp have been conducted in Mandarin (4) and Spanish; workshops on Caring for the Caregiver, Memory Loss and Senior Safety have been offered in Spanish (24).
- 16,129 copies of "Keep Cool" in five languages were distributed to home-delivered meals clients of DFTA's contracted agencies in July, 2013. In addition to English, languages were: Spanish, Russian, Chinese and Haitian Creole.

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 most recent data and will be available on DFTA's website shortly.

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 continue to update its *Profile of Older New Yorkers* and post it on its website as information becomes available.

Information about LEP persons will be extracted and sent in a memo to DFTA direct service 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 continue to 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 2013 update of DFTA’s *Benefits at a Glance Brochure* is now available in Spanish, Russian, Korean, Chinese and English. HIICAP’s 2013 Health Care Coverage booklet was translated into Spanish, Chinese, Russian and Korean. A Foster Grandparents’ pamphlet was translated into Spanish and Chinese. Several flyers with nutrition information for seniors were translated in Spanish and Chinese.

Future Goals

DFTA’s Public Affairs Office will continue to maintain a comprehensive list of all translated documents.

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

DFTA will increase usage of the Citywide Volunteer Language Bank.

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.

Managers of DFTA's direct service units now provide training on language access facilitation to all new hires.

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 direct service units will continue to train new hires on Language Access resources.

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 reporting to the Mayor's Office is done in a timely fashion.