



**NYC HUMAN RESOURCES ADMINISTRATION ANNOUNCES “I SPEAK ...” CARDS
AVAILABLE AT COMMUNITY-BASED ORGANIZATIONS ACROSS NYC**

*More than 80 organizations distributing over 250,000 cards to serve Limited English Proficient (LEP) clients
in the five boroughs*

October 03, 2011- Today the New York City Human Resources Administration (HRA) announced that “I Speak Cards...” are available at community-based organizations within New York City. The cards make interacting with HRA easier for Limited English Proficient (LEP) clients. These business-card size cards are printed with the phrase ‘I Speak...’, a request for free interpretation services on one side, and a list of the six languages most frequently spoken in New York City on the other. If clients speak a language other than these six, there is also designated space to write their language in.

“The ‘I Speak...’ cards are a convenient way for LEP clients to get the help they need, and a reflection of Mayor Michael R. Bloomberg and HRA’s commitment to serving immigrant and LEP New Yorkers,” said HRA Executive Deputy Commissioner Kathleen Carlson.

"New York City is home to one of the most diverse populations in the world, with nearly one-half of all New Yorkers speaking a language other than English at home, and almost 25%, or 1.8 million persons, not English proficient," said Fatima Shama, Commissioner of the Mayor's Office of Immigrant Affairs. "HRA's ‘I Speak...’ card distribution initiative will make it easier for New Yorkers who are not proficient in English to interact with City Government."

The “I Speak...” card was developed by the Mayor’s Office of Operations, after Executive Order 120 was signed by Mayor Bloomberg in July of 2008 with the goal of creating a centralized language access policy for New York City. As mandated by Local Law 73, HRA documents are also translated into the six languages used on the I Speak Cards: Spanish, Russian, Chinese, Korean, Arabic and Haitian Creole.

HRA has distributed over 250,000 “I Speak cards....” to more than 80 community-based organizations over the past several months for neighborhood distribution. Groups included the New York Immigration Coalition, Make the Road New York, Asian Americans for Equality and CAMBA. The cards are also included in some HRA applications.

As part of the mandates outlined through Local Law 73 and Executive Order 120, HRA has worked to ensure language services are readily available to LEP clients, including assistance from bilingual staff

whenever possible, free phone-based interpretation services in more than 180 languages, translated applications/brochures and on-site interpreters for homebound clients.



I speak ...

Attention Agency employee: Please call an interpreter. This customer requires language assistance. See reverse side for language.

- Arabic / انني بحاجة إلى خدمات الترجمة الفورية المجانية باللغة العربية.
- Haitian Creole / Mwen bezwen you entèprèt Kreyòl gratis.
- Korean / 무료 한국어 통역이 필요합니다.
- Chinese / 我需要免費的國語翻譯。
- Russian / Мне нужен бесплатный устный перевод на русский язык.
- Spanish / Necesito servicios gratuitos de interpretación en español.
- Other / _____