

Department of Small Business Services Language Access Plan

Table of Contents

Agency Mission and Background	2
Services	2
Agency Goals	4
LEP Population Assessment	5
Plan Logistics Implementation	7
Training	8 and 17
Service Provision Plan	10
Recordkeeping and Evaluation	18
Resource and Analysis Planning	19
Appendix A	21
Appendix B	25
Appendix C	33

Agency Mission and Background

SBS makes it easier for businesses in New York City to form, do business, and grow by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce.

Services

Jobseeker Services

In coordination with the New York State Department of Labor (NYSDOL) and the City University of New York (CUNY), SBS oversees seven Workforce1 Career Centers and one Workforce1 Transportation Sector Center which are operated by contracted partners to provide Job Seekers with tools and skills that prepare and match them to jobs throughout the five boroughs.

Specific services offered to Jobseekers:

1. Assistance Preparing for a Job
2. Assistance Finding a Job

Business Services

The vast majority of SBS business services are provided under the NYC Business Solutions brand. There are five NYC Business Solutions Centers, operated by contracted partners, located across the City which serves as our walk-in facilities for customers.

NYC Business Solutions can work with new businesses or existing businesses by answering questions related to starting or operating a business, helping businesses to develop a business plan, secure financing, and access a variety of City services and benefits. NYC Business Solutions support business establishment and expansion by working with a business to locate available space, identify money-saving incentive programs, and access procurement opportunities. Additionally, they help recruit, hire, and train qualified employees. NYC Business Solutions can help businesses cut red tape and help to navigate government bureaucracy by acting as a liaison when businesses need to resolve issues with other City Agencies.

The specific assistance offered to businesses under the NYC Business Solutions brand is:

1. Business planning and business education
2. Assistance in hiring employees
3. Assistance in training existing employees
4. Minority and Women Owned Business Certification
5. Financing Assistance
6. Business Establishment and Contract Review
7. Navigating Government
8. Accessing Incentives administered by SBS and other City, State, and Federal Agencies

In addition, SBS is charged with delivering services to New York City's industrial and manufacturing business under the NYC Industrial Business Solutions brand. Services are provided through a third-party vendor at 16 geographically distinct service areas as well as at business sites outside of the distinct geographical zones.

The specific services provided are:

1. One-on-one business counseling
2. Providing platforms for business networking and community organizing
3. District-based advocacy and planning

District Development Services

SBS ensures the long-term vitality of the City's diverse commercial districts by creating greater opportunities for small businesses and the communities they serve. SBS helps ensure the success of these districts by providing support, through technical assistance programs, oversight and funding to enhance the services and programs offered through New York City's community-based and local economic development organizations.

The services described above are provided under the following programs:

1. Business Improvement Districts
2. Avenue NYC
3. NYC Clean Streets

SBS Customer Service Center

In support of our service offerings, the SBS Customer Service Center receives phone calls, emails, 311 transfers and requests related to the services provided by SBS. As the first point of contact for many SBS customers, the SBS Customer Service Center is responsible for directing customers to appropriate resources and services.

The specific services provided are:

1. Directing callers / email senders to appropriate SBS resources & outside resources
2. Providing callers / email senders with answers to business-related questions
3. Managing workshop registration, waitlist creation, and registration follow-up for SBS-sponsored, business-related courses in multiple locations
4. Explaining / introducing SBS services to business customers
5. Providing robust customer support for the NYC Business Express website application

NYC Business Express

The NYC Business Express website can help you start a business in New York City. NYC Business Express is offered to assist businesses with obtaining general license, permit, tax, incentive, and other useful information online. NYC Business Express is the front end for a number of agency's operations related to licensing and obtaining permits.

Agency Language Access Goals- Overview

Guided by Executive Order 120 the 2009 goals of the Department of Small Business Services Language Access Plan are as follows:

- Provide training on and access to LEP supports to all SBS staff and contracted partner staff at all walk-in facilities to ensure they understand the goals and tools involved in the SBS Language Access Plan;
- Develop internal LEP support tools to improve customer service and collect information to inform the future provision of LEP supports;
- Train relevant staff in creating plain English materials and then generate and disseminate plain English versions of all essential public documents;
- Provide notice of services in Spanish ;
- Establish a contract with Language Line or similar service for translation and interpretation services. Train the appropriate staff on the usage of the tool;
- Obtain the highest possible quality of customer service, while supporting the guidelines of EO 120, with the highest degree of operational flexibility and the lowest possible ongoing operations cost.

SBS aims to establish a flexible, Agency-wide operational structure to support language access that can be easily adapted to changes in the pool of language that make up the most relevant foreign languages for the SBS customer base . We will build upon the efforts, lessons, strategies and tools that came from the implementation of a previous Language Access Plan for jobseekers and businesses, developed in conjunction with NYSDOL and CUNY in 2007. Additionally, the plan will facilitate the introduction of new foreign language content for programs and services, as appropriate, based on analysis and customer feedback.

We will monitor the success of the plan through SBS' Language Access Service Coordinators. The SBS Coordinators will work in conjunction with the Agency's Language Access Coordinator to make sure that our Language Access Plan is implemented as designed. In addition to ongoing monitoring, we will do an official review of the Plan at least once a year and revise based on the changing needs and challenges experienced by LEP persons in knowing about and accessing our services. You will find a detailed plan outlining how we will attempt to meet these goals below in the section titled Plan Logistics Implementation.

Thus far, SBS has conducted an initial training of Senior Management on the process, uses, and motives for translating documents into plain English. A Foreign Language Locator Tool has been launched through which staff, interns, and on-site consultants can enter their language knowledge and skill level (other than English) into an accessible database for all SBS staff. Additionally, some documents that have been utilized in high demand have already been translated. They are listed below:

Essential Public Documents	Other Languages	Location
Customer Information Form	Spanish, Chinese	Workforce1 Career Centers, Transportation Sector Center, NYC Business Solution Centers - Training Funds
EEO Notice of Rights	Spanish	Workforce1 Career Centers, Transportation Sector Center
Transportation Center Customer Information Form	Spanish	Workforce1 Career Center- Transportation Sector Center
M / WBE Certification Application	Spanish	NYC Business Solutions Centers
Standard Intake Form	Spanish	NYC Business Solutions Centers

LEP Population Assessment

Executing the Department of Justice Four Factor Analysis

Through data collected from the Workforce1 Career Centers and NYC Business Solutions Centers, SBS has identified Spanish and Chinese as the highest demanded languages other than English. Significantly less current demand exists for services in Russian, Korean, and Haitian-Creole. However, these languages are anticipated to be included, long-term, in the SBS Language Access Plan implementation.

Department of Justice Factor 1:

The number of LEP persons served or encountered in the eligible service area

SBS has completed an analysis of the linguistic profile of LEP persons in the community districts in which SBS walk-in facilities, the Agency's central office, and other field offices are located, as well as the surrounding community districts, to determine the number and proportion of individuals in those areas who are LEP persons as well as their preferred languages. For a summary of the LEP Linguistic Profile of the areas surrounding SBS' walk-in facilities, please see Appendix A.

Department of Justice Factor 2:

The frequency with which LEP individuals come in contact with the program

SBS has LEP language support request tracking already in place at all Workforce1 Career Centers and recently conducted language access surveys of all walk-in customers and callers over the course of a week at all NYC Business Solutions Centers and through our IMB field staff. We have concluded that there are other languages besides the City's currently identified highest impact languages for SBS customers that LEP persons who request our services speak at home. We have also realized that there is a regular influx of LEP speakers into all our walk-in facilities, which would likely only increase with the implementation of LEP supports, multiple-language web content and service descriptions. For a summary of the results of the NYC Business Solutions Centers and IMB Language Access Surveys, please see Appendix B. The Workforce1 Career Centers Quarterly LEP Walk-in Service Request Tracking Reports are also contained in Appendix B.

In order to make decisions related to the first two Department of Justice factors in determining which informational and educational materials, intake forms and applications, consent and complaint forms, notices of rights and courses to translate into the currently identified highest

impact languages for SBS customers, as well as what our future staff hiring needs might be, we will track LEP support requests at all walk-in facilities on an ongoing basis, add a preferred language question to all intake and application forms, and will modify our systems to accept this data.

Analysis of the data captured by these tracking tools will allow us to focus future expansion of our language access efforts into the most appropriate languages, whether they are one of the City's currently identified highest impact languages for SBS customers or not, ensuring that we utilize our resources as effectively as possible.

Department of Justice Factor 3:

The nature and importance of the program, activity, or service provided by the program

SBS has created "Snapshots" for each of the services outlined in the Agency Mission and Background section, with service-specific analysis as to LEP supports available, linguistic profile analyses performed, Essential Public Documents inventoried, etc. The Language Access Plan "Snapshots" allowed us to rank the services described in the Agency Mission and Background section according to priority level for implementation of our Language Access Plan. Our Language Access Plan was built from these service-specific analyses, so that we can implement it in a targeted and effective way, understanding the baseline we have to work with and the service structure / profile / constraints for each of the Agency's services.

Department of Justice Factor 4:

Resources available to the Agency

- SBS Staff Foreign Language Locator Tool – internal database, searchable and accessible via SBS' intranet, that contains foreign language skills and proficiency levels of SBS staff
- Walk-in facilities' staff existing foreign language skills
- Signage and "I Speak" cards produced by Mayor's Office of Operations and NYC & Company
- City's Volunteer Language Bank
- Citywide Language Line™ citywide contract – accessible if funding is available
- Workforce1 Career Centers use of Interpretalk™ services, secured via the partnership SBS has with NYSDOL, potentially leveragable

Prioritization Based on Four Factor Analysis

Below is the ranking of SBS services in descending order of priority for Language Access Plan implementation. These services are ordered according to whether the program is more public-facing rather than less public-facing, and therefore supposed to be accessible to individuals; the amount of interaction Agency or contracted service providers have with customers that are individuals rather than customers that are organizations (whether local economic development organizations or businesses), as well as the life-cycle stage and approximate size of business of a potential business customer.

1. Jobseeker Services
2. Business Services
3. SBS Customer Service Center Services
4. District Development Services

Plan Logistics Implementation

Major Milestones

Preparation and Initial Implementation of SBS' Language Access Plan – 2009

This is a list of the components of the SBS Language Access Plan. The objectives of the Language Access Plan will be communicated to all City and Agency SBS staff, all contracted vendor staff that deliver services at the Agency's walk-in facilities. SBS will deliver training to SBS and vendor staff on cultural sensitivity and policy objectives / requirements of EO 120.

In order to ensure the proper development and implementation, SBS and Agency staff roles have been identified and outlined below.

The **SBS Agency Language Access Coordinator** will be responsible for overseeing the implementation of the Agency's Language Access Plan, including:

- Creation of project schedules to execute the Plan
- Developing and organizing staff training and;
- Overseeing technology updates and liaising with individual SBS Language Access Service Coordinators to assure that the components of the Language Access Plan are successfully implemented for each service.

The SBS Agency Language Access Coordinator will also be responsible for the ongoing monitoring and evaluation of plan efficacy and EO 120 compliance at an Agency level, with distributed responsibility for program evaluation residing in each service area.

The individual **SBS Language Access Service Coordinators** will be responsible for Plan implementation and ensuring the quality of service delivery in their individual Divisions / Units. Their primary duties will include:

- Participation in business process redesign for the inside of their service areas to incorporate LEP supports into their operations and the creation and distribution of content in languages other than English
- Communicating and reinforcing citywide EO 120 policy and Agency objectives with regard to language access to their staff and to vendors delivering Agency services
- Determining and communicating the best sequencing in translating their Essential Public Documents and marketing materials into languages other than English
- Developing and implementing training materials
- Defining business requirements for any required technology modifications/ enhancements to their programmatic systems and;
- Ensuring adoption of the citywide tools such as "I Speak" cards and language identification collateral materials.

SBS Language Access Service Coordinators who work with vendor staff will also liaise with the On-site Language Access Coordinators at each of the Workforce1 Career Centers and the On-site Language Access Coordinators at each of the NYC Business Solutions Centers.

The **On-Site Language Access Coordinators** will be responsible for monitoring service delivery to LEP persons and ensuring full compliance with EO 120 at SBS' walk-in facilities. Their primary duties shall include:

- Create processes and procedures for staff in responding to requests for LEP supports
- Design staff training for integrating language access into vendor operations and customer service delivery, for all impacted service locations
 - Strategic training related to overall policy goals of the Agency in implementing our Language Access Plan according to EO 120, cultural

- and linguistic sensitivity training, and explaining the most critical elements of SBS' new operating model
 - Process and procedure trainings related to service delivery in their walk-in facilities.
- Schedule vendor staff language access training
- Deliver vendor staff language access training

SBS Language Access Plan Implementation Staff

SBS Agency Language Access Coordinator	Assistant Commissioner, Agency Operations
SBS Language Access Implementation Intern	Intern
SBS General Counsel	General Counsel
SBS Technology Unit	Assistant Commissioner, CIO
SBS Human Resources Unit	Executive Director, Human Resources
SBS Strategic Operations Unit	Executive Director, Strategic Operations
SBS Budget Unit	Executive Director, Budget & Grant Management
DEFO M / WBE, LBE, EBE Certification & Related Services Unit Language Access Coordinator	Executive Director, Division of Economic and Financial Opportunity (DEFO) Policy & Planning
DEFO Procurement Technical Assistance Unit Language Access Coordinator	Executive Director, DEFO Policy & Planning
IMB Unit Language Access Coordinator	Director, Industrial & Manufacturing Businesses Solutions
NYC Business Solutions Unit Language Access Coordinator	Assistant Commissioner, NYC Business Solutions
SBS Customer Service Center	Executive Director, NYC Business Express Operations
Business Incentives Unit Language Access Coordinator	Senior Business Analyst, Business Incentives
District Development Unit Language Access Coordinator	Executive Director, District Development
Workforce Development Division Service Language Access Coordinators	Manager, Strategic Initiatives & System Integration Manager, Strategic Programming
Workforce1 Career Center On-site Language Access Coordinators	Already in place at each Workforce1 Career Center
Workforce1 Career Center Strategic Operations Coordinators	Already in place at each Workforce1 Career Center
NYC Business Solutions Center Language Access Coordinators	TBD – will be located in each NYC Business Solutions Center

Below the action steps of the implementation plan are explicated by focus area.

Training

SBS will distribute its Agency Language Access plan to all staff via email with appropriate follow-up from individual SBS Language Access Service Coordinators and Deputy Commissioners to make sure that SBS staff understands the Plan and its objectives. Each SBS Language Access Service Coordinator that have direct program linkages to vendor staff delivering services at walk-in facilities will develop and implement a plan for ensuring that vendor staff and vendor senior management are aware of the Agency's Language Access Plan, its objectives and its importance, as required by citywide policy. The SBS Agency Language Access Coordinator, along with

individual SBS Language Access Service Coordinators and the SBS Language Access Implementation Intern will be responsible for developing, scheduling, and implementing training for SBS and vendor staff, most likely with consultant support and other City Agency support.

SBS will conduct two types of training:

Milestone	Description	Completion Date	<u>Responsible Party</u>
Strategic Language Access Plan Implementation training related to overall Agency and City goals, designed to impart cultural and linguistic sensitivity to Agency and vendor staff.	Training will incorporate: 1) Presentation of the main elements of EO 120 and the Agency's Language Access Plan 2) Discussion of overall goals of the Agency with respect to language access and removal of language barriers 3) Presentation and reinforcement to SBS and vendor staff that language access operations and the incorporation of LEP supports into service delivery will be part of ongoing protocol for service.	Jul-09	Agency Language Access Coordinator SBS Language Access Service Coordinators
Language Access Plan Process and Procedure Implementation training related to service delivery	This will help service providers create processes and procedures for determining the following: 1) Identifying a LEP customer's language needs 2) Identifying a LEP customer's service needs – and the next steps for service delivery using LEP supports 3) The steps that need to be undertaken by staff for the LEP customer in order for that customer's need be met in the appropriate language. Additionally, the training will clarify to direct service delivery staff on their roles based on their position at SBS, or the location where they work, and / or how they are best able to connect an LEP customer to needed / requested services.	Jul-09	Agency Language Access Coordinator SBS Language Access Service Coordinators On-site Language Access Coordinators

The members of SBS staff and contracted vendor staff who will be required to attend both trainings described above include:

- Front-line, customer service and senior vendor staff at SBS' walk-in facilities
- SBS Customer Service Center staff
- SBS administrative / Reception staff
- Program Division / Unit senior leadership
- Program Division / Unit staff that interact directly with customers

Provision of Service to LEP Community

Milestone	Description	Completion Date	Responsible Party
Post LEP support signage provided by the Mayor's Office of Operations at SBS walk-in facilities	1) SBS will adopt the agreed upon and final versions of LEP support signage for use and will begin implementation of signage placement at its walk-in facilities and at SBS. 2) SBS has different degrees of control over the space where its services are delivered, due to lease and partner-created constraints. The Agency will begin deployment of signage in locations where it has the most flexibility and formal authority to do so.	Sep-09	Agency Language Access Coordinator On-site based Language Access Coordinators
Distribute the "I Speak" cards and LEP language identification support materials provided by the Mayor's Office of Operations to all frontline staff at all walk-in facilities, to all staff that perform field work, and to all staff at SBS headquarters that have direct contact with customers.	"I Speak" cards will be pocket sized for LEP customers to keep with them any time they enter an SBS facility. The possession of the card will eliminate the initial step of determining a person's preferred language each time they come in requesting service.	Sep-09	Agency Language Access Coordinator SBS Language Access Service Coordinators On-site based Language Access Coordinators
Establish connection to Language Line and/or Intepretalk for NYC Business Solutions Centers, SBS Customer Service Center, SBS Reception staff, and SBS program support staff	Once the citywide contract with Language Line becomes available to City Agencies and / or if Interpretalk can be leveraged for use outside of the Workforce1 Career Centers, SBS will deploy Language Line or Interpretalk capabilities in all walk-in facilities (Interpretalk is already being used at the Workforce1 Career Centers), at the SBS Customer Service Center and at SBS headquarters.	Jul-09	Agency Language Access Coordinator SBS Language Access Service Coordinators On-site Language Access Coordinators
Formalize a contract with professional translation services for all "Essential Public Documents"	SBS will require that its Essential Public Documents be translated by a certified translator to ensure quality and accuracy.	Jul-09	Agency Language Access Coordinator

Customer Facing Documents, Contract Language, and Job Descriptions

Milestone	Description	Completion Date	Responsible Party
Create plain English versions of all Notice of Services Provided	Create plain English language versions of marketing one-pagers for the Agency and for service descriptions to be then translated into the currently identified highest impact languages for SBS customers, in an order that makes sense for the Agency and its service area according to programmatic prioritization.	Jun-09	Agency Language Access Coordinator SBS Language Access Service Coordinators
Translate all Notice of Services into Spanish	Once plain English Notice of Services Provided has been completed, the documents will be translated by a certified translator to ensure quality and accuracy.	Dec-09	Agency Language Access Coordinator SBS Language Access Service Coordinators
Modify job descriptions for discretionary hires to include standardized language referencing desired foreign language skills	Discretionary job descriptions will be edited to include reference to desired foreign language skills (under preferred skills), based on citywide guidance and provision to Agencies of approved language for job descriptions	Mar-09	Agency Language Access Coordinator
Modify SBS RFP and contract language	The new language will reflect the City's adoption of EO 120. Once standard language following the guidelines of EO 120 is developed, SBS will modify relevant documents	Unknown	Agency Language Access Coordinators MOCS

Technology Resources

Milestone	Description	Completion Date	Responsible Party
Launch SBS Language Locator Tool to SBS staff	SBS staff, interns and on-site consultants will submit their language knowledge and skill level (other than English) into an accessible database. The staff will be able to search the database for SBS personnel by language skill proficiency using the Agency's Intranet. This will allow SBS to leverage in-house staff resources to provide support to LEP customers.	Jan-09	Agency Language Access Coordinator SBS Language Access Service Coordinators
Create search environment which will grant walk-in facility staff access to system-wide inventories of staff foreign language skills.	All Workforce1 Career Centers and NYC Business Solution Centers will be equipped with the ability to search a list depicting all of the staff with foreign languages skills, the languages they speak, and their contact information at their individual site. This will allow LEP customers to be connected to the location throughout our network where they can receive the best services possible.	Sep-09	Agency Language Access Coordinator SBS Language Access Service Coordinators
Modify SBS' programmatic technology systems which capture customer information to record language preference of customers. Add optional "Preferred Language" question to customer intake forms.	SBS will add a language preference field to all of its programmatic technology systems that contain customer data for management and service delivery purposes. SBS will include an optional preferred language question on all customer intake forms used for accessing SBS services.	Dec-09	Agency Language Access Coordinator

Website

Milestone	Description	Completion Date	Responsible Party
Post Notice of Services Provided to the public facing website	Upon the creation and translation of Notice of Service documents from plain English to Spanish, the PDF versions will be uploaded to the SBS website. Subsequently, forms most utilized by customers (applications, intake forms etc.) will be made available online in PDF form in the currently identified highest impact languages for SBS customers.	Nov-09	Agency Language Access Coordinator SBS Language Access Service Coordinators
Agency Website	SBS will partner with DoITT and participate in the Citywide solution for translation of the Agency's web content.	ongoing	Agency Language Access Coordinator DoITT
NYC Business Express	1) Conduct an analysis to determine the best way to make the website more accessible for LEP customers. 2) NYC Business Express will work with DoITT and other agencies to ensure that all relevant City documents available will be accessible through the NYC Business Express website.	ongoing	Agency Language Access Coordinator DoITT
Prominently display current, existing translated SBS materials.	Ensure that customers can easily access all SBS materials already translated in languages other than English by providing easy access to these materials through the SBS website.	June-09	Agency Language Access Coordinator SBS Technology

Service Provision Plan

Interpretation Services

Customer Service at Walk-in Facilities

All staff at Agency walk-in facilities and SBS' offices that interact with customers will be equipped with "I Speak" cards and language identification LEP supports (Mayor's office provided signage indicating that translation services are available in a variety of languages) that will allow them to identify the languages spoken by LEP customers. Center staff will use phone interpretation services to identify the primary language if the customer is not literate or if the customer's primary language is not on the poster. This will assist staff in aiding the customer in obtaining interpretation services.

Customer Service Delivered via Telephone

SBS and vendor staff can make use of the Citywide contract for Language Line or leverage the Interpretalk services being used in the Workforce1 Career Centers, so that all staff providing direct services can assist LEP customers in any language in which LEP support may be requested. This will include SBS Reception and Program Support staff, SBS Customer Service Center staff and NYC Business Solutions Center staff. Calls may be transferred to the Language Line where customers may speak with someone in their preferred language.

Translation of Written Material

Essential Public Documents

The current status of all SBS Agency and partner documents with respect to language access has been identified and accounted for in order to determine the Essential Public Documents based on EO 120's definition to be translated first into plain English and then into the currently identified highest impact languages for SBS customers. SBS will require that its Essential Public Documents be translated by a certified translator to ensure quality and accuracy. A full list of Agency Essential Public Documents organized by Program Area / Services is listed in Appendix C

Marketing Materials / Notice of Services Provided

Following documents translation into plain English, all Notice of Services will be translated into Spanish by the end of calendar year 2009. Assuming funding is in place for further translation services, SBS will continue to translate documents into subsequent languages as dictated by language data survey results. We anticipate there being approximately ten Notice of Services Provided documents. The average length of these documents will be one page.

Customer Service Delivered via Email

As a first step, staff will be trained to first use the SBS Staff Foreign Language Locator Tool for enlisting support in determining and responding to a customer's need, then, if no support can be enlisted internally, leveraging the City's Volunteer Language Bank. If further searching for support is required, staff will utilize the paid translation services in order to respond to the customer's need.

Implementation Steps

1. Language Access Service Coordinators for each individual service area will be trained on converting Essential Public Documents into plain English language versions. SBS will then hire a consultant to help with the final conversion into plain English language prior to translation to make ongoing operations / translation / interpretation functions easier to perform and fund.
2. Each service area will create or identify a comprehensive one page document that describes the services offered by that service area and can be used for marketing as well as serve as its Notice of Services Provided. Each of these documents will be translated into Spanish by the end of the year 2009. Assuming funding and translation services have been secured; documents will be translated in subsequent years into the identified currently identified highest impact languages for SBS customers.
3. For translating its web content, SBS will post its Notice of Services in plain English and Spanish in PDF format by the end of the year 2009. SBS will participate in solutions related to additional web content derived for NYC.gov.
4. The sequencing of the translation of other Essential Public Documents will be prioritized starting with the most utilized forms and currently identified highest impact languages for SBS customers, as the translated versions of these documents are more likely to be used immediately.
5. Using the data collected from the optional, preferred language question on all application and intake forms, the LEP Linguistic Profile data compiled from the Department of City Planning website, and the data from tracking LEP language requests over the phone and

in-person, SBS will consider translating more relevant materials in the most requested languages where there is sufficient demand.

Signage at Public Service Locations

In all Agency and vendor service locations where there are in-person interactions with customers, we will place the final versions of LEP support signage for use in City facilities that inform customers that LEP supports are available, free of charge.

We plan to assess all interior directional signage currently in place in each of our walk-in facilities and at SBS' offices to make sure that the directional signage is simple, easy to understand and properly directs people in plain English language or via universally understood symbols which will help reduce the need for translation. Finally, we will translate the plain English language version of non-symbol interior directional signage representative of the most relevant foreign languages for the SBS customer base.

It should be noted that SBS is not the leaseholder at all of its walk-in facility service locations, that SBS' facilities are not located in City-owned properties, and that SBS delivers services in partnership with other Agencies, both state and local. This means that there might be limitations / constraints on SBS' ability to deploy interior signage as completely or as rapidly as SBS would prefer.

Outreach

SBS intends to post Spanish Notice of Services and review its website to ensure that all content is translated into plain English by the end of 2009 as this will serve as an important way to convey to LEP persons that supports are available to them for accessing SBS services. Similarly, the Agency and individual service area one page marketing documents (mentioned in Implementation Plan Logistics and to serve as Notices of Services Provided) will be translated during the second half of calendar 2009, printed, and placed in all appropriate walk-in facilities where LEP persons can access them easily. Finally, SBS program staff will reach out to all community partners to make them aware of the new LEP supports so that these organizations may publicize these added resources to the populations they serve.

Ensuring Quality Services from Vendor Staff

The SBS Language Access Service Coordinators for the SBS service areas that contract with vendors to deliver services to the public will be responsible for monitoring the quality of vendor staff services at walk-in facilities. They will designate and work with On-Site Language Access Coordinators at each walk-in facility that will help them assure quality of service delivery and institute performance metrics for language access, based on the Agency's Language Access Plan and the goals of EO 120. Additionally, SBS service areas will deploy and oversee resources to monitor compliance with EO 120 at all of SBS' walk-in facilities. Finally, SBS will implement a Language Access Plan secret shopper program that will help identify gaps in service delivery at our walk-in facilities and offices, enabling SBS to correct deficiencies; redesign processes where required, and reinforce communication of the Agency's commitment to language access and the citywide policy outlined in EO 120.

Going forward, SBS will strongly support and promote hiring of bilingual or multilingual staff and put language requirements into RFPs and vendor contracts so that there is fluency in the City's currently identified highest impact languages for SBS customers across the Agency and across its walk-in facility service locations - including SBS office staff, vendor and course instruction staff.

Volume Anticipation

Based on some tracking that SBS conducted of LEP customers' language preferences in our Workforce1 Career Centers over a six month time period, we learned that more than 12,000 customers served preferred a language other than English. Only cursory tracking has been conducted at Business Solution Centers. While we cannot currently anticipate the full extent to volume of interpretation services that will be utilized or the languages that will be requested, SBS believes that as knowledge of the Language Access Plan implementation increases, requests for services in additional languages will multiply substantially. We will begin to more systematically track language needs in the 1st quarter of 2009 and the information gathered throughout 2009 will give us a better indication of what volume to expect in the future. Using the results of our Workforce1 Career Center LEP Walk-in Service Request Quarterly Tracking Reports, the results of our Language Access Surveys, the data collected at intake regarding customers' preferred languages, and the LEP Linguistic Profiles of community districts surrounding SBS walk-in facilities, we could anticipate assistance requests in any of the languages listed below. For a more comprehensive understanding of volume, please see Appendix B.

Chinese	Hindi	Japanese	German
Haitian Creole	Greek	Arabic	Hebrew
Italian	African Languages	Polish	Portuguese
Korean	Vietnamese	Gujarati	Tagalog
Russian	French	Yiddish	
Spanish	Bengali	Vietnamese	

This list is not an official set of targeted languages nor is it based on volume or demand. This is simply a list of what our recent research has shown to exist as potentially relevant-to-SBS LEP languages.

SBS expects to have completed the implementation of interpretation support services at all of its facilities, including all walk-in facilities, by the end of calendar year 2009. Because of budgetary constraints and uncertainties that impact decisions related to any "pay for LEP support service" components, components of our Plan that do not require "pay for LEP support service" – such as using the tools described that leverage all staff's foreign language skills at all locations and the City's Volunteer Language Bank – can be implemented more quickly.

SBS Facilities Impacted By Our Language Access Plan

Department of Small Business Services Offices	110 William Street New York, NY 10038
NYC Business Solutions, Bronx Center / Bronx Workforce1 Career Center	358 149 th Street The Bronx, NY 10455
NYC Business Solutions, Brooklyn Center / Brooklyn Workforce1 Career Center	9 Bond Street Brooklyn, NY 11201
NYC Business Solutions, Lower Manhattan Center	79 John Street New York, NY 10038
NYC Business Solutions, Midtown Manhattan Center	188 Madison Avenue New York, NY 10016
NYC Business Solutions, Upper Manhattan Center / Upper Manhattan Workforce1 Career Center	215 W. 125 th Street New York, NY 10027
NYC Business Solutions, Queens Center / Queens Workforce1 Career Center	168-25 91 st Street Jamaica, NY 11432
LaGuardia (Queens) Workforce1 Career Center	29-10 Thomson Avenue, 4 th Floor Queens, NY 11101

Hunts Point Workforce1 Career Center	1029 E. 163 rd Street The Bronx, NY 10459
Workforce1 Transportation Sector Center	168-46 91st Avenue, 2nd Floor Jamaica, NY 11432 60 Madison Avenue, 7 th Floor New York, NY 10010
Staten Island Workforce1 Career Center	60 Bay Street Staten Island, NY 10301

Training

SBS will distribute its Agency Language Access plan to all staff via email with appropriate follow-up from individual SBS Language Access Service Coordinators and Deputy Commissioners to make sure that SBS staff understands the Plan and its objectives. The SBS Language Access Service Coordinators for each service area that have direct program linkages to vendor staff delivering services at walk-in facilities will develop and implement a plan for ensuring that vendor staff and vendor senior management are aware of the Agency's Language Access Plan, its objectives and its importance, as required by citywide policy. The SBS Agency Language Access Coordinator, along with individual Language Access Service Coordinators and the SBS Language Access Implementation Intern will be responsible for developing, scheduling, and implementing training for SBS and vendor staff, most likely with consultant support and other City Agency support.

SBS will conduct two types of training:

- Strategic Language Access Plan Implementation training related to overall Agency and City goals, designed to impart cultural and linguistic sensitivity to Agency and vendor staff by July of 2009. Training will incorporate:
 - Presentation of the main elements of EO 120 and the Agency's Language Access Plan
 - Discussion of overall goals of the Agency with respect to language access and removal of language barriers
 - Presentation and reinforcement to SBS and vendor staff that language access operations and the incorporation of LEP supports into service
- Language Access Plan Process and Procedure Implementation training related to service delivery by July 2009. This will help service providers create processes and procedures for determining the following:
 - Identifying an LEP customer's language needs
 - Identifying an LEP customer's service needs – and the next steps for service delivery using LEP supports
 - The steps that need to be undertaken by staff for the LEP customer in order that the customer's need be met in the appropriate language. Additionally, the training will clarify to direct service delivery staff on their roles based on their position at SBS, or the location where they work, and / or how they are best able to connect an LEP customer to needed / requested services

The members of SBS staff and contracted vendor staff who will be required to attend both trainings described above include:

- Front-line, customer service and senior vendor staff at SBS' walk-in facilities
- SBS Customer Service Center staff
- SBS administrative / Reception staff
- Program Division / Unit senior leadership
- Program Division / Unit staff that interact directly with customers

Recordkeeping and Evaluation

Once SBS puts the required data collection processes into place for collecting customers' preferred languages, and modifies its systems to capture that information along with other customer information, performing analyses related to customer demand for materials and services in languages other than English will become much more routine and executable at-will – since the information will be stored in Agency databases that house customer, service delivery and outcome records.

The Agency plans to do a complete review of its Language Access Plan at least once a year; after it is approved and implementation begins. This version of SBS' Language Access Plan will be reviewed / adapted in January / February of 2009, once the City's and the Agency's budget realities are better known and once Language Access Plan implementation activities have begun, project schedules crafted, resources allocated and citywide resources actioned. Once the City's NYC.gov web strategy is implemented it will provide the Agency with a steady and reliable source of information related to customers' language preferences as well as a channel for feedback to SBS, directly from LEP customers that use the web to learn about and access SBS services.

The more straightforward aspects of measurement and evaluation are outlined in earlier sections of this Language Access Plan:

- Use data gathered wherever possible to support decision-making: SBS can monitor and measure use of its SBS Staff Foreign Language Locator Tool, reports related to Language Line or other “pay for LEP support service” can be obtained to analyze quantity, composition and geographic concentration of use (or lack thereof) and then used to craft corrective or supportive actions
- Measure the impact of the addition of new languages and / or new types of marketing materials on customer demand for additional information or additional services / LEP supports for services in those languages
- Use sufficient, demonstrated demand to guide investment decisions above and beyond the currently identified highest impact languages for SBS customers, or for more investment intensive decisions like providing multilingual course offerings
- We expect to analyze customer language preferences, at least quarterly, by program and service, using:
 - Regular Customer Preferred Language Reports generated from adapted SBS programmatic technology systems
 - NYC Business Express customer account data that records, optionally, customer language preference
 - LEP Support Service Request Tracking Reports from walk-in facilities
- In addition, SBS will also fold performance metrics related to language access into its strategic operating plans for all contracted vendors delivering Agency services to the public and make those performance metrics a component of communications, meetings, and other interactions SBS has with its vendors, on a regular basis.

Resource Analysis and Planning

Resource Analysis

There are several existing resources that SBS can leverage to meet LEP customers' language access needs and help support implementation of our Language Access Plan:

Citywide Resources

SBS will participate in and adhere to DoITT's / Mayor's Office of Operations / Mayor's Office of Immigrant Affairs citywide plan for translating NYC.gov into the currently identified highest impact languages for SBS customers. SBS plans to potentially take advantage of the contract for Language Line in order to obtain phone interpretation services and written translation services. SBS plans to leverage the City's Volunteer Language Bank where appropriate. SBS will also communicate with other City Agencies as they implement their own Language Access Plans and create their own content in other languages.

SBS Program Staff, Reception Staff, SBS Customer Service Center Staff- Current Resources

SBS' Strategic Operations and Technology Units have launched the SBS Staff Foreign Language Locator Tool, to be available to all SBS staff on-site through SBS' intranet. This tool will allow all SBS staff to search for Agency resources by language skill and proficiency. As the volume of LEP customer inquiries increases, this tool will allow us to leverage existing staff for LEP support more economically and with greater precision. The SBS Foreign Language Locator Tool will serve as SBS' staff's internal language bank at SBS' offices.

Job Seeker Services- Current Resources

- The Workforce1 Career Centers, in partnership with NYSDOL and CUNY, implemented a Language Access Plan in 2007. This can be utilized as a point of reference.
- Workforce1 Career Center staff is already equipped with "I Speak" LEP language identification material to identify an LEP customer's preferred language and the Equal Employment Opportunity Notice of Rights are posted in each Center in Spanish and Chinese.
- The Workforce1 Career Centers staff already has access to phone interpretation services (via NYSDOL) using a service called Interpretalk, which is used across the Workforce1 Career Centers.
- The Workforce1 Career Centers each have a list of staff organized by language skills so that the Career Centers can leverage on-site staff to provide LEP support to customers.
- SBS will maintain the existing list of Workforce1 Career Center staff, with foreign language skills and contact information in a searchable database, creating a mechanism which will enable staff by so that staff will be able to search and locate other staff with appropriate foreign language skills to provide service required to SBS customers.
- The Workforce1 Career centers Customer Information Forms, which qualify as Essential Public Documents and are used by all Workforce1 Career Centers, are already translated into Spanish and Chinese.
- Each Workforce1 Career Center has a Strategic Operations Coordinator. This person is dedicated to supporting Career Center operations, and works closely with SBS' Workforce Development Division and SBS' Strategic Operations Unit to ensure redesigned processes, procedures and new technology are implemented smoothly at each location.
- SBS' implementation team will include the Strategic Operations Coordinators; ensuring that all redesigned customer service processes and procedures to support language access are integrated into Workforce1 Career Center operations.
- Each Workforce1 Career Center already has a designated On-site Language Access Coordinator. Among other duties, the On-site Language Access Coordinators will track

all LEP support requests on a daily basis and they produce Quarterly LEP Walk-in Service Request Tracking Reports to analyze the language needs of customers.

Business Services

The NYC Business Solutions Centers have existing resources and LEP supports in place that can be leveraged and integrated into SBS' Language Access Plan.

- The NYC Business Solutions staff has multilingual capabilities.
- SBS will maintain the existing list of NYC Business Solutions Center staff, with foreign language skills and contact information in a searchable database, which will enable staff by creating a mechanism so that staff will be able to search and locate other staff with appropriate foreign language skills to provide service required to SBS customers.
- NYC Business Solutions has several translated educational and informational materials that are already available in printed format or on the Agency's sub-site, in Spanish. The staff at the NYC Business Solutions Centers has already gone through the process of assessing documents for relevance and volume of document use.
- Customer Intake Form is already available in Spanish.

Planning

Quality assurance of services / materials provided in languages other than English will be more difficult to implement initially, without internal staff that speak / read / write all of the City's currently identified highest impact languages for SBS customers, with few additional resources forthcoming and without the feedback mechanisms in place to capture customer perspective. However, SBS plans to do the following to deliver quality services and monitor compliance with EO 120 from the beginning of its Language Access Plan implementation:

- Prepare the Agency and its staff / operations / materials thoroughly for implementation
- Hire professionals to translate the Agency's Essential Public Documents and Notices of Services Provided into the City's currently identified highest impact languages for SBS customers, after their conversion into plain English language
- Once the Agency's web strategy is implemented, design quick pop-up web surveys in each of the City's currently identified highest impact languages for SBS customers and ask customers for their feedback
- Deploy SBS service area staff to monitor walk-in facility compliance with processes and procedures to ensure adherence to the Agency's Language Access Plan
- Deploy internal Agency Strategic Operations Unit staff to monitor SBS staff compliance with processes and procedures to ensure adherence to Agency's Language Access Plan
- SBS will work with Mayor's Office of Operations to help implement a secret shopper program that will help us identify gaps in service delivery at our walk-in facilities and offices, enabling SBS to correct deficiencies; redesign processes where required, and reinforce communication of the Agency's commitment to language access and the citywide policy outlined in EO 120.

Appendix A

LEP Linguistic Profile of Areas Surrounding SBS Walk-In Facilities

All information in the following section is taken from the NYC Department of City Planning website / 2000 Census

NYC Business Solutions Centers

NYC Business Solutions, Bronx Center

The Bronx	Physical Address	# LEP	% LEP	Districts	% Self Employed
Home District	358 East 149th Street	26,258	34.70%	1	3.60%
Surrounding Districts		68,828	20.42%	1,2,3,4	2.68%

The overwhelming majority of LEP individuals speak Spanish (94.19%) at home with African Languages, French / Haitian Creole and Chinese each counting for less than 5% of the total LEP population.

NYC Business Solutions, Brooklyn Center

Brooklyn	Physical Address	# LEP	% LEP	Districts	% Self Employed
Home District	9 Bond Street	9,303	9.90%	2	6.40%
Surrounding Districts		72,749	17.35%	2,6,7,8	6.51%

The number one language spoken at home by LEP individuals is Spanish (61.84%) followed by Chinese (19.95%) and French / Haitian Creole (3.52%). Between the four districts, African Languages, Arabic, Gujarati, Hindi, Japanese, Korean, Polish, Russian, Yiddish, Vietnamese, Italian were also represented. However, they were not all represented in every district and each accounted for less than 2% of the total.

NYC Business Solutions, Lower Manhattan Center

Lower Manhattan	Physical Address	# LEP	% LEP	Districts	% Self Employed
Home District	79 John Street	3,691	11.20%	1	10.50%
Surrounding Districts		73,160	25.06%	1,2,3	9.54%

The number one language spoken at home by LEP individuals was Chinese (61.62%) followed by Spanish (26.01%). French / Haitian Creole, German, Hebrew, Italian, Japanese, Korean, Polish, Portuguese, Russian and Yiddish were all represented but not in every district and each represented less than 2% of the total.

NYC Business Solutions, Midtown Manhattan Center

Midtown Manhattan	Physical Address	# LEP	% LEP	Districts	% Self Employed
Home District	188 Madison Avenue	3,819	8.90%	5	10.00%
Surrounding Districts		24,335	9.09%	4,5,6	7.56%

The number one language spoken at home by LEP individuals is Spanish (41%) followed by Japanese (12%), Korean (5.26%) and French / Haitian Creole (4.63%). Several other languages were represented but not all were represented in each district. Each accounted for less than 2% of the total.

NYC Business Solutions, Upper Manhattan Center

Upper Manhattan	Physical Address	# LEP	% LEP	Districts	% Self Employed
Home District	215 West 125th Street	11,418	11.40%	10	5.53%
Surrounding Districts		69,225	20.57%	9,10,11	5.30%

83% of LEP individuals speak Spanish at home, followed distantly by French / Haitian Creole (5.49%). Italian, Japanese, Korean, and Tagalog were also represented but not in each district. Combined, these four languages represented less than 1.5% of the total languages spoken by LEP individuals.

NYC Business Solutions, Queens Center

Queens	Physical Address	# LEP	% LEP	Districts	% Self Employed
Home District	168-46 91st Avenue	23,152	11.10%	12	3.40%
Surrounding Districts		111,440	15.74%	8,9,12,13	3.86%

The most spoken languages in the areas surrounding the Queens Business Solutions Center are Spanish (44.10%) followed by French / Haitian Creole (11.46%) and Chinese (9.15%). Over sixteen other languages were represented in the four districts.

NYC Business Solutions, Staten Island Center (currently not operating)

Staten Island	Physical Address	# LEP	% LEP	Districts	% Self Employed
All Districts	TBD	40,183	9.08%	1,2,3	3.92%

LEP individuals most commonly speak Spanish (34.45%) at home in Staten Island. Spanish is distantly followed by Italian (12.86%), French / Haitian Creole (5.96%), and Chinese (4.88%). Twelve other languages were represented in the three districts.

Workforce1 Career Centers

All information in the following section is taken from the NYC Department of City Planning website / 2000 Census

Bronx Workforce1 Career Centers – the Hub & Hunts Point

The Bronx	Physical Address	# LEP	% LEP of total population	Districts	% Unemployed of total population
The Hub	358 East 149th Street	26,258	34.70%	1	23.5%
Hunt's Points	1029 East 163 rd Street	16,091	25.90%	3	23.8%
Surrounding Districts		68,828	20.42%	1,2,3,4	

The overwhelming majority of LEP individuals speak Spanish (94.19%) at home with African Languages, French, /, Haitian Creole and Chinese each counting for less than 5% of the total.

Brooklyn Workforce1 Career Center

Brooklyn	Physical Address	# LEP	% LEP of total population	Districts	% Unemployed of total population
Home District	9 Bond Street	9,303	9.90%	2	10.6%
Surrounding Districts		72,749	17.35%	2,6,7,8	

The number one language spoken at home by LEP individuals is Spanish (61.84%) followed by Chinese (19.95%) and French / Haitian Creole (3.52%).

Between the four districts, African Languages, Arabic, Gujarati, Hindi, Japanese, Korean, Polish, Russian, Yiddish, Vietnamese, Italian and Japanese were all represented but not in every district and each accounted for less than 2% of the total.

Upper Manhattan Workforce1 Career Center

Upper Manhattan	Physical Address	# LEP	% LEP of total population	Districts	% Unemployed of total population
Home District	215 West 125th Street	11,418	11.40%	10	18.4%
Surrounding Districts		69,225	20.57%	9,10,11	

With 83% of the total of languages spoken at home by LEP individuals, Spanish is the single most frequently spoken language, followed distantly by French / Haitian Creole (5.49%). Italian, Japanese, Korean, and Tagalog were also represented but not in each district. Combined, these four languages represented less than 1.5% of the total languages spoken by LEP individuals.

Queens Workforce1 Career Center - Jamaica

Queens	Physical Address	# LEP	% LEP of total population	Districts	% Unemployed of total population
Home District	168-46 91st Avenue	23,152	11.10%	12	10.8%
Surrounding Districts		111,440	15.74%	8,9,12,13	

The most spoken languages in the area surrounding the Queens Workforce1 Career Center is Spanish (44.10%) followed by French / Haitian Creole (11.46%) and Chinese (9.15%). Over sixteen other languages are represented in the four districts.

LaGuardia Workforce1 Career Center – Long Island City

Queens	Physical Address	# LEP	% LEP of total population	Districts	% of total population Unemployed
Home District	29-10 Thompson Avenue	23,152	11.10%	1	7.8%
Surrounding Districts		40,183	36.95%	1,2,3	

The language most frequently spoken by LEP individuals in the area around the LaGuardia Workforce1 Center in Long Island City is Spanish (57.64%) followed distantly by Chinese (7.48%). There are twenty other languages represented in this area as well but each one accounts for less than 5% of the total.

Staten Island Workforce1 Career Center

Staten Island	Physical Address	# LEP	% LEP of total population	Districts	% of total population unemployed
Home District	60 Bay Street	17,270	11.50%	1	8.2%
Surrounding Districts		40,183	9.08%	1,2,3	

LEP individuals most commonly speak Spanish (34.45%) at home in Staten Island. Spanish is distantly followed by Italian (12.86%), French / Haitian Creole (5.96%), and Chinese (4.88%). Twelve other languages are represented in the three districts.

Appendix B Language Access Data Specific to SBS

Workforce1 Career Center Quarterly LEP Walk-In Facilities Service Request Tracking Reports

Data as reported by seven Workforce1 Career Centers and NYSDOL locations

January – March 2008

Workforce1 Career Center	Language Totals							
	Spanish	Chinese	French	Haitian Creole	Russian	Korean	Other	Totals
The Bronx	541	2	1	0	0	0	2	546
Brooklyn	8	2	7	3	1	0	4	25
Queens	13	1	0	0	0	0	1	15
LaGuardia	54	0	0	0	0	2	11	67
Upper Manhattan	647	16	0	1	0	1	0	665
Staten Island	22	9	0	0	6	0	25	62
Varick Street	116	37	0	2	2	1	0	158
Schermerhorn Street	704	274	45	65	90	0	40	1,218
Hylan Boulevard	54	22	0	0	6	1	33	116
Flushing	412	413	0	0	0	68	5	898
Total:	2,571	776	53	71	105	73	121	3,770

By far the most common second language spoken by customers is Spanish, (2,571) followed by Chinese (776), Other (121), Russian (105), Korean (73), Haitian Creole (71), and French (53). In addition, a number of Centers mentioned Arabic speaking LEP individuals are coming through the Centers. At times Language Access Coordinators found this language hard to address with the resources available.

April – June 2008

Workforce1 Career Center	Language Totals							Totals
	Spanish	Chinese	French	Haitian Creole	Russian	Korean	Other	
The Bronx	171	0	8	3	0	0	4	186
Brooklyn	23	27	1	3	4	0	4	62
Queens	36	2	0	1	0	0	3	42
LaGuardia	99	0	0	0	1	2	13	115
Upper Manhattan	915	3	0	3	0	0	0	921
Staten Island	18	9	0	0	8	4	13	52
Varick Street.	90	45	0	0	0	0	5	140
Schermerhorn	788	294	63	44	130	2	6	1,327
Hylan Boulevard	43	21	0	0	6	1	25	96
Flushing	675	436	1	0	1	67	4	1,184
Total:	2,858	837	73	54	150	76	77	4,125

By far the most common second language spoken by customers is Spanish, (2,858) followed by Chinese (837), Russian (150), Korean (76), Other (77), French (73), and Haitian Creole (54).

July-September 2008

Workforce1 Career Center	Language Totals							Totals
	Spanish	Chinese	French	Haitian Creole	Russian	Korean	Other	
The Bronx	143	0	4	6	0	0	4	157
Brooklyn	32	39	6	6	5	0	0	88
Queens	14	2	0	0	0	0	1	17
LaGuardia	69	1	0	0	0	1	13	84
Upper Manhattan	402	1	1	1	0	0	0	405
Staten Island	22	12	1	1	8	0	20	64
Varick Street	378	217	3	4	7	7	7	623
Schermerhorn	1,085	434	64	72	158	14	5	1,832
Hylan Boulevard	45	38	0	0	9	3	11	106
Flushing	490	478	0	0	0	67	3	1038
Total:	2,680	1,222	79	90	187	92	64	4,414

By far the most common second language spoken by customers is Spanish (2,680) followed by, Chinese (1,222), Russian (187), Korean (92), Haitian Creole (90), French (79), and Other (64). In addition, a number of Centers mentioned Arabic speaking LEP individuals are coming through the Centers. At times Language Access Coordinators found this language hard to address with the resources available.

NYC Business Solutions Language Access Survey Results

All data from surveys conducted by NYC Business Solution Center Staff from October 6, 2008 through October 10th, 2008

Total Number of Surveys Collected

The Bronx	Brooklyn	Lower Manhattan	Upper Manhattan	Queens	Total
9	38	57	11	21	126

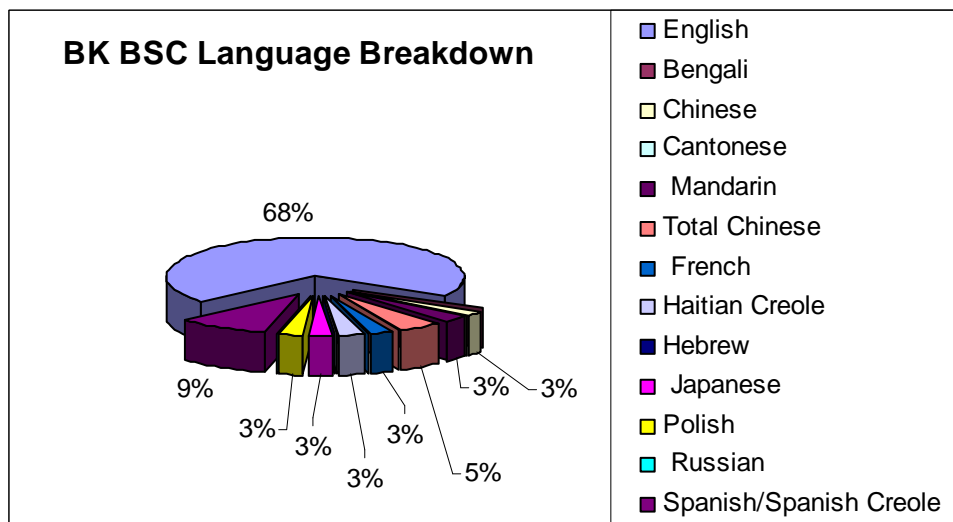
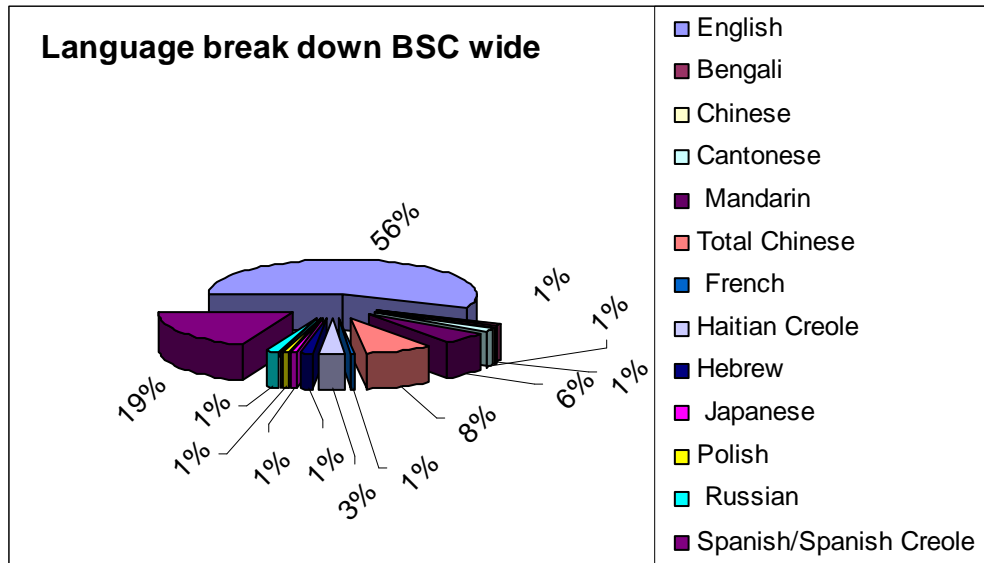
Language Tally from Surveys Collected

Language Preferences	Upper Manhattan	Lower Manhattan	Bronx	Brooklyn	Queens	Total
English	9	32	6	27	3	77
Bengali	0	0	0	0	1	1
Chinese	0	0	0	1	0	1
Cantonese	0	1	1	0	0	2
Mandarin	0	3	0	1	4	8
Total Chinese	0	4	1	2	4	11
French	0	0	1	0	0	1
Haitian Creole	0	0	1	1	2	4
Hebrew	0	2	0	0	0	2
Japanese	0	0	0	1	0	1
Polish	0	0	0	1	0	1
Russian	0	0	0	0	2	2
Spanish / Spanish Creole	2	15	0	4	5	26
Total	11	53	9	36	17	126

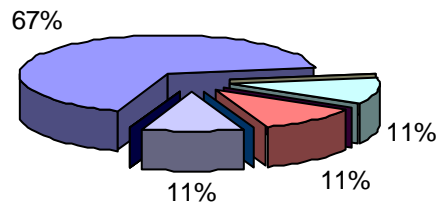
Summary

- English is the most requested language
 - Spanish was most requested LEP language
 - Chinese was the second most requested LEP language but not requested at all in Upper Manhattan and only requested once in Brooklyn and once in the Bronx
 - When asked what supports they would prefer to have in a language other than English, respondents checked all of the options the majority of the time:
 - On-site staff with multilingual capabilities
 - Printed education materials, informational materials
 - Application forms
 - Courses / seminars / services delivered in languages other than English
- Multilingual staff was the most requested LEP support but by a very small margin.

Charts Showing NYC Business Solutions Centers Language Survey Data

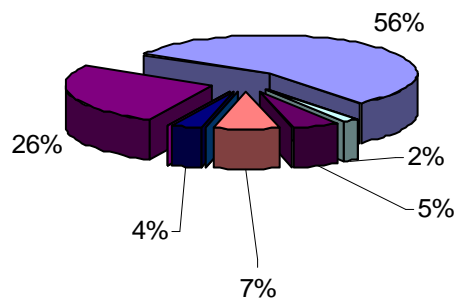


BX BSC Language Breakdown



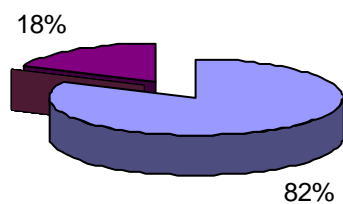
- English
- Bengali
- Chinese
- Cantonese
- Mandarin
- Total Chinese
- French
- Haitian Creole
- Hebrew
- Japanese
- Polish
- Russian
- Spanish/Spanish Creole

LM BSC Language Break Down

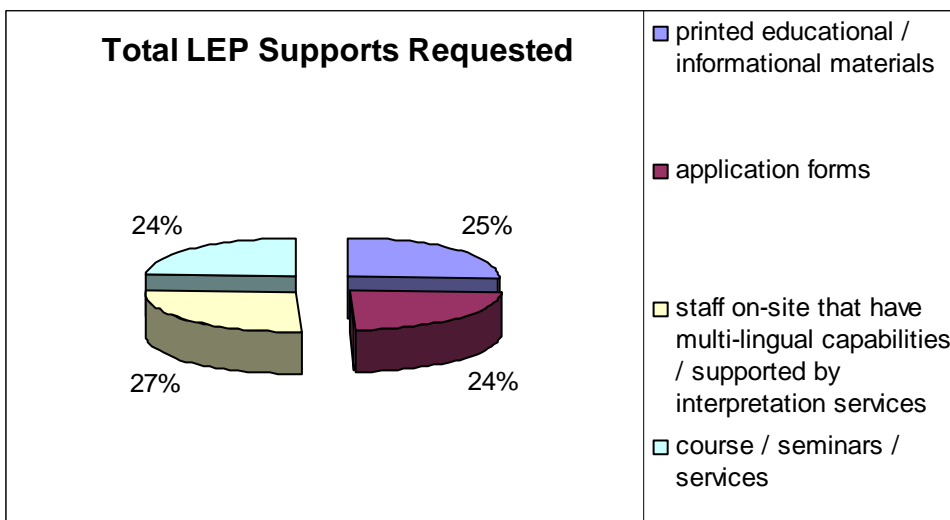
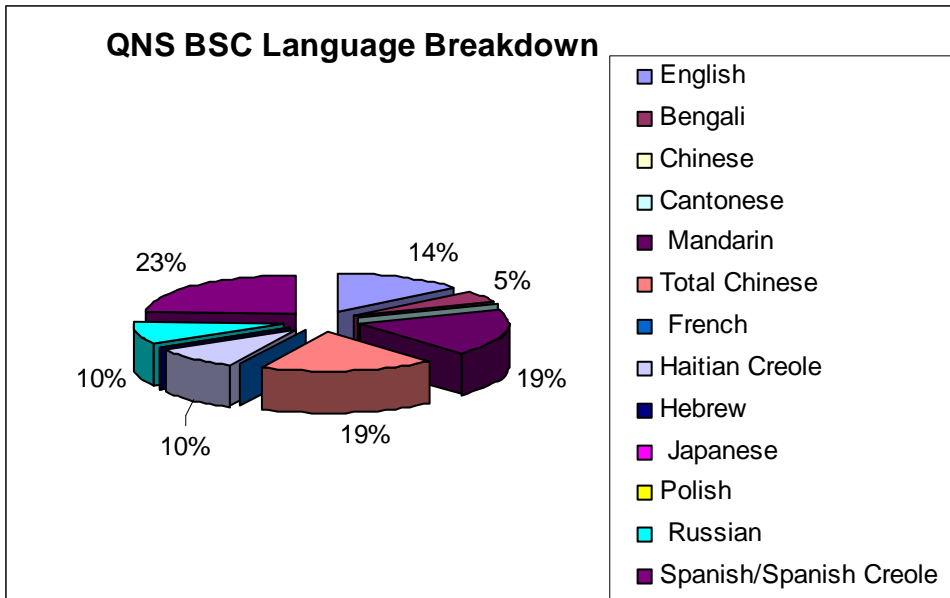


- English
- Bengali
- Chinese
- Cantonese
- Mandarin
- Total Chinese
- French
- Haitian Creole
- Hebrew
- Japanese
- Polish
- Russian
- Spanish/Spanish Creole

UM BSC Language Break down

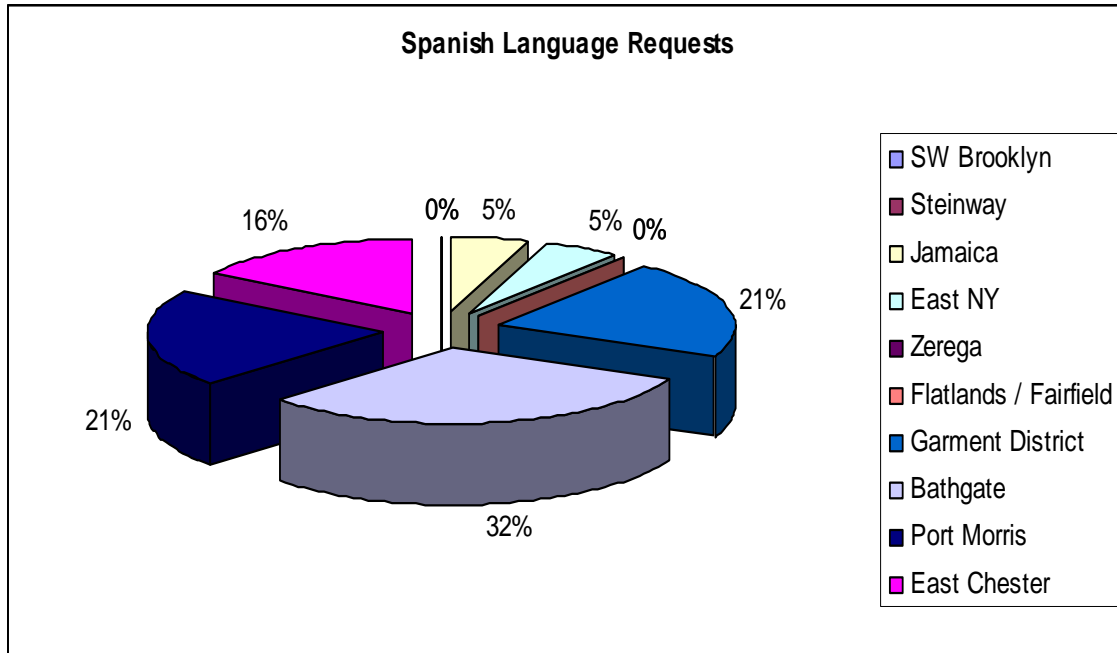


- English
- Bengali
- Chinese
- Cantonese
- Mandarin
- Total Chinese
- French
- Haitian Creole
- Hebrew
- Japanese
- Polish
- Russian
- Spanish/Spanish Creole

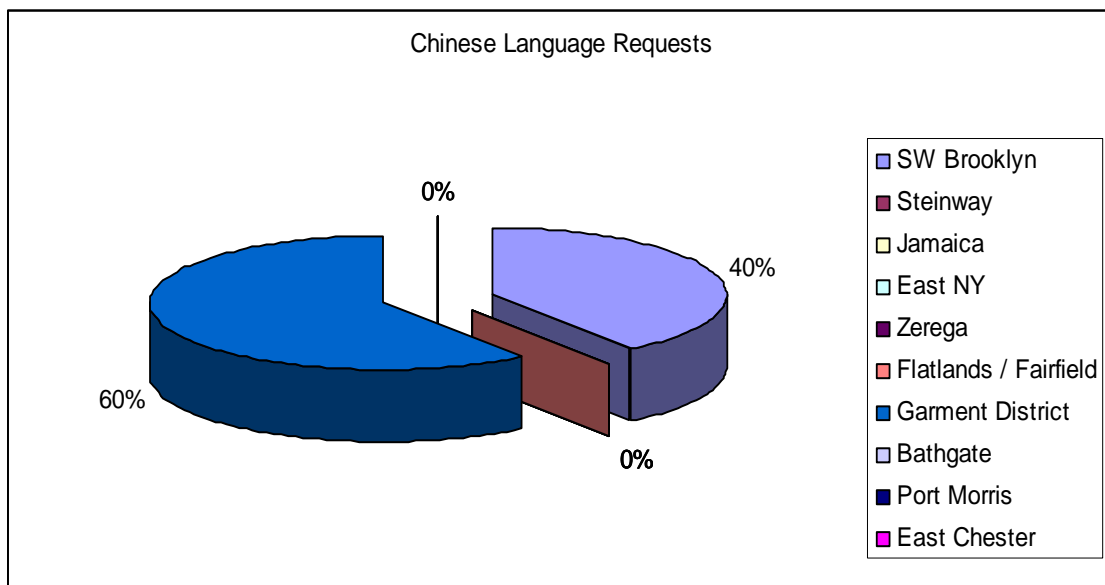


NYC Industrial / Manufacturing Business Solutions (IMB) Language Access Survey Results

Across all IMB locations, a total of 66 surveys were collected from IMB customers evaluating their language preferences and desire for specific LEP supports. The most requested languages, besides English (29 requests), were Spanish (19 requests) and Chinese (all types; Mandarin, Cantonese, Chinese - 10 requests). Other languages requested at least once include Greek, Hebrew, Haitian Creole, Polish, Portuguese, Russian and Vietnamese.



Spanish was requested in multiple locations but most frequently in Port Morris, Bathgate and the Garment District.



Chinese (all types) was requested in Southwest Brooklyn and the Garment District.

LEP supports requested were relatively evenly split, with Chinese speakers requesting all services equally and Spanish speakers choosing courses / seminars and printed educational and informational materials over the other two supports, but by a small margin.

	Printed Educational / Informational Materials	Application Forms	Staff On-Site With Multi- Lingual Capabilities / Supported By Interpretation Services	Courses / Seminars / Services
Haitian Creole	1	0	1	0
Greek	1	1	1	0
Hebrew	0	0	2	0
Polish	1	1	1	0
Portuguese / Portuguese Creole	1	1	1	1
Russian	1	1	1	1
Vietnamese	1	1	1	1

The requests for LEP supports in languages other than Spanish or Chinese are summarized in the table, above.

Appendix C

Primary Documents for Initial LAP Phase

Essential Public Documents	Printed Document	Downloadable	Available on Web	Other Languages	Service Areas
Customer Information Form	Yes	On the Worksource1 Library	On ACCESS NYC website	Spanish, Chinese	Workforce1 Career Centers, Transportation Sector Center, NYC Business Solutions
EEO Notice of Rights	Yes	Only on SBS intranet	No	Spanish	Workforce1 Career Centers, Transportation Sector Center
Notice of Programmatic Grievance Procedure	Yes	Only on SBS intranet	No	No	Workforce1 Career Centers
Transportation Center Customer Information Form	Yes	Only on SBS intranet	No	Spanish	Transportation Sector Center
Employment Enrollment Form	Yes	No	No	No	Workforce1 Career Centers
Standard Intake Form	Yes	No	No	Spanish	NYC Business Solutions-MWBE
Financing Customer Assessment Form	Yes	No	No	No	NYC Business Solutions
EBE Overview flyer/ Notice of Service	Yes	No	Yes	No	NYC Business Solutions
EBE Application	Yes	Yes	No	No	NYC Business Solutions-MWBE
M / WBE Certification Application	Yes	Yes	No	Spanish	NYC Business Solutions-MWBE
M / WBE Re-Certification Application	Yes	Yes	No	No	NYC Business Solutions-MWBE
Selling to the Government Overview	Yes	Yes	Yes	No	NYC Business Solutions-PTAC
Avenue NYC Application	Yes	Fall / Spring	No	No	NYC Business Solutions-Avenue NYC
Avenue NYC Information Sheet	Yes	Fall / Spring	No	No	NYC Business Solutions-Avenue NYC
NYC Clean Streets Application	Yes	Future Rounds Unfunded	No	No	NYC Business Solutions-NYC Clean Streets