

Addendum: Reporting questions for Local Law 73
 (Refer to §8-1007 and §8-1008 d. of the Administrative Code)

***Note: This section applies only to those agencies covered under Local Law 73: ACS, DHS/HRA, DOHMH.**

1 - Record the number of LEP individuals served during Calendar Year 2020, 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>)	2020 Language Services instances (<i>number</i>)
All (See chart below for requests divided by language)	n/a	In-Person Interpretation	8,533
All (See chart below for requests divided by language)	n/a	Telephonic Interpretation	96,526
All	n/a	Written Translation	400

2 - Record the number of bilingual and interpreter personnel employed by the agency, broken down by language translated or interpreted. *[Add rows as needed]*

ACS does not hire interpreters on staff, and instead uses contracted services to provide interpretation.

Language	Number of Staff
N/A	N/A

3 – How does the agency assess whether primary language determinations are properly recorded?

If an incorrect language is initially identified for the client, the contract interpretation service notifies ACS staff and assists in correcting it.

4 – How does the agency assess whether documents are translated accurately and disseminated properly?

ACS ensures that translation services meet the highest quality by working with the Department of Citywide Administrative Services (DCAS) to contract with qualified vendors. In order to ensure translations and interpretations are consistent and accurate, ACS developed Translation Style Guide and Glossary for the agency, which includes 150 commonly used ACS terms

Primary Language of individuals Involved in SCR Reports , CY20

Includes children, subjects, and other family members who had no role in the SCR report.

A persons may be counted more than once with were involved in more than one SCR intake during the year

Language	Persons in SCR Intakes CY20	
	#	%
English	163,622	86.95%
Spanish	15,760	8.37%
Unknown	3,451	1.83%
Mandarin	1,011	0.54%
Multiple Languages	981	0.52%
Bengali	748	0.40%
Arabic	528	0.28%
Russian	420	0.22%
Creole	330	0.18%
Cantonese	221	0.12%
French	173	0.09%
Chinese	153	0.08%
Urdu	142	0.08%
Amer Sign	93	0.05%
Punjabi	79	0.04%
Korean	77	0.04%
Polish	55	0.03%
Hindu	36	0.02%
Yiddish	36	0.02%
Fujanese	35	0.02%
Vietnamese	30	0.02%
Albanian	24	0.01%
Hebrew	23	0.01%
Fulani	22	0.01%
Portuguese	17	0.01%
Romanian	17	0.01%
Japanese	13	0.01%
Ethiopian	12	0.01%
Czech	10	0.01%
Italian	10	0.01%
Nigerianlbo	9	0.00%
Nat Am Lan	7	0.00%
SerboCroat	7	0.00%

Tagalog	6	0.00%
German	5	0.00%
Greek	5	0.00%
Farsi	4	0.00%
Filipino	4	0.00%
Cambodian	3	0.00%
Braille	2	0.00%
Gukarati	2	0.00%
Bosnian	1	0.00%
Khmer	0	0.00%
TOTAL	188,184	100%

ACS Telephonic Interpretation Requests, CY20

Language	Total Number of Calls
SPANISH	75835
MANDARIN	6172
BENGALI	3374
RUSSIAN	2043
HAITIAN CREOLE	1373
ARABIC	1290
CANTONESE	1080
UZBEK	999
FRENCH	676
URDU	497
PUNJABI	497
POLISH	232
KOREAN	232
ALBANIAN	157
NEPALI	148
FUZHOU	128
VIETNAMESE	112
HUNGARIAN	94
FULANI	88
WOLOF	84
JAPANESE	82
HINDI	68
PORTUGUESE	67
HEBREW	64
SONINKE	62
GEORGIAN	60
BAMBARA	59
SWAHILI	55
TIBETAN	52
BURMESE	51
SYLHETI	42

FARSI	41
MIXTECO	41
TAGALOG	40
TURKISH	40
UKRAINIAN	35
PASHTO	35
AKAN	30
Yemeni Arabic	26
THAI	26
YIDDISH	26
YORUBA	25
TOISHANESE	25
K'ICHE	25
GREEK	24
SOMALI	23
MOROCCAN	
ARABIC	23
ITALIAN	22
ROMANIAN	18
GUJARATI	16
MANDINGO	15
BULGARIAN	13
MANDINKA	13
FUKIENESE	12
AMHARIC	11
INDONESIAN	9
SINHALESE	8
SUDANESE ARABIC	8
HAUSA	8
Portuguese Br.	7
GERMAN	7
TAMIL	7
KICHE	7
YEMENI ARABIC	6
SERBIAN	6
MALAYALAM	5
TELUGU	5
DIULA	4
DARI	4
MAM	3
MAAY	3
LUGANDA	3
LINGALA	3
CZECH	3
LAOTIAN	3

DUTCH	3
TAJIK	3
RUNDI	2
HMONG	2
IGBO	2
CAMBODIAN	2
MONGOLIAN	2
BOSNIAN	2
GHEG	2
KURMANJI	2
KRIO	2
AZERBAIJAINI	1
GA	1
SAMOAN	1
LATVIAN	1
TEST	1
MALAY	1
SLOVAK	1
CROATIAN	1
BAHASA	1
PORTUGUESE	1
BRAZ	1
TAIWANESE	1
OROMO	1
MIEN	1
ARMENIAN	1
QUICHUA	1

**Total Number of
Calls in 2020** **96,526**

ACS In-Person and Video-Remote Interpretation Requests, CY20

Grand Total	8533
Language	Grand Total
Albanian	16
American Sign Language	1688
Amharic	0
Arabic	83

Armenian	0
Bambara	1
Bangla / Bengali	423
Bini	0
Bosnian	0
Bulgarian	0
Burmese	7
Cantonese / Chinese	124
CDI	0
Creole Patois / Pidgeon	0
Czech	0
Dagaari Dioula	0
Dari	0
Deaf Blind: Tactile	0
Dutch	0
Edo	0
Egyptian Arabic	1
Ewe	0
Farsi	0
Fijian	0
French	150
Fuchanese	0
Fujianese	0
Fukinese	0
Fulani	2
Fuzhou / Min Dong Chinese	20
Georgian	2
German	0
Greek	0
Creole / Haitian	61
Hebrew	5
Hindi	5
Housa	1
Hungarian	0
Igbo	0
Ilocano	0
Bahasa Indonesian / Indonesian	0
Iranian Persian	0
Italian	9
Japanese	10
Judeo-Yemeni Arabic	18
Kashmiri	0

Khmer	0
K'iche	3
Korean	25
Krio	0
Macedonian	0
Malayalam	1
Malinke	0
Chinese Mandarin / Mandarin Chinese	373
Malinke / Mandingo	46
Mayan Languages	0
Min Dong Chinese	0
Mixtepec Mixtec	2
Modern Greek (1453-)	0
Morrocan Arabic	0
Mossi	0
Nepali	2
Pashto / Pushto	0
Persian	0
Polish	10
Portuguese	2
Pular / Poulah / Fulah	0
Punjabi / Panjabi	16
Quechua / Kichwa	4
Romanian	0
Russian	130
Serb-Croatian	0
Serbian	0
Sinhalese	0
Soninke	14
Southern Sotho	0
Spanish	5158
Sudhanese Arabic	3
Swahili	0
Swedish	0
Sylhetti	9
Tagalog	15
Taishanese	0
Taiwanese	0
Tajik	1
Tamil	0
Telegu	0
Thai	2

Tibetan	5
Tigrinya	0
Toishanese	0
Turkish	2
Twi	5
Ukranian	0
Urdu	31
Uzbek	36
Vietnamese	9
Wenzhou	0
Ouolof / Wolof	2
Wu Chinese	0
Yiddish	1
Yoruba	0
Zarma	0
TOTAL	8533