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 2021, 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 [HRA only]	Type of assistance required *(translation; telephonic interpretation; onsite interpretation)*	2020 Language Services instances *(number)*
All (See chart below for requests divided by language)	n/a	In-Person Interpretation	81,503
All (See chart below for requests divided by language)	n/a	Telephonic Interpretation	103,300
All	n/a	Written Translation	243

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	

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 Persons* Involved in SCR Reports , CY21

Language	Total Persons	
	#	%
Albanian	28	0.01%
Amer Sign	114	0.06%
Arabic	537	0.28%
Bengali	715	0.37%
Bosnian	3	0.00%
Cambodian	2	0.00%
Cantonese	201	0.10%
Chinese	156	0.08%
Creole	308	0.16%
Czech	2	0.00%
English	167,683	87.56%
Ethiopian	21	0.01%

Farsi	10	0.01%
Filipino	8	0.00%
French	145	0.08%
Fujanese	35	0.02%
Fulani	35	0.02%
Greek	15	0.01%
Gukarati	6	0.00%
Hebrew	19	0.01%
Hindu	23	0.01%
Italian	8	0.00%
Japanese	17	0.01%
Khmer	4	0.00%
Korean	52	0.03%
Mandarin	933	0.49%
Multiple	1,166	0.61%
Nat Am Lan	7	0.00%
NigerianIbo	10	0.01%
Polish	38	0.02%
Portuguese	12	0.01%
Punjabi	59	0.03%
Romanian	20	0.01%
Russian	388	0.20%
SerboCroat	8	0.00%
Spanish	15,748	8.22%
Tagalog	7	0.00%
Unknown	2,757	1.44%
Urdu	147	0.08%
Vietnamese	18	0.01%
Yiddish	42	0.02%
Total	**191,507**	**100%**

[*] Includes languages of children, subjects, and other family members who had no role in the SCR report.

Data Source: Connections as of 01/05/2022.
Prepared by Report Development and Analysis Unit/ORA/DPPM

ACS Telephonic Interpretation Requests, CY 21

Language	Total Number of Calls
SPANISH	79612
MANDARIN	6248
BENGALI	4481
RUSSIAN	2263
ARABIC	1985
HAITIAN CREOLE	1537

CANTONESE	1252
UZBEK	1178
FRENCH	636
PUNJABI	516
URDU	508
KOREAN	303
POLISH	279
ALBANIAN	168
PORTUGUESE	150
WOLOF	140
NEPALI	129
FUZHOU	119
HUNGARIAN	106
THAI	100
VIETNAMESE	86
YEMENI ARABIC	78
HINDI	77
SYLHETI	76
GEORGIAN	73
BURMESE	68
PORTUGUESE BRAZ	65
JAPANESE	63
AKAN	60
PASHTO	60
TURKISH	59
FULANI	57
HEBREW	41
TIBETAN	41
BAMBARA	40
K'ICHE	36
GREEK	35
SONINKE	35
DARI	33
SWAHILI	29
UKRAINIAN	29
MIXTECO	28
TOISHANESE	28
FARSI	27
GUJARATI	26
ITALIAN	25
LITHUANIAN	25

YORUBA	25
MANDINKA	24
YIDDISH	22
HAUSA	19
MOROCCAN ARABIC	18
ROMANIAN	18
SOMALI	16
SERBIAN	15
TAGALOG	13
SINHALA	10
GERMAN	9
INDONESIAN	9
BOSNIAN	8
TAJIK	8
FUKIENESE	7
GHEG	6
HMONG	5
IGBO	5
EWE	4
MALAYALAM	4
RUNDI	4
SUDANESE ARABIC	4
BULGARIAN	3
ILOCANO	3
KHMER	3
CAMBODIAN	2
JULA	2
LINGALA	2
MACEDONIAN	2
MAM	2
PULAAR	2
SLOVAK	2
AMHARIC	1
CHIN HAKHA	1
CHUUKESE	1
DUTCH	1
ENGLISH	1
FINNISH	1
KAYAH	1
LAOTIAN	1
MAAY	1

MANDINGO	1
QUICHUA	1
SHANGHAINESE	1
TAMIL	1
TONGAN	1
Total Number of Calls 2021	**103300**

ACS In-Person and Video-Remote Interpretation Requests, CY21

Grand Total	**81503**
Language	**Grand Total**
Spanish	61521
Chinese Mandarin / Mandarin Chinese	4915
Bangla / Bengali	3874
Russian	1865
Arabic	1483
Cantonese / Chinese	1180
Creole / Haitian	1137
French	801
Urdu	614
Uzbek	503
Punjabi / Panjabi	387
Korean	254
Malinke / Mandingo	183
Yiddish	182
Albanian	172

Judeo-Yemeni Arabic	159
Polish	155
Bambara	134
Soninke	124
Fuzhou / Min Dong Chinese	118
Portuguese	115
Yoruba	109
CDI	74
Italian	74
Pular / Poulah / Fulah	70
Hindi	66
Vietnamese	66
Tibetan	61
Japanese	60
Sylhetti	59
Farsi	55
Tajik	55
Nepali	54
Turkish	52
Romanian	44
Pashto / Pushto	43
Fulani	42
Twi	41
Hebrew	38
Modern Greek (1453-)	31
Tagalog	31
Armenian	28
Burmese	28
Ouolof / Wolof	27
Fuchanese	26
Mixtepec Mixtec	25
Malinke	24
Georgian	23
Telegu	23
Greek	20
German	16
Zarma	16
Amharic	13
Egyptian Arabic	13
Thai	13

Wu Chinese	13
Bahasa Indonesian / Indonesian	11
Quechua	11
Lithuanian	10
Min Dong Chinese	10
Creole Patois / Pidgeon	9
Dagaari Dioula	9
Ki'che	9
Sinhalese	9
Bosnian	8
Hungarian	8
Ukranian	8
Housa	7
Mossi	7
Morrocan Arabic	6
Kichwa(Quechuan)	5
Serbian	5
Southern Sotho	5
Sudhanese Arabic	5
Swedish	5
Bini	4
Fujianese	4
Swahili	4
Bulgarian	3
Ewe	3
Iranian Persian	3
Serb-Croation	3
Dari	2
Igbo	2
Khmer	2
Malayalam	2
Taiwanese	2
Ashanti / Akan	1
Azerbajani	1
Czech	1
Dutch	1
Fijian	1
Gujarati	1
Kashmiri	1
Krio	1
Macedonian	1

Mandinka	1
Mayan Languages	1
Persian	1
Wenzhou	1