

## 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 2022, 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> )	2022 Language Services instances ( <i>number</i> )
All (See chart below for requests divided by language)	n/a	In-Person and VRI Interpretation	10,716
All (See chart below for requests divided by language)	n/a	Telephonic Interpretation	106,412
All (See chart below for requests divided by language)	n/a	Written Translation	847

**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; however, the below chart reflects the number of ACS employees who were certified bilingual in CY22 (as compared to CY21) and able to provide direct language access services in the languages in which they were certified.*

<u>Language</u>	<u>Number of staff certified</u>
<b>Spanish</b>	<b>79</b>
<b>Croatian</b>	<b>1</b>
<b>Bengali</b>	<b>1</b>
<b>Urdu</b>	<b>2</b>

<b>Haitian</b>	<b>6</b>
<b>French</b>	<b>4</b>
<b>Polish</b>	<b>1</b>
<b>Russian</b>	<b>5</b>
<b>Mandarin Chinese</b>	<b>2</b>
<b>Turkish</b>	<b>1</b>
<b>Portuguese</b>	<b>2</b>
<b>Korean</b>	<b>1</b>
<b>Albanian</b>	<b>1</b>
<b>Punjabi</b>	<b>1</b>
<b>Hindi</b>	<b>1</b>
<b>Total:</b>	<b>108</b>

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

Primary language is identified and recorded in Connections records; however, if an incorrect language is initially identified for the client, the contract interpretation service notifies ACS staff and assists in correcting it in ACS records.

**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. ACS periodically uses a third party reviewer to test the quality of a translation, and documents any feedback or complaints about the quality of a translation and submits the document for corrections as needed.

Charts with data for Q.1

**VRI ACS Language Access Requests CY22 - Accurate**

<b>Grand Total</b>	<b>8423</b>
<b>Language</b>	<b>Grand Total</b>
American Sign Language	829
Arabic	182
Bambara	21
Bangla / Bengali	272
Burmese	51
Cantonese / Chinese	84
CDI / Deaf Interpreter	156
Dari	27
Ewe	1
Farsi	15
French	100
Fuzhou / Min Dong Chinese	22
Garifuna	4
Georgian	1
German	1
Creole / Haitian	161
Hebrew	1
Hindi	9
Housa	2
Hungarian	5
Japanese	6
Judeo-Yemeni Arabic	16
Khmer	4
K'iche'	3
Korean	16
Malinke	1
Chinese Mandarin / Mandarin Chinese/ Yue Chinese	554
Malinke / Mandingo	10
Mixtepec Mixtec	9
Nepali	5
Polish	13
Portuguese	30
Pular / Poulah / Fulah	21
Punjabi / Panjabi	49

Russian	188
Serbian	1
Soninke	13
Spanish	5157
Sudhanese Arabic	10
Sylhetti	1
Taiwanese	1
Tajik	28
Thai	37
Tibetan	63
Turkish	6
Ukranian	3
Urdu	95
Uzbek	44
Vietnamese	15
Ouolof / Wolof	5
Zarma	75

**In-Person ACS Language Access Requests CY22 - Accurate**

<b>Grand Total</b>	<b>2293</b>
<b>Language</b>	<b>Grand Total</b>
American Sign Language	196
Arabic	12
Bangla / Bengali	85
Cantonese / Chinese	21
French	57
Fuzhou / Min Dong Chinese	1
Garifuna	1
Creole / Haitian	72
Hindi	181
Bahasa Indonesian / Indonesian	1
Chinese Mandarin / Mandarin Chinese	47
Malinke / Mandingo	4
Min Dong Chinese	1
Nepali	3
Polish	2
Romanian	1
Russian	30
Soninke	2
Sousou / Susu	1
Spanish	1547
Sudhanese Arabic	6
Tajik	2
Tibetan	2
Turkish	1
Urdu	5
Uzbek	10
Zarma	2

**Telephonic Language Access****Requests, CY22 – Language Line**

<b>Grand Total:</b>	<b>106412</b>
SPANISH	<b>84113</b>
MANDARIN	<b>5861</b>
BENGALI	<b>3778</b>
RUSSIAN	<b>2301</b>
HAITIAN CREOLE	<b>1484</b>
ARABIC	<b>1651</b>
CANTONESE	<b>1165</b>
UZBEK	<b>1139</b>
FRENCH	<b>715</b>
URDU	<b>638</b>
PUNJABI	<b>307</b>
POLISH	<b>223</b>
KOREAN	<b>244</b>
NEPALI	<b>192</b>
WOLOF	<b>153</b>
TURKISH	<b>168</b>
HINDI	<b>111</b>
ALBANIAN	<b>116</b>
FUZHOU	<b>115</b>
DARI	<b>180</b>
PORTUGUESE	<b>134</b>
UKRAINIAN	<b>78</b>
FULANI	<b>75</b>
SYLHETI	<b>106</b>
VIETNAMESE	<b>75</b>
HUNGARIAN	<b>61</b>
YEMENI ARABIC	<b>95</b>
AKAN	<b>81</b>
GUJARATI	<b>50</b>
JAPANESE	<b>75</b>
PASHTO	<b>61</b>
ROMANIAN	<b>46</b>
TOISHANESE	<b>44</b>
SUDANESE ARABIC	<b>39</b>
ITALIAN	<b>40</b>
THAI	<b>49</b>
FARSI	<b>35</b>
HEBREW	<b>30</b>
SONINKE	<b>47</b>
TAMIL	<b>23</b>
GEORGIAN	<b>35</b>
MIXTECO	<b>26</b>
BURMESE	<b>155</b>

TAGALOG	<b>19</b>
BAMBARA	<b>28</b>
TIBETAN	<b>23</b>
FUKIENESE	<b>14</b>
GREEK	<b>24</b>
INDONESIAN	<b>14</b>
LINGALA	<b>11</b>
SERBIAN	<b>11</b>
YORUBA	<b>11</b>
MANDINKA	<b>13</b>
AMHARIC	<b>9</b>
MAM	<b>9</b>
SWAHILI	<b>9</b>
TAJIK	<b>6</b>
MOROCCAN ARABIC	<b>6</b>
PORTUGUESE BRAZILIAN	<b>6</b>
SOMALI	<b>7</b>
MALAY	<b>4</b>
BULGARIAN	<b>4</b>
EWE	<b>4</b>
DUTCH	<b>3</b>
GERMAN	<b>3</b>
HAUSA	<b>3</b>
HMONG	<b>4</b>
KHMER	<b>3</b>
KICHE	<b>3</b>
SLOVAK	<b>3</b>
TELUGU	<b>3</b>
TONGAN	<b>3</b>
YIDDISH	<b>3</b>
RUNDI	<b>2</b>
OROMO	<b>2</b>
KAREN	<b>3</b>
IGBO	<b>2</b>
DINKA	<b>2</b>
CHIN HAKHA	<b>2</b>
ARMENIAN	<b>2</b>
BOSNIAN	<b>2</b>
CHUUKESSE	<b>1</b>
CROATIAN	<b>1</b>
ILOCANO	<b>1</b>
KRIO	<b>1</b>
LITHUANIAN	<b>5</b>
MACEDONIAN	<b>1</b>
MARATHI	<b>1</b>

MONTENEGRIN	<b>1</b>
QUICHUA	<b>1</b>
SAMOAN	<b>1</b>
WENZHOUESE	<b>1</b>
SORANI	<b>1</b>
SWEDISH	<b>1</b>

<b>Total Document Translation Requests by ACS, CY22</b>	
SPANISH	393
SIMPLIFIED CHINESE	55
TRADITIONAL CHINESE	22
BENGALI	64
RUSSIAN	50
HAITIAN CREOLE	39
ARABIC	44
UZBEK	5
FRENCH	43
URDU	39
POLISH	37
KOREAN	36
HINDI	1
FULANI	2
YEMENI ARABIC	2
ROMANIAN	1
THAI	2
TAMIL	1
GEORGIAN	1
BURMESE	2
BAMBARA	1
TIBETAN	2
TAJIK	1
KICHE	1
YIDDISH	3
<b>Total:</b>	<b>847</b>

Additional data:

**Primary Language of Persons\* Involved in SCR Reports CY22**

<b>Language</b>	<b># Persons</b>	<b>% of Total</b>
Albanian	24	0.0%
Amer Sign	96	0.0%
Arabic	535	0.3%
Bengali	701	0.4%
Bosnian	1	0.0%
Braille	5	0.0%
Cambodian	4	0.0%
Cantonese	224	0.1%
Chinese	225	0.1%
Creole	322	0.2%
Czech	5	0.0%
English	167714	86.1%
Ethiopian	16	0.0%
Farsi	17	0.0%
Filipino	12	0.0%
French	165	0.1%
Fujanese	20	0.0%
Fulani	30	0.0%
German	1	0.0%
Greek	10	0.0%
Gukarati	3	0.0%
Hebrew	13	0.0%
Hindu	29	0.0%
Italian	4	0.0%
Japanese	16	0.0%
Khmer	2	0.0%
Korean	45	0.0%
Laotian	1	0.0%
Mandarin	1058	0.5%
Multiple	1284	0.7%
Nat Am Lan	2	0.0%
NigerianIbo	8	0.0%
Patois	3	0.0%
Polish	43	0.0%
Portuguese	15	0.0%
Punjabi	71	0.0%
Romanian	41	0.0%
Russian	448	0.2%
SerboCroat	17	0.0%
Spanish	18740	9.6%
Tagalog	5	0.0%
Unknown	2689	1.4%
Urdu	172	0.1%
Vietnamese	17	0.0%
Yiddish	31	0.0%
<b>Total</b>	<b>194884</b>	

Data Source: CNNX as of 1/30/23

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