

Reporting questions for Local Law 73 – NYC Administration for Children’s Services  
(Refer to §21-195 and §21-196 of the Administrative Code)

**1 - Record the number of LEP individuals served during Calendar Year 2024, 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> )	2024 Language Services instances ( <i>number</i> )
All (See chart below for requests divided by language)	N/A	In-Person and VRI Interpretation	19,424
All (See chart below for requests divided by language)	N/A	Telephonic Interpretation	111,553
All (See chart below for requests divided by language)	N/A	Written Translation	1379

**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 CY24 and able to provide direct language access services in the languages in which they were certified*

<u>Language</u>	<u>Number of staff certified in CY 2024</u>
Albanian	1
Arabic	1
Bengali	6

Bulgarian	<b>1</b>
French	<b>6</b>
Greek	<b>1</b>
Gujarati	<b>1</b>
Haitian Creole	<b>9</b>
Hindi	<b>2</b>
Malayalam	<b>1</b>
Mandarin Chinese	<b>1</b>
Panjabi	<b>2</b>
Portuguese	<b>1</b>
Russian	<b>4</b>
Spanish	<b>90</b>
Tagalog	<b>1</b>
Ukrainian	<b>1</b>
Urdu	<b>1</b>
<b>Total</b>	<b>130</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 of the correct language 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

In-Person Interpretation Requests Total for CY24	9230
Albanian	3
American Sign Language	285
Arabic	41
Ashanti / Akan	1
Bambara	5
Bangla / Bengali	94
Burmese	1
Cantonese / Chinese	16
CDI / Deaf Interpreter	41
French	468
Fulani	98
Creole / Haitian	28
Hindi	11
Japanese	1
Judeo-Yemeni Arabic	2
Korean	5
Chinese Mandarin / Mandarin Chinese/ Yue Chinese	213
Modern Greek (1453-)	1
Morrocan Arabic	1
Nepali	9
Pashto / Pushto	1
Persian	4
Portuguese	10
Pular / Poulah / Fulah	20
Punjabi / Panjabi	12
Quechua	2
Romanian	1
Russian	107
Spanish	7693
Ouolof / Wolof	56

VRI Interpretation Requests Total for CY24	10194
Albanian	21
American Sign Language	1091
Arabic	126
Ashanti / Akan	1
Bambara	60
Bangla / Bengali	207
Burmese	3
Cantonese / Chinese	89
CDI / Deaf Interpreter	182
Dari	3
Egyptian Arabic	6
Farsi	3
French	184
Fuchanese	2
Fukinese	11
Fulani	9
Garifuna	1
Georgian	4
Gujarati	19
Creole / Haitian	166
Hebrew	1
Housa	1
Italian	2
Japanese	9
Juba Arabic/ Sudanese Arabic	7
Judeo-Yemeni Arabic	4
Kaqchikel	4
Kazakh	1
K'iche'	11
Korean	37
Malinke	5
Chinese Mandarin / Mandarin Chinese	368
Mandinka	4
Mam	3
Mixtepec Mixtec	6
Mossi	1

Nepali	20
Pashto / Pushto	3
Polish	17
Portuguese	54
Pular / Poulah / Fulah	123
Punjabi / Panjabi	41
Quechua	15
Romanian	5
Russian	359
Serbian	1
Soninke	18
Sousou / Susu	1
Spanish	6855
Turkish	2
Ukranian	1
Urdu	7
Ouolof / Wolof	20

<b>Telephonic Interpretation Requests</b>	<b>111533</b>
SPANISH	93048
MANDARIN	5568
BENGALI	2111
RUSSIAN	2027
HAITIAN CREOLE	1483
FRENCH	1205
ARABIC	905
UZBEK	806
CANTONESE	750
PUNJABI	449
URDU	438
WOLOF	302
ALBANIAN	259
PORTUGUESE	219
TURKISH	168
KOREAN	163
HINDI	139
SYLHETI	114
FULANI	112
VIETNAMESE	109
POLISH	106
NEPALI	78
TIBETAN	71
YEMENI ARABIC	65
FUZHOU	63
HEBREW	49
GEORGIAN	46
UKRAINIAN	44
MIXTECO	37
SONINKE	36
ROMANIAN	32
JAPANESE	30
PASHTO	29
DARI	28
ITALIAN	26
TOISHANESE	26
AKAN	25
PULAAR	23
SERBIAN	17
YIDDISH	17
BAMBARA	17
HUNGARIAN	17
FARSI	16
BURMESE	16
GUJARATI	15
MANDINKA	15

KICHE	13
GREEK	12
TAMIL	11
TAJIK	11
FUKIENESE	11
TAGALOG	11
SOMALI	10
SUDANESE ARABIC	10
TELUGU	9
MOROCCAN ARABIC	9
HAUSA	9
THAI	8
SLOVAK	8
MACEDONIAN	6
QUICHUA	6
BULGARIAN	6
TIGRIGNA	6
ARMENIAN	5
PORTUGUESE BRAZILIAN	5
CZECH	4
MAM	3
YORUBA	3
INDONESIAN	3
LATVIAN	3
HMONG	3
CHIN HAKHA	3
KAZAKH	2
SORANI	2
MIZO	2
OROMO	2
MALAY	2
NORWEGIAN	1
MAAY	1
LINGALA	1
KRIO	1
LAOTIAN	1
KAREN	1
AMHARIC	1
DANISH	1
KHMER	1
WENZHOUNESE	1
DUTCH	1
FINNISH	1
GERMAN	1
GHEG	1
KYRGYZ	1
SHANGHAINESE	1

Languages of Persons in CY24 Investigations <sup>1</sup>	175553
Albanian	48
Amer Sign	103
Arabic	335
Bengali	596
Bosnian	3
Braille	3
Cantonese	190
Chinese	141
Creole	364
Czech	16
English	142902
Ethiopian	11
Farsi	10
Filipino	1
French	330
Fujanese	10
Fulani	34
German	2
Greek	10
Gujarati	3
Hebrew	19
Hindu	38
Italian	10
Japanese	17
Khmer	1
Korean	45
Mandarin	1068
Multiple	1006
Nat Am Lan	4
NigerianIbo	7
Patois	4
Polish	27
Portuguese	63
Punjabi	87
Romanian	32
Russian	572
SerboCroat	10
Spanish	24663
Tagalog	17
Unknown	2567

Urdu	141
Vietnamese	35
Yiddish	8

Translation requests by language CY24	1379
Albanian	3
Arabic	40
Bengali	50
Chinese (simplified)	38
Chinese (Traditional)	14
Eastern Mananika	2
French	54
Fula/Fulani	7
Garifuna	1
Gujarati	2
Haitian Creole	52
Hassaniya	1
Hebrew	1
Indonesian	1
Italian	1
Japanese	2
K'iche	4
Korean	23
Mandinka	1
Nepali	1
Polish	25

Portuguese	4
Pulaar	7
Punjabi	1
Quiche	1
Russian	43
Spanish	938
Soninke	1
Tagalog	2
Tajik	2
Taishanese	1
Tibetan	1
Turkish	2
Ukrainian	1
Urdu	35
Uzbek	4
Vietnamese	2
Wolof	9
Yiddish	2

<sup>1</sup> Data Source: CNNX as of 3/11/25