

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 2025, 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 <b>[HRA only]</b>	Type of assistance required ( <i>translation; telephonic interpretation; onsite interpretation</i> )	2025 Language Services instances ( <i>number</i> )
All (See charts below on page 3 for requests by language)	N /A	In-Person and VRI Interpretation	22,004
All (See chart below on page 4 for requests by language)	N /A	Telephonic Interpretation	98,349
All (See chart below on page 4 for requests by language)	N /A	Written Translation	1,344

**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 CY25) and able to provide direct language access services in the languages in which they were certified.

Language Certifications			
Total No.		133	
LANGUAGE	TOTAL	LANGUAGE	TOTAL
ARABIC	2	POLISH	1
BENGALI	16	PORTUGUESE	3
CANTONESE	1	ROMANIAN	1
FRENCH	7	RUSSIAN	1
HAITIAN CREOLE	7	SPANISH	81
HINDI	3	VIETNAMESE	1
ITALIAN	1	YORUBA	2
MANDARIN	1		

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

Primary language is identified by agency staff who work with families and individuals. An individual’s primary language is then recorded in Connections records, which is the child protective system of record. 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. See chart below on page 5 for the Breakdown by Language of Persons in CY25 Investigations, as found in Connections.

**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. The ACS Language Access team works closely with the vendor and ACS and provider agency staff to ensure translated documents are promptly received, and that any issues are quickly resolved. 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.

IN PERSON INTERPRETATION REQUESTS			
NO. OF REQUESTS		10890	
LANGUAGE	TOTAL	LANGUAGE	TOTAL
ALBANIAN	2	KOREAN	45
AMERICAN SIGN LANGUAGE	318	MACEDONIAN	2
ASL/SPANISH	1	MANDARIN	707
ARABIC	181	MANDINKA	1
BAMBARA	3	NEPALI	5
BENGALI	236	POLISH	16
BURMESE	8	PORTUGUESE	13
CANTONESE / CHINESE	28	PULAR	13
CDI / DEAF INTERPRETER	75	PUNJABI	33
CHADIAN ARABIC	1	QUECHUA	1
DARI	1	RUSSIAN	109
DUTCH	4	SONINKE	10
FARSI	1	SPANISH	8392
FINNISH	1	TAJIK	4
FRENCH	314	THAI	7
FULANI	99	TIBETAN	34
FUZHOU / MIN DONG CHINESE	13	TURKISH	45
GEORGIAN	1	UKRANIAN	2
CREOLE / HAITIAN	75	URDU	19
HINDI	2	UZBEK	14
K'ICHE'	1	WOLOF	45
KAZAKH	2	YORUBA	6

VRI INTERPRETATION REQUESTS			
NO. OF REQUESTS		11114	
LANGUAGE	TOTAL	LANGUAGE	TOTAL
ALBANIAN	5	MANDARIN	663
AMERICAN SIGN LANGUAGE	829	MALINKE / MANDINGO	3
ASL/SPANISH	212	MANDINKA	1
ARABIC	134	MIXTEPEC MIXTEC	27
BAMBARA	74	MONGOLIAN	1
BANGLA / BENGALI	419	NEPALI	8
BURMESE	11	PASHTO / PUSHTO	2
CANTONESE / CHINESE	69	POLISH	35
CENTRAL NAHUATL	3	PORTUGUESE	26
CDI / DEAF INTERPRETER	142	PULAR / POULAH / FULAH	61
CHITTAGONIAN	1	PUNJABI	17
DARI	4	QUECHUA	7
EGYPTIAN ARABIC	1	ROMANIAN	5
FARSI	3	RUSSIAN	153
FRENCH	248	SERBIAN	1
FULANI	32	SONINKE	9
FUZHOU / MIN DONG CHINESE	4	SPANISH	7216
GARIFUNA	4	SYLHETTI	10
GEORGIAN	5	TAGALOG	0
GREEK	4	TAIWANESE	12
GUJARATI	14	TAJIK	11
GUYANESE CREOLE ENGLISH	2	TAMIL	1
CREOLE / HAITIAN	198	THAI	4
HEBREW	2	TIBETAN	12
HINDI	40	TOISHANESE	8
HOUSA	2	TURKISH	44
JAMAICAN PATOIS	1	TWI	7
JAPANESE	1	UKRANIAN	2
JUBA ARABIC/ SUDANESE ARABIC	2	URDU	95
JUDEO-YEMENI ARABIC	2	UZBEK	138
K'ICHE'	4	VIETNAMESE	5
KOREAN	30	OUOLOF / WOLOF	11
LAOTIAN / LAO	2	YIDDISH	11
MALINKE	3	YORUBA	1

TRANSLATION REQUESTS			
TOTAL NO.		1344	
Language	Total	Language	Total
ACHI	2	MIXTECO	1
ALABANIAN	1	NEPALI	2
ARABIC	36	POLISH	26
BAMBARA	1	PORTUGUESE	3
BENGALI	51	PULAAR	10
BURMESE	2	PUNJABI	4
CHINESE	89	RUSSIAN	39
FARSI	5	SPANISH	828
FRENCH	63	SONINKE	4
FULANI	3	SYLHETI	2
GARIFUNA	1	TAJIK	1
GUARANI	1	TLAPENECO	1
HAITIAN CREOLE	52	TURKISH	3
HAUSA	2	TZOTZIL	1
ITALIAN	13	URDU	36
KAQCHIKEL	2	UZBEK	3
KOREAN	29	WOLOF	7
MANDINKA	2	YIDDISH	18

TELEPHONIC REQUESTS									
TOTAL NO.					98349				
Language	Total	Language	Total	Language	Total	Language	Total	Language	Total
AKAN	20	HEBREW	30	PULAAR	16				
ALBANIAN	84	HINDI	96	PUNJABI	306				
AMHARIC	6	HMONG	3	ROMANIAN	10				
ARABIC	1058	HUNGARIAN	4	RUSSIAN	2214				
ARMENIAN	4	IGBO	2	SERBIAN	5				
AZERBAIJANI	4	INDONESIAN	2	SLOVAK	1				
BAHASA	1	ITALIAN	17	SOMALI	3				
BAMBARA	25	JAPANESE	6	SONINKE	60				
BENGALI	2543	KAREN	1	SPANISH	79893				
BOSNIAN	8	KAZAKH	1	SUSU	1				
BULGARIAN	2	KHMER	3	SWAHILI	1				
BURMESE	19	KICHE	8	SYLHETI	140				
CANTONESE	669	KOREAN	172	TAGALOG	7				
CHIN HAKHA	1	KYRGYZ	1	TAJIK	9				
CROATIAN	1	LAOTIAN	4	TAMIL	24				
CZECH	1	LINGALA	1	THAI	28				
DARI	9	MALAY	1	TIBETAN	20				
DINKA	1	MALAYALAM	11	TOISHANESE	75				
FARSI	3	MAM	2	TURKISH	118				
FRENCH	749	MANDARIN	5602	UKRAINIAN	92				
FUKIENESE	11	MANDINKA	8	URDU	505				
FULANI	121	MIXTECO	65	UZBEK	843				
FUZHOU	119	MONGOLIAN	1	VIETNAMESE	45				
GEORGIAN	48	MOROCCAN ARABIC	24	WOLOF	125				
GREEK	16	NEPALI	79	YEMENI ARABIC	63				
GUJARATI	22	PASHTO	10	YIDDISH	17				
HAITIAN CREOLE	1710	POLISH	149	YORUBA	11				
HAUSA	5	PORTUGUESE	154						

<b>Breakdown of Languages of Persons in CY25 Investigations</b>			
<b>Total</b>		<b>161288</b>	
<b>Language</b>	<b>No. Persons</b>	<b>Language</b>	<b>No. Persons</b>
Albanian	43	Japanese	7
ASL	82	Khmer	1
Arabic	366	Korean	20
Bengali	646	Laotian	1
Bosnian	1	Mandarin	1025
Braille	3	Multiple	1051
Cantonese	128	Nat Am Lan	7
Chinese	120	NigerianIbo	3
Creole	315	Patois	2
Czech	9	Polish	42
English	134868	Portuguese	37
Ethiopian	7	Punjabi	51
Farsi	13	Romanian	31
Filipino	6	Russian	607
French	178	SerboCroat	5
Fujanese	23	Spanish	19261
Fulani	17	Tagalog	4
Greek	7	Unknown	2051
Gukarati	4	Urdu	139
Hebrew	27	Vietnamese	19
Hindu	33	Yiddish	26
Italian	2		