



**Citywide Administrative Services**



# Agency Language Access Plan

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**Signatures**



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Date

# **New York City Department of Citywide Services Language Access Implementation Plan**

The Department of Citywide Administration's (DCAS) Language Access Implementation Plan (LAIP) addresses Local Law 30 and outlines how DCAS will accommodate persons with limited English proficiency (LEP). As the City's population continues to evolve and diversify, DCAS will periodically review the plan to ensure it supports the changing needs of the city. The DCAS LAIP can be found on the agency's website:

<https://www1.nyc.gov/site/dcas/about/language-access-plan.page>

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## **I. Agency Mission and Services**

The Department of Citywide Administrative Services (DCAS) ensures that New York City agencies have the critical resources they need to provide the best possible services to the public. Though the bulk of our efforts support other agencies, DCAS offers select services directly to the public, such as civil service administration, opportunities to sell to and buy from the City, and a safe and clean environment in the many DCAS-managed buildings citywide. DCAS is deeply committed to ensuring that these public-facing services accommodate the vibrant, diverse array of New Yorkers and their needs.

Our mission is to make city government work for all New Yorkers. Our commitment to equity, effectiveness, and sustainability guides our work providing City agencies with the resources and support needed to succeed, including:

- Recruiting, hiring, and training City employees
- Managing 55 public buildings
- Acquiring, selling, and leasing City property
- Purchasing over \$1 billion in goods and services for City agencies
- Overseeing the greenest municipal vehicle fleet in the country
- Leading the City's efforts to reduce carbon emissions from government operations.

DCAS is organized across 12 lines of service: Administration, Citywide Equity and Inclusion, Citywide Procurement, Construction and Technical Services, Energy Management, Facilities Management, Fiscal and Business Management, Fleet Management, Human Capital, Information Technology, Office of the General Counsel and Real Estate Services.

## **II. Agency Language Access Policy**

In formulating the Language Access Implementation Plan, DCAS established the following guiding principles to ensure the plan addresses the public's access to language services, now and in the future:

- Communicate effectively with all New Yorkers.
- Ensure individuals with LEP are accommodated and respected.
- Provide free translation and interpretation services to members of the public seeking core DCAS services.
- Inform the public of the services DCAS offers and how to access those services via our public website.

### **III. Language Access Needs Assessments**

In a city as large and diverse as New York City, communication is key to the effective delivery of services and community engagement. Local Law 30 and language access are essential to ensuring all New Yorkers, regardless of their native language, have access to the information and services the City provides. Accordingly, DCAS assessed its language access needs as follows:

#### **Factor 1- the number or proportion of limited English proficiency persons in the eligible service population.**

DCAS reviewed the latest data from the American Community Survey (ACS) obtained from the Department of City Planning's website to assess the top languages spoken by New York City's LEP population. According to data collected from 2017 to 2021, the top ten languages spoken at home by the LEP population include Spanish, Chinese, Russian, Bengali, Yiddish, Haitian, Korean, Arabic, French, and Polish.

#### **Factor 2 - the frequency with which limited English proficiency individuals encounter the agency.**

While the frequency at which DCAS conducts business with individuals with LEP is limited due to business, legal, and employment transactions being conducted in English, DCAS does monitor the primary languages of the individuals with LEP with whom we come into contact through frontline staff.

#### **Factor 3 - the importance of the benefit, service, information, or encounter to the limited English proficiency person.**

DCAS remains committed to ensuring all staff, including frontline staff who regularly interact with the public, have access to the tools needed to effectively communicate with all New Yorkers on all the work we do. Updates and information regarding ways in which languages services may be accessed are provided on a regular, ongoing basis with our frontline staff.

#### **Factor 4 - the resources available to the agency and the costs of providing various types of language services.**

DCAS's Language Access Coordinator ensures interpretation and document translation services from various vendors are readily available to all DCAS staff in the event they are needed. Should additional services be needed by DCAS to ensure we can communicate with our LEP population, DCAS's Language Access Coordinator will work with the relevant

internal groups and the Mayor's Office of Immigrant Affairs to ensure the services are provided. Annually, DCAS funds its agency specific purchase order to allow for language services to be provided as needed.

#### **IV. Notice of the Right to Language Access Services**

The Language Access Coordinator, working with DCAS Senior Management and managers of correspondence, call, and walk-in centers, will be responsible for implementing the agency's plan.

The New York City Language Identification Poster and the Notice of Interpretation Services signage, developed by the Mayor's Office, will be used at points-of-contact to inform individuals with LEP that interpretation services are available and to identify the language access needed. DCAS will also communicate its language access services through the DCAS website. Lastly, DCAS staff that interact with the public will receive training and printed instructions on how to use the telephonic interpretation services.

#### **V. Provision of Language Services**

##### **Interpretation**

Telephonic interpretation services are available to all DCAS staff. This includes points-of-contact where DCAS regularly interacts with the public to ensure we can effectively communicate with individuals with LEP. Telephonic interpretation services are provided by Language Line Solutions.

<b>Points-of-Contact</b>	<b>Locations</b>	<b>Managing Line of Service within DCAS</b>
Civil Service Application Center	2 Lafayette Street 17 <sup>th</sup> Floor New York, NY	Citywide Human Capital
Civil Service Application Center	1932 Arthur Avenue 2 <sup>nd</sup> Floor Bronx, NY	Citywide Human Capital
Civil Service Application Center	210 Joralemon Street 4 <sup>th</sup> Floor Brooklyn, NY	Citywide Human Capital
Civil Service Application Center	118-35 Queens Boulevard 5 <sup>th</sup> Floor Forest Hills, NY	Citywide Human Capital

Civil Service Application Center	135 Canal Street 3 <sup>rd</sup> Floor Staten Island, NY	Citywide Human Capital
Office of Vendor Relations	1 Centre Street 18 <sup>th</sup> Floor New York, NY	Office of Citywide Procurement
Security Posts in DCAS Buildings	Multiple Locations Citywide	Administration

### Translation

Document translation services are available to all DCAS staff. DCAS will continue to identify and translate essential documents to ensure core services are available to individuals with LEP. Document translation services are provided by Geneva Worldwide.

### Digital Communication

As DCAS discovers new ways to interact with the public through digital platforms, we are committed to partnering with the appropriate vendors to ensure any information about DCAS core services is made available to individuals with LEP.

The public is also able to translate any information on DCAS’s webpage by utilizing the built in Google translate function. DCAS will adopt any citywide website translation and language access standard that is established.

### Emergency

In the event of an emergency, the Language Access Coordinator will partner with DCAS Senior Management and New York City Emergency Management to ensure all language access needs are met. DCAS will also ensure language access needs are considered and incorporated into our Continuity of Operations Plan as needed.

## VI. Resource Planning

### Bi-/Multi-Lingual Staff

DCAS has numerous staff who have self-reported as bi/multilingual via Employee Self-Service (ESS). While we have not had to rely on our employees for direct interpretation and/or translation services, we continue to gather and update our agency’s language access bank so that should the need arise, we are prepared to access their services to support the needs of individuals with LEP.

### Language Service Vendor Contract

DCAS continuously monitors expenditures against language access contracts to ensure sufficient funding is made available and that purchase orders are in place to provide all

necessary services.

<b>Vendor (CBO)</b>	<b>Procurement Method</b>	<b>Contract Purpose</b>	<b>Languages Provided</b>	<b>Contract Period</b>	<b>Award Amount</b>
Geneva Worldwide	Task Order	To provide document translation services.	Tier 1 - Executive Order 120 Languages - New Words  Tier 2 - Common Languages - New Words  Tier 3 - Esoteric Languages - New Words	July 1, 2024 – June 30, 2025	\$1,000 (to be increased as needed)
Language Line Solutions	Direct Order	To provide telephone interpretation services	Tier 1 - Executive Order 120 Languages - New Words  Tier 2 - Common Languages - New Words  Tier 3 - Esoteric Languages - New Words	July 1, 2024 – June 30, 2025	\$1,000 (to be increased as needed)

## VII. Training

DCAS educates all new hires on local law 30 during new employee orientation. This includes sharing the name and contact information of the agency Language Access Coordinator, letting staff know that document translation and telephonic interpretation services are available to them, and the importance of translating commonly distributed documents. New hires are also informed where they can find a copy of the latest language access plan to familiarize themselves with DCAS’s language access commitments.

The Language Access Coordinator also trains all frontline staff and managers on an annual basis or as needed using Citywide training models developed by the Mayor's Office, which include the overview of the plan, how to identify a client's primary language, how to access document translation and telephonic interpretation services, how to work with interpreters, cultural sensitivity, and how to track and report language access interactions.

As needs change, training for frontline staff will be tailored to their specific interactions with the public. For example, as frontline staff, DCAS provides training and updated information on the agency's language access services to members of DCAS Police and contract guards on a routine basis. DCAS also relies on employees who encounter the public to share ideas and feedback on language access to the Language Access Coordinator so that DCAS may continue to improve how it interacts with individuals with LEP. Employees are encouraged to contact the Language Access Coordinator with any ideas or concerns regarding language access.

## **VIII. Continuous Improvement Planning**

### **Data Collection**

In addition to soliciting feedback from employees who use document translation and telephonic interpretation services, DCAS will continue to measure the performance of the plan by tracking usage reports. The data for the following indicators is collected and analyzed on an ongoing basis:

- Number of completed customer requests for interpretation.
- Telephonic interpretation services for individuals who call in.
- Telephonic interpretation services for individuals who appear in person.
- Number of documents translated.
- Language summary
- Percentage of translations by language
- Percentage of interpretations by language

### **Language Access Complaints**

The Language Access Coordinator continuously reviews the delivery of language access services to identify any gaps. This includes taking into consideration any language access complaints received from members of the public directly or through 311, as well as complaints or feedback received from DCAS employees. Regardless of how language access complaints are received, the DCAS line of service liaison works with the Language Access Coordinator to provide a response as well as to implement any corrective action needed. This may include but is not limited to retraining staff on language access services and procedures. DCAS has not received any language access-related complaints since our 2021 LAIP.

## IX. Goals and Actions Planning

DCAS will identify and translate any newly created essential public documents, ensuring that those that provide fundamental information about core services offered and how to obtain further assistance are available to the LEP population. Essential documents that have been previously translated include:

- DCAS Auto Action Frequently Asked Questions (FAQ)
- Civil Service Information Sheet
- DCAS Real Estate Services Information Sheet

The following are key milestones DCAS has established and will continue to maintain during the CY 25:

- Publish 2024 Language Access Implementation Plan.
- Work with liaisons to update the list of frontline staff and managers.
- Retrain all frontline staff on language access services.
- Conduct outreach to line of service liaisons reminding them of DCAS's language access obligations and available services
- Solicit ideas on ways in which DCAS may potentially be able to expand language access services to members of the public and mayoral agencies.

DCAS has strived to make Language Access a priority since LL30's inception in 2017. We will continue to:

- Routinely analyze our plan to meet the language access needs of the City.
- Offer language access training to all staff, with a primary focus on frontline staff.
- Report agency language access data to MOIA for annual reporting.
- Ensure translation services signage is posted at all public points-of-contact, regularly checking signage for appearance and content.
- Identify and translate any new documents that are essential to the agency's core function.
- Plan and provide for language access financial obligations in our budget.

For questions and comments about language access at the Department of Citywide Administration please contact the Language Access Coordinator: [Shameka B. Overton](mailto:sboverton@dcas.nyc.gov) at [sboverton@dcas.nyc.gov](mailto:sboverton@dcas.nyc.gov)