

LAIP table of contents

[Cover page](#)

[Signatures](#)

1. [Agency mission and services](#)
2. [Agency language access policy](#)
3. [Language access needs assessment](#)
4. [Notice of the right to language access services](#)
5. [Provision of language access services](#)
 - a. [Interpretation](#)
 - b. [Translation](#)
 - c. [Digital communication](#)
 - d. [Emergency communications](#)
6. [Resource planning](#)
 - a. [Bi-/multi-lingual staff](#)
 - b. [Language service vendor contract](#)
 - c. [Partnership with community-based organizations](#)
7. [Training](#)
8. [Continuous improvement planning](#)
 - a. [Data collection and monitoring](#)
 - b. [Language access complaints](#)
9. [Goals and actions planning](#)
10. [Glossary, footnotes, appendix](#)

H \ Y U ` 8 H \ d U f h | a X Y b h h | U b | | Y g U | Y X g f | Y h | Y f | | Y b W | ` Y | g | b k | Y b h g
@ U b | i U W W Y D c g ` | k W h X Y e i | h f U g g c X h | Y c b W c W i a i b | W U h h | f c | b c g f | h m
a Y g g U | Y g | Z o d f Y b X Y X _ Y f U b | n b ` h U c b g d i U | V i b % 1 d Z W | h m f i g d c d i ` U h |
k | @ 9 D U g Y X W Y b g X U h U "

H \ Y m d c Y Z g U h Y f Z | d H \ d g V h | | W h h Y f U b g | ` h U W Y i g X Y Y b h Z U f a X h W c h U b h g z
[i] X Y U b X M g a Z U f h Y f f | Y U ` U g h X X a Y f | Y b W i h h "

Section 6. Resource planning

Bi-/multi-lingual staffing

Identifying multilingual staff:

- H \ @ U b | i U W W Y D c g ` | U W m d V k g ` | U b b | X i U ` h | ! g h U a Z d f U c ` j X | X f Y Y W h
g Y f j | h W Y g | Y k b | H @ 9 D | b c b ! a Y g Y W b | U b | X g z Y X | g W h h k b Y g
d f c j | | X | b b | f i U ` X U b W Y # | f b Z X | f f a W W h | b a U W a Y X | g W U a Z Z g d U g g
U Z ` i Y U b W m Y g g h a c | f b d j g | X Y j | | W Y g b ! 9 b | U b | g i \ U | Y "

Assessing staff language skills:

- H \ Y Y U ` 8 H \ d U f h c a Z Y Z h f i g Y U b W m Y g g a b b Y g S U b | i Z c W g U | b W U `
b c b ! W g | h h | Z W U ` g ` d f c j X | X Y Y W h j | | W Y g h \ Y f ` U b U g g U g Y g g Y X
U b X Y f h | Z g | h Y a Z a V Y | f b g M & U g z ` i K Y U f | | g | d Y U _ V i " h " h U ` b ` g c k g
| X Y b h | | Z | | Y U b | X i U ` h | ! g h U a Z U b U Y | U b | i U M | Y h d W | | Y g b h g
@ 9 D "

Ensuring fair HR practices:

- H \ Y Y U ` 8 H \ d U f h Y a b W c h i f \ U | | f Y g b | | ` | U b b | X i U ` h | ! g h U a Z Z f U c ` b h ! ` | b Y
d c g | h | c b g "

> c d c g h W b b g W d i f X Y Z Y f U b Y X g U | | Y ` g "

K \ Y U X j Y f h | d | g | c b g | | h | g c d b Y g W | \ U c | g \ U h d i V ` | W c Z U W b h c ` h | g Y
< Y U ` 8 H \ d U f h a U m d h d ` g W | U h d Y m Y Z Y Z e W U W Y X | X U W Y g | b | i U ` # a i ` h | ` |
U V | ` | | h | | Y Y X Y g W f | U b h | Y c e b i g | f Y a Y Y U g S Y d U f h k a U b h h g U d d ` | W U b h g
h & Y U k U h Y b h U V | h g h m U U b | i U h Y g f U b | | ` | | g b U g g j Y U ` i V h X Y
< Y U ` 8 H \ d U f h a Y b h "

H \ @ U b | i U Y f y j | W Z g W | ` Z | ` h i U b W m Y g g a Y b h g "

K Y c Z Z ` Y i f Y U b W m Y g g a b b Y g S U b | i Z c f Y g V | b | W U ` U g h X Z Z h k ! | W \ | b | W
h d f c j X | X Y Y W h j | | W Y g b ! 9 b | U b | g i U | | Y g b U V i g h g d X Y b h | j Z Y f | Z m
a i ` h | ` W U d | U i V U c ` Z | h h | Z Y g V X f i g h b \ Y | f d f b d W Y g g Y l | g h a | d | c m Y Y g "

Tracking bilingual staff (LL73/LL14):

- H \ Y Y U ` 8 H \ d U f h a Y Y b h g U c W h \ Y U b | i g U | | Y Z l g g h W Z Z U f | d d | g b h g "
8 i f | h b | Y | f d f b d W Y g g Y X Y d U f H a g Y e g h Y g h U V c d i g U b | i g U | | U b X g
_ Y Y d g f Y W d f b X X | U f h U V U g U b | i U Y f y j | h W U b ` g U X a | b | U g h Y f g

fluency assessment test for all staff members and maintains a record of those who have passed the test, regardless of their score.

B. Language service vendor contracts

The Health Department has contracts for the following language services from vendors:

- Telephonic interpretation services in over 240 languages
- Video remote interpretation for over 100 languages including ASL
- Document translation and review services
- CART⁵ services and Transcription services

The Health Department monitors the language service vendor contracts to ensure compliance with service-level agreements.

The Language Services unit holds quarterly meetings with the language service vendors. During these meetings, the unit provides feedback to the vendors and addresses any issues or complaints that have been submitted about the vendor services.

Specifically, Language Services unit reviews performance data from the vendors as well as any client feedback or complaints that have been submitted. The unit uses this information to ensure the vendors are meeting the service-level agreements outlined in the contracts.

Vendor name	Procurement method	Purpose of the contract	Language(s) provided by the vendor	Period of contract	Total award amount of contract
Language Line	TO	Telephonic interpretation	173 languages (including designated City-wide languages)	7/1/2024 – 6/30/2025	\$1,885,198.00
Human Touch Translations	MWBE	Translation; Translation review	173 languages (including designated City-wide languages)	12/1/2023 – 11/30/2024	\$1,500,000.00
Human Touch Translations	MWBE	ASL Services	American Sign Language	9/1/2023 – 8/31/2029	\$500,000
Accurate Communications	MWBE	In-person interpretation; VRI interpretation	173 languages (including designated	11/1/2024 -- 10/31/2030	\$1,865,348.00

⁵ Communication Access Real-time Translation, a system that translates speech into text that can be read on a screen or device.

			City-wide languages)		
Eriksen	MWBE	Fluency Assessment	Amharic Arabic Armenian Bengali Burmese Cambodian Chinese, Mandarin Chinese, Cantonese Farsi French German Greek Gujarati Haitian Creole Hebrew Hindi Hmong Italian Japanese Korean Lao Polish Portuguese (Brazil) Portuguese (Portugal) Punjabi (Eastern) Punjabi (Western) Russian Somali Spanish Tagalog Thai Urdu Vietnamese	7/1/2024 – 6/30/2025	\$20,000
Eriksen	MWBE	Translation	Over 173 languages	11/01/2024 – 10/31/2030	\$1,350,000

aLanguageBank	MWBE	Transcription	173 languages	06/01/2024 – 05/31/2029	\$1,000,000
---------------	------	---------------	---------------	-------------------------------	-------------

C. Partnership with CBOs

The Health Department doesn't currently have any partnerships with community-based organizations (CBOs) as a resource for language access as we are focused on the Health Department's internal language access services and resources, as well as its contracts with language service vendors.

However, the Health Department has an example of how we were engaged and worked with CBOs to provide linguistically and culturally appropriate outreach and information. During the COVID-19 pandemic response, the Health Department collaborated with the Endangered Language Alliance⁶ to record COVID-19 health information and guidance into several indigenous languages spoken by communities with LEP. This kind of partnership involved:

1. Identifying the specific indigenous language needs of certain populations through community outreach and data.
2. Working with the CBO's linguistic experts and native speakers to ensure accurate and culturally appropriate translations of COVID materials.
3. Leveraging the CBO's community connections and trust to effectively disseminate the translated information.
4. Providing resources to support the CBO's translation and outreach efforts.

Engaging CBOs in this way allows the Health Department to tap into their deep language expertise and cultural competencies when normal language services may not adequately cover less commonly spoken/indigenous languages.

CBO name	Procurement method	Purpose of the contract	Language(s) provided by the CBO	Period of contract	Total award amount of contract
	<i>Please refer to PASSPort data or Discretionary Award Tracker to indicate the procurement method</i>	<i>Provide what the CBO will do to advance language access</i>	<i>List languages provided through the contract</i>	<i>To the extent possible, input month and year of start and end period of the contract. [Month/Year - Month/Year]</i>	

⁶ A CBO focused on preserving and revitalizing endangered languages. <https://www.elalliance.org/>

Section 7. Training

In order for language access policies and procedures to be effective, staff must be familiar with their obligations, know about resources and how to use them, and ultimately communicate effectively with individuals with LEP. New and existing staff should periodically receive training relevant to their duties.

The Health Department provides 2 types of mandatory language access training:

Introduction to language access for new hires:

- Introduces the Language Services unit
- Outlines the required language services the Health Department is mandated to provide to all clients

Annual language access training:

- Provided to staff who interact with individuals with LEP, program directors and staff who arrange language services
- Covers how to access language services, request translations, and provide services in non-English languages

The training topics covered include:

- Federal, State and Local legal obligations and Health Department policy on language access
- Proper use of telephonic, video remote and in-person interpretation
- Requesting language services, utilizing Health Department resources
- Writing in plain language
- Appropriate use of bilingual staff
- Identifying and tracking an individual's preferred language
- Providing culturally and linguistically appropriate customer service

The annual training is provided at the divisional level, which allows some customization.

Example:

Training topic	Target staff	Training method & frequency	Trainer
<i>What topic will be covered in the training? Is the training a part of existing trainings (such as new hire orientation)?</i>	<i>Which internal and contracted staff will be trained?</i>	<i>What mode will the training be in? (self-paced virtual, in-person, etc.) How frequent will the training be provided?</i>	<i>Who will conduct the training?</i>
Federal, State and Local legal obligations and Health Department policy on language access	Staff who interact with individuals with LEP, program directors and staff who arrange language services	In person, virtually. Annually.	Language Access Trainer, Language Access Coordinator

Interpretation services	Staff who interact with individuals with LEP, program directors and	In person, virtually. Annually.	Language Access Trainer, Language Access Coordinator
Requesting language services, utilizing Health Department resources	Staff who interact with individuals with LEP, program directors and	In person, virtually. Annually.	Language Access Trainer, Language Access Coordinator
Appropriate use of bilingual staff	Staff who interact with individuals with LEP, program directors and	In person, virtually. Annually.	Language Access Trainer, Language Access Coordinator
Identifying and tracking an individual's preferred language	Staff who interact with individuals with LEP, program directors and	In person, virtually. Annually.	Language Access Trainer, Language Access Coordinator
Providing culturally/linguistically appropriate customer service	Staff who interact with individuals with LEP, program directors and	In person, virtually. Annually.	Language Access Trainer, Language Access Coordinator

Section 8. Continuous improvement planning

The Health Department regularly assess and evaluate its LAIP implementation, to ensure that the services provided meet the changing needs of the public and changing landscapes (i.e., technology, best practices, resources, etc.). While the Mayor’s Office of Immigrant Affairs (MOIA) leads in monitoring and collecting information for the Language Access Annual Report, the Health Department collects relevant data and creates indicators to inform our planning for continuous improvements.

A. Data collection and monitoring

How the Health Department continuously collects and maintain accurate and reliable data on relevant demographic data and language services:

The Health Department collects and maintains data on language services through several mechanisms:

- Periodic reports from language services vendors on interpretation and translation services provided are available on demand
- Language Services unit uses an internal system to track above mentioned language services
- Programmatic data submitted by Health Department programs on services provided to clients with LEP
- Tracking of staff who have passed the language fluency assessments in the employee database
- Annual review of the American Community Survey data to update the list of designated citywide languages spoken by the population with LEP in NYC

How the collected data is used to inform Health Department’s decision-making processes and strategies on improving access for individuals with LEP:

The Health Department uses the collected data to:

- Identify gaps in language access services across programs and service areas
- Inform decisions on resource allocation and budget planning for language services
- Evaluate the effectiveness of current language access strategies and identify areas for improvement
- Update the language access policy and implementation plan to address changing needs

How the collected data is used to identify and close the gaps in language access services:

The Health Department uses the data to:

- Work with program liaisons to assess their specific language access needs based on their target population
- Allocate funding and resources to expand language services in areas with identified gaps
- Conduct targeted outreach and training for staff in programs serving high numbers of individuals with LEP

How the collected data is used to feed back into language access needs assessment.

The Health Department uses the data collected through various sources and platforms to regularly update the language access needs assessment, which informs the following elements:

- Identifying the designated citywide languages spoken by the population with LEP
- Determining the frequency of contact between the Health Department and individuals with LEP
- Assessing the importance of the Health Department's programs and services to communities with LEP
- Evaluating the resources and costs required to provide language access services

By continuously collecting, monitoring, and using this data, the Health Department is able to adapt its language access strategies and implementation plan to ensure it is meeting the changing needs of the population with LEP it serves.

B. Language access complaints

Who is responsible at the Health Department for receiving, tracking, and resolving complaints:

The Assistant Director of Language Access and language access coordinators are responsible for receiving, tracking, and resolving language access complaints. Complaints received through 311 are automatically uploaded to the Health Department's correspondence tracking system and routed to the language access team and the responsible Health Department program. They have 14 days to respond to a complaint. Additionally, language access unit has a dedicated inbox where anyone can send a complaint/request. This information is publicly available on the Health Department's website.

How the Health Department will monitor, resolve, and prevent language access complaints in culturally and linguistically appropriate manners:

The language access team reviews all complaints received and discusses them with the interpretation and translation vendors during monthly meetings. This allows the team to provide feedback to the vendors, identify any systemic issues, and work towards resolving complaints in a timely manner. The team also conducts annual trainings for front-line staff on how to properly access and utilize language services, which helps prevent future complaints.

How the Health Department informs individuals of their right to file language access complaints:

The Health Department informs individuals of their right to file language access complaints through the following methods:

- Posting multilingual signage at all walk-in sites about the availability of language access services and the complaint channel (311)
- Disseminating multilingual flyers about language access services and the complaint process during outreach events and at service locations

- Providing in-language presentations to community groups about the Health Department's language access services, including information on how to file complaints
- Posting multilingual information about the language access complaint process on the Health Department's website

How the Health Department will include information on complaints as part of the Language Access Annual Report:

The Health Department will include the following information on language access complaints in its annual report:

- Total number of complaints received
- Breakdown of complaints by type (e.g., interpretation services, translation of materials, staff knowledge of procedures)
- Summary of actions taken to resolve complaints
- Trends or recurring issues identified through the complaint process
- Steps the Health Department has taken or plans to take to address any systemic problems and prevent future complaints

By having a comprehensive system for receiving, tracking, and resolving language access complaints, the Health Department demonstrates its commitment to providing equitable services to its constituents with limited-English proficiency and continuously improving its language access capabilities.

Section 9. Goals and actions planning

This section outlines the ways the Health Department can effectively implement its LAIP. By outlining specific goals and timelines, this process ensures we take practical steps. Additionally, these goals and actions serve as vital metrics for MOIA to monitor progress and provide targeted technical assistance where needed.

Monitoring the efficacy of the plan and compliance with LL30:

The Language Services unit, led by the Director of Language Services, is responsible for monitoring the implementation and effectiveness of the Language Access Implementation Plan. The unit conducts the following activities:

- Periodic meetings with language access liaisons from each division to track progress on goals and metrics
- Quarterly meetings with all language access liaisons to review reporting and assessment data
- Annual review of the implementation plan to evaluate if goals are being met and make necessary revisions

The Language Access unit compiles the data from these meetings, site visits, staff surveys, and client feedback to assess the Health Department's compliance with Local Law 30 and the efficacy of the language access strategies.

Process for providing implementation updates and revising the plan:

The Health Department will include updates on the implementation of the Language Access Implementation Plan as part of its annual reporting requirements to MOIA. This will include:

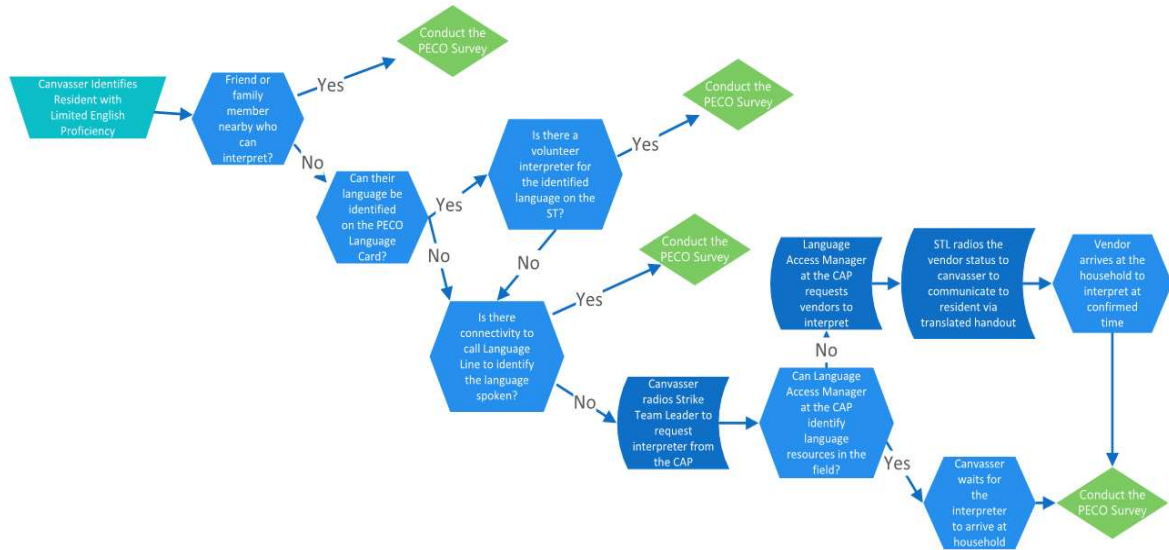
- Printed Materials (outreach flyers, brochures, factsheets) distributed at events
- Multilingual staff present at events to inform public
- Call Centers/Hotlines
 - Multilingual voice prompts on call center phone trees
- Digital Communications
 - Website notice about LA
 - Social Media
- On-Site Interactions
 - “I Speak” pin
 - Notice on printed forms that clients fill out
 - Waiting Room screen
 - Handouts
- Community Partnerships
 - Distribute handouts thru community centers, faith-based orgs, CBOs, ethnic businesses
 - Ask community partners to include LA info in their comms and outreach materials
- Public Advertising
 - Ethnic media

Stakeholders: Members of respective teams (Publications, Digital, Call center), CBOs, language access team, public-facing location staff.


Timeline: FY25 – FY26

Appendix C. Post Emergency Canvassing Operation Language Access Plan to be used during and after a city emergency.

PECO Language Access Plan



Appendix D. You Have the Right to free Language Services posters are displayed in all of our public-facing sites throughout New York City.



You have the right to *free* language services.
Tiene derecho a recibir servicios de idiomas *gratuitos*.
У вас есть право на *бесплатные* языковые услуги.
您有權申請免費的語言服務。

Ou gen dwa pou resevwa sèvis lang *gratis*.
여러분은 무료 언어 서비스를 받을 권리가 있습니다.
আপনার *বিনামূল্যে* ভাষা পরিষেবা পাওয়ার অধিকার আছে।
您有权利享受*免费*的语言服务。

Hai il diritto di ricevere servizi linguistici *gratuiti*.
Każdy ma prawo do korzystania z *bezpłatnych* usług językowych.
איר האט די רעכט צו באקומען *אומזיסטע* שפראך סערוויסעס.
لديك الحق في الحصول على خدمات اللغات المجانية.

Vous avez droit à des services linguistiques *gratuits*.
آپ کو مفت لساني خدمات کا حق حاصل ہے۔

Δικαιούστε δωρεάν υπηρεσίες διερμηνείας.
May karapatan ka sa mga *libreng* serbisyo sa wika.
Keni të drejtën e shërbimeve gjuhësore *falas*.
ਤੁਹਾਨੂੰ ਮੁਫਤ ਭਾਸ਼ਾ ਸੇਵਾਵਾਂ ਦਾ ਹੱਕ ਹੈ।
あなたは無料の言語サービスへのアクセス権があります。

