Reporting questions for Local Law 73
(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 [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
ASL, CDI	Human Touch	VRI and In-Person	89
ASL	Language Line	On-demand	27
CART	TotalCaption	Closed Captioning	1
Top 13	Tiffany	Transcription	15
Non-English	Accurate, aLanguageBank	VRI, In-Person	431
Spanish	Language Line	Telephonic	62344
French	Language Line	Telephonic	5853
Mandarin	Language Line	Telephonic	5245
Haitian Creole	Language Line	Telephonic	3155
Russian	Language Line	Telephonic	1975
Wolof	Language Line	Telephonic	1693
Arabic	Language Line	Telephonic	1614
Bengali	Language Line	Telephonic	1568
Cantonese	Language Line	Telephonic	1041
Urdu	Language Line	Telephonic	420
Ukrainian	Language Line	Telephonic	407
Nepali	Language Line	Telephonic	361
Korean	Language Line	Telephonic	335

2 - Record the number of bilingual and interpreter personnel employed by the agency, broken down by language translated or interpreted. [Add rows as needed]

Language	Number of staff
American Sign Language (ASL)	191
Spanish	805
French	202
Hindi	154
Chinese (Cantonese)	139
Chinese (Mandarin)	133
Russian	111
Bengali	110

Creole	87
Urdu	83
Haitian Creole	77
Italian	46
Chinese (Fukienese, Taiwanese, Fuzhou)	40
Jamaican	40
Yoruba	40
Portuguese	38
Punjabi	38
Arabic	37
Tagalog	37
Ukrainian	33
Hebrew	32
Patois (Jamaican)	29
German	27
Korean	24
French/Creole	23
Polish	22
Japanese	20
Filipino	23
Gujarati	19
Twi	17
Igbo	16
Tamil	16
Malayalam	14
Telugu	14
Yiddish	14
Nepali	11
Akan	10
Vietnamese	10
Albanian	9
Belorussian	9
Fulani	9
Greek	9
Farsi	8
Ewe	7
French/Canadian	7
Ga	7
Tibetan	7
Amharic	6
Croatian	6
Edo	6

Pidgin/English	6
Serbian	6
Thai	6
Bambara	5
Bisayan	5
Bulgarian	5
Cambodian (Khmer)	5
Mandingo	5
Mandinka	5
Swahili	5
Taishanese	5
Bosnian	4
Burmese	4
Dutch	4
Egyptian/Arabic	4
Ghanaian	4
Hausa	4
Romanian	4
Hungarian	3
Malay	3
Marathi	3
Pampango	3
Pashto	3
Swedish	3
Turkish	3
Afrikaans	2
Armenian	2
Catalan	2
Cebuano	2
Czech	2
Ibo	2
Lingala	2
Macedonian	2
Persian	2
Sindhi	2
Tigrinya	2
Efik	1
Hindako	1
Ilocano	1
Indonesian	1
Maltese	1
Slovenian	1
Thai	1

Visayan	1

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

The American Community Survey, conducted by the Census Bureau, classifies individuals as having Limited English Proficiency (LEP) if they are aged 5 or older and describe their English speaking skills as less than "very well." The NYC Health Department adopts this definition to identify LEP residents in New York and determine their primary language when providing services. Instead of using a uniform approach, the Agency depends on clinics and other public-facing locations to gather information about clients' preferred languages.

Language Access Coordinators can access anonymized data from these facilities. The Agency utilizes Community District statistics from the Census Bureau to locate LEP communities in New York City and to recognize service gaps between active and eligible LEP clients within those areas. By integrating ACS data with information provided by Agency programs, the Language Services team creates language lists for specific programs, concentrating on languages spoken by at least 5 percent of their customers with LEP.

During their first interaction with clients, public-facing Agency staff ask about preferred language and document the responses on intake or enrollment forms. Alternatively, staff can utilize the Language ID sheet, which is available in 24 languages and informs clients of their entitlement to receive free services in their chosen language. This resource is especially useful for field staff and inspectors. Furthermore, medical and non-medical staff who have successfully passed a fluency test can wear an "I Speak…" pin, indicating to clients that they can converse in a language other than English.

4 – How does the agency assess whether documents are translated accurately and disseminated properly?

The Agency recognizes that if an English source document is ambiguous or uses complex language, it can be difficult to produce an accessible and high-quality translation. Prior to the translation process, our Publications unit reviews each document to ensure clarity and accessibility. Additionally, a thorough review process is implemented to guarantee the quality of our translation services.

A third-party review vendor reviews various document types that have been translated by the translation vendor, including legal notices, vital documents, materials with a long shelf life, high-priority or sensitive materials, and those intended for a broad audience. After this review, the translated documents are sent back to the translation vendor for final edits. The Agency also has an internal team of translators for Spanish, Chinese, and Russian, French and Haitian Creole who carefully review all translated materials.

To ensure consistency and high-quality language services across Agency translations, the Language Services unit has developed and regularly updates a glossary of key terms for each division, as well as a style guide covering the 13 citywide designated languages.

For effective dissemination of documents, we partner with various programs to gain insights into the expertise and knowledge pertaining to the communities they serve. This approach ensures that our

translations are not only linguistically accurate but also culturally relevant to the diverse audiences we engage with.