



Language Access Implementation Plan

Agency name: NYC Emergency Management Department (NYCEM)

Language Access Coordinator name: Iskra Killgore

Language Access Coordinator title: Assistant Commissioner, Community Engagement Bureau

Published date: 6/30/2024



Signatures

A. Killgore 6/14/2024

[Iskra Killgore] Date
[Assistant Commissioner, Community Engagement Bureau, NYCEM]

Zach Iscol

[Zach Iscol] Date
[Commissioner, NYCEM]

TABLE OF CONTENTS:

Language Access Implementation Plan 1
 Signatures 2
AGENCY MISSION AND PROGRAMS 4
 NYC Emergency Management Mission..... 4
 NYC Emergency Management Programs..... 4
 Individual Emergency Preparedness Education/Ready New York 4
 Community Preparedness 5
 Strengthening Communities Program 5
 Community Emergency Response Teams (CERT) 5
 Notify NYC..... 6
 Other Emergency Alerts..... 7
 Media and Ad Campaigns 7
AGENCY LANGUAGE ACCESS POLICY 7
LANGUAGE ACCESS NEEDS ASSESSMENT..... 9
NOTICE OF THE RIGHT TO LANGUAGE ACCESS SERVICES 12
PROVISION OF LANGUAGE ACCESS SERVICES 13
 Interpretation 13
 Translation 14
 Digital Communication 14
 Emergency Communications 15
RESOURCE PLANNING..... 16
TRAINING 18
CONTINUOUS IMPROVEMENT PLANNING 19
 Data Collection and Monitoring 19
 Language Access Complaints 19
GOALS AND ACTION PLANNING 20

AGENCY MISSION AND PROGRAMS

NYC Emergency Management Mission

New York City Emergency Management (NYCEM) was created by Executive Order in 1996 and was subsequently elevated to departmental status by the City Charter in November 2001.

NYC Emergency Management helps New Yorkers before, during, and after emergencies through preparedness, education, and response.

The agency is responsible for coordinating citywide emergency planning and response for all types and scales of emergencies. It is staffed by more than 200 dedicated professionals with diverse backgrounds and areas of expertise, including individuals assigned from other City agencies.

NYC Emergency Management Programs

Individual Emergency Preparedness Education/Ready New York

In response to New Yorkers' growing concerns about public safety, NYCEM launched the Ready New York campaign in July 2003. The Ready New York program educates New Yorkers about the hazards they may face and encourages residents to prepare for emergencies. Since its start, the campaign has grown to feature 8 guides and three comic books to help New Yorkers prepare for emergencies. The majority of the preparedness guides are currently available in 13 languages online and are easily downloadable; guides can also be requested through 311. The guides are available in: English, Arabic, Bengali, Chinese, French, Haitian Creole, Italian, Korean, Polish, Russian, Spanish, Urdu, and Yiddish (all guides are printed in English, Spanish, Chinese, and Russian; all other languages are available as downloadable pdf files). Ready New York also has four preparedness videos available in English, Spanish, Mandarin, and Russian; two of the videos are also available in American Sign Language (ASL)

NYCEM has developed outreach strategies to work with community groups, social service providers, schools, and other agencies to promote and publicize the availability

of emergency preparedness guides. Together with other agencies and community partners working with people with limited English proficiency, NYCEM has been using proactive strategies to disseminate translated materials. Targeted mailings, direct community outreach and media coverage to ethnic media outlets are just a few examples.

Individual emergency preparedness education is provided in a language requested by the community. Presentations can be provided in any language with advance notice via an interpreter, staff member or a CERT volunteer fluent in the language.

The NYCEM website is ADA compliant. Ready New York guides are also available in audio format. Guides can be accessed via [NYC.gov/readynewyork](https://nyc.gov/readynewyork).

Community Preparedness

The Communities Preparedness program helps local organizations build capacity within their community to prepare for, respond to, and recover from an emergency. This includes training classes and events, preparedness and emergency information, preparedness resources for disability, access and functional needs populations, and connecting established community networks to the City's Emergency Operations Center during a disaster.

Strengthening Communities Program

The Strengthening Communities program provides community-based networks with training, resources and funding to develop and implement local emergency plans. A community emergency network is a group or a coalition consisting of nonprofit, community, and faith-based organizations that are organized around an issue (e.g. climate change, gun violence, housing, disability rights, etc.).

The Strengthening Communities program was launched in Fall 2020 to strengthen the local COVID recovery efforts. As of May 2024, there are 35 diverse networks in the program across all five boroughs.

Community Emergency Response Teams (CERT)

NYCEM also manages the NYC CERT (Community Emergency Response Team)

program. This program features over 700 local volunteers trained to engage their communities in disaster preparedness and emergency response. NYC CERT works to recruit a diverse group of residents that represent the composition of their community. These volunteers are active in assisting their family, friends, neighbors, and communities before, during, and after emergencies. The NYC CERT program works with the leadership of each local division to improve the language capacity of their members by recruiting members that speak languages other than English. By having members that speak languages commonly found in their communities, the teams are better able to serve their communities.

The CERT program maintains a database of self-reported language capacity of CERT members who are called to conduct Ready New York emergency preparedness presentations in languages other than English and assist emergency operations when there is a need for language access assistance. CERT members may also review the translations of NYCEM guides and other printed material to ensure cultural and linguistic consistency. As of May 2024, there are 107 CERT members who have reported a proficiency in a language other than English.

Notify NYC

Notify NYC is the City of New York's official source of information about emergencies. Non-English speaking subscribers have access to messages in 13 different languages, audio and video format, and American Sign Language (ASL). Notify NYC's multilingual messages span a variety of emergency situations, including pre-scripted mass transit alerts, fire department activity, public health and safety notifications, utility alerts, weather alerts, alternate side parking updates, and downed trees notifications.

To sign up for Notify, people can visit [NYC.gov/notify](https://nyc.gov/notify), call 311, text NOTIFYNYC to 692-692, NOTIFYNYCESP for Spanish, and NOTIFYNYCFRE for French or follow Notify on X @NotifyNYC in English or:

- @NNYCSpanish
- @NNYCChinese
- @NNYCRussian

- @NNYCArabic
- @NNYCBengali
- @NNYCFrench
- @NNYCHaitianCreole
- @NNYCItalian
- @NNYCKorean
- @NNYCPolish
- @NNYCUrdu
- @NNYCYiddish

Other Emergency Alerts

In addition to the Notify NYC program, NYCEM has the capability to activate the Wireless Emergency Alert (WEA) and Emergency Alert System (EAS) in English and Spanish.

Media and Ad Campaigns

NYC Emergency Management runs seasonal, general, and hazard-specific multilingual advertising to further promote emergency preparedness in New York City. Since 2009, the agency has worked with the Ad Council to produce general preparedness ads under the Ready New York banner for TV, radio, print, and outdoor media (available in English and Spanish). Additionally, NYC Emergency Management runs ads every September, or National Preparedness Month, to emphasize the importance of preparing for emergencies.

NYC Emergency Management also runs several multi-ethnic, multilingual advertising/marketing campaigns, including the Know Your Zone hurricane awareness campaign, which aims to reach the roughly three million New Yorkers living within the city's hurricane evacuation zones, Beat the Heat, which educates New Yorkers about heat preparedness, and Notify NYC, the City's free emergency notification program.

AGENCY LANGUAGE ACCESS POLICY

During an emergency, NYC Emergency Management works to make certain that agencies involved in the emergency response provide a unified, accurate, and timely message to the public. Considering New York City's ethnic and linguistic diversity, NYC Emergency Management makes every effort to make the information available and accessible to all New Yorkers, regardless of their English proficiency. While the capability of NYC Emergency Management's partner agencies to provide language assistance may vary, we work in tandem with these agencies to support language access to the people they serve whenever they provide emergency services. The agency continuously evaluates how it interacts with and supports communities in New York City, including populations with limited English proficiency and other vulnerable populations. While NYC Emergency Management is a coordinating agency and does not provide direct services to New Yorkers, the agency's language access policies are based on the following core principles:

- All public facing programs of the agency should be accessible to New Yorkers with limited English proficiency.
- All essential public facing documents for emergency preparedness should be translated and made available in at least the 10 most commonly spoken languages in New York City.
- Language access should be incorporated and addressed in emergency response through the interagency Language Access Task Force, coordinated by the agency.

NYCEM regularly provides language access services for its emergency preparedness events as described in Section: Agency Mission and Programs.

NYCEM uses the following guidance when providing or coordinating language access services with other City agencies during emergencies:

Language contracts: Official translation and interpretation services (i.e., crisis counseling, case management, health care, legal issues) should be provided only by certified translators and interpreters through language vendors, unless there are certified volunteers available to provide those services.

Volunteers/Staff: Volunteers can be used to address the basic, immediate language needs of people in need of language access assistance. Volunteers can also be used for basic translation services such as the translation of simple signage, when there is an immediate life safety issue and when quick translations cannot be secured by any other reasonable method; or if an interpreter is needed to assist people with interpretation of basic directions or other simple information.

Volunteers should not be used for the translation of official documents or interpretation for case management, crisis counseling, health care or legal services.

Additional considerations:

- Only approved interpreters or certified interpreters should be used for crisis counseling, case management, health care, and legal issues.
- Affected individuals or family members generally should not be used as interpreters for the larger community.
- Children under the age of 17 should not be used for translation or interpretation unless there is an immediate life-safety issue or an unusual circumstance (e.g., adult speaker of the language not available through any reasonable method).
- Interpreters should be native or near-native speakers and/or have had language and/or interpreter training.
- Unless there is an immediate life safety issue, document translations should only be handled by certified and approved translation companies.

NYCEM's Language Access Coordinator works very closely with NYCEM's Senior Disability and Civil Rights Counsel on defining policies and processes to make sure that our agency's information is accessible to people with disabilities as defined in NYCEM's Accessibility Plan under Local Law 12.

LANGUAGE ACCESS NEEDS ASSESSMENT

Factor 1: examine the number of people with limited English proficiency in the eligible service population

NYC Emergency Management serves the entire City of New York and conducts demographic assessment through its Geographic Information Systems (GIS) unit at the time of an emergency event. Since emergencies are unpredictable in nature and frequency, assessing the language access needs of affected populations is possible only after the emergency occurs. Since NYC Emergency Management is operational 24/7, the agency conducts demographic assessments after an emergency by obtaining information from the field and pre-existing GIS databases. This information is then shared with the agency(s) responsible to provide services to the affected population. The agency uses the designated by Local Law 30 languages as a baseline for translation of its essential public outreach materials, signage and at outreach events. In addition to the 10 languages designated by Local Law 30, NYC Emergency Management also translates its public materials and Notify NYC messages in Italian and Yiddish.

Top 10 Languages Spoken by Non-English Speakers Citywide				
Rank	Language	NES Pop	% of NES Pop	% of City Pop
1	Spanish	849,031	47.67	10.48
2	Chinese	330,228	18.54	4.08
3	Russian	112,031	6.29	1.38
4	Bengali	64,293	3.61	0.79
5	Yiddish	44,679	2.51	0.55
6	Haitian	36,772	2.06	0.45
7	Korean	32,994	1.85	0.41
8	Arabic	28,572	1.60	0.35
9	Polish	22,847	1.28	0.28
10	Ukrainian/Other Slavic	22,773	1.28	0.28

Source: NYCEM GIS, 2018 - 2022 ACS 5-Year Estimates

Additionally, in novel operations, such as the asylum seeker operation, or emergencies that affect specific populations, NYCEM provides language access support in the languages spoken by the affected population regardless of whether those languages are covered by Local Law 30. Recent examples include the asylum seeker operation, where NYCEM has been providing interpretation and translation services in languages

not required by Local Law 30, including Wolof, Pulaar, Turkish, and Portuguese.

Factor 2: examine the frequency with which people with limited English proficiency come into contact with the agency

The agency's Ready New York program teaches New Yorkers about preparedness and is the main way individuals interact with the agency. The program's most popular guide – My Emergency Plan – is widely distributed in all of the agency's public events in all five boroughs. From 2019 until 2023, 76% of the guides distributed were in English, 15% in Spanish, 3.6% in Chinese, 1.3% in Haitian Creole, and 4.1% in all other languages (Arabic, Bengali, French, Korean, Urdu, Italian, Russian, Polish, and Yiddish). Note: Between 2020 - 2022, Ready NY outreach was significantly affected due to COVID-19. The program was not active from March 2020 till mid 2021.

Factor 3: examine the importance of the benefit, service, information, or encounter to the person with limited English proficiency

Emergency preparedness outreach and education is an important part of the mission of the agency and the agency is committed to making its public facing programs accessible to all New Yorkers. Therefore, public education guides are translated into the languages required by Local Law 30 plus Italian and Yiddish. Notify NYC, the City's emergency notifications program, is also available in all Local Law 30 languages plus Italian, Yiddish and ASL.

During emergencies, the agency coordinates with social service partners for the provision of language access services to affected populations.

Factor 4: the resources available to the agency and the costs of providing various types of language services

The agency has multiple language access contracts or purchase orders with vendors available to provide services 24/7. These include:

- in-person interpretation,
- telephonic and video-remote interpretation,
- in-person sign language interpretation,

- video-remote American Sign Language interpretation
- translation
- Communication Access Realtime Translation (CART)

NYC Emergency Management's total Language Access budget vary year by year, but it is on average between \$100,00 and \$150,000 annually. During time of emergency, NYC Emergency Management may also use an emergency budget to supplement as needed.

NOTICE OF THE RIGHT TO LANGUAGE ACCESS SERVICES

NYC Emergency Management is responsible for coordinating the development of citywide emergency plans. These plans address the need for language assistance during emergency events by identifying lead agencies who are responsible for providing services to affected residents. The lead agency for that emergency operation will assume the responsibility for language assistance based on Local Law 73 and Local Law 30.

NYC Emergency Management is the coordinating agency for emergencies in New York City. As such, the agency maintains the Citywide Language Access Protocol, a document that outlines the steps the City, led by the Mayor's Office of Immigrant Affairs, will take to provide language access during emergencies, and the agencies that have lead roles in language access. As a coordinating agency, NYC Emergency Management works with lead agencies in each incident to make sure that multilingual signage is available. In addition, NYC Emergency Management's Logistics unit maintains multilingual signage kits for coastal storm shelters and service centers. Each coastal storm sheltering kit contains "I Speak: Free Interpretation Available" signs, in addition to the NYC Emergency Management-created picture communication boards, Point Your Language cards, and other translated signage and shelter overview information. The Service Center kit contains "I Speak: Free Interpretation Available" signs, "I Speak" cards, and Point Your Language cards. In coordination with the Language Access Task Force, additional signage is translated during emergencies that is specific to each incident and reflects the languages of the affected community.

In addition, NYCEM's Public Information Bureau maintains a dedicated ethnic media press list, providing links to NYCEM's multilingual outreach materials and preparedness tips whenever there's a travel advisory. Those materials are available in 12 languages (in addition to English) and are readily available on the NYC Emergency Management website and through 311. Per Local Law 83, at least 50% of the agency's advertising budget is allocated to languages other than English, ensuring broader community reach. The Mayor's Office of Ethnic & Community Media assists NYCEM with vendor selection for marketing campaigns. The agency collaborates with the selected vendor to develop a comprehensive plan to advertise in local newspapers, as well as on subways and buses, using languages beyond English.

NYC Emergency Management has a dedicated outreach specialist who works with immigrant communities and people with limited English proficiency. The role of the specialist is to schedule educational events in languages other than English and increase awareness among immigrant communities of the agency's translated educational material, such as our Ready NY guides.

PROVISION OF LANGUAGE ACCESS SERVICES

Interpretation

Since the majority of events the agency participates in are by request from community organizations, the agency works with these organizations to identify the needed languages. When possible, we use bilingual/multilingual staff to conduct the events in the target language. If bilingual/multilingual staff is not available, in-person interpretation is provided by a contracted vendor.

Outreach to communities with limited English proficiency is conducted by the Ready NY and Community Preparedness programs as described in Section: Agency Mission and Programs.

NYC Emergency Management also maintains contracts for telephonic/video-remote interpretation in over 100 languages. This vendor can be used when a service center or an emergency shelter is open, and the lead agency is unable to provide interpretation in

any other way.

Translation

NYC Emergency Management contracts with a vendor to translate the agency's public education materials, signage, Notify NYC messages, and during emergency for quick turnaround translations. NYC Emergency Management engages bilingual/multilingual staff, volunteers and community partners to review and provide feedback on translated material. In addition, the translation vendor maintains dictionaries of most commonly used terms for linguistic consistency.

It is policy that the NYC Emergency Management communications team reviews all commonly distributed documents produced by the agency for consistency, accuracy, and to guarantee the information includes common, everyday words whenever possible. These commonly distributed documents, such as the Ready New York guides, are reviewed by the subject matter expert and the communications team before being published. Staff responsible for the development of these documents have received plain language training. Documents are reviewed for clarity before translation and edits are made when necessary. All NYC Emergency Management outreach materials use plain language principles:

- Content is written in short sentences.
- Content is broken down with lists and headers.
- Content is written in the active voice.
- Content does not contain jargons.

NYC Emergency Management engages all its staff with the Ready New York program. Since our staff is included in our outreach events, they use translated Ready New York material on regular basis and are familiar with it. Encouraging New Yorkers to sign up for Notify NYC is also a part of our regular outreach and all staff is trained to talk about the multilingual aspects of the program through the Ready New York staff presenter training and the online Language Access training.

Digital Communication

NYC Emergency Management maintains three websites that are human translated in the 10 Local Law languages plus Italian and Yiddish. These websites are:

- [NYC Cool Options](#) where New Yorkers can find an air-conditioned space to cool down in the summer.
- [Hurricane Evacuation Zone Finder](#) where New Yorkers can check their hurricane evacuation zone and the nearest Evacuation Center in the event that the City orders a coastal storm evacuation.
- [Notify NYC](#) where people can sign up to receive free emergency notifications in 13 languages, ASL, and video with voiceover and subtitles.

The Notify program issues translated emergency alerts via text messages, emails and on X as described in Section. Agency Mission and Programs.

In addition to these websites, our translated emergency preparedness guides are available on NYC Emergency Management's website [here](#).

[Emergency Communications](#)

Notify NYC is the main way in which NYC Emergency Management distributes information to the public during emergency events. The language access capabilities of the program are described in Section. Agency Mission and Programs.

In addition, the agency has the ability to activate the Wireless Emergency Alert (WEA) and Emergency Alert System (EAS) during major emergencies. WEA and EAS are both issued in English and Spanish. The language capabilities of the WEA and EAS program are regulated by the Federal Communications Commission (FCC).

For planned events and emergency incidents, the agency can create SMS opt-in groups that people can join by texting a custom keyword to 692-692 (NYC-NYC). These messages are available in English, Spanish and French. Recent examples of SMS opt-in messages include information about the Five Boro Bike Tour, The Macy's Thanksgiving Day parade, New Years Eve and others.

As mentioned in Section: Provision of Language Access Services, the agency also

maintains three humanly translated websites where people can access critical resources and information about emergencies.

During an emergency, NYC Emergency Management works to make certain that agencies involved in the emergency response provide a unified, accurate, and timely message to the public. Considering New York City’s ethnic and linguistic diversity, NYC Emergency Management makes every effort to make sure that the information is available and accessible to all New Yorkers. While the capability of NYC Emergency Management’s partner agencies to provide language assistance may vary, we work in tandem with these agencies to support language access to the populations they serve whenever they provide emergency services. The need for language assistance and the provision of language services is monitored by members of the External Affairs, Community Engagement, and Human Services ESFs, and the interagency Language Access Task Force can be activated if the needs of the affected populations exceed the capacity of the responding agencies.

NYC Emergency Management’s External Affairs ESF regularly provides critical information and updates to 311 operators, and 311 services are available in more than 160 languages. In addition, NYC Emergency Management maintains a list of bilingual staff and volunteers. Bilingual/multilingual staff and volunteers can be called upon to review or update simple translations, such as a flyer for a service center, or staff a service center and provide information to people with limited English proficiency. The agency has language vendors for translation and interpretation available 24/7.

RESOURCE PLANNING

To meet language access needs that arise during emergencies, NYC Emergency Management contracts with vendors that are available to provide services 365 days/year, 24/7 on a short notice. NYC Emergency Management uses these contracts to provide language access for its public outreach programs as well.

Vendor name	Procurement method	Purpose of the contract	Language(s) provided by the vendor	Period of contract	Total award amount of contract

	<i>Please refer to BuyWise and PASSPort data to indicate the procurement method</i>	<i>List the services that the vendor is providing through the contract (I.e. translation, in-person interpretation, telephonic interpretation, transcription, language testing, etc.)</i>	<i>To the extent possible, list languages (or number of languages) provided through this contract</i>	<i>To the extent possible, input month and year of start and end period of the contract. [Month/ Year - Month/ Year]</i>	
Accurate Communication, Inc.	M/WBE Non - Competitive Small Purchase	In-Person Interpretation Services	Over 120	[7/2023 - 6/2024]	\$250,000
Language Bank, Inc. dba aLanguageBank	Renewal from Competitive Sealed Proposals	Emergency Translation Services	Over 120	[7/2022 - 6/2024]	\$250,000
Propio LS, LLC.	Small Purchase	Telephonic and Video-Remote Interpretation	Over 120	[7/2023 - 6/2025]	\$100,000

The agency doesn't have any contracts with CBOs for the provision of language access services, but the agency engages community partners from our Strengthening Communities network to review translated guides and material for linguistic and cultural consistency. In addition, Strengthening Community partners, who represent diverse communities across the five boroughs, assist the agency with dissemination of critical information throughout their networks in the languages of the communities they serve. Strengthening Communities partners use various methods of communication such as WhatsApp groups, KakaoTalk, text messaging, phone banking, newsletters, social media and others. These communication methods are developed based on the needs of

the communities these organizations serve and represent a flexible approach to delivering information in a way that is accessible to diverse populations.

In 2019, NYCEM launched a language certification program for bilingual and multilingual staff. Once a year, NYCEM employees can complete a language assessment of their written and/or oral skills in a language other than English. Employees who pass the assessment receive a Language Testing International (LTI) Commercial Certificate with the American Council on the Teaching of Foreign Languages (ACTFL) rating achieved. The Language Access Coordinator maintains a list of employees' ratings and can leverage their skills to assist with the review of translated material or communicate with the public in a language other than English, where appropriate by following the principles described in Section: Agency Language Access Policy. Participation in this program is voluntary for staff.

The provision of all language access services is tracked by the Language Access Coordinator. Expenditures are tracked by the Language Access Coordinator and NYCEM's Finance unit.

TRAINING

NYC Emergency Management has developed a mandatory language access online training for employees. All new staff is required to take this training within the first 6 months of hire. The training describes NYC Emergency Management's language access policies and procedures for each unit, as well as the interagency citywide Language Access Protocol. The Training and Exercise team at NYC Emergency Management maintains an online database of staff who has taken the training. Topics covered in the online training for staff include:

- NYC demographics
- Language access legislation
- Overview of the citywide Language Access Protocol
- Overview of New York City Emergency Management's Language Access Plan
- Tips on how to work with an interpreter

Community Engagement staff, responsible for language access during emergencies, are continuously trained on language access policies during meetings that occur every three weeks.

CONTINUOUS IMPROVEMENT PLANNING

Data Collection and Monitoring

NYCEM uses data from the U.S. Census Bureau to determine demographic information for the population in New York City. Depending on the need, the agency utilizes either decennial census data or American Community Survey (ACS) 5-year estimate data. When necessary, NYCEM may consult with or use tools provided by the NYC Department of City Planning (DCP) Population Division.

During emergencies, NYC Emergency Management works with the incident lead agency and NYC Emergency Management's GIS unit to get accurate information about language access needs in the field. NYC Emergency Management does not collect any personal information of people requesting language access services. NYC Emergency Management maintains situational awareness of language needs that arise in the field and coordinates with responsible service agencies to meet those needs.

Data collected during emergencies is used to inform decisions of the Language Access Task Force and other government stakeholders who have language access responsibilities.

Language Access Complaints

Language access complaints can be submitted by emailing languageaccess@oem.nyc.gov or calling 311. Complaints are monitored and tracked by NYC Emergency Management's language access coordinator and as with any other correspondence, we respond to complaints within 14 calendar days of receipt.

When the agency coordinates the opening of a Service Center during an emergency, "You Have the Right to Free Interpretation" poster is posted in the facility that directs people to call 311 to submit a complaint.

GOALS AND ACTION PLANNING

NYCEM’s Language Access Implementation Plan is monitored and implemented by NYCEM’s Language Access Coordinator. The plan will be revised every three years as required by Local Law 30.

NYCEM’s Language Access goals for the next three years include:

Language Access Goal	Implementation Plan	Timeframe
<p>Continue to promote and make the multilingual Notify NYC program more accessible to the communities that need this information through direct engagement at community events and distribution of translated material.</p>	<ul style="list-style-type: none"> • Widely distribute translated material about the program throughout the 5 boroughs. • Conduct continuous outreach to communities with limited English proficiency about the program. • Add Simplified Chinese as a 14th language to the program. 	<p>FY 25 – FY 28</p>
<p>Continue to expand the language certification program for staff. In this program, language assessment for written and oral proficiency is offered to all agency multilingual staff to motivate staff to</p>	<ul style="list-style-type: none"> • Earmark funding for the continuation of the program. • Offer language access certification to staff once/year. 	<p>FY 25 – FY 28</p>

<p>engage with our language access mandate and to assure that language access projects are completed with appropriate and confirmed linguistic proficiency.</p>		
<p>Leverage community partnerships to ensure and increase the linguistic and cultural consistency of NYCEM material.</p>	<ul style="list-style-type: none"> • Engage Strengthening Communities networks with language access capacity to review and provide feedback on NYCEM translated material. 	<p>FY 25 – FY 28</p>
<p>Pilot a language testing program for CERT volunteers.</p>	<ul style="list-style-type: none"> • Identify funding for program. • Develop eligibility and implementation policies. • Launch with a small pool of CERT volunteers and assess results. 	<p>FY 25 – FY 28</p>