

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 <i>[HRA only]</i>	Type of assistance required (<i>translation; telephonic interpretation; onsite interpretation</i>)	2024 Language Services instances (<i>number</i>)
	See attached.		

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
See attached.	

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

At DSS/HRA/DHS, a client's preferred written and spoken languages are recorded when the client first encounters the Agency. These questions may be asked as part of an initial interview and the answers recorded by staff. Alternatively, clients may make their own selections from an online drop-down menu if they are applying online via AccessHRA (AHRA) or mark their language preferences on a paper application.

DSS/HRA/DHS are aware that client's lives are always changing. To provide clients with services in the language that works best for their current situation, the Agency provides clients with multiple, easy options to update their language indicators, without requiring that clients declare that it was previously incorrect. DSS/HRA/DHS clients can update their preferred language in one of three ways:

1. They can ask staff to update their language indicator. During some types of interactions, including applications and recertifications, staff are required to confirm that the language indicators recorded for a client are correct. Staff are always encouraged to confirm a client's language and, if appropriate, ask if the client would like it updated.
2. Clients can update their own language indicator via the AHRA website or ask a Community Based Organization (CBO) representative to do it for them through the provider portal.
3. Clients can call or email the Agency (via the website, Infoline, 311, etc.) and ask to change their language indicator.

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

DSS/HRA/DHS staff members do not translate documents. All Agency documents are translated by Language Line Solutions, the largest provider of language services in the country. Language Line puts each document through an in-depth, multi-stage review process. After the translations are returned to staff in the Office of Policy, Procedures and Training, they are again reviewed for formatting errors and inconsistencies.

In addition to Language Line's internal review, DSS/HRA/DHS has contracted with a secondary translation vendor to provide professional quality assurance on our highest profile documents. As a part of the language access training that all front-line staff members receive every year, workers are told that if staff or clients identify any errors, or possible errors, in our translations, please submit them to the DSS Office of Refugee and Immigrant Affairs for consideration by our professional vendors. The same message is relayed to advocates.

DSS/HRA primarily disseminates documents and materials through system-generated mailings. These mailings are automatically sent in the client's language of preference. If clients erroneously receive mail in the wrong language, they can correct their language indicators by contacting the Agency or by using AccessHRA, as described above.

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Akan	Accountability Office (AO)	Telephonic Interpretation	1
Akan	Adult Protective Services (APS)	On Site Interpretation	1
Akan	Adult Protective Services (APS)	Telephonic Interpretation	2
Akan	Adult Singles	Telephonic Interpretation	4
Akan	Asylum Seekers	Telephonic Interpretation	1
Akan	Cash Assistance (CA)	Telephonic Interpretation	40
Akan	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Akan	Families	Telephonic Interpretation	14
Akan	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
Akan	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Akan	Medical Assistance Program (MAP)	Telephonic Interpretation	5
Akan	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Akan	Office of Constituent Communications (OCC)	Telephonic Interpretation	34
Akan	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	59
Akan	Unknown	Telephonic Interpretation	3
Albanian	Accountability Office (AO)	Telephonic Interpretation	9
Albanian	Adult Protective Services (APS)	On Site Interpretation	6
Albanian	Adult Protective Services (APS)	Telephonic Interpretation	21
Albanian	Adult Singles	Telephonic Interpretation	2
Albanian	Agency-wide	Translation Services	682
Albanian	Burial Claims	Telephonic Interpretation	1
Albanian	Cash Assistance (CA)	Telephonic Interpretation	400
Albanian	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	6
Albanian	Customized Assistance Services (CAS)	Telephonic Interpretation	6
Albanian	Domestic Violence Services (DVS)	On Site Interpretation	1
Albanian	Domestic Violence Services (DVS)	Telephonic Interpretation	80
Albanian	Fair Fares	Telephonic Interpretation	2
Albanian	Families	Telephonic Interpretation	24
Albanian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	4
Albanian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Albanian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	11
Albanian	IDNYC	Telephonic Interpretation	4
Albanian	Mayor's Office	Telephonic Interpretation	1
Albanian	Medical Assistance Program (MAP)	Telephonic Interpretation	44
Albanian	NYC Benefits	Telephonic Interpretation	3
Albanian	Office of Child Support Services (OCSS)	Telephonic Interpretation	22
Albanian	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
Albanian	Office of Civil Justice (OCJ)	Telephonic Interpretation	3
Albanian	Office of Constituent Communications (OCC)	Telephonic Interpretation	344
Albanian	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Albanian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	307
Albanian	Unknown	Telephonic Interpretation	2
American Sign Language (ASL)	Accountability Office (AO)	On Site Interpretation	6
American Sign Language (ASL)	Adult Families	On Site Interpretation	17
American Sign Language (ASL)	Adult Families	Video	54
American Sign Language (ASL)	Adult Protective Services (APS)	On Site Interpretation	48
American Sign Language (ASL)	Adult Protective Services (APS)	Video	23
American Sign Language (ASL)	Adult Singles	On Site Interpretation	53
American Sign Language (ASL)	Adult Singles	Video	193
American Sign Language (ASL)	Cash Assistance (CA)	On Site Interpretation	199
American Sign Language (ASL)	Cash Assistance (CA)	Video	337
American Sign Language (ASL)	Families	On Site Interpretation	14
American Sign Language (ASL)	Families	Video	101
American Sign Language (ASL)	Heat Energy Assistance Program (HEAP)	On Site Interpretation	1
American Sign Language (ASL)	Heat Energy Assistance Program (HEAP)	Video	2
American Sign Language (ASL)	HIV/AIDS Service Administration (HASA)	On Site Interpretation	24
American Sign Language (ASL)	HIV/AIDS Service Administration (HASA)	Video	19
American Sign Language (ASL)	Homeless Prevention Administration (HPA)	On Site Interpretation	8
American Sign Language (ASL)	Homeless Prevention Administration (HPA)	Video	17
American Sign Language (ASL)	Medical Assistance Program (MAP)	On Site Interpretation	31
American Sign Language (ASL)	Medical Assistance Program (MAP)	Video	7
American Sign Language (ASL)	Office of Advocacy	On Site Interpretation	2
American Sign Language (ASL)	Office of Advocacy	Video	30
American Sign Language (ASL)	Office of Child Support Services (OCSS)	On Site Interpretation	6
American Sign Language (ASL)	Office of Child Support Services (OCSS)	Video	13
American Sign Language (ASL)	Office of Civil Justice (OCJ)	On Site Interpretation	2
American Sign Language (ASL)	Office of Civil Justice (OCJ)	Video	2
American Sign Language (ASL)	Office of Constituent Communications (OCC)	On Site Interpretation	3
American Sign Language (ASL)	Office of Constituent Communications (OCC)	Video	8
American Sign Language (ASL)	Office of the Medical Director	Video	1
American Sign Language (ASL)	Supplemental Nutrition Assistance Program (SNAP)	On Site Interpretation	65
American Sign Language (ASL)	Supplemental Nutrition Assistance Program (SNAP)	Video	41
American Sign Language (ASL)	Supportive and Affordable Housing	On Site Interpretation	4
American Sign Language (ASL)	Supportive and Affordable Housing	Video	5
Amharic	Adult Singles	Telephonic Interpretation	2
Amharic	Cash Assistance (CA)	Telephonic Interpretation	3
Amharic	Disaster Services	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Amharic	Fair Fares	Telephonic Interpretation	1
Amharic	Families	Telephonic Interpretation	18
Amharic	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	5
Amharic	IDNYC	On Site Interpretation	1
Amharic	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	9
Arabic	Accountability Office (AO)	Telephonic Interpretation	118
Arabic	Administration	Telephonic Interpretation	2
Arabic	Adult Families	Telephonic Interpretation	89
Arabic	Adult Protective Services (APS)	On Site Interpretation	1
Arabic	Adult Protective Services (APS)	Telephonic Interpretation	34
Arabic	Adult Singles	Telephonic Interpretation	1,297
Arabic	Agency-wide	Translation Services	734
Arabic	Asylum Seekers	Telephonic Interpretation	294
Arabic	Cash Assistance (CA)	Telephonic Interpretation	3,031
Arabic	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	57
Arabic	Customized Assistance Services (CAS)	Telephonic Interpretation	53
Arabic	Disaster Services	Telephonic Interpretation	2
Arabic	Domestic Violence Services (DVS)	Telephonic Interpretation	247
Arabic	Equal Employment Office (EEO)	Telephonic Interpretation	2
Arabic	Fair Fares	Telephonic Interpretation	25
Arabic	Fair Hearing	Telephonic Interpretation	6
Arabic	Families	Telephonic Interpretation	833
Arabic	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	40
Arabic	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	136
Arabic	Home Care Services Program (HCSP)	Telephonic Interpretation	3
Arabic	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	163
Arabic	IDNYC	On Site Interpretation	27
Arabic	IDNYC	Telephonic Interpretation	1,274
Arabic	Mayor's Office	Telephonic Interpretation	158
Arabic	Medical Assistance Program (MAP)	Telephonic Interpretation	124
Arabic	NYC Benefits	Telephonic Interpretation	5
Arabic	Office of Child Support Services (OCSS)	Telephonic Interpretation	149
Arabic	Office of Civil Justice (OCJ)	Telephonic Interpretation	30
Arabic	Office of Constituent Communications (OCC)	Telephonic Interpretation	2,176
Arabic	Office of Legal Affairs (OLA)	Telephonic Interpretation	4
Arabic	Office of Outreach	Telephonic Interpretation	1
Arabic	Reasonable Accommodation	Telephonic Interpretation	2
Arabic	Street Homelessness Solutions	Telephonic Interpretation	239
Arabic	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2,812
Arabic	Unknown	Telephonic Interpretation	53
Arabic	Vaccine Command Center (VCC)	Telephonic Interpretation	1
Armenian	Adult Protective Services (APS)	Telephonic Interpretation	1
Armenian	Adult Singles	Telephonic Interpretation	3
Armenian	Cash Assistance (CA)	Telephonic Interpretation	14
Armenian	Families	Telephonic Interpretation	2
Armenian	IDNYC	On Site Interpretation	1
Armenian	IDNYC	Telephonic Interpretation	4
Armenian	Mayor's Office	Telephonic Interpretation	1
Armenian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Armenian	Office of Constituent Communications (OCC)	Telephonic Interpretation	10
Armenian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	16
Armenian	Unknown	Telephonic Interpretation	1
Assyrian	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Assyrian	Families	Telephonic Interpretation	1
Assyrian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Azerbaijani	Cash Assistance (CA)	Telephonic Interpretation	2
Azerbaijani	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Azerbaijani	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Azerbaijani	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
Bambara	Adult Protective Services (APS)	Telephonic Interpretation	1
Bambara	Adult Singles	Telephonic Interpretation	4
Bambara	Asylum Seekers	Telephonic Interpretation	3
Bambara	Cash Assistance (CA)	Telephonic Interpretation	51
Bambara	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Bambara	Domestic Violence Services (DVS)	On Site Interpretation	1
Bambara	Domestic Violence Services (DVS)	Telephonic Interpretation	21
Bambara	Families	Telephonic Interpretation	89
Bambara	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Bambara	IDNYC	Telephonic Interpretation	1
Bambara	Mayor's Office	Telephonic Interpretation	1
Bambara	Office of Child Support Services (OCSS)	Telephonic Interpretation	8
Bambara	Office of Constituent Communications (OCC)	On Site Interpretation	2
Bambara	Office of Constituent Communications (OCC)	Telephonic Interpretation	9
Bambara	Street Homelessness Solutions	Telephonic Interpretation	2
Bambara	Supplemental Nutrition Assistance Program (SNAP)	On Site Interpretation	1
Bambara	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	10
Bambara	Unknown	Telephonic Interpretation	2

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Belarusian	Cash Assistance (CA)	Telephonic Interpretation	1
Belarusian	Families	Telephonic Interpretation	1
Bengali	Accountability Office (AO)	Telephonic Interpretation	79
Bengali	Administration	Telephonic Interpretation	3
Bengali	Adult Families	Telephonic Interpretation	6
Bengali	Adult Protective Services (APS)	On Site Interpretation	7
Bengali	Adult Protective Services (APS)	Telephonic Interpretation	27
Bengali	Adult Singles	Telephonic Interpretation	24
Bengali	Agency-wide	Translation Services	656
Bengali	Asylum Seekers	Telephonic Interpretation	2
Bengali	Burial Claims	Telephonic Interpretation	6
Bengali	Cash Assistance (CA)	Telephonic Interpretation	3,318
Bengali	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	23
Bengali	Customized Assistance Services (CAS)	Telephonic Interpretation	65
Bengali	Domestic Violence Services (DVS)	On Site Interpretation	2
Bengali	Domestic Violence Services (DVS)	Telephonic Interpretation	591
Bengali	Equal Employment Office (EEO)	Telephonic Interpretation	3
Bengali	Fair Fares	Telephonic Interpretation	54
Bengali	Fair Hearing	Telephonic Interpretation	1
Bengali	Families	Telephonic Interpretation	314
Bengali	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	34
Bengali	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	33
Bengali	Home Care Services Program (HCSP)	Telephonic Interpretation	8
Bengali	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	48
Bengali	IDNYC	On Site Interpretation	1
Bengali	IDNYC	Telephonic Interpretation	149
Bengali	Mayor's Office	Telephonic Interpretation	76
Bengali	Medical Assistance Program (MAP)	Telephonic Interpretation	670
Bengali	Office of Advocacy	Telephonic Interpretation	6
Bengali	Office of Child Support Services (OCSS)	Telephonic Interpretation	140
Bengali	Office of Civil Justice (OCJ)	Telephonic Interpretation	18
Bengali	Office of Constituent Communications (OCC)	Telephonic Interpretation	3,885
Bengali	Office of Legal Affairs (OLA)	Telephonic Interpretation	10
Bengali	Office of Outreach	On Site Interpretation	1
Bengali	Office of Outreach	Telephonic Interpretation	2
Bengali	Reasonable Accommodation	Telephonic Interpretation	1
Bengali	Street Homelessness Solutions	Telephonic Interpretation	1
Bengali	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3,598
Bengali	Unknown	Telephonic Interpretation	32
Berber	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Bosnian	Cash Assistance (CA)	Telephonic Interpretation	3
Bosnian	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Bosnian	Families	Telephonic Interpretation	1
Bosnian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Bosnian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Bosnian	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Bosnian	Office of Constituent Communications (OCC)	Telephonic Interpretation	10
Bosnian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Bulgarian	Accountability Office (AO)	Telephonic Interpretation	3
Bulgarian	Cash Assistance (CA)	Telephonic Interpretation	16
Bulgarian	Domestic Violence Services (DVS)	Telephonic Interpretation	58
Bulgarian	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Bulgarian	Office of Constituent Communications (OCC)	Telephonic Interpretation	13
Bulgarian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	7
Bulgarian	Unknown	Telephonic Interpretation	1
Burmese	Adult Families	Telephonic Interpretation	1
Burmese	Adult Singles	Telephonic Interpretation	9
Burmese	Burial Claims	Telephonic Interpretation	3
Burmese	Cash Assistance (CA)	Telephonic Interpretation	78
Burmese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Burmese	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Burmese	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Burmese	Fair Fares	Telephonic Interpretation	3
Burmese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Burmese	IDNYC	On Site Interpretation	12
Burmese	IDNYC	Telephonic Interpretation	3
Burmese	Mayor's Office	Telephonic Interpretation	3
Burmese	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Burmese	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
Burmese	Office of Constituent Communications (OCC)	Telephonic Interpretation	76
Burmese	Street Homelessness Solutions	On Site Interpretation	4
Burmese	Street Homelessness Solutions	Telephonic Interpretation	12
Burmese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	77
Cantonese	Accountability Office (AO)	Telephonic Interpretation	109
Cantonese	Administration	Telephonic Interpretation	3
Cantonese	Adult Families	Telephonic Interpretation	12
Cantonese	Adult Protective Services (APS)	On Site Interpretation	36

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Cantonese	Adult Protective Services (APS)	Telephonic Interpretation	201
Cantonese	Adult Singles	Telephonic Interpretation	75
Cantonese	Asylum Seekers	Telephonic Interpretation	20
Cantonese	Burial Claims	Telephonic Interpretation	9
Cantonese	CASA	On Site Interpretation	1
Cantonese	Cash Assistance (CA)	Telephonic Interpretation	760
Cantonese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	68
Cantonese	Customized Assistance Services (CAS)	Telephonic Interpretation	9
Cantonese	Domestic Violence Services (DVS)	Telephonic Interpretation	118
Cantonese	Equal Employment Office (EEO)	Telephonic Interpretation	2
Cantonese	Fair Fares	Telephonic Interpretation	91
Cantonese	Families	Telephonic Interpretation	11
Cantonese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	899
Cantonese	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	18
Cantonese	Home Care Services Program (HCSP)	On Site Interpretation	1
Cantonese	Home Care Services Program (HCSP)	Telephonic Interpretation	48
Cantonese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	6
Cantonese	IDNYC	Telephonic Interpretation	60
Cantonese	Mayor's Office	Telephonic Interpretation	50
Cantonese	Medical Assistance Program (MAP)	Telephonic Interpretation	1,462
Cantonese	NYC Benefits	Telephonic Interpretation	1
Cantonese	Office of Advocacy	Telephonic Interpretation	8
Cantonese	Office of Child Support Services (OCSS)	Telephonic Interpretation	27
Cantonese	Office of Civil Justice (OCJ)	Telephonic Interpretation	6
Cantonese	Office of Constituent Communications (OCC)	Telephonic Interpretation	1,792
Cantonese	Office of Legal Affairs (OLA)	Telephonic Interpretation	6
Cantonese	Office of Outreach	On Site Interpretation	1
Cantonese	Office of the Medical Director	Telephonic Interpretation	1
Cantonese	Street Homelessness Solutions	Telephonic Interpretation	1
Cantonese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6,680
Cantonese	Supportive and Affordable Housing	Telephonic Interpretation	8
Cantonese	Supportive and Affordable Housing	On Site Interpretation	2
Cantonese	Unknown	Telephonic Interpretation	32
Cebuano	Cash Assistance (CA)	Telephonic Interpretation	1
Certified Deaf Interpreter (CDI)	Adult Families	Video	1
Certified Deaf Interpreter (CDI)	Adult Protective Services (APS)	On Site Interpretation	4
Certified Deaf Interpreter (CDI)	Adult Singles	On Site Interpretation	5
Certified Deaf Interpreter (CDI)	Adult Singles	Video	36
Certified Deaf Interpreter (CDI)	Cash Assistance (CA)	On Site Interpretation	7
Certified Deaf Interpreter (CDI)	Cash Assistance (CA)	Video	19
Certified Deaf Interpreter (CDI)	Families	Video	2
Certified Deaf Interpreter (CDI)	HIV/AIDS Service Administration (HASA)	On Site Interpretation	1
Certified Deaf Interpreter (CDI)	HIV/AIDS Service Administration (HASA)	Video	5
Certified Deaf Interpreter (CDI)	Homeless Prevention Administration (HPA)	On Site Interpretation	1
Certified Deaf Interpreter (CDI)	Homeless Prevention Administration (HPA)	Video	1
Certified Deaf Interpreter (CDI)	IDNYC	On Site Interpretation	1
Certified Deaf Interpreter (CDI)	Office of Child Support Services (OCSS)	Video	1
Certified Deaf Interpreter (CDI)	Supplemental Nutrition Assistance Program (SNAP)	On Site Interpretation	3
Certified Deaf Interpreter (CDI)	Supplemental Nutrition Assistance Program (SNAP)	Video	1
Chaldean	Unknown	Telephonic Interpretation	1
Chin Hakha	Adult Singles	Telephonic Interpretation	1
Chin Hakha	Cash Assistance (CA)	Telephonic Interpretation	4
Chin Hakha	Families	Telephonic Interpretation	1
Chin Hakha	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Chuukese	Cash Assistance (CA)	Telephonic Interpretation	1
Chuukese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Croatian	Adult Families	Telephonic Interpretation	8
Croatian	Adult Singles	Telephonic Interpretation	1
Croatian	Cash Assistance (CA)	Telephonic Interpretation	7
Croatian	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Croatian	Families	Telephonic Interpretation	1
Croatian	IDNYC	On Site Interpretation	1
Croatian	IDNYC	Telephonic Interpretation	1
Croatian	Mayor's Office	Telephonic Interpretation	1
Croatian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Croatian	Office of Constituent Communications (OCC)	Telephonic Interpretation	10
Croatian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	20
Croatian	Unknown	Telephonic Interpretation	2
Czech	Cash Assistance (CA)	Telephonic Interpretation	2
Czech	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Czech	Mayor's Office	Telephonic Interpretation	3
Czech	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
Czech	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Danish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Dari	Adult Protective Services (APS)	On Site Interpretation	1
Dari	Adult Singles	Telephonic Interpretation	14
Dari	Asylum Seekers	Telephonic Interpretation	32

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Dari	Cash Assistance (CA)	Telephonic Interpretation	159
Dari	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	3
Dari	Domestic Violence Services (DVS)	Telephonic Interpretation	7
Dari	Families	Telephonic Interpretation	34
Dari	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Dari	IDNYC	Telephonic Interpretation	4
Dari	Mayor's Office	Telephonic Interpretation	1
Dari	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Dari	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Dari	Office of Constituent Communications (OCC)	Telephonic Interpretation	50
Dari	Street Homelessness Solutions	Telephonic Interpretation	4
Dari	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	53
Dari	Unknown	Telephonic Interpretation	4
Dinka	Adult Singles	On Site Interpretation	4
Dinka	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Dutch	Cash Assistance (CA)	Telephonic Interpretation	4
Dutch	IDNYC	On Site Interpretation	2
Dutch	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
Dutch	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Edo	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
English	Agency-wide	Translation Services	671
Ewe	Cash Assistance (CA)	Telephonic Interpretation	1
Ewe	Families	Telephonic Interpretation	1
Ewe	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Farsi	Accountability Office (AO)	Telephonic Interpretation	2
Farsi	Adult Protective Services (APS)	Telephonic Interpretation	1
Farsi	Adult Singles	Telephonic Interpretation	8
Farsi	Asylum Seekers	Telephonic Interpretation	4
Farsi	Cash Assistance (CA)	Telephonic Interpretation	109
Farsi	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Farsi	Customized Assistance Services (CAS)	Telephonic Interpretation	4
Farsi	Domestic Violence Services (DVS)	Telephonic Interpretation	4
Farsi	Fair Fares	Telephonic Interpretation	2
Farsi	Families	Telephonic Interpretation	41
Farsi	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Farsi	IDNYC	On Site Interpretation	3
Farsi	IDNYC	Telephonic Interpretation	25
Farsi	Mayor's Office	Telephonic Interpretation	4
Farsi	Medical Assistance Program (MAP)	Telephonic Interpretation	6
Farsi	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Farsi	Office of Constituent Communications (OCC)	Telephonic Interpretation	49
Farsi	Street Homelessness Solutions	Telephonic Interpretation	2
Farsi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	53
Farsi	Unknown	Telephonic Interpretation	3
Finnish	Adult Families	Telephonic Interpretation	13
French	Accountability Office (AO)	Telephonic Interpretation	120
French	Adult Families	Telephonic Interpretation	370
French	Adult Protective Services (APS)	On Site Interpretation	3
French	Adult Protective Services (APS)	Telephonic Interpretation	33
French	Adult Singles	Telephonic Interpretation	4,555
French	Agency-wide	Translation Services	720
French	Asylum Seekers	Telephonic Interpretation	2,088
French	Burial Claims	Telephonic Interpretation	2
French	Cash Assistance (CA)	Telephonic Interpretation	5,555
French	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	123
French	Customized Assistance Services (CAS)	Telephonic Interpretation	44
French	DHS Fleet	Telephonic Interpretation	4
French	Domestic Violence Services (DVS)	On Site Interpretation	1
French	Domestic Violence Services (DVS)	Telephonic Interpretation	437
French	Equal Employment Office (EEO)	Telephonic Interpretation	1
French	Fair Fares	Telephonic Interpretation	592
French	Fair Hearing	Telephonic Interpretation	2
French	Families	Telephonic Interpretation	4,842
French	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	9
French	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	649
French	Home Care Services Program (HCSP)	Telephonic Interpretation	1
French	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	170
French	IDNYC	On Site Interpretation	32
French	IDNYC	Telephonic Interpretation	2,713
French	Mayor's Office	Telephonic Interpretation	350
French	Medical Assistance Program (MAP)	Telephonic Interpretation	190
French	NYC Benefits	Telephonic Interpretation	16
French	Office of Child Support Services (OCSS)	Telephonic Interpretation	330
French	Office of Civil Justice (OCJ)	Telephonic Interpretation	18
French	Office of Communications and Marketing (OCM)	Telephonic Interpretation	1
French	Office of Constituent Communications (OCC)	Telephonic Interpretation	992
French	Office of Outreach	On Site Interpretation	1

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
French	Office of Outreach	Telephonic Interpretation	3
French	Office of the Medical Director	Telephonic Interpretation	2
French	Reasonable Accommodation	Telephonic Interpretation	2
French	Street Homelessness Solutions	Telephonic Interpretation	1,350
French	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1,997
French	Unknown	Telephonic Interpretation	89
Fukienese	Adult Families	Telephonic Interpretation	10
Fukienese	Adult Protective Services (APS)	Telephonic Interpretation	1
Fukienese	Cash Assistance (CA)	Telephonic Interpretation	6
Fukienese	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Fukienese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Fukienese	IDNYC	Telephonic Interpretation	2
Fukienese	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Fukienese	Office of Constituent Communications (OCC)	Telephonic Interpretation	5
Fukienese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Fulani	Adult Singles	On Site Interpretation	1
Fulani	Accountability Office (AO)	Telephonic Interpretation	11
Fulani	Adult Families	Telephonic Interpretation	36
Fulani	Adult Singles	Telephonic Interpretation	254
Fulani	Asylum Seekers	Telephonic Interpretation	37
Fulani	Cash Assistance (CA)	Telephonic Interpretation	120
Fulani	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	7
Fulani	Domestic Violence Services (DVS)	Telephonic Interpretation	11
Fulani	Fair Fares	Telephonic Interpretation	6
Fulani	Families	Telephonic Interpretation	102
Fulani	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	9
Fulani	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	7
Fulani	IDNYC	Telephonic Interpretation	37
Fulani	Mayor's Office	Telephonic Interpretation	5
Fulani	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Fulani	Office of Child Support Services (OCSS)	Telephonic Interpretation	8
Fulani	Office of Constituent Communications (OCC)	Telephonic Interpretation	19
Fulani	Office of Outreach	Telephonic Interpretation	1
Fulani	Street Homelessness Solutions	Telephonic Interpretation	115
Fulani	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	59
Fulani	Unknown	Telephonic Interpretation	14
Fuzhounese	Accountability Office (AO)	Telephonic Interpretation	2
Fuzhounese	Adult Families	On Site Interpretation	8
Fuzhounese	Adult Families	Telephonic Interpretation	69
Fuzhounese	Adult Protective Services (APS)	On Site Interpretation	1
Fuzhounese	Adult Protective Services (APS)	Telephonic Interpretation	6
Fuzhounese	Adult Singles	Telephonic Interpretation	4
Fuzhounese	Cash Assistance (CA)	Telephonic Interpretation	71
Fuzhounese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	3
Fuzhounese	Customized Assistance Services (CAS)	Telephonic Interpretation	4
Fuzhounese	Domestic Violence Services (DVS)	Telephonic Interpretation	45
Fuzhounese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Fuzhounese	Home Care Services Program (HCSP)	Telephonic Interpretation	12
Fuzhounese	IDNYC	Telephonic Interpretation	2
Fuzhounese	Medical Assistance Program (MAP)	Telephonic Interpretation	39
Fuzhounese	Office of Advocacy	Telephonic Interpretation	1
Fuzhounese	Office of Constituent Communications (OCC)	Telephonic Interpretation	103
Fuzhounese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	62
Fuzhounese	Unknown	Telephonic Interpretation	3
Ga	Adult Singles	Telephonic Interpretation	1
Garifuna	Domestic Violence Services (DVS)	On Site Interpretation	1
Garifuna	Families	On Site Interpretation	2
Georgian	Accountability Office (AO)	Telephonic Interpretation	4
Georgian	Adult Protective Services (APS)	Telephonic Interpretation	2
Georgian	Adult Singles	Telephonic Interpretation	4
Georgian	Asylum Seekers	Telephonic Interpretation	8
Georgian	Burial Claims	Telephonic Interpretation	1
Georgian	Cash Assistance (CA)	Telephonic Interpretation	187
Georgian	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	5
Georgian	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Georgian	Domestic Violence Services (DVS)	Telephonic Interpretation	2
Georgian	Families	Telephonic Interpretation	10
Georgian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	10
Georgian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	11
Georgian	IDNYC	On Site Interpretation	2
Georgian	IDNYC	Telephonic Interpretation	11
Georgian	Mayor's Office	Telephonic Interpretation	5
Georgian	Medical Assistance Program (MAP)	On Site Interpretation	1
Georgian	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Georgian	Office of Child Support Services (OCSS)	On Site Interpretation	2
Georgian	Office of Child Support Services (OCSS)	Telephonic Interpretation	11
Georgian	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Georgian	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Georgian	Office of Constituent Communications (OCC)	Telephonic Interpretation	97
Georgian	Office of Outreach	Telephonic Interpretation	2
Georgian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	118
Georgian	Unknown	Telephonic Interpretation	1
German	Adult Protective Services (APS)	Telephonic Interpretation	1
German	Adult Singles	Telephonic Interpretation	1
German	Cash Assistance (CA)	Telephonic Interpretation	23
German	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
German	Families	Telephonic Interpretation	4
German	IDNYC	On Site Interpretation	1
German	IDNYC	Telephonic Interpretation	1
German	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
German	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
German	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Ghcg	Adult Protective Services (APS)	Telephonic Interpretation	1
Greek	Accountability Office (AO)	Telephonic Interpretation	4
Greek	Administration	Telephonic Interpretation	3
Greek	Adult Families	Telephonic Interpretation	19
Greek	Adult Protective Services (APS)	Telephonic Interpretation	17
Greek	Adult Singles	Telephonic Interpretation	9
Greek	Cash Assistance (CA)	Telephonic Interpretation	42
Greek	Customized Assistance Services (CAS)	Telephonic Interpretation	5
Greek	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Greek	Families	Telephonic Interpretation	4
Greek	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	8
Greek	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	4
Greek	IDNYC	On Site Interpretation	2
Greek	IDNYC	Telephonic Interpretation	3
Greek	Mayor's Office	Telephonic Interpretation	1
Greek	Medical Assistance Program (MAP)	Telephonic Interpretation	14
Greek	Office of Constituent Communications (OCC)	Telephonic Interpretation	106
Greek	Street Homelessness Solutions	Telephonic Interpretation	1
Greek	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	66
Greek	Unknown	Telephonic Interpretation	1
Gujarati	Adult Protective Services (APS)	Telephonic Interpretation	2
Gujarati	Adult Singles	Telephonic Interpretation	1
Gujarati	Cash Assistance (CA)	Telephonic Interpretation	5
Gujarati	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Gujarati	IDNYC	Telephonic Interpretation	2
Gujarati	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Gujarati	Office of Advocacy	Telephonic Interpretation	1
Gujarati	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Gujarati	Office of Constituent Communications (OCC)	Telephonic Interpretation	19
Gujarati	Research and Policy Innovation	Telephonic Interpretation	1
Gujarati	Street Homelessness Solutions	Telephonic Interpretation	1
Gujarati	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	11
Haitian Creole	Accountability Office (AO)	Telephonic Interpretation	369
Haitian Creole	Administration	Telephonic Interpretation	4
Haitian Creole	Adult Families	Telephonic Interpretation	44
Haitian Creole	Adult Protective Services (APS)	On Site Interpretation	9
Haitian Creole	Adult Protective Services (APS)	Telephonic Interpretation	122
Haitian Creole	Adult Singles	Telephonic Interpretation	273
Haitian Creole	Agency-wide	Translation Services	724
Haitian Creole	Asylum Seekers	Telephonic Interpretation	1,071
Haitian Creole	Burial Claims	Telephonic Interpretation	1
Haitian Creole	Cash Assistance (CA)	Telephonic Interpretation	13,851
Haitian Creole	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	322
Haitian Creole	Customized Assistance Services (CAS)	Telephonic Interpretation	71
Haitian Creole	Domestic Violence Services (DVS)	Telephonic Interpretation	295
Haitian Creole	Fair Fares	Telephonic Interpretation	79
Haitian Creole	Fair Hearing	Telephonic Interpretation	1
Haitian Creole	Families	Telephonic Interpretation	1,836
Haitian Creole	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	26
Haitian Creole	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	367
Haitian Creole	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Haitian Creole	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	167
Haitian Creole	IDNYC	On Site Interpretation	1
Haitian Creole	IDNYC	Telephonic Interpretation	309
Haitian Creole	Mayor's Office	Telephonic Interpretation	152
Haitian Creole	Medical Assistance Program (MAP)	Telephonic Interpretation	264
Haitian Creole	NYC Benefits	Telephonic Interpretation	7
Haitian Creole	Office of Advocacy	Telephonic Interpretation	9
Haitian Creole	Office of Child Support Services (OCSS)	Telephonic Interpretation	445
Haitian Creole	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
Haitian Creole	Office of Civil Justice (OCJ)	Telephonic Interpretation	16
Haitian Creole	Office of Constituent Communications (OCC)	Telephonic Interpretation	5,694

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Haitian Creole	Office of Legal Affairs (OLA)	Telephonic Interpretation	4
Haitian Creole	Office of Outreach	On Site Interpretation	2
Haitian Creole	Office of Outreach	Telephonic Interpretation	2
Haitian Creole	Office of the Medical Director	Telephonic Interpretation	5
Haitian Creole	Reasonable Accommodation	Telephonic Interpretation	2
Haitian Creole	Street Homelessness Solutions	Telephonic Interpretation	159
Haitian Creole	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8,076
Haitian Creole	Unknown	Telephonic Interpretation	88
Hakka-China	Adult Protective Services (APS)	Telephonic Interpretation	1
Hakka-China	Adult Singles	Telephonic Interpretation	2
Hausa	Adult Singles	Telephonic Interpretation	3
Hausa	Asylum Seekers	Telephonic Interpretation	8
Hausa	Cash Assistance (CA)	Telephonic Interpretation	2
Hausa	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Hausa	Families	Telephonic Interpretation	11
Hausa	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Hausa	IDNYC	On Site Interpretation	1
Hausa	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Hausa	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Hebrew	Adult Families	Telephonic Interpretation	1
Hebrew	Adult Protective Services (APS)	Telephonic Interpretation	2
Hebrew	Cash Assistance (CA)	Telephonic Interpretation	25
Hebrew	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Hebrew	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Hebrew	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4
Hebrew	IDNYC	On Site Interpretation	2
Hebrew	IDNYC	Telephonic Interpretation	3
Hebrew	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Hebrew	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Hebrew	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Hebrew	Office of Constituent Communications (OCC)	Telephonic Interpretation	17
Hebrew	Street Homelessness Solutions	Telephonic Interpretation	1
Hebrew	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	44
Hindi	Accountability Office (AO)	Telephonic Interpretation	8
Hindi	Administration	Telephonic Interpretation	1
Hindi	Adult Families	Telephonic Interpretation	6
Hindi	Adult Protective Services (APS)	On Site Interpretation	1
Hindi	Adult Protective Services (APS)	Telephonic Interpretation	8
Hindi	Adult Singles	Telephonic Interpretation	28
Hindi	Cash Assistance (CA)	Telephonic Interpretation	128
Hindi	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Hindi	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Hindi	Domestic Violence Services (DVS)	Telephonic Interpretation	26
Hindi	Fair Fares	Telephonic Interpretation	7
Hindi	Families	Telephonic Interpretation	8
Hindi	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	3
Hindi	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
Hindi	IDNYC	On Site Interpretation	1
Hindi	IDNYC	Telephonic Interpretation	30
Hindi	Mayor's Office	Telephonic Interpretation	3
Hindi	Medical Assistance Program (MAP)	Telephonic Interpretation	41
Hindi	Office of Advocacy	Telephonic Interpretation	1
Hindi	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Hindi	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Hindi	Office of Constituent Communications (OCC)	Telephonic Interpretation	144
Hindi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	199
Hmong	Adult Singles	Telephonic Interpretation	4
Hmong	Asylum Seekers	Telephonic Interpretation	2
Hmong	Cash Assistance (CA)	Telephonic Interpretation	1
Hmong	Families	Telephonic Interpretation	1
Hmong	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
Hmong	Mayor's Office	Telephonic Interpretation	1
Hmong	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Hmong	Street Homelessness Solutions	Telephonic Interpretation	1
Hmong	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Hungarian	Accountability Office (AO)	Telephonic Interpretation	1
Hungarian	Administration	Telephonic Interpretation	2
Hungarian	Adult Protective Services (APS)	Telephonic Interpretation	19
Hungarian	Adult Singles	Telephonic Interpretation	38
Hungarian	Burial Claims	Telephonic Interpretation	3
Hungarian	Cash Assistance (CA)	Telephonic Interpretation	64
Hungarian	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Hungarian	Families	Telephonic Interpretation	23
Hungarian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Hungarian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	5
Hungarian	IDNYC	Telephonic Interpretation	15
Hungarian	Mayor's Office	Telephonic Interpretation	10

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Hungarian	Office of Child Support Services (OCSS)	Telephonic Interpretation	6
Hungarian	Office of Constituent Communications (OCC)	Telephonic Interpretation	36
Hungarian	Office of the Medical Director	Telephonic Interpretation	1
Hungarian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	27
Igbo	Adult Singles	Telephonic Interpretation	2
Igbo	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Igbo	Families	Telephonic Interpretation	2
Igbo	Office of Constituent Communications (OCC)	Telephonic Interpretation	3
Igbo	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Ilocano	Cash Assistance (CA)	Telephonic Interpretation	1
Ilocano	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Ilocano	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Indonesian	Asylum Seekers	Telephonic Interpretation	1
Indonesian	Cash Assistance (CA)	Telephonic Interpretation	1
Indonesian	Cash Assistance (CA)	Telephonic Interpretation	11
Indonesian	Domestic Violence Services (DVS)	Telephonic Interpretation	32
Indonesian	Families	Telephonic Interpretation	1
Indonesian	IDNYC	On Site Interpretation	1
Indonesian	IDNYC	Telephonic Interpretation	1
Indonesian	Mayor's Office	Telephonic Interpretation	1
Indonesian	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Indonesian	Office of Constituent Communications (OCC)	Telephonic Interpretation	10
Indonesian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	12
Italian	Adult Families	Telephonic Interpretation	1
Italian	Adult Protective Services (APS)	On Site Interpretation	6
Italian	Adult Protective Services (APS)	Telephonic Interpretation	27
Italian	Adult Singles	Telephonic Interpretation	21
Italian	Agency-wide	Translation Services	688
Italian	Cash Assistance (CA)	Telephonic Interpretation	12
Italian	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Italian	Domestic Violence Services (DVS)	Telephonic Interpretation	2
Italian	Fair Fares	Telephonic Interpretation	1
Italian	Families	Telephonic Interpretation	6
Italian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	8
Italian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Italian	Home Care Services Program (HCSP)	Telephonic Interpretation	6
Italian	IDNYC	On Site Interpretation	3
Italian	IDNYC	Telephonic Interpretation	8
Italian	Mayor's Office	Telephonic Interpretation	2
Italian	Medical Assistance Program (MAP)	Telephonic Interpretation	8
Italian	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Italian	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Italian	Office of Constituent Communications (OCC)	Telephonic Interpretation	62
Italian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	54
Japanese	Adult Protective Services (APS)	Telephonic Interpretation	5
Japanese	Adult Singles	Telephonic Interpretation	14
Japanese	Cash Assistance (CA)	Telephonic Interpretation	26
Japanese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Japanese	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Japanese	Domestic Violence Services (DVS)	Telephonic Interpretation	16
Japanese	Fair Fares	Telephonic Interpretation	1
Japanese	Families	Telephonic Interpretation	6
Japanese	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Japanese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Japanese	IDNYC	On Site Interpretation	19
Japanese	IDNYC	Telephonic Interpretation	29
Japanese	Mayor's Office	Telephonic Interpretation	1
Japanese	Medical Assistance Program (MAP)	Telephonic Interpretation	7
Japanese	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Japanese	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Japanese	Office of Constituent Communications (OCC)	Telephonic Interpretation	23
Japanese	Street Homelessness Solutions	Telephonic Interpretation	3
Japanese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	42
Karen	Adult Singles	Telephonic Interpretation	1
Karen	Asylum Seekers	Telephonic Interpretation	1
Karen	Cash Assistance (CA)	Telephonic Interpretation	2
Karen	Home Care Services Program (HCSP)	Telephonic Interpretation	1
Karen	Office of Constituent Communications (OCC)	Telephonic Interpretation	3
Karen	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Khmer	Adult Protective Services (APS)	Telephonic Interpretation	1
Khmer	Cash Assistance (CA)	Telephonic Interpretation	5
Khmer	Families	Telephonic Interpretation	2
Khmer	Office of Constituent Communications (OCC)	Telephonic Interpretation	7
Khmer	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	10
Kinyarwanda	Cash Assistance (CA)	Telephonic Interpretation	2
Korean	Accountability Office (AO)	Telephonic Interpretation	29
Korean	Administration	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Korean	Adult Families	Telephonic Interpretation	37
Korean	Adult Protective Services (APS)	On Site Interpretation	19
Korean	Adult Protective Services (APS)	Telephonic Interpretation	118
Korean	Adult Singles	Telephonic Interpretation	73
Korean	Agency-wide	Translation Services	725
Korean	Burial Claims	Telephonic Interpretation	8
Korean	CASA	On Site Interpretation	1
Korean	Cash Assistance (CA)	Telephonic Interpretation	243
Korean	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	7
Korean	Customized Assistance Services (CAS)	Telephonic Interpretation	17
Korean	Domestic Violence Services (DVS)	Telephonic Interpretation	12
Korean	Fair Fares	Telephonic Interpretation	13
Korean	Families	Telephonic Interpretation	13
Korean	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	103
Korean	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	3
Korean	Home Care Services Program (HCSP)	Telephonic Interpretation	16
Korean	IDNYC	On Site Interpretation	3
Korean	IDNYC	Telephonic Interpretation	43
Korean	Mayor's Office	Telephonic Interpretation	2
Korean	Medical Assistance Program (MAP)	Telephonic Interpretation	200
Korean	NYC Benefits	Telephonic Interpretation	1
Korean	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
Korean	Office of Civil Justice (OCJ)	Telephonic Interpretation	12
Korean	Office of Constituent Communications (OCC)	Telephonic Interpretation	1,063
Korean	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
Korean	Office of Outreach	Telephonic Interpretation	1
Korean	Office of the Medical Director	Telephonic Interpretation	1
Korean	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1,399
Korean	Unknown	Telephonic Interpretation	8
Krio	Asylum Seekers	Telephonic Interpretation	1
Krio	Cash Assistance (CA)	Telephonic Interpretation	18
Krio	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Krio	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Krio	Families	Telephonic Interpretation	2
Krio	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Krio	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
Krio	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	11
Kurmanji	Cash Assistance (CA)	Telephonic Interpretation	1
Laotian	Cash Assistance (CA)	Telephonic Interpretation	1
Laotian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Latvian	Cash Assistance (CA)	Telephonic Interpretation	1
Latvian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Lingala	Adult Families	Telephonic Interpretation	2
Lingala	Adult Protective Services (APS)	Telephonic Interpretation	1
Lingala	Adult Singles	Telephonic Interpretation	1
Lingala	Asylum Seekers	Telephonic Interpretation	101
Lingala	Cash Assistance (CA)	Telephonic Interpretation	24
Lingala	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Lingala	Families	Telephonic Interpretation	12
Lingala	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Lingala	Mayor's Office	Telephonic Interpretation	1
Lingala	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Lingala	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Lingala	Office of Constituent Communications (OCC)	Telephonic Interpretation	10
Lingala	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Lithuanian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Macedonian	Cash Assistance (CA)	Telephonic Interpretation	2
Macedonian	IDNYC	On Site Interpretation	1
Macedonian	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Macedonian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Malay	Asylum Seekers	Telephonic Interpretation	1
Malay	Cash Assistance (CA)	Telephonic Interpretation	5
Malay	Families	Telephonic Interpretation	1
Malayalam	Adult Singles	Telephonic Interpretation	1
Malayalam	Cash Assistance (CA)	Telephonic Interpretation	13
Malayalam	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Malayalam	Office of Constituent Communications (OCC)	Telephonic Interpretation	16
Malayalam	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Malayalam	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	11
Malayalam	Unknown	Telephonic Interpretation	1
Mam	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Mandarin	Accountability Office (AO)	Telephonic Interpretation	251
Mandarin	Administration	Telephonic Interpretation	11
Mandarin	Adult Families	Telephonic Interpretation	94
Mandarin	Adult Protective Services (APS)	On Site Interpretation	34
Mandarin	Adult Protective Services (APS)	Telephonic Interpretation	408
Mandarin	Adult Singles	Telephonic Interpretation	569

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Mandarin	Asylum Seekers	Telephonic Interpretation	566
Mandarin	Burial Claims	Telephonic Interpretation	42
Mandarin	CASA	On Site Interpretation	5
Mandarin	Cash Assistance (CA)	Telephonic Interpretation	4,873
Mandarin	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	150
Mandarin	Customized Assistance Services (CAS)	Telephonic Interpretation	95
Mandarin	Domestic Violence Services (DVS)	Telephonic Interpretation	356
Mandarin	Equal Employment Office (EEO)	Telephonic Interpretation	2
Mandarin	Fair Fares	On Site Interpretation - Public Hearing	2
Mandarin	Fair Fares	Telephonic Interpretation	319
Mandarin	Fair Hearing	Telephonic Interpretation	1
Mandarin	Families	On Site Interpretation	1
Mandarin	Families	Telephonic Interpretation	909
Mandarin	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1,446
Mandarin	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	127
Mandarin	Home Care Services Program (HCSP)	Telephonic Interpretation	170
Mandarin	Homelessness Prevention Administration (HPA)	On Site Interpretation - Public Hearing	2
Mandarin	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	139
Mandarin	IDNYC	On Site Interpretation	7
Mandarin	IDNYC	Telephonic Interpretation	589
Mandarin	Mayor's Office	Telephonic Interpretation	252
Mandarin	Medical Assistance Program (MAP)	Telephonic Interpretation	2,519
Mandarin	NYC Benefits	Telephonic Interpretation	1
Mandarin	Office of Advocacy	Telephonic Interpretation	31
Mandarin	Office of Child Support Services (OCSS)	Telephonic Interpretation	107
Mandarin	Office of Citywide Health Insurance Access (OCHIA)	On Site Interpretation	2
Mandarin	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
Mandarin	Office of Civil Justice (OCJ)	Telephonic Interpretation	62
Mandarin	Office of Constituent Communications (OCC)	Telephonic Interpretation	3,133
Mandarin	Office of Legal Affairs (OLA)	Telephonic Interpretation	11
Mandarin	Office of Outreach	On Site Interpretation	5
Mandarin	Office of Outreach	Telephonic Interpretation	1
Mandarin	Office of the Medical Director	Telephonic Interpretation	5
Mandarin	Reasonable Accommodation	Telephonic Interpretation	1
Mandarin	Street Homelessness Solutions	On Site Interpretation	1
Mandarin	Street Homelessness Solutions	Telephonic Interpretation	151
Mandarin	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	9,982
Mandarin	Supportive and Affordable Housing	Telephonic Interpretation	9
Mandarin	Supportive and Affordable Housing	On Site Interpretation	6
Mandarin	Unknown	Telephonic Interpretation	115
Mandinka	Families	On Site Interpretation	1
Mandinka	Accountability Office (AO)	Telephonic Interpretation	2
Mandinka	Adult Protective Services (APS)	Telephonic Interpretation	3
Mandinka	Adult Singles	On Site Interpretation	1
Mandinka	Adult Singles	Telephonic Interpretation	20
Mandinka	Cash Assistance (CA)	Telephonic Interpretation	27
Mandinka	Domestic Violence Services (DVS)	Telephonic Interpretation	3
Mandinka	Families	Telephonic Interpretation	8
Mandinka	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
Mandinka	IDNYC	Telephonic Interpretation	1
Mandinka	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Mandinka	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Mandinka	Office of Constituent Communications (OCC)	Telephonic Interpretation	6
Mandinka	Street Homelessness Solutions	Telephonic Interpretation	1
Mandinka	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	9
Marathi	Cash Assistance (CA)	Telephonic Interpretation	2
Marathi	Domestic Violence Services (DVS)	Telephonic Interpretation	4
Marathi	Street Homelessness Solutions	Telephonic Interpretation	1
Mixteco	Cash Assistance (CA)	Telephonic Interpretation	2
Mixteco	Families	Telephonic Interpretation	3
Mixteco	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Mongolian	Cash Assistance (CA)	Telephonic Interpretation	5
Mongolian	Mayor's Office	Telephonic Interpretation	1
Mongolian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Mossi	Supplemental Nutrition Assistance Program (SNAP)	On Site Interpretation	2
Nepali	Adult Singles	Telephonic Interpretation	7
Nepali	Burial Claims	Telephonic Interpretation	1
Nepali	Cash Assistance (CA)	Telephonic Interpretation	26
Nepali	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Nepali	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Nepali	Domestic Violence Services (DVS)	Telephonic Interpretation	13
Nepali	IDNYC	Telephonic Interpretation	3
Nepali	Mayor's Office	Telephonic Interpretation	1
Nepali	Medical Assistance Program (MAP)	Telephonic Interpretation	21
Nepali	Office of Civil Justice (OCJ)	Telephonic Interpretation	3
Nepali	Office of Constituent Communications (OCC)	Telephonic Interpretation	59
Nepali	Police	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Nepali	Street Homelessness Solutions	Telephonic Interpretation	1
Nepali	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	48
Norwegian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Oromo	Cash Assistance (CA)	Telephonic Interpretation	5
Oromo	Families	Telephonic Interpretation	2
Oromo	IDNYC	Telephonic Interpretation	1
Oromo	Office of Constituent Communications (OCC)	Telephonic Interpretation	3
Oromo	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Oromo	Unknown	Telephonic Interpretation	1
Other	Agency-wide	Translation Services	106
Pashto	Adult Protective Services (APS)	On Site Interpretation	11
Pashto	Adult Singles	Telephonic Interpretation	12
Pashto	Cash Assistance (CA)	Telephonic Interpretation	51
Pashto	Domestic Violence Services (DVS)	Telephonic Interpretation	20
Pashto	Families	Telephonic Interpretation	77
Pashto	Mayor's Office	Telephonic Interpretation	2
Pashto	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Pashto	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Pashto	Office of Constituent Communications (OCC)	Telephonic Interpretation	31
Pashto	Reasonable Accommodation	Telephonic Interpretation	1
Pashto	Street Homelessness Solutions	Telephonic Interpretation	1
Pashto	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	17
Pohnpeian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Polish	Accountability Office (AO)	Telephonic Interpretation	9
Polish	Administration	Telephonic Interpretation	3
Polish	Adult Families	Telephonic Interpretation	5
Polish	Adult Protective Services (APS)	On Site Interpretation	10
Polish	Adult Protective Services (APS)	Telephonic Interpretation	59
Polish	Adult Singles	On Site Interpretation	10
Polish	Adult Singles	Telephonic Interpretation	164
Polish	Agency-wide	Translation Services	653
Polish	Asylum Seekers	Telephonic Interpretation	1
Polish	Burial Claims	Telephonic Interpretation	1
Polish	Cash Assistance (CA)	Telephonic Interpretation	162
Polish	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Polish	Customized Assistance Services (CAS)	Telephonic Interpretation	4
Polish	Domestic Violence Services (DVS)	Telephonic Interpretation	3
Polish	Fair Fares	Telephonic Interpretation	1
Polish	Fair Hearing	Telephonic Interpretation	1
Polish	Families	Telephonic Interpretation	107
Polish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	35
Polish	Home Care Services Program (HCSP)	Telephonic Interpretation	1
Polish	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	5
Polish	IDNYC	Telephonic Interpretation	21
Polish	Mayor's Office	Telephonic Interpretation	27
Polish	Medical Assistance Program (MAP)	Telephonic Interpretation	51
Polish	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Polish	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
Polish	Office of Civil Justice (OCJ)	Telephonic Interpretation	4
Polish	Office of Constituent Communications (OCC)	Telephonic Interpretation	293
Polish	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Polish	Office of Outreach	Telephonic Interpretation	1
Polish	Reasonable Accommodation	Telephonic Interpretation	1
Polish	Street Homelessness Solutions	Telephonic Interpretation	2
Polish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	300
Polish	Unknown	Telephonic Interpretation	12
Portuguese	Accountability Office (AO)	Telephonic Interpretation	4
Portuguese	Adult Families	Telephonic Interpretation	12
Portuguese	Adult Protective Services (APS)	On Site Interpretation	1
Portuguese	Adult Protective Services (APS)	Telephonic Interpretation	4
Portuguese	Adult Singles	Telephonic Interpretation	103
Portuguese	Asylum Seekers	Telephonic Interpretation	165
Portuguese	Burial Claims	Telephonic Interpretation	1
Portuguese	Cash Assistance (CA)	Telephonic Interpretation	300
Portuguese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	7
Portuguese	Customized Assistance Services (CAS)	Telephonic Interpretation	6
Portuguese	Domestic Violence Services (DVS)	Telephonic Interpretation	9
Portuguese	Fair Fares	Telephonic Interpretation	7
Portuguese	Families	Telephonic Interpretation	359
Portuguese	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	56
Portuguese	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Portuguese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	5
Portuguese	IDNYC	On Site Interpretation	4
Portuguese	IDNYC	Telephonic Interpretation	43
Portuguese	Mayor's Office	Telephonic Interpretation	14
Portuguese	Medical Assistance Program (MAP)	Telephonic Interpretation	26
Portuguese	Office of Child Support Services (OCSS)	Telephonic Interpretation	19

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Portuguese	Office of Civil Justice (OCJ)	Telephonic Interpretation	4
Portuguese	Office of Constituent Communications (OCC)	Telephonic Interpretation	97
Portuguese	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Portuguese	Office of Outreach	Telephonic Interpretation	1
Portuguese	Reasonable Accommodation	Telephonic Interpretation	1
Portuguese	Street Homelessness Solutions	Telephonic Interpretation	31
Portuguese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	168
Portuguese	Unknown	Telephonic Interpretation	2
Pulaar	Accountability Office (AO)	Telephonic Interpretation	2
Pulaar	Adult Families	Telephonic Interpretation	9
Pulaar	Adult Protective Services (APS)	Telephonic Interpretation	1
Pulaar	Adult Singles	On Site Interpretation	5
Pulaar	Adult Singles	Telephonic Interpretation	452
Pulaar	Asylum Seekers	On Site Interpretation	8
Pulaar	Asylum Seekers	Telephonic Interpretation	31
Pulaar	Cash Assistance (CA)	On Site Interpretation	1
Pulaar	Cash Assistance (CA)	Telephonic Interpretation	40
Pulaar	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Pulaar	Fair Fares	Telephonic Interpretation	7
Pulaar	Families	Telephonic Interpretation	23
Pulaar	IDNYC	Telephonic Interpretation	64
Pulaar	Mayor's Office	Telephonic Interpretation	9
Pulaar	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
Pulaar	Street Homelessness Solutions	Telephonic Interpretation	181
Pulaar	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Pulaar	Unknown	Telephonic Interpretation	7
Punjabi	Accountability Office (AO)	Telephonic Interpretation	2
Punjabi	Adult Protective Services (APS)	On Site Interpretation	1
Punjabi	Adult Protective Services (APS)	Telephonic Interpretation	5
Punjabi	Adult Singles	Telephonic Interpretation	44
Punjabi	Burial Claims	Telephonic Interpretation	1
Punjabi	Cash Assistance (CA)	Telephonic Interpretation	123
Punjabi	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Punjabi	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Punjabi	Domestic Violence Services (DVS)	Telephonic Interpretation	14
Punjabi	Equal Employment Office (EEO)	Telephonic Interpretation	1
Punjabi	Families	Telephonic Interpretation	52
Punjabi	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Punjabi	IDNYC	Telephonic Interpretation	6
Punjabi	Mayor's Office	Telephonic Interpretation	5
Punjabi	Medical Assistance Program (MAP)	Telephonic Interpretation	45
Punjabi	Office of Child Support Services (OCSS)	Telephonic Interpretation	6
Punjabi	Office of Civil Justice (OCJ)	Telephonic Interpretation	9
Punjabi	Office of Constituent Communications (OCC)	Telephonic Interpretation	203
Punjabi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	167
Punjabi	Unknown	Telephonic Interpretation	3
Quechua	Cash Assistance (CA)	Telephonic Interpretation	2
Quechua	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Quichua	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Romanian	Adult Protective Services (APS)	On Site Interpretation	3
Romanian	Adult Protective Services (APS)	Telephonic Interpretation	9
Romanian	Adult Singles	Telephonic Interpretation	1
Romanian	Cash Assistance (CA)	Telephonic Interpretation	9
Romanian	Fair Fares	Telephonic Interpretation	1
Romanian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	29
Romanian	Home Care Services Program (HCSP)	Telephonic Interpretation	1
Romanian	IDNYC	On Site Interpretation	1
Romanian	Medical Assistance Program (MAP)	Telephonic Interpretation	5
Romanian	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Romanian	Office of Constituent Communications (OCC)	Telephonic Interpretation	29
Romanian	Street Homelessness Solutions	On Site Interpretation	3
Romanian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	31
Romanian	Unknown	Telephonic Interpretation	2
Rundi	Adult Singles	Telephonic Interpretation	1
Rundi	Families	Telephonic Interpretation	1
Rundi	Mayor's Office	Telephonic Interpretation	1
Rundi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Russian	Accountability Office (AO)	Telephonic Interpretation	594
Russian	Administration	Telephonic Interpretation	12
Russian	Adult Families	Telephonic Interpretation	248
Russian	Adult Protective Services (APS)	On Site Interpretation	32
Russian	Adult Protective Services (APS)	Telephonic Interpretation	304
Russian	Adult Singles	Telephonic Interpretation	674
Russian	Agency-wide	Translation Services	729
Russian	Asylum Seekers	Telephonic Interpretation	1,080
Russian	Burial Claims	Telephonic Interpretation	32
Russian	CASA	On Site Interpretation	1

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Russian	Cash Assistance (CA)	Telephonic Interpretation	13,764
Russian	Common Benefit Identification Card (CBIC)	On Site Interpretation - Shifts	249
Russian	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	60
Russian	Customized Assistance Services (CAS)	Telephonic Interpretation	149
Russian	DHS Fleet	Telephonic Interpretation	3
Russian	Domestic Violence Services (DVS)	On Site Interpretation	1
Russian	Domestic Violence Services (DVS)	Telephonic Interpretation	323
Russian	Equal Employment Office (EEO)	Telephonic Interpretation	3
Russian	Fair Fares	Telephonic Interpretation	313
Russian	Fair Hearing	Telephonic Interpretation	3
Russian	Families	On Site Interpretation	1
Russian	Families	Telephonic Interpretation	1,623
Russian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	365
Russian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	303
Russian	Home Care Services Program (HCSP)	Telephonic Interpretation	39
Russian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	272
Russian	IDNYC	On Site Interpretation	21
Russian	IDNYC	Telephonic Interpretation	503
Russian	Mayor's Office	Telephonic Interpretation	498
Russian	Medical Assistance Program (MAP)	Telephonic Interpretation	641
Russian	NYC Benefits	Telephonic Interpretation	8
Russian	Office of Advocacy	Telephonic Interpretation	7
Russian	Office of Child Support Services (OCSS)	Telephonic Interpretation	496
Russian	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	1
Russian	Office of Civil Justice (OCJ)	Telephonic Interpretation	105
Russian	Office of Communications and Marketing (OCM)	Telephonic Interpretation	1
Russian	Office of Constituent Communications (OCC)	Telephonic Interpretation	4,450
Russian	Office of Legal Affairs (OLA)	Telephonic Interpretation	12
Russian	Office of Outreach	On Site Interpretation	2
Russian	Office of Outreach	Telephonic Interpretation	10
Russian	Office of the Medical Director	Telephonic Interpretation	5
Russian	Reasonable Accommodation	Telephonic Interpretation	1
Russian	Street Homelessness Solutions	Telephonic Interpretation	226
Russian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	10,664
Russian	Unknown	Telephonic Interpretation	134
Serbian	Cash Assistance (CA)	Telephonic Interpretation	9
Serbian	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Serbian	Families	Telephonic Interpretation	31
Serbian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Serbian	IDNYC	On Site Interpretation	2
Serbian	IDNYC	Telephonic Interpretation	1
Serbian	Mayor's Office	Telephonic Interpretation	1
Serbian	Medical Assistance Program (MAP)	Telephonic Interpretation	5
Serbian	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Serbian	Office of Constituent Communications (OCC)	Telephonic Interpretation	20
Serbian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	21
Shanghainese	Adult Protective Services (APS)	Telephonic Interpretation	2
Shanghainese	Cash Assistance (CA)	Telephonic Interpretation	5
Shanghainese	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Shanghainese	Unknown	Telephonic Interpretation	1
Simplified Chinese	Agency-wide	Translation Services	657
Sinhala	Adult Protective Services (APS)	Telephonic Interpretation	1
Sinhala	Adult Singles	Telephonic Interpretation	1
Sinhala	Cash Assistance (CA)	Telephonic Interpretation	7
Sinhala	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Sinhala	Fair Fares	Telephonic Interpretation	1
Sinhala	IDNYC	On Site Interpretation	1
Sinhala	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Sinhala	Office of Constituent Communications (OCC)	Telephonic Interpretation	4
Sinhala	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Slovak	Cash Assistance (CA)	Telephonic Interpretation	4
Slovak	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Slovak	IDNYC	Telephonic Interpretation	1
Slovak	Mayor's Office	Telephonic Interpretation	1
Slovak	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Somali	Adult Singles	Telephonic Interpretation	3
Somali	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Somali	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Somali	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Soninke	Adult Families	Telephonic Interpretation	3
Soninke	Adult Singles	Telephonic Interpretation	47
Soninke	Asylum Seekers	On Site Interpretation	4
Soninke	Asylum Seekers	Telephonic Interpretation	18
Soninke	Cash Assistance (CA)	Telephonic Interpretation	49
Soninke	Domestic Violence Services (DVS)	Telephonic Interpretation	4
Soninke	Families	Telephonic Interpretation	137
Soninke	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Soninke	IDNYC	Telephonic Interpretation	19
Soninke	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Soninke	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Soninke	Office of Constituent Communications (OCC)	Telephonic Interpretation	12
Soninke	Street Homelessness Solutions	Telephonic Interpretation	12
Soninke	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	58
Soninke	Unknown	Telephonic Interpretation	3
Sorani	Accountability Office (AO)	Telephonic Interpretation	2
Sorani	Cash Assistance (CA)	Telephonic Interpretation	2
Sorani	Fair Fares	Telephonic Interpretation	1
Sorani	Families	Telephonic Interpretation	4
Sorani	Street Homelessness Solutions	Telephonic Interpretation	1
Sorani	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6
Spanish	Accountability Office (AO)	Telephonic Interpretation	5,163
Spanish	Administration	Telephonic Interpretation	211
Spanish	Adult Families	Telephonic Interpretation	3,531
Spanish	Adult Protective Services (APS)	On Site Interpretation	497
Spanish	Adult Protective Services (APS)	Telephonic Interpretation	4,633
Spanish	Adult Singles	Telephonic Interpretation	11,518
Spanish	Agency-wide	Translation Services	759
Spanish	Asylum Seekers	On Site Interpretation - Shifts	25,962
Spanish	Asylum Seekers	Telephonic Interpretation	18,851
Spanish	Burial Claims	Telephonic Interpretation	357
Spanish	Career Services	On Site Interpretation	1
Spanish	CASA	On Site Interpretation	3
Spanish	Cash Assistance (CA)	On Site Interpretation - Shifts	1,786
Spanish	Cash Assistance (CA)	Telephonic Interpretation	196,099
Spanish	Common Benefit Identification Card (CBIC)	On Site Interpretation - Shifts	501
Spanish	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	299
Spanish	Customized Assistance Services (CAS)	Telephonic Interpretation	2,082
Spanish	DHS Fleet	Telephonic Interpretation	151
Spanish	Disaster Services	Telephonic Interpretation	2
Spanish	Domestic Violence Services (DVS)	On Site Interpretation	3
Spanish	Domestic Violence Services (DVS)	Telephonic Interpretation	11,603
Spanish	Equal Employment Office (EEO)	Telephonic Interpretation	15
Spanish	Fair Fares	On Site Interpretation - Public Hearing	2
Spanish	Fair Fares	Telephonic Interpretation	3,838
Spanish	Fair Hearing	Telephonic Interpretation	99
Spanish	Families	Telephonic Interpretation	55,066
Spanish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2,463
Spanish	HIV/AIDS Service Administration (HASA)	On Site Interpretation	2
Spanish	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	18,033
Spanish	Home Care Services Program (HCSP)	On Site Interpretation	3
Spanish	Home Care Services Program (HCSP)	Telephonic Interpretation	885
Spanish	Homelessness Prevention Administration (HPA)	On Site Interpretation - Public Hearing	2
Spanish	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4,511
Spanish	IDNYC	Telephonic Interpretation	8,212
Spanish	Mayor's Office	Telephonic Interpretation	6,450
Spanish	Medical Assistance Program (MAP)	Telephonic Interpretation	8,988
Spanish	NYC Benefits	Telephonic Interpretation	23
Spanish	Office of Advocacy	Telephonic Interpretation	267
Spanish	Office of Child Support Services (OCSS)	On Site Interpretation	30
Spanish	Office of Child Support Services (OCSS)	Telephonic Interpretation	13,889
Spanish	Office of Citywide Health Insurance Access (OCHIA)	On Site Interpretation	4
Spanish	Office of Citywide Health Insurance Access (OCHIA)	Telephonic Interpretation	58
Spanish	Office of Civil Justice (OCJ)	On Site Interpretation - Public Hearing	2
Spanish	Office of Civil Justice (OCJ)	Telephonic Interpretation	1,198
Spanish	Office of Communications and Marketing (OCM)	Telephonic Interpretation	2
Spanish	Office of Constituent Communications (OCC)	Telephonic Interpretation	38,543
Spanish	Office of Legal Affairs (OLA)	Telephonic Interpretation	152
Spanish	Office of Outreach	On Site Interpretation	54
Spanish	Office of Outreach	Telephonic Interpretation	59
Spanish	Office of the Medical Director	Telephonic Interpretation	54
Spanish	Police	Telephonic Interpretation	4
Spanish	Reasonable Accommodation	Telephonic Interpretation	7
Spanish	Research and Policy Innovation	Telephonic Interpretation	1
Spanish	Street Homelessness Solutions	On Site Interpretation	2
Spanish	Street Homelessness Solutions	Telephonic Interpretation	4,210
Spanish	Supplemental Nutrition Assistance Program (SNAP)	On Site Interpretation	1
Spanish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	165,598
Spanish	Supportive and Affordable Housing	Telephonic Interpretation	3
Spanish	Supportive and Affordable Housing	On Site Interpretation	2
Spanish	Unknown	Telephonic Interpretation	1,641
Spanish	Vaccine Command Center (VCC)	Telephonic Interpretation	3
Susu	Families	Telephonic Interpretation	1
Swahili	Adult Singles	Telephonic Interpretation	3
Swahili	Cash Assistance (CA)	Telephonic Interpretation	4

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Swahili	Domestic Violence Services (DVS)	Telephonic Interpretation	2
Swahili	Families	Telephonic Interpretation	14
Swahili	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
Swahili	Street Homelessness Solutions	Telephonic Interpretation	1
Swahili	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Swedish	Cash Assistance (CA)	Telephonic Interpretation	1
Swedish	IDNYC	On Site Interpretation	1
Sylheti	Accountability Office (AO)	Telephonic Interpretation	2
Sylheti	Adult Protective Services (APS)	Telephonic Interpretation	7
Sylheti	Cash Assistance (CA)	Telephonic Interpretation	74
Sylheti	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Sylheti	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Sylheti	Domestic Violence Services (DVS)	Telephonic Interpretation	2
Sylheti	Families	Telephonic Interpretation	33
Sylheti	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Sylheti	IDNYC	Telephonic Interpretation	2
Sylheti	Mayor's Office	Telephonic Interpretation	2
Sylheti	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Sylheti	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Sylheti	Office of Constituent Communications (OCC)	Telephonic Interpretation	55
Sylheti	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	49
Tagalog	Accountability Office (AO)	Telephonic Interpretation	5
Tagalog	Adult Families	Telephonic Interpretation	3
Tagalog	Adult Protective Services (APS)	Telephonic Interpretation	1
Tagalog	Cash Assistance (CA)	Telephonic Interpretation	28
Tagalog	Domestic Violence Services (DVS)	Telephonic Interpretation	8
Tagalog	IDNYC	Telephonic Interpretation	3
Tagalog	Mayor's Office	Telephonic Interpretation	2
Tagalog	Medical Assistance Program (MAP)	Telephonic Interpretation	9
Tagalog	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Tagalog	Office of Constituent Communications (OCC)	Telephonic Interpretation	34
Tagalog	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	48
Tagalog	Unknown	Telephonic Interpretation	1
Taiwanese	Accountability Office (AO)	Telephonic Interpretation	1
Taiwanese	IDNYC	Telephonic Interpretation	1
Taiwanese	Mayor's Office	Telephonic Interpretation	1
Taiwanese	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Taiwanese	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Tajik	Cash Assistance (CA)	Telephonic Interpretation	6
Tajik	Families	Telephonic Interpretation	2
Tajik	Mayor's Office	Telephonic Interpretation	1
Tajik	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Tajik	Street Homelessness Solutions	Telephonic Interpretation	6
Tajik	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Tamil	Adult Protective Services (APS)	On Site Interpretation	2
Tamil	Adult Protective Services (APS)	Telephonic Interpretation	1
Tamil	Cash Assistance (CA)	Telephonic Interpretation	10
Tamil	Domestic Violence Services (DVS)	Telephonic Interpretation	2
Tamil	Office of Constituent Communications (OCC)	Telephonic Interpretation	13
Tamil	Office of Outreach	On Site Interpretation	1
Tamil	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	22
Tamil	Unknown	Telephonic Interpretation	1
Telugu	Asylum Seekers	Telephonic Interpretation	1
Telugu	Cash Assistance (CA)	Telephonic Interpretation	1
Telugu	Families	Telephonic Interpretation	1
Telugu	IDNYC	Telephonic Interpretation	1
Telugu	Mayor's Office	Telephonic Interpretation	2
Telugu	Office of Constituent Communications (OCC)	Telephonic Interpretation	4
Telugu	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Thai	Adult Families	Telephonic Interpretation	1
Thai	Adult Protective Services (APS)	Telephonic Interpretation	6
Thai	Adult Singles	Telephonic Interpretation	2
Thai	Cash Assistance (CA)	Telephonic Interpretation	15
Thai	Fair Fares	Telephonic Interpretation	3
Thai	Families	Telephonic Interpretation	4
Thai	IDNYC	On Site Interpretation	1
Thai	IDNYC	Telephonic Interpretation	3
Thai	Mayor's Office	Telephonic Interpretation	1
Thai	Medical Assistance Program (MAP)	Telephonic Interpretation	5
Thai	Office of Advocacy	Telephonic Interpretation	1
Thai	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Thai	Office of Constituent Communications (OCC)	Telephonic Interpretation	9
Thai	Street Homelessness Solutions	Telephonic Interpretation	1
Thai	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	34
Thai	Unknown	Telephonic Interpretation	1
Tibetan	Accountability Office (AO)	Telephonic Interpretation	1
Tibetan	Adult Protective Services (APS)	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Tibetan	Adult Singles	Telephonic Interpretation	12
Tibetan	Cash Assistance (CA)	Telephonic Interpretation	27
Tibetan	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Tibetan	Families	Telephonic Interpretation	22
Tibetan	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Tibetan	IDNYC	On Site Interpretation	2
Tibetan	Mayor's Office	Telephonic Interpretation	1
Tibetan	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Tibetan	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Tibetan	Office of Constituent Communications (OCC)	Telephonic Interpretation	24
Tibetan	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	15
Tigrigna	Adult Singles	Telephonic Interpretation	9
Tigrigna	Cash Assistance (CA)	Telephonic Interpretation	11
Tigrigna	IDNYC	On Site Interpretation	1
Tigrigna	IDNYC	Telephonic Interpretation	1
Tigrigna	Mayor's Office	Telephonic Interpretation	1
Tigrigna	Office of Child Support Services (OCSS)	Telephonic Interpretation	9
Tigrigna	Office of Constituent Communications (OCC)	Telephonic Interpretation	1
Tigrigna	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Toishanese	Accountability Office (AO)	Telephonic Interpretation	2
Toishanese	Adult Protective Services (APS)	Telephonic Interpretation	4
Toishanese	Cash Assistance (CA)	Telephonic Interpretation	7
Toishanese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	3
Toishanese	Families	Telephonic Interpretation	3
Toishanese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	4
Toishanese	Home Care Services Program (HCSP)	Telephonic Interpretation	3
Toishanese	IDNYC	Telephonic Interpretation	3
Toishanese	Medical Assistance Program (MAP)	Telephonic Interpretation	35
Toishanese	Office of Advocacy	Telephonic Interpretation	1
Toishanese	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Toishanese	Office of Constituent Communications (OCC)	Telephonic Interpretation	62
Toishanese	Street Homelessness Solutions	Telephonic Interpretation	4
Toishanese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	76
Tongan	Cash Assistance (CA)	Telephonic Interpretation	1
Tongan	Families	Telephonic Interpretation	1
Tongan	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Traditional Chinese	Agency-wide	Translation Services	721
Turkish	Accountability Office (AO)	Telephonic Interpretation	33
Turkish	Adult Families	Telephonic Interpretation	31
Turkish	Adult Protective Services (APS)	Telephonic Interpretation	2
Turkish	Adult Singles	Telephonic Interpretation	66
Turkish	Asylum Seekers	Telephonic Interpretation	162
Turkish	Cash Assistance (CA)	Telephonic Interpretation	1,250
Turkish	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	14
Turkish	Customized Assistance Services (CAS)	Telephonic Interpretation	6
Turkish	Domestic Violence Services (DVS)	Telephonic Interpretation	34
Turkish	Fair Fares	Telephonic Interpretation	9
Turkish	Families	Telephonic Interpretation	115
Turkish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Turkish	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	34
Turkish	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	7
Turkish	IDNYC	On Site Interpretation	9
Turkish	IDNYC	Telephonic Interpretation	47
Turkish	Mayor's Office	Telephonic Interpretation	14
Turkish	Medical Assistance Program (MAP)	Telephonic Interpretation	28
Turkish	Office of Advocacy	Telephonic Interpretation	1
Turkish	Office of Child Support Services (OCSS)	Telephonic Interpretation	13
Turkish	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Turkish	Office of Constituent Communications (OCC)	Telephonic Interpretation	226
Turkish	Street Homelessness Solutions	Telephonic Interpretation	52
Turkish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	569
Turkish	Unknown	Telephonic Interpretation	11
Twi	Adult Protective Services (APS)	On Site Interpretation	2
Ukrainian	Accountability Office (AO)	Telephonic Interpretation	18
Ukrainian	Adult Families	Telephonic Interpretation	5
Ukrainian	Adult Protective Services (APS)	Telephonic Interpretation	3
Ukrainian	Adult Singles	Telephonic Interpretation	15
Ukrainian	Asylum Seekers	Telephonic Interpretation	3
Ukrainian	Cash Assistance (CA)	On Site Interpretation - Shifts	249
Ukrainian	Cash Assistance (CA)	Telephonic Interpretation	343
Ukrainian	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Ukrainian	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Ukrainian	Domestic Violence Services (DVS)	Telephonic Interpretation	4
Ukrainian	Fair Fares	Telephonic Interpretation	18
Ukrainian	Families	Telephonic Interpretation	31
Ukrainian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	3
Ukrainian	Home Care Services Program (HCSP)	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Ukrainian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	9
Ukrainian	IDNYC	On Site Interpretation	5
Ukrainian	IDNYC	Telephonic Interpretation	15
Ukrainian	Mayor's Office	Telephonic Interpretation	9
Ukrainian	Medical Assistance Program (MAP)	Telephonic Interpretation	14
Ukrainian	Office of Child Support Services (OCSS)	Telephonic Interpretation	22
Ukrainian	Office of Constituent Communications (OCC)	Telephonic Interpretation	127
Ukrainian	Street Homelessness Solutions	Telephonic Interpretation	5
Ukrainian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	187
Ukrainian	Unknown	Telephonic Interpretation	3
Urdu	Accountability Office (AO)	Telephonic Interpretation	10
Urdu	Adult Families	Telephonic Interpretation	2
Urdu	Adult Protective Services (APS)	On Site Interpretation	1
Urdu	Adult Protective Services (APS)	Telephonic Interpretation	10
Urdu	Adult Singles	Telephonic Interpretation	5
Urdu	Agency-wide	Translation Services	655
Urdu	Asylum Seekers	Telephonic Interpretation	1
Urdu	Cash Assistance (CA)	Telephonic Interpretation	580
Urdu	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	7
Urdu	Customized Assistance Services (CAS)	Telephonic Interpretation	5
Urdu	Domestic Violence Services (DVS)	Telephonic Interpretation	65
Urdu	Fair Fares	Telephonic Interpretation	2
Urdu	Families	Telephonic Interpretation	130
Urdu	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	15
Urdu	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Urdu	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Urdu	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	46
Urdu	IDNYC	On Site Interpretation	2
Urdu	IDNYC	Telephonic Interpretation	22
Urdu	Mayor's Office	Telephonic Interpretation	4
Urdu	Medical Assistance Program (MAP)	Telephonic Interpretation	51
Urdu	Office of Advocacy	Telephonic Interpretation	3
Urdu	Office of Child Support Services (OCSS)	Telephonic Interpretation	31
Urdu	Office of Civil Justice (OCJ)	Telephonic Interpretation	7
Urdu	Office of Constituent Communications (OCC)	Telephonic Interpretation	547
Urdu	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
Urdu	Police	Telephonic Interpretation	1
Urdu	Street Homelessness Solutions	Telephonic Interpretation	3
Urdu	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	739
Urdu	Unknown	Telephonic Interpretation	5
Uzbek	Accountability Office (AO)	Telephonic Interpretation	7
Uzbek	Adult Families	Telephonic Interpretation	1
Uzbek	Asylum Seekers	Telephonic Interpretation	3
Uzbek	Cash Assistance (CA)	Telephonic Interpretation	391
Uzbek	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	15
Uzbek	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Uzbek	Domestic Violence Services (DVS)	Telephonic Interpretation	13
Uzbek	Equal Employment Office (EEO)	Telephonic Interpretation	1
Uzbek	Fair Fares	Telephonic Interpretation	2
Uzbek	Families	Telephonic Interpretation	23
Uzbek	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Uzbek	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	4
Uzbek	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	26
Uzbek	IDNYC	On Site Interpretation	2
Uzbek	IDNYC	Telephonic Interpretation	29
Uzbek	Mayor's Office	Telephonic Interpretation	24
Uzbek	Medical Assistance Program (MAP)	Telephonic Interpretation	13
Uzbek	NYC Benefits	Telephonic Interpretation	2
Uzbek	Office of Child Support Services (OCSS)	Telephonic Interpretation	51
Uzbek	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
Uzbek	Office of Constituent Communications (OCC)	Telephonic Interpretation	215
Uzbek	Street Homelessness Solutions	Telephonic Interpretation	13
Uzbek	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	832
Uzbek	Unknown	Telephonic Interpretation	25
Vietnamese	Accountability Office (AO)	Telephonic Interpretation	3
Vietnamese	Adult Protective Services (APS)	On Site Interpretation	3
Vietnamese	Adult Protective Services (APS)	Telephonic Interpretation	2
Vietnamese	Adult Singles	Telephonic Interpretation	22
Vietnamese	Burial Claims	Telephonic Interpretation	2
Vietnamese	Cash Assistance (CA)	Telephonic Interpretation	46
Vietnamese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Vietnamese	Customized Assistance Services (CAS)	Telephonic Interpretation	7
Vietnamese	Domestic Violence Services (DVS)	Telephonic Interpretation	30
Vietnamese	Fair Fares	Telephonic Interpretation	4
Vietnamese	Families	Telephonic Interpretation	24
Vietnamese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Vietnamese	IDNYC	On Site Interpretation	2

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2024 Language Services instances (number)
Vietnamese	IDNYC	Telephonic Interpretation	8
Vietnamese	Mayor's Office	Telephonic Interpretation	3
Vietnamese	Medical Assistance Program (MAP)	Telephonic Interpretation	10
Vietnamese	Office of Child Support Services (OCSS)	Telephonic Interpretation	9
Vietnamese	Office of Constituent Communications (OCC)	Telephonic Interpretation	56
Vietnamese	Street Homelessness Solutions	Telephonic Interpretation	1
Vietnamese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	149
Vietnamese	Unknown	Telephonic Interpretation	4
Wolof	Accountability Office (AO)	Telephonic Interpretation	28
Wolof	Adult Families	Telephonic Interpretation	114
Wolof	Adult Protective Services (APS)	Telephonic Interpretation	74
Wolof	Adult Singles	On Site Interpretation	8
Wolof	Adult Singles	Telephonic Interpretation	1,862
Wolof	Asylum Seekers	On Site Interpretation	8
Wolof	Asylum Seekers	Telephonic Interpretation	567
Wolof	Cash Assistance (CA)	Telephonic Interpretation	669
Wolof	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	17
Wolof	Domestic Violence Services (DVS)	Telephonic Interpretation	12
Wolof	Equal Employment Office (EEO)	Telephonic Interpretation	2
Wolof	Fair Fares	Telephonic Interpretation	14
Wolof	Fair Hearing	Telephonic Interpretation	2
Wolof	Families	Telephonic Interpretation	811
Wolof	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	11
Wolof	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	14
Wolof	IDNYC	On Site Interpretation	37
Wolof	IDNYC	Telephonic Interpretation	593
Wolof	Mayor's Office	Telephonic Interpretation	124
Wolof	Medical Assistance Program (MAP)	Telephonic Interpretation	28
Wolof	Office of Child Support Services (OCSS)	Telephonic Interpretation	19
Wolof	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Wolof	Office of Constituent Communications (OCC)	Telephonic Interpretation	102
Wolof	Reasonable Accommodation	Telephonic Interpretation	2
Wolof	Street Homelessness Solutions	Telephonic Interpretation	748
Wolof	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	212
Wolof	Unknown	Telephonic Interpretation	32
Yiddish	Agency-wide	Translation Services	682
Yiddish	Cash Assistance (CA)	Telephonic Interpretation	4
Yiddish	Home Care Services Program (HCSP)	Telephonic Interpretation	1
Yiddish	IDNYC	Telephonic Interpretation	1
Yiddish	Office of Constituent Communications (OCC)	Telephonic Interpretation	2
Yiddish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	22
Yiddish	Unknown	Telephonic Interpretation	1
Yoruba	Cash Assistance (CA)	Telephonic Interpretation	8
Yoruba	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Yoruba	Families	Telephonic Interpretation	6
Yoruba	IDNYC	Telephonic Interpretation	1
Yoruba	Office of Child Support Services (OCSS)	Telephonic Interpretation	3
Yoruba	Office of Constituent Communications (OCC)	Telephonic Interpretation	14
Yoruba	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8
Zo	Families	Telephonic Interpretation	1
Zo	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2

NOTES

All counts include requests made by Agency staff and provider staff.

Signed language data counts invoiced appointments, whether or not they connected.

For signed languages, "On site" means a face to face appointment. It does not include video.

All Certified Deaf Interpreter appointments include support by an American Sign Language (ASL) interpreter.

For spoken languages, "On site" refers to both in-person and video.

"On site Interpretation - Shifts" means an interpreter was in a single location supporting the needs of anyone in the space. Most shifts represent 8 - 12 hours.

"Written Translation" includes new Agency-generated documents, client eligibility documents and retranslated revisions of older Agency-generated documents.

Fulani and Pulaar are separate languages in this document because they are classified differently by DSS's language vendors.

DSS/HRA/DHS bilingual staff by language spoken*	
Language	Number of Staff
Akan	4
Albanian	2
American Sign Language (ASL)	7
Amharic	1
Arabic	13
Armenian	1
Ashante	2
Azerbaijani	2
Bambara	1
Belorussian	2
Bengali	44
Burmese	2
Cambodian	1
Cantonese	41
Diula	1
Edo	4
Esan	1
Ewe	3
Farsi	2
French	72
French Canadian	1
French Creole	1
Fulani	2
Fuzhounese	7
Ga	1
Garifuna	1
German	2
Greek	3
Gujarati	2
Hainanese	1
Haitian Creole	51
Hakka - Chinese	1
Hausa	5
Hebrew	9
Hindi	36
Igbo	22
Indonesian	2
Isoko	1
Italian	15
Japanese	1
Kinyarwanda	1
Korean	7

Language	Number of Staff
Lingala	2
Lithuanian	3
Luganda	1
Ma'di	1
Malayalam	1
Mandarin	37
Mandinka	1
Marathi	2
Mina	1
Moore	1
Nepali	2
Nigerian Pidgin English	5
Patois	6
Pidgin English	11
Polish	10
Portuguese	6
Pulaar	1
Punjabi	7
Romanian	1
Russian	78
Shanghainese	2
Slovak	1
Spanish	330
Sylhetti	1
Tagalog	3
Taiwanese Hokkien	1
Tajik	2
Tamil	3
Tibetan	1
Tigrinya	1
Toishanese	2
Tshiluba	1
Twi	5
Ukrainian	19
Urdu	28
Vietnamese	2
Wolof	3
Yiddish	2
Yoruba	46
Grand Total	1,008

* Data from voluntary survey of DSS/HRA/DHS staff. 1,415 staff responded, some of whom indicated that they speak more than one language. Data run on 2/5/25.