

Reporting questions for Local Law 73 – DSS/HRA/DHS
 (Refer to §21-195 and §21-196 of the Administrative Code)

1 - Record the number of LEP individuals served during Calendar Year 2025, 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>)	2025 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, DSS One Number, 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 [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Akan	Accountability Office (AO)	Telephonic Interpretation	3
Akan	Adult Families	Telephonic Interpretation	1
Akan	Adult Protective Services (APS)	Onsite Interpretation	1
Akan	Asylum Seekers	Telephonic Interpretation	1
Akan	Cash Assistance (CA)	Telephonic Interpretation	51
Akan	Domestic Violence Services (DVS)	Telephonic Interpretation	9
Akan	Families	Telephonic Interpretation	12
Akan	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
Akan	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Akan	IDNYC	Telephonic Interpretation	2
Akan	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Akan	Office of Child Support Services (OCSS)	Telephonic Interpretation	4
Akan	Office of Constituent Services (OCS)	Telephonic Interpretation	25
Akan	Singles	Telephonic Interpretation	8
Akan	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	55
Albanian	Accountability Office (AO)	Telephonic Interpretation	15
Albanian	Adult Families	Telephonic Interpretation	3
Albanian	Adult Protective Services (APS)	Onsite Interpretation	14
Albanian	Adult Protective Services (APS)	Telephonic Interpretation	50
Albanian	Agency-wide	Written Translation	1,063
Albanian	Asylum Seekers	Telephonic Interpretation	2
Albanian	Burial Claims	Telephonic Interpretation	2
Albanian	Cash Assistance (CA)	Telephonic Interpretation	453
Albanian	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	13
Albanian	Community Outreach	Telephonic Interpretation	3
Albanian	Customized Assistance Services (CAS)	Telephonic Interpretation	9
Albanian	Domestic Violence Services (DVS)	Telephonic Interpretation	83
Albanian	Fair Fares	Telephonic Interpretation	2
Albanian	Families	Telephonic Interpretation	30
Albanian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	5
Albanian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	19
Albanian	IDNYC	Onsite Interpretation	1
Albanian	IDNYC	Telephonic Interpretation	11
Albanian	Mayor's Office	Telephonic Interpretation	3
Albanian	Medical Assistance Program (MAP)	Telephonic Interpretation	75
Albanian	NYC Benefits	Telephonic Interpretation	5
Albanian	Office of Advocacy	Telephonic Interpretation	3
Albanian	Office of Child Support Services (OCSS)	Telephonic Interpretation	12
Albanian	Office of Civil Justice (OCJ)	Telephonic Interpretation	7
Albanian	Office of Constituent Services (OCS)	Telephonic Interpretation	267
Albanian	Office of Evaluation and Research (OER)	Telephonic Interpretation	1
Albanian	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
Albanian	Office of the Medical Director	Telephonic Interpretation	3
Albanian	Singles	Telephonic Interpretation	18
Albanian	Street Homelessness Solutions	Telephonic Interpretation	1
Albanian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	273
Albanian	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	16
American Sign Language (ASL)	Adult Families	Onsite Interpretation	15
American Sign Language (ASL)	Adult Families	Video	36
American Sign Language (ASL)	Adult Protective Services (APS)	Onsite Interpretation	46
American Sign Language (ASL)	Adult Protective Services (APS)	Video	16
American Sign Language (ASL)	Asylum Seekers	Video	7
American Sign Language (ASL)	Career Services	Onsite Interpretation	1
American Sign Language (ASL)	Career Services	Video	2
American Sign Language (ASL)	Cash Assistance (CA)	Onsite Interpretation	156
American Sign Language (ASL)	Cash Assistance (CA)	Video	349
American Sign Language (ASL)	Common Benefit Identification Card (CBIC)	Onsite Interpretation	3

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
American Sign Language (ASL)	Customized Assistance Services (CAS)	Onsite Interpretation	2
American Sign Language (ASL)	Customized Assistance Services (CAS)	Video	4
American Sign Language (ASL)	Domestic Violence Services (DVS)	Video	4
American Sign Language (ASL)	Families	Onsite Interpretation	24
American Sign Language (ASL)	Families	Video	186
American Sign Language (ASL)	Heat Energy Assistance Program (HEAP)	Onsite Interpretation	1
American Sign Language (ASL)	HIV/AIDS Service Administration (HASA)	Onsite Interpretation	13
American Sign Language (ASL)	HIV/AIDS Service Administration (HASA)	Video	13
American Sign Language (ASL)	Home Care Services Program (HCSP)	Onsite Interpretation	2
American Sign Language (ASL)	Homeless Prevention Administration (HPA)	Onsite Interpretation	45
American Sign Language (ASL)	Homeless Prevention Administration (HPA)	Video	33
American Sign Language (ASL)	IDNYC	Onsite Interpretation	1
American Sign Language (ASL)	Medical Assistance Program (MAP)	Onsite Interpretation	45
American Sign Language (ASL)	Medical Assistance Program (MAP)	Video	8
American Sign Language (ASL)	Office of Advocacy	Onsite Interpretation	7
American Sign Language (ASL)	Office of Advocacy	Video	32
American Sign Language (ASL)	Office of Child Support Services (OCSS)	Onsite Interpretation	22
American Sign Language (ASL)	Office of Child Support Services (OCSS)	Video	11
American Sign Language (ASL)	Office of Constituent Services (OCS)	Video	4
American Sign Language (ASL)	Singles	Onsite Interpretation	36
American Sign Language (ASL)	Singles	Video	208
American Sign Language (ASL)	Street Homelessness Solutions	Onsite Interpretation	2
American Sign Language (ASL)	Street Homelessness Solutions	Video	2
American Sign Language (ASL)	Supplemental Nutrition Assistance Program (SNAP)	Onsite Interpretation	94
American Sign Language (ASL)	Supplemental Nutrition Assistance Program (SNAP)	Video	49
Amharic	Adult Families	Telephonic Interpretation	2
Amharic	Cash Assistance (CA)	Telephonic Interpretation	6
Amharic	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Amharic	Families	Telephonic Interpretation	42
Amharic	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Amharic	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Amharic	IDNYC	Telephonic Interpretation	2
Amharic	Office of Advocacy	Telephonic Interpretation	1
Amharic	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Amharic	Office of Constituent Services (OCS)	Telephonic Interpretation	3
Amharic	Singles	Telephonic Interpretation	1
Amharic	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Arabic	Accountability Office (AO)	Telephonic Interpretation	139
Arabic	Administration	Telephonic Interpretation	1
Arabic	Adult Families	Telephonic Interpretation	347
Arabic	Adult Protective Services (APS)	Onsite Interpretation	6
Arabic	Adult Protective Services (APS)	Telephonic Interpretation	30
Arabic	Agency-wide	Written Translation	826
Arabic	Asylum Seekers	Telephonic Interpretation	477
Arabic	Burial Claims	Telephonic Interpretation	2
Arabic	Cash Assistance (CA)	Telephonic Interpretation	2,575
Arabic	Common Benefit Identification Card (CBIC)	Onsite Interpretation	5
Arabic	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	65
Arabic	Community Outreach	Onsite Interpretation	2
Arabic	Community Outreach	Telephonic Interpretation	5
Arabic	Customized Assistance Services (CAS)	Onsite Interpretation	1
Arabic	Customized Assistance Services (CAS)	Telephonic Interpretation	82
Arabic	Domestic Violence Services (DVS)	Telephonic Interpretation	234
Arabic	Equal Employment Office (EEO)	Telephonic Interpretation	2
Arabic	Fair Fares	Telephonic Interpretation	56
Arabic	Fair Hearing	Telephonic Interpretation	2
Arabic	Families	Onsite Interpretation	1

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Arabic	Families	Telephonic Interpretation	1,532
Arabic	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	23
Arabic	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	70
Arabic	Home Care Services Program (HCSP)	Telephonic Interpretation	4
Arabic	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	149
Arabic	IDNYC	Onsite Interpretation	35
Arabic	IDNYC	Telephonic Interpretation	492
Arabic	Mayor's Office	Telephonic Interpretation	83
Arabic	Medical Assistance Program (MAP)	Telephonic Interpretation	150
Arabic	NYC Benefits	Telephonic Interpretation	16
Arabic	Office of Advocacy	Telephonic Interpretation	18
Arabic	Office of Child Support Services (OCSS)	Telephonic Interpretation	158
Arabic	Office of Civil Justice (OCJ)	Telephonic Interpretation	15
Arabic	Office of Constituent Services (OCS)	Telephonic Interpretation	1,978
Arabic	Office of Legal Affairs (OLA)	Telephonic Interpretation	6
Arabic	Office of the Medical Director	Telephonic Interpretation	1
Arabic	Singles	Onsite Interpretation	2
Arabic	Singles	Telephonic Interpretation	1,298
Arabic	Street Homelessness Solutions	Onsite Interpretation	6
Arabic	Street Homelessness Solutions	Telephonic Interpretation	266
Arabic	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2,917
Arabic	Supportive and Affordable Housing	Telephonic Interpretation	1
Arabic	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	20
Armenian	Adult Protective Services (APS)	Telephonic Interpretation	1
Armenian	Cash Assistance (CA)	Telephonic Interpretation	3
Armenian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Armenian	Mayor's Office	Telephonic Interpretation	1
Armenian	Office of Constituent Services (OCS)	Telephonic Interpretation	6
Armenian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6
Assyrian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Azerbaijani	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Azerbaijani	Families	Telephonic Interpretation	5
Azerbaijani	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Bambara	Asylum Seekers	Telephonic Interpretation	29
Bambara	Cash Assistance (CA)	Telephonic Interpretation	95
Bambara	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	3
Bambara	Domestic Violence Services (DVS)	Telephonic Interpretation	28
Bambara	Fair Fares	Telephonic Interpretation	1
Bambara	Families	Telephonic Interpretation	192
Bambara	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	4
Bambara	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
Bambara	NYC Benefits	Telephonic Interpretation	1
Bambara	Office of Child Support Services (OCSS)	Telephonic Interpretation	6
Bambara	Office of Constituent Services (OCS)	Telephonic Interpretation	23
Bambara	Singles	Telephonic Interpretation	20
Bambara	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	14
Bassa	Families	Telephonic Interpretation	1
Bengali	Accountability Office (AO)	Telephonic Interpretation	144
Bengali	Adult Families	Telephonic Interpretation	2
Bengali	Adult Protective Services (APS)	Onsite Interpretation	6
Bengali	Adult Protective Services (APS)	Telephonic Interpretation	30
Bengali	Agency-wide	Written Translation	774
Bengali	Asylum Seekers	Telephonic Interpretation	32
Bengali	Cash Assistance (CA)	Telephonic Interpretation	3,702
Bengali	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	40
Bengali	Community Outreach	Onsite Interpretation	1
Bengali	Customized Assistance Services (CAS)	Telephonic Interpretation	126

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Bengali	Domestic Violence Services (DVS)	Telephonic Interpretation	590
Bengali	Equal Employment Office (EEO)	Telephonic Interpretation	2
Bengali	Fair Fares	Telephonic Interpretation	73
Bengali	Families	Telephonic Interpretation	196
Bengali	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	64
Bengali	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	23
Bengali	Home Care Services Program (HCSP)	Telephonic Interpretation	13
Bengali	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	79
Bengali	IDNYC	Onsite Interpretation	3
Bengali	IDNYC	Telephonic Interpretation	123
Bengali	Mayor's Office	Telephonic Interpretation	53
Bengali	Medical Assistance Program (MAP)	Telephonic Interpretation	774
Bengali	NYC Benefits	Telephonic Interpretation	10
Bengali	Office of Advocacy	Telephonic Interpretation	19
Bengali	Office of Child Support Services (OCSS)	Telephonic Interpretation	141
Bengali	Office of Civil Justice (OCJ)	Telephonic Interpretation	11
Bengali	Office of Communications and Marketing (OCM)	Telephonic Interpretation	1
Bengali	Office of Constituent Services (OCS)	Telephonic Interpretation	3,405
Bengali	Office of Legal Affairs (OLA)	Telephonic Interpretation	10
Bengali	Office of the Medical Director	Telephonic Interpretation	5
Bengali	Singles	Telephonic Interpretation	48
Bengali	Street Homelessness Solutions	Telephonic Interpretation	7
Bengali	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4,225
Bengali	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	19
Bosnian	Adult Families	Telephonic Interpretation	2
Bosnian	Adult Protective Services (APS)	Telephonic Interpretation	1
Bosnian	Cash Assistance (CA)	Telephonic Interpretation	6
Bosnian	Families	Telephonic Interpretation	1
Bosnian	IDNYC	Telephonic Interpretation	1
Bosnian	Office of Constituent Services (OCS)	Telephonic Interpretation	7
Bosnian	Singles	Telephonic Interpretation	1
Bosnian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	12
Bulgarian	Cash Assistance (CA)	Telephonic Interpretation	11
Bulgarian	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Bulgarian	Families	Telephonic Interpretation	1
Bulgarian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Bulgarian	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Bulgarian	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Bulgarian	Office of Constituent Services (OCS)	Telephonic Interpretation	9
Bulgarian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	15
Burmese	Accountability Office (AO)	Telephonic Interpretation	7
Burmese	Asylum Seekers	Telephonic Interpretation	4
Burmese	Cash Assistance (CA)	Telephonic Interpretation	65
Burmese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	3
Burmese	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Burmese	Domestic Violence Services (DVS)	Telephonic Interpretation	4
Burmese	Fair Fares	Telephonic Interpretation	9
Burmese	Families	Telephonic Interpretation	20
Burmese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Burmese	IDNYC	Onsite Interpretation	5
Burmese	IDNYC	Telephonic Interpretation	1
Burmese	Mayor's Office	Telephonic Interpretation	1
Burmese	Medical Assistance Program (MAP)	Telephonic Interpretation	13
Burmese	NYC Benefits	Telephonic Interpretation	1
Burmese	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Burmese	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Burmese	Office of Constituent Services (OCS)	Telephonic Interpretation	41

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Burmese	Singles	Telephonic Interpretation	8
Burmese	Street Homelessness Solutions	Telephonic Interpretation	6
Burmese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	99
Cantonese	Accountability Office (AO)	Telephonic Interpretation	87
Cantonese	Administration	Telephonic Interpretation	6
Cantonese	Adult Families	Telephonic Interpretation	41
Cantonese	Adult Protective Services (APS)	Onsite Interpretation	10
Cantonese	Adult Protective Services (APS)	Telephonic Interpretation	190
Cantonese	Asylum Seekers	Telephonic Interpretation	34
Cantonese	Burial Claims	Telephonic Interpretation	4
Cantonese	Cash Assistance (CA)	Telephonic Interpretation	909
Cantonese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	138
Cantonese	Customized Assistance Services (CAS)	Telephonic Interpretation	39
Cantonese	Domestic Violence Services (DVS)	Telephonic Interpretation	140
Cantonese	Equal Employment Office (EEO)	Telephonic Interpretation	1
Cantonese	Fair Fares	Telephonic Interpretation	130
Cantonese	Families	Telephonic Interpretation	90
Cantonese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1,245
Cantonese	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	16
Cantonese	Home Care Services Program (HCSP)	Onsite Interpretation	1
Cantonese	Home Care Services Program (HCSP)	Telephonic Interpretation	56
Cantonese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	12
Cantonese	IDNYC	Telephonic Interpretation	34
Cantonese	Mayor's Office	Telephonic Interpretation	21
Cantonese	Medical Assistance Program (MAP)	Telephonic Interpretation	1,875
Cantonese	NYC Benefits	Telephonic Interpretation	9
Cantonese	Office of Advocacy	Telephonic Interpretation	8
Cantonese	Office of Child Support Services (OCSS)	Telephonic Interpretation	21
Cantonese	Office of Civil Justice (OCJ)	Telephonic Interpretation	5
Cantonese	Office of Constituent Services (OCS)	Telephonic Interpretation	1,000
Cantonese	Office of Legal Affairs (OLA)	Telephonic Interpretation	8
Cantonese	Singles	Telephonic Interpretation	118
Cantonese	Street Homelessness Solutions	Onsite Interpretation	3
Cantonese	Street Homelessness Solutions	Telephonic Interpretation	11
Cantonese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5,890
Cantonese	Supportive and Affordable Housing	Telephonic Interpretation	2
Cantonese	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	20
Cebuano	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Certified Deaf Interpreter (CDI)	Adult Families	Video	2
Certified Deaf Interpreter (CDI)	Cash Assistance (CA)	Onsite Interpretation	11
Certified Deaf Interpreter (CDI)	Cash Assistance (CA)	Video	23
Certified Deaf Interpreter (CDI)	Customized Assistance Services (CAS)	Video	1
Certified Deaf Interpreter (CDI)	Domestic Violence Services (DVS)	Video	2
Certified Deaf Interpreter (CDI)	Families	Video	30
Certified Deaf Interpreter (CDI)	Homeless Prevention Administration (HPA)	Onsite Interpretation	4
Certified Deaf Interpreter (CDI)	Homeless Prevention Administration (HPA)	Video	4
Certified Deaf Interpreter (CDI)	Office of Advocacy	Onsite Interpretation	1
Certified Deaf Interpreter (CDI)	Office of Child Support Services (OCSS)	Onsite Interpretation	1
Certified Deaf Interpreter (CDI)	Office of Child Support Services (OCSS)	Video	1
Certified Deaf Interpreter (CDI)	Singles	Onsite Interpretation	2
Certified Deaf Interpreter (CDI)	Singles	Video	34
Certified Deaf Interpreter (CDI)	Supplemental Nutrition Assistance Program (SNAP)	Onsite Interpretation	1
Chin Hakha	Cash Assistance (CA)	Telephonic Interpretation	1
Chin Hakha	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Chin Hakha	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Chin Hakha	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Chinese - Other	Adult Protective Services (APS)	Onsite Interpretation	4

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Croatian	Adult Families	Telephonic Interpretation	11
Croatian	Cash Assistance (CA)	Telephonic Interpretation	5
Croatian	Domestic Violence Services (DVS)	Telephonic Interpretation	2
Croatian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Croatian	Office of Constituent Services (OCS)	Telephonic Interpretation	5
Croatian	Singles	Telephonic Interpretation	1
Croatian	Street Homelessness Solutions	Telephonic Interpretation	4
Croatian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Czech	Cash Assistance (CA)	Telephonic Interpretation	6
Czech	Families	Telephonic Interpretation	42
Czech	Mayor's Office	Telephonic Interpretation	2
Czech	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Czech	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Czech	Office of Constituent Services (OCS)	Telephonic Interpretation	2
Czech	Singles	Telephonic Interpretation	1
Dari	Accountability Office (AO)	Telephonic Interpretation	5
Dari	Adult Families	Telephonic Interpretation	2
Dari	Asylum Seekers	Telephonic Interpretation	223
Dari	Cash Assistance (CA)	Telephonic Interpretation	167
Dari	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Dari	Domestic Violence Services (DVS)	Telephonic Interpretation	4
Dari	Families	Telephonic Interpretation	75
Dari	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Dari	IDNYC	Telephonic Interpretation	2
Dari	Mayor's Office	Telephonic Interpretation	2
Dari	Medical Assistance Program (MAP)	Telephonic Interpretation	7
Dari	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Dari	Office of Constituent Services (OCS)	Telephonic Interpretation	62
Dari	Singles	Telephonic Interpretation	45
Dari	Street Homelessness Solutions	Telephonic Interpretation	62
Dari	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	53
Dinka	Cash Assistance (CA)	Telephonic Interpretation	3
Dinka	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Dutch	IDNYC	Onsite Interpretation	10
Dutch	NYC Benefits	Telephonic Interpretation	1
Dutch	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
English	Agency-wide	Written Translation	714
Ewe	Cash Assistance (CA)	Telephonic Interpretation	1
Ewe	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Ewe	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Farsi	Accountability Office (AO)	Telephonic Interpretation	1
Farsi	Adult Families	Telephonic Interpretation	11
Farsi	Adult Protective Services (APS)	Telephonic Interpretation	1
Farsi	Asylum Seekers	Telephonic Interpretation	3
Farsi	Cash Assistance (CA)	Telephonic Interpretation	108
Farsi	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	3
Farsi	Customized Assistance Services (CAS)	Telephonic Interpretation	5
Farsi	Domestic Violence Services (DVS)	Telephonic Interpretation	4
Farsi	Fair Fares	Telephonic Interpretation	5
Farsi	Families	Telephonic Interpretation	73
Farsi	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Farsi	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4
Farsi	IDNYC	Telephonic Interpretation	1
Farsi	Medical Assistance Program (MAP)	Telephonic Interpretation	13
Farsi	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Farsi	Office of Constituent Services (OCS)	Telephonic Interpretation	45
Farsi	Singles	Telephonic Interpretation	3

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Farsi	Street Homelessness Solutions	Telephonic Interpretation	9
Farsi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	38
Finnish	IDNYC	Onsite Interpretation	1
French	Accountability Office (AO)	Telephonic Interpretation	113
French	Administration	Telephonic Interpretation	7
French	Adult Families	Telephonic Interpretation	853
French	Adult Protective Services (APS)	Onsite Interpretation	7
French	Adult Protective Services (APS)	Telephonic Interpretation	47
French	Agency-wide	Written Translation	825
French	Asylum Seekers	Telephonic Interpretation	3,672
French	Burial Claims	Telephonic Interpretation	3
French	Cash Assistance (CA)	Telephonic Interpretation	5,212
French	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	148
French	Community Outreach	Onsite Interpretation	5
French	Community Outreach	Telephonic Interpretation	1
French	Customized Assistance Services (CAS)	Telephonic Interpretation	37
French	DHS Fleet	Telephonic Interpretation	5
French	Domestic Violence Services (DVS)	Telephonic Interpretation	544
French	Equal Employment Office (EEO)	Telephonic Interpretation	3
French	Fair Fares	Telephonic Interpretation	829
French	Families	Telephonic Interpretation	6,558
French	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	10
French	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	622
French	Home Care Services Program (HCSP)	Telephonic Interpretation	1
French	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	258
French	IDNYC	Onsite Interpretation	5
French	IDNYC	Telephonic Interpretation	419
French	Mayor's Office	Telephonic Interpretation	259
French	Medical Assistance Program (MAP)	Telephonic Interpretation	109
French	NYC Benefits	Telephonic Interpretation	27
French	Office of Advocacy	Telephonic Interpretation	2
French	Office of Child Support Services (OCSS)	Telephonic Interpretation	433
French	Office of Civil Justice (OCJ)	Onsite Interpretation - Public Meetings	2
French	Office of Civil Justice (OCJ)	Telephonic Interpretation	9
French	Office of Constituent Services (OCS)	Telephonic Interpretation	1,476
French	Office of Legal Affairs (OLA)	Telephonic Interpretation	5
French	Office of the Medical Director	Telephonic Interpretation	7
French	Singles	Onsite Interpretation	1
French	Singles	Telephonic Interpretation	2,102
French	Street Homelessness Solutions	Onsite Interpretation	3
French	Street Homelessness Solutions	Telephonic Interpretation	938
French	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1,618
French	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	20
Fukienese	Adult Families	Telephonic Interpretation	6
Fukienese	Cash Assistance (CA)	Telephonic Interpretation	2
Fukienese	Medical Assistance Program (MAP)	Telephonic Interpretation	5
Fukienese	NYC Benefits	Telephonic Interpretation	1
Fukienese	Office of Constituent Services (OCS)	Telephonic Interpretation	7
Fukienese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Fulani	Accountability Office (AO)	Telephonic Interpretation	3
Fulani	Adult Families	Telephonic Interpretation	135
Fulani	Adult Protective Services (APS)	Onsite Interpretation	2
Fulani	Adult Protective Services (APS)	Telephonic Interpretation	1
Fulani	Asylum Seekers	Telephonic Interpretation	334
Fulani	Cash Assistance (CA)	Onsite Interpretation	2
Fulani	Cash Assistance (CA)	Telephonic Interpretation	235
Fulani	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	5

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Fulani	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Fulani	Domestic Violence Services (DVS)	Telephonic Interpretation	12
Fulani	Fair Fares	Telephonic Interpretation	26
Fulani	Families	Telephonic Interpretation	475
Fulani	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	20
Fulani	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	16
Fulani	IDNYC	Telephonic Interpretation	18
Fulani	Mayor's Office	Telephonic Interpretation	7
Fulani	Office of Child Support Services (OCSS)	Onsite Interpretation	1
Fulani	Office of Child Support Services (OCSS)	Telephonic Interpretation	13
Fulani	Office of Constituent Services (OCS)	Telephonic Interpretation	47
Fulani	Singles	Telephonic Interpretation	301
Fulani	Street Homelessness Solutions	Telephonic Interpretation	202
Fulani	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	67
Fulani	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Fuzhounese	Accountability Office (AO)	Telephonic Interpretation	21
Fuzhounese	Adult Families	Telephonic Interpretation	36
Fuzhounese	Adult Protective Services (APS)	Telephonic Interpretation	26
Fuzhounese	Asylum Seekers	Telephonic Interpretation	2
Fuzhounese	Cash Assistance (CA)	Telephonic Interpretation	105
Fuzhounese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	6
Fuzhounese	Customized Assistance Services (CAS)	Telephonic Interpretation	6
Fuzhounese	Domestic Violence Services (DVS)	Telephonic Interpretation	13
Fuzhounese	Families	Telephonic Interpretation	7
Fuzhounese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	3
Fuzhounese	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Fuzhounese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Fuzhounese	IDNYC	Telephonic Interpretation	2
Fuzhounese	Mayor's Office	Telephonic Interpretation	1
Fuzhounese	Medical Assistance Program (MAP)	Telephonic Interpretation	54
Fuzhounese	Office of Advocacy	Telephonic Interpretation	2
Fuzhounese	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
Fuzhounese	Office of Constituent Services (OCS)	Telephonic Interpretation	71
Fuzhounese	Singles	Telephonic Interpretation	3
Fuzhounese	Street Homelessness Solutions	Onsite Interpretation	1
Fuzhounese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	77
Georgian	Accountability Office (AO)	Telephonic Interpretation	8
Georgian	Administration	Telephonic Interpretation	1
Georgian	Adult Families	Telephonic Interpretation	1
Georgian	Adult Protective Services (APS)	Telephonic Interpretation	2
Georgian	Asylum Seekers	Telephonic Interpretation	45
Georgian	Cash Assistance (CA)	Telephonic Interpretation	169
Georgian	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Georgian	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Georgian	Domestic Violence Services (DVS)	Telephonic Interpretation	2
Georgian	Fair Fares	Telephonic Interpretation	3
Georgian	Families	Telephonic Interpretation	15
Georgian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Georgian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	8
Georgian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	8
Georgian	IDNYC	Onsite Interpretation	3
Georgian	IDNYC	Telephonic Interpretation	11
Georgian	Mayor's Office	Telephonic Interpretation	12
Georgian	Medical Assistance Program (MAP)	Telephonic Interpretation	5
Georgian	Office of Child Support Services (OCSS)	Telephonic Interpretation	14
Georgian	Office of Civil Justice (OCJ)	Telephonic Interpretation	4
Georgian	Office of Constituent Services (OCS)	Telephonic Interpretation	107

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Georgian	Singles	Telephonic Interpretation	2
Georgian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	135
German	Adult Families	Telephonic Interpretation	1
German	Adult Protective Services (APS)	Telephonic Interpretation	1
German	Cash Assistance (CA)	Telephonic Interpretation	1
German	Customized Assistance Services (CAS)	Telephonic Interpretation	1
German	Families	Telephonic Interpretation	2
German	IDNYC	Telephonic Interpretation	6
German	Singles	Telephonic Interpretation	12
German	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Greek	Accountability Office (AO)	Telephonic Interpretation	2
Greek	Adult Families	Telephonic Interpretation	13
Greek	Adult Protective Services (APS)	Telephonic Interpretation	12
Greek	Cash Assistance (CA)	Telephonic Interpretation	42
Greek	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Greek	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Greek	Families	Telephonic Interpretation	1
Greek	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	7
Greek	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	6
Greek	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	3
Greek	IDNYC	Onsite Interpretation	2
Greek	IDNYC	Telephonic Interpretation	4
Greek	Mayor's Office	Telephonic Interpretation	2
Greek	Medical Assistance Program (MAP)	Telephonic Interpretation	9
Greek	NYC Benefits	Telephonic Interpretation	4
Greek	Office of Civil Justice (OCJ)	Telephonic Interpretation	4
Greek	Office of Constituent Services (OCS)	Telephonic Interpretation	146
Greek	Office of the Medical Director	Telephonic Interpretation	1
Greek	Singles	Telephonic Interpretation	8
Greek	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	70
Gujarati	Cash Assistance (CA)	Telephonic Interpretation	1
Gujarati	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Gujarati	IDNYC	Telephonic Interpretation	2
Gujarati	Mayor's Office	Telephonic Interpretation	3
Gujarati	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Gujarati	NYC Benefits	Telephonic Interpretation	1
Gujarati	Office of Constituent Services (OCS)	Telephonic Interpretation	13
Gujarati	Singles	Telephonic Interpretation	1
Gujarati	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	14
Haitian Creole	Accountability Office (AO)	Telephonic Interpretation	210
Haitian Creole	Administration	Telephonic Interpretation	1
Haitian Creole	Adult Families	Telephonic Interpretation	171
Haitian Creole	Adult Protective Services (APS)	Onsite Interpretation	16
Haitian Creole	Adult Protective Services (APS)	Telephonic Interpretation	173
Haitian Creole	Agency-wide	Written Translation	822
Haitian Creole	Asylum Seekers	Telephonic Interpretation	1,810
Haitian Creole	Burial Claims	Telephonic Interpretation	1
Haitian Creole	Cash Assistance (CA)	Telephonic Interpretation	5,467
Haitian Creole	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	192
Haitian Creole	Community Outreach	Onsite Interpretation	3
Haitian Creole	Community Outreach	Telephonic Interpretation	4
Haitian Creole	Customized Assistance Services (CAS)	Telephonic Interpretation	72
Haitian Creole	DHS Fleet	Telephonic Interpretation	2
Haitian Creole	Disaster Services	Telephonic Interpretation	2
Haitian Creole	Domestic Violence Services (DVS)	Telephonic Interpretation	306
Haitian Creole	Fair Fares	Telephonic Interpretation	55
Haitian Creole	Families	Telephonic Interpretation	2,355

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Haitian Creole	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	20
Haitian Creole	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	498
Haitian Creole	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Haitian Creole	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	170
Haitian Creole	HRA Police	Telephonic Interpretation	2
Haitian Creole	IDNYC	Onsite Interpretation	1
Haitian Creole	IDNYC	Telephonic Interpretation	70
Haitian Creole	Mayor's Office	Telephonic Interpretation	85
Haitian Creole	Medical Assistance Program (MAP)	Telephonic Interpretation	147
Haitian Creole	NYC Benefits	Telephonic Interpretation	36
Haitian Creole	Office of Advocacy	Telephonic Interpretation	42
Haitian Creole	Office of Child Support Services (OCSS)	Telephonic Interpretation	201
Haitian Creole	Office of Civil Justice (OCJ)	Telephonic Interpretation	12
Haitian Creole	Office of Constituent Services (OCS)	Telephonic Interpretation	3,505
Haitian Creole	Office of Legal Affairs (OLA)	Telephonic Interpretation	3
Haitian Creole	Office of the Medical Director	Telephonic Interpretation	1
Haitian Creole	Singles	Telephonic Interpretation	316
Haitian Creole	Street Homelessness Solutions	Telephonic Interpretation	263
Haitian Creole	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3,430
Haitian Creole	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	16
Hakka-China	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Hakka-China	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Hausa	Asylum Seekers	Telephonic Interpretation	2
Hausa	Cash Assistance (CA)	Telephonic Interpretation	3
Hausa	Fair Fares	Telephonic Interpretation	1
Hausa	Families	Telephonic Interpretation	30
Hausa	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Hausa	Office of Advocacy	Telephonic Interpretation	1
Hausa	Office of Child Support Services (OCSS)	Telephonic Interpretation	3
Hausa	Office of Constituent Services (OCS)	Telephonic Interpretation	2
Hausa	Street Homelessness Solutions	Telephonic Interpretation	5
Hausa	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	5
Hebrew	Accountability Office (AO)	Telephonic Interpretation	1
Hebrew	Adult Families	Telephonic Interpretation	3
Hebrew	Adult Protective Services (APS)	Onsite Interpretation	1
Hebrew	Adult Protective Services (APS)	Telephonic Interpretation	8
Hebrew	Cash Assistance (CA)	Telephonic Interpretation	15
Hebrew	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Hebrew	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Hebrew	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Hebrew	Families	Telephonic Interpretation	8
Hebrew	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	5
Hebrew	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Hebrew	IDNYC	Onsite Interpretation	2
Hebrew	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Hebrew	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Hebrew	Office of Constituent Services (OCS)	Telephonic Interpretation	15
Hebrew	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Hebrew	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	30
Hindi	Accountability Office (AO)	Telephonic Interpretation	5
Hindi	Adult Families	Telephonic Interpretation	2
Hindi	Adult Protective Services (APS)	Telephonic Interpretation	4
Hindi	Asylum Seekers	Telephonic Interpretation	1
Hindi	Burial Claims	Telephonic Interpretation	2
Hindi	Cash Assistance (CA)	Telephonic Interpretation	124
Hindi	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Hindi	Customized Assistance Services (CAS)	Telephonic Interpretation	7

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Hindi	Domestic Violence Services (DVS)	Telephonic Interpretation	6
Hindi	Fair Fares	Telephonic Interpretation	9
Hindi	Families	Telephonic Interpretation	4
Hindi	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Hindi	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	4
Hindi	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4
Hindi	IDNYC	Onsite Interpretation	1
Hindi	IDNYC	Telephonic Interpretation	22
Hindi	Mayor's Office	Telephonic Interpretation	9
Hindi	Medical Assistance Program (MAP)	Telephonic Interpretation	53
Hindi	NYC Benefits	Telephonic Interpretation	3
Hindi	Office of Child Support Services (OCSS)	Telephonic Interpretation	6
Hindi	Office of Civil Justice (OCJ)	Telephonic Interpretation	5
Hindi	Office of Constituent Services (OCS)	Telephonic Interpretation	97
Hindi	Singles	Telephonic Interpretation	38
Hindi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	224
Hmong	Asylum Seekers	Telephonic Interpretation	2
Hmong	Cash Assistance (CA)	Telephonic Interpretation	1
Hmong	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Hmong	Families	Telephonic Interpretation	9
Hmong	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Hmong	Singles	Telephonic Interpretation	2
Hmong	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Hungarian	Adult Protective Services (APS)	Telephonic Interpretation	4
Hungarian	Cash Assistance (CA)	Telephonic Interpretation	32
Hungarian	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Hungarian	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Hungarian	Families	Telephonic Interpretation	4
Hungarian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Hungarian	IDNYC	Telephonic Interpretation	5
Hungarian	Mayor's Office	Telephonic Interpretation	4
Hungarian	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Hungarian	Office of Civil Justice (OCJ)	Telephonic Interpretation	9
Hungarian	Office of Constituent Services (OCS)	Telephonic Interpretation	24
Hungarian	Singles	Telephonic Interpretation	7
Hungarian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	18
Igbo	Cash Assistance (CA)	Telephonic Interpretation	2
Igbo	Families	Telephonic Interpretation	1
Igbo	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Igbo	Office of Constituent Services (OCS)	Telephonic Interpretation	3
Igbo	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2
Ilocano	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Indonesian	Accountability Office (AO)	Telephonic Interpretation	1
Indonesian	Adult Families	Telephonic Interpretation	2
Indonesian	Cash Assistance (CA)	Telephonic Interpretation	19
Indonesian	Domestic Violence Services (DVS)	Telephonic Interpretation	15
Indonesian	Families	Telephonic Interpretation	1
Indonesian	IDNYC	Onsite Interpretation	1
Indonesian	IDNYC	Telephonic Interpretation	1
Indonesian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Indonesian	Office of Constituent Services (OCS)	Telephonic Interpretation	28
Indonesian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	7
Italian	Accountability Office (AO)	Telephonic Interpretation	6
Italian	Adult Protective Services (APS)	Onsite Interpretation	2
Italian	Adult Protective Services (APS)	Telephonic Interpretation	20
Italian	Agency-wide	Written Translation	1,064
Italian	Asylum Seekers	Telephonic Interpretation	5

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Italian	Burial Claims	Telephonic Interpretation	1
Italian	Cash Assistance (CA)	Telephonic Interpretation	26
Italian	Common Benefit Identification Card (CBIC)	Onsite Interpretation	1
Italian	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Italian	Domestic Violence Services (DVS)	Telephonic Interpretation	5
Italian	Families	Telephonic Interpretation	1
Italian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	11
Italian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Italian	IDNYC	Onsite Interpretation	4
Italian	IDNYC	Telephonic Interpretation	3
Italian	Mayor's Office	Telephonic Interpretation	2
Italian	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Italian	Office of Constituent Services (OCS)	Telephonic Interpretation	51
Italian	Singles	Telephonic Interpretation	2
Italian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	62
Italian	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	19
Japanese	Accountability Office (AO)	Telephonic Interpretation	1
Japanese	Adult Families	Telephonic Interpretation	4
Japanese	Adult Protective Services (APS)	Telephonic Interpretation	14
Japanese	Cash Assistance (CA)	Telephonic Interpretation	27
Japanese	Common Benefit Identification Card (CBIC)	Onsite Interpretation	1
Japanese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Japanese	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Japanese	Domestic Violence Services (DVS)	Telephonic Interpretation	14
Japanese	Fair Fares	Telephonic Interpretation	5
Japanese	Families	Telephonic Interpretation	14
Japanese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Japanese	Home Care Services Program (HCSP)	Telephonic Interpretation	6
Japanese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	6
Japanese	IDNYC	Onsite Interpretation	11
Japanese	IDNYC	Telephonic Interpretation	33
Japanese	Mayor's Office	Telephonic Interpretation	1
Japanese	Medical Assistance Program (MAP)	Telephonic Interpretation	8
Japanese	Office of Child Support Services (OCSS)	Telephonic Interpretation	3
Japanese	Office of Constituent Services (OCS)	Telephonic Interpretation	7
Japanese	Office of the Medical Director	Telephonic Interpretation	1
Japanese	Singles	Telephonic Interpretation	47
Japanese	Street Homelessness Solutions	Telephonic Interpretation	1
Japanese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	39
Karen	Cash Assistance (CA)	Telephonic Interpretation	3
Karen	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Kazakh	IDNYC	Onsite Interpretation	2
Khmer	Asylum Seekers	Telephonic Interpretation	1
Khmer	Cash Assistance (CA)	Telephonic Interpretation	5
Khmer	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Khmer	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Khmer	Office of Constituent Services (OCS)	Telephonic Interpretation	6
Khmer	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Khmer	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	13
Kinyarwanda	Cash Assistance (CA)	Telephonic Interpretation	1
Kinyarwanda	Families	Telephonic Interpretation	1
Korean	Accountability Office (AO)	Telephonic Interpretation	28
Korean	Administration	Telephonic Interpretation	4
Korean	Adult Families	Telephonic Interpretation	7
Korean	Adult Protective Services (APS)	Onsite Interpretation	7
Korean	Adult Protective Services (APS)	Telephonic Interpretation	133
Korean	Agency-wide	Written Translation	823

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Korean	Asylum Seekers	Telephonic Interpretation	37
Korean	Burial Claims	Telephonic Interpretation	3
Korean	Cash Assistance (CA)	Telephonic Interpretation	232
Korean	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	10
Korean	Customized Assistance Services (CAS)	Telephonic Interpretation	12
Korean	Domestic Violence Services (DVS)	Telephonic Interpretation	25
Korean	Equal Employment Office (EEO)	Telephonic Interpretation	1
Korean	Fair Fares	Telephonic Interpretation	3
Korean	Families	Telephonic Interpretation	51
Korean	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	149
Korean	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	11
Korean	Home Care Services Program (HCSP)	Telephonic Interpretation	12
Korean	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	10
Korean	IDNYC	Onsite Interpretation	3
Korean	IDNYC	Telephonic Interpretation	22
Korean	Mayor's Office	Telephonic Interpretation	17
Korean	Medical Assistance Program (MAP)	Telephonic Interpretation	245
Korean	NYC Benefits	Telephonic Interpretation	7
Korean	Office of Child Support Services (OCSS)	Telephonic Interpretation	4
Korean	Office of Civil Justice (OCJ)	Telephonic Interpretation	7
Korean	Office of Constituent Services (OCS)	Telephonic Interpretation	763
Korean	Office of Legal Affairs (OLA)	Telephonic Interpretation	3
Korean	Singles	Telephonic Interpretation	85
Korean	Street Homelessness Solutions	Telephonic Interpretation	3
Korean	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1,197
Korean	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	18
Kpelle	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Krio	Accountability Office (AO)	Telephonic Interpretation	1
Krio	Cash Assistance (CA)	Telephonic Interpretation	1
Krio	Families	Telephonic Interpretation	1
Krio	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Krio	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Kurmanji	Families	Telephonic Interpretation	1
Kurmanji	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Laotian	Cash Assistance (CA)	Telephonic Interpretation	1
Laotian	Families	Telephonic Interpretation	1
Laotian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Latvian	Cash Assistance (CA)	Telephonic Interpretation	2
Lingala	Accountability Office (AO)	Telephonic Interpretation	2
Lingala	Adult Families	Telephonic Interpretation	1
Lingala	Asylum Seekers	Telephonic Interpretation	100
Lingala	Cash Assistance (CA)	Telephonic Interpretation	25
Lingala	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Lingala	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Lingala	Families	Telephonic Interpretation	12
Lingala	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	3
Lingala	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Lingala	Office of Child Support Services (OCSS)	Telephonic Interpretation	3
Lingala	Office of Constituent Services (OCS)	Telephonic Interpretation	6
Lingala	Singles	Telephonic Interpretation	1
Lingala	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Maay	Cash Assistance (CA)	Telephonic Interpretation	1
Macedonian	Adult Protective Services (APS)	Onsite Interpretation	1
Macedonian	Cash Assistance (CA)	Telephonic Interpretation	2
Macedonian	IDNYC	Onsite Interpretation	1
Macedonian	Office of Constituent Services (OCS)	Telephonic Interpretation	2
Macedonian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	2

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Malay	Cash Assistance (CA)	Telephonic Interpretation	1
Malay	Families	Telephonic Interpretation	2
Malay	IDNYC	Telephonic Interpretation	2
Malay	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Malayalam	Adult Protective Services (APS)	Telephonic Interpretation	1
Malayalam	Cash Assistance (CA)	Telephonic Interpretation	6
Malayalam	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Malayalam	Families	Telephonic Interpretation	1
Malayalam	Mayor's Office	Telephonic Interpretation	1
Malayalam	Office of Constituent Services (OCS)	Telephonic Interpretation	14
Malayalam	Street Homelessness Solutions	Telephonic Interpretation	2
Malayalam	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	13
Mam	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Mandarin	Accountability Office (AO)	Telephonic Interpretation	284
Mandarin	Administration	Telephonic Interpretation	12
Mandarin	Adult Families	Telephonic Interpretation	211
Mandarin	Adult Protective Services (APS)	Onsite Interpretation	50
Mandarin	Adult Protective Services (APS)	Telephonic Interpretation	443
Mandarin	Asylum Seekers	Telephonic Interpretation	796
Mandarin	Burial Claims	Telephonic Interpretation	38
Mandarin	Cash Assistance (CA)	Telephonic Interpretation	5,583
Mandarin	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	295
Mandarin	Community Outreach	Onsite Interpretation	3
Mandarin	Community Outreach	Telephonic Interpretation	4
Mandarin	Customized Assistance Services (CAS)	Telephonic Interpretation	211
Mandarin	DHS Fleet	Telephonic Interpretation	2
Mandarin	Domestic Violence Services (DVS)	Telephonic Interpretation	447
Mandarin	Equal Employment Office (EEO)	Telephonic Interpretation	2
Mandarin	Fair Fares	Telephonic Interpretation	329
Mandarin	Families	Telephonic Interpretation	1,398
Mandarin	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1,670
Mandarin	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	135
Mandarin	Home Care Services Program (HCSP)	Onsite Interpretation	3
Mandarin	Home Care Services Program (HCSP)	Telephonic Interpretation	190
Mandarin	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	151
Mandarin	IDNYC	Onsite Interpretation	6
Mandarin	IDNYC	Telephonic Interpretation	364
Mandarin	Intergovernmental and Legislative Affairs	Onsite Interpretation - Public Meetings	2
Mandarin	Mayor's Office	Telephonic Interpretation	297
Mandarin	Medical Assistance Program (MAP)	Telephonic Interpretation	2,948
Mandarin	NYC Benefits	Telephonic Interpretation	85
Mandarin	Office of Advocacy	Telephonic Interpretation	70
Mandarin	Office of Child Support Services (OCSS)	Telephonic Interpretation	101
Mandarin	Office of Civil Justice (OCJ)	Onsite Interpretation - Public Meetings	4
Mandarin	Office of Civil Justice (OCJ)	Telephonic Interpretation	65
Mandarin	Office of Constituent Services (OCS)	Telephonic Interpretation	1,696
Mandarin	Office of Legal Affairs (OLA)	Telephonic Interpretation	27
Mandarin	Office of the Medical Director	Telephonic Interpretation	8
Mandarin	Singles	Telephonic Interpretation	500
Mandarin	Street Homelessness Solutions	Onsite Interpretation	8
Mandarin	Street Homelessness Solutions	Telephonic Interpretation	113
Mandarin	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	9,389
Mandarin	Supportive and Affordable Housing	Telephonic Interpretation	2
Mandarin	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	20
Mandinka	Adult Families	Telephonic Interpretation	2
Mandinka	Adult Protective Services (APS)	Telephonic Interpretation	1
Mandinka	Asylum Seekers	Telephonic Interpretation	14

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Mandinka	Cash Assistance (CA)	Telephonic Interpretation	28
Mandinka	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Mandinka	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Mandinka	Domestic Violence Services (DVS)	Telephonic Interpretation	18
Mandinka	Families	Telephonic Interpretation	26
Mandinka	HIV/AIDS Service Administration (HASA)	Onsite Interpretation	1
Mandinka	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	3
Mandinka	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Mandinka	NYC Benefits	Telephonic Interpretation	1
Mandinka	Office of Advocacy	Telephonic Interpretation	2
Mandinka	Office of Child Support Services (OCSS)	Telephonic Interpretation	6
Mandinka	Office of Constituent Services (OCS)	Telephonic Interpretation	6
Mandinka	Singles	Telephonic Interpretation	23
Mandinka	Supplemental Nutrition Assistance Program (SNAP)	Onsite Interpretation	1
Mandinka	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	6
Maninka	Families	Telephonic Interpretation	1
Marathi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Mixteco	Cash Assistance (CA)	Telephonic Interpretation	2
Mixteco	Domestic Violence Services (DVS)	Telephonic Interpretation	2
Mixteco	Families	Telephonic Interpretation	11
Mixteco	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Mixteco	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	9
Mongolian	Adult Families	Telephonic Interpretation	2
Mongolian	Cash Assistance (CA)	Telephonic Interpretation	1
Mongolian	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Mongolian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Mongolian	IDNYC	Onsite Interpretation	1
Mongolian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Mongolian	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Nepali	Accountability Office (AO)	Telephonic Interpretation	2
Nepali	Adult Protective Services (APS)	Telephonic Interpretation	1
Nepali	Cash Assistance (CA)	Telephonic Interpretation	37
Nepali	Common Benefit Identification Card (CBIC)	Onsite Interpretation	1
Nepali	Domestic Violence Services (DVS)	Telephonic Interpretation	5
Nepali	Families	Telephonic Interpretation	1
Nepali	IDNYC	Telephonic Interpretation	9
Nepali	Mayor's Office	Telephonic Interpretation	2
Nepali	Medical Assistance Program (MAP)	Telephonic Interpretation	27
Nepali	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Nepali	Office of Constituent Services (OCS)	Telephonic Interpretation	60
Nepali	Singles	Telephonic Interpretation	1
Nepali	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	43
Nigerian Pidgin	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Nigerian Pidgin	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Norwegian	Asylum Seekers	Telephonic Interpretation	1
Oromo	Cash Assistance (CA)	Telephonic Interpretation	4
Oromo	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Other	Agency-wide	Written Translation	142
Pashto	Accountability Office (AO)	Telephonic Interpretation	1
Pashto	Asylum Seekers	Telephonic Interpretation	25
Pashto	Cash Assistance (CA)	Telephonic Interpretation	40
Pashto	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Pashto	Domestic Violence Services (DVS)	Telephonic Interpretation	3
Pashto	Families	Telephonic Interpretation	2
Pashto	Medical Assistance Program (MAP)	Telephonic Interpretation	9
Pashto	NYC Benefits	Telephonic Interpretation	5
Pashto	Office of Advocacy	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Pashto	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Pashto	Office of Constituent Services (OCS)	Telephonic Interpretation	16
Pashto	Singles	Telephonic Interpretation	3
Pashto	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	31
Persian	IDNYC	Onsite Interpretation	3
Polish	Accountability Office (AO)	Telephonic Interpretation	11
Polish	Adult Protective Services (APS)	Onsite Interpretation	12
Polish	Adult Protective Services (APS)	Telephonic Interpretation	50
Polish	Agency-wide	Written Translation	772
Polish	Asylum Seekers	Telephonic Interpretation	1
Polish	Burial Claims	Telephonic Interpretation	2
Polish	Cash Assistance (CA)	Telephonic Interpretation	89
Polish	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	15
Polish	Customized Assistance Services (CAS)	Telephonic Interpretation	7
Polish	Domestic Violence Services (DVS)	Telephonic Interpretation	3
Polish	Families	Telephonic Interpretation	104
Polish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	51
Polish	Home Care Services Program (HCSP)	Telephonic Interpretation	6
Polish	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	12
Polish	IDNYC	Telephonic Interpretation	8
Polish	Mayor's Office	Telephonic Interpretation	19
Polish	Medical Assistance Program (MAP)	Telephonic Interpretation	37
Polish	NYC Benefits	Telephonic Interpretation	2
Polish	Office of Child Support Services (OCSS)	Telephonic Interpretation	15
Polish	Office of Civil Justice (OCJ)	Telephonic Interpretation	6
Polish	Office of Constituent Services (OCS)	Telephonic Interpretation	199
Polish	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
Polish	Singles	Onsite Interpretation	12
Polish	Singles	Telephonic Interpretation	70
Polish	Street Homelessness Solutions	Telephonic Interpretation	3
Polish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	264
Polish	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	20
Portuguese	Accountability Office (AO)	Telephonic Interpretation	22
Portuguese	Administration	Telephonic Interpretation	1
Portuguese	Adult Families	Telephonic Interpretation	106
Portuguese	Adult Protective Services (APS)	Onsite Interpretation	6
Portuguese	Adult Protective Services (APS)	Telephonic Interpretation	19
Portuguese	Asylum Seekers	Telephonic Interpretation	206
Portuguese	Cash Assistance (CA)	Telephonic Interpretation	362
Portuguese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	9
Portuguese	Customized Assistance Services (CAS)	Telephonic Interpretation	4
Portuguese	DHS Fleet	Telephonic Interpretation	2
Portuguese	Domestic Violence Services (DVS)	Telephonic Interpretation	32
Portuguese	Fair Fares	Telephonic Interpretation	8
Portuguese	Families	Telephonic Interpretation	442
Portuguese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2
Portuguese	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	31
Portuguese	Home Care Services Program (HCSP)	Telephonic Interpretation	3
Portuguese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	14
Portuguese	IDNYC	Onsite Interpretation	7
Portuguese	IDNYC	Telephonic Interpretation	19
Portuguese	Mayor's Office	Telephonic Interpretation	7
Portuguese	Medical Assistance Program (MAP)	Telephonic Interpretation	18
Portuguese	NYC Benefits	Telephonic Interpretation	1
Portuguese	Office of Advocacy	Telephonic Interpretation	1
Portuguese	Office of Child Support Services (OCSS)	Telephonic Interpretation	18
Portuguese	Office of Constituent Services (OCS)	Telephonic Interpretation	104

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Portuguese	Singles	Telephonic Interpretation	136
Portuguese	Street Homelessness Solutions	Telephonic Interpretation	52
Portuguese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	140
Punjabi	Accountability Office (AO)	Telephonic Interpretation	4
Punjabi	Adult Protective Services (APS)	Telephonic Interpretation	2
Punjabi	Asylum Seekers	Telephonic Interpretation	5
Punjabi	Burial Claims	Telephonic Interpretation	1
Punjabi	Cash Assistance (CA)	Telephonic Interpretation	167
Punjabi	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	4
Punjabi	Customized Assistance Services (CAS)	Telephonic Interpretation	6
Punjabi	Domestic Violence Services (DVS)	Telephonic Interpretation	5
Punjabi	Fair Fares	Telephonic Interpretation	1
Punjabi	Families	Telephonic Interpretation	25
Punjabi	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Punjabi	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	4
Punjabi	IDNYC	Telephonic Interpretation	8
Punjabi	Mayor's Office	Telephonic Interpretation	1
Punjabi	Medical Assistance Program (MAP)	Telephonic Interpretation	66
Punjabi	NYC Benefits	Telephonic Interpretation	1
Punjabi	Office of Advocacy	Telephonic Interpretation	1
Punjabi	Office of Child Support Services (OCSS)	Telephonic Interpretation	5
Punjabi	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Punjabi	Office of Constituent Services (OCS)	Telephonic Interpretation	220
Punjabi	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
Punjabi	Singles	Telephonic Interpretation	32
Punjabi	Street Homelessness Solutions	Telephonic Interpretation	5
Punjabi	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	159
Quechua	NYC Benefits	Telephonic Interpretation	1
Quechua	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	7
Rohingya	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Romanian	Adult Protective Services (APS)	Telephonic Interpretation	6
Romanian	Cash Assistance (CA)	Telephonic Interpretation	16
Romanian	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Romanian	Families	Telephonic Interpretation	4
Romanian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2
Romanian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	5
Romanian	Home Care Services Program (HCSP)	Telephonic Interpretation	3
Romanian	Medical Assistance Program (MAP)	Telephonic Interpretation	5
Romanian	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Romanian	Office of Civil Justice (OCJ)	Telephonic Interpretation	3
Romanian	Office of Constituent Services (OCS)	Telephonic Interpretation	21
Romanian	Street Homelessness Solutions	Onsite Interpretation	5
Romanian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	22
Rundi	Cash Assistance (CA)	Telephonic Interpretation	1
Rundi	Families	Telephonic Interpretation	1
Rundi	Singles	Telephonic Interpretation	1
Russian	Accountability Office (AO)	Telephonic Interpretation	502
Russian	Administration	Telephonic Interpretation	39
Russian	Adult Families	Telephonic Interpretation	307
Russian	Adult Protective Services (APS)	Onsite Interpretation	9
Russian	Adult Protective Services (APS)	Telephonic Interpretation	392
Russian	Agency-wide	Written Translation	830
Russian	Asylum Seekers	Telephonic Interpretation	1,072
Russian	Burial Claims	Telephonic Interpretation	54
Russian	Cash Assistance (CA)	Telephonic Interpretation	6,802
Russian	Common Benefit Identification Card (CBIC)	Onsite Interpretation - Shifts	127
Russian	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	110

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Russian	Community Outreach	Onsite Interpretation	1
Russian	Community Outreach	Telephonic Interpretation	5
Russian	Customized Assistance Services (CAS)	Telephonic Interpretation	183
Russian	DHS Fleet	Telephonic Interpretation	2
Russian	Domestic Violence Services (DVS)	Telephonic Interpretation	367
Russian	Equal Employment Office (EEO)	Telephonic Interpretation	2
Russian	Fair Fares	Telephonic Interpretation	136
Russian	Families	Telephonic Interpretation	2,331
Russian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	431
Russian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	157
Russian	Home Care Services Program (HCSP)	Onsite Interpretation	2
Russian	Home Care Services Program (HCSP)	Telephonic Interpretation	71
Russian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	323
Russian	IDNYC	Onsite Interpretation	19
Russian	IDNYC	Telephonic Interpretation	310
Russian	Mayor's Office	Telephonic Interpretation	276
Russian	Medical Assistance Program (MAP)	Onsite Interpretation	1
Russian	Medical Assistance Program (MAP)	Telephonic Interpretation	600
Russian	NYC Benefits	Telephonic Interpretation	48
Russian	Office of Advocacy	Telephonic Interpretation	13
Russian	Office of Child Support Services (OCSS)	Telephonic Interpretation	292
Russian	Office of Civil Justice (OCJ)	Telephonic Interpretation	60
Russian	Office of Constituent Services (OCS)	Telephonic Interpretation	3,284
Russian	Office of Legal Affairs (OLA)	Telephonic Interpretation	26
Russian	Office of the Medical Director	Telephonic Interpretation	9
Russian	Singles	Onsite Interpretation	1
Russian	Singles	Telephonic Interpretation	546
Russian	Street Homelessness Solutions	Telephonic Interpretation	137
Russian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8,191
Russian	Supportive and Affordable Housing	Telephonic Interpretation	1
Russian	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	17
Serbian	Accountability Office (AO)	Telephonic Interpretation	2
Serbian	Cash Assistance (CA)	Telephonic Interpretation	12
Serbian	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Serbian	Families	Telephonic Interpretation	14
Serbian	IDNYC	Onsite Interpretation	1
Serbian	IDNYC	Telephonic Interpretation	3
Serbian	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Serbian	Office of Advocacy	Telephonic Interpretation	4
Serbian	Office of Child Support Services (OCSS)	Telephonic Interpretation	2
Serbian	Office of Constituent Services (OCS)	Telephonic Interpretation	27
Serbian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	14
Shanghainese	Adult Protective Services (APS)	Telephonic Interpretation	2
Shanghainese	Cash Assistance (CA)	Telephonic Interpretation	2
Sicilian	Adult Protective Services (APS)	Telephonic Interpretation	1
Sicilian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	1
Sicilian	Office of Constituent Services (OCS)	Telephonic Interpretation	3
Simplified Chinese	Agency-wide	Written Translation	784
Sinhala	Cash Assistance (CA)	Telephonic Interpretation	15
Sinhala	Families	Telephonic Interpretation	2
Sinhala	Office of Constituent Services (OCS)	Telephonic Interpretation	3
Sinhala	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Sinhala	Singles	Telephonic Interpretation	1
Sinhala	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	13
Slovak	Cash Assistance (CA)	Telephonic Interpretation	2
Slovak	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Slovak	Office of Constituent Services (OCS)	Telephonic Interpretation	1

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Slovak	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Somali	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Somali	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Somali	Singles	Telephonic Interpretation	2
Somali	Street Homelessness Solutions	Telephonic Interpretation	1
Soninke	Accountability Office (AO)	Telephonic Interpretation	2
Soninke	Adult Families	Telephonic Interpretation	15
Soninke	Asylum Seekers	Telephonic Interpretation	43
Soninke	Cash Assistance (CA)	Telephonic Interpretation	65
Soninke	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Soninke	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Soninke	Domestic Violence Services (DVS)	Telephonic Interpretation	10
Soninke	Fair Fares	Telephonic Interpretation	4
Soninke	Families	Telephonic Interpretation	246
Soninke	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	8
Soninke	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Soninke	IDNYC	Telephonic Interpretation	3
Soninke	Office of Child Support Services (OCSS)	Telephonic Interpretation	12
Soninke	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Soninke	Office of Constituent Services (OCS)	Telephonic Interpretation	33
Soninke	Singles	Telephonic Interpretation	11
Soninke	Street Homelessness Solutions	Telephonic Interpretation	41
Soninke	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	62
Sorani	Adult Families	Telephonic Interpretation	1
Sorani	Asylum Seekers	Telephonic Interpretation	3
Sorani	Cash Assistance (CA)	Telephonic Interpretation	1
Sorani	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Sorani	Families	Telephonic Interpretation	3
Sorani	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Sorani	Office of Constituent Services (OCS)	Telephonic Interpretation	3
Sorani	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	3
Spanish	Accountability Office (AO)	Telephonic Interpretation	6,361
Spanish	Administration	Telephonic Interpretation	252
Spanish	Adult Families	Telephonic Interpretation	5,169
Spanish	Adult Protective Services (APS)	Onsite Interpretation	437
Spanish	Adult Protective Services (APS)	Telephonic Interpretation	5,815
Spanish	Agency-wide	Written Translation	888
Spanish	Asylum Seekers	Onsite Interpretation - Shifts	18,543
Spanish	Asylum Seekers	Telephonic Interpretation	25,738
Spanish	Burial Claims	Telephonic Interpretation	291
Spanish	Cash Assistance (CA)	Onsite Interpretation - Shifts	1,750
Spanish	Cash Assistance (CA)	Telephonic Interpretation	156,063
Spanish	Common Benefit Identification Card (CBIC)	Onsite Interpretation - Shifts	500
Spanish	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	722
Spanish	Community Outreach	Onsite Interpretation	28
Spanish	Community Outreach	Telephonic Interpretation	47
Spanish	Customized Assistance Services (CAS)	Telephonic Interpretation	2,958
Spanish	DHS Fleet	Telephonic Interpretation	306
Spanish	Disaster Services	Telephonic Interpretation	6
Spanish	Domestic Violence Services (DVS)	Onsite Interpretation	2
Spanish	Domestic Violence Services (DVS)	Telephonic Interpretation	12,992
Spanish	Equal Employment Office (EEO)	Telephonic Interpretation	16
Spanish	Fair Fares	Onsite Interpretation - Public Meetings	2
Spanish	Fair Fares	Telephonic Interpretation	3,819
Spanish	Fair Hearing	Telephonic Interpretation	34
Spanish	Families	Telephonic Interpretation	75,307
Spanish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2,292

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Spanish	HIV/AIDS Service Administration (HASA)	Onsite Interpretation	4
Spanish	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	19,320
Spanish	Home Care Services Program (HCSP)	Onsite Interpretation	19
Spanish	Home Care Services Program (HCSP)	Telephonic Interpretation	925
Spanish	Homelessness Prevention Administration (HPA)	Onsite Interpretation - Public Meetings	2
Spanish	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	6,387
Spanish	HRA Police	Telephonic Interpretation	4
Spanish	IDNYC	Onsite Interpretation	2
Spanish	IDNYC	Telephonic Interpretation	3,528
Spanish	Intergovernmental and Legislative Affairs	Onsite Interpretation - Public Meetings	1
Spanish	Mayor's Office	Telephonic Interpretation	5,409
Spanish	Medical Assistance Program (MAP)	Telephonic Interpretation	8,623
Spanish	NYC Benefits	Telephonic Interpretation	716
Spanish	Office of Advocacy	Onsite Interpretation	2
Spanish	Office of Advocacy	Telephonic Interpretation	370
Spanish	Office of Child Support Services (OCSS)	Onsite Interpretation	49
Spanish	Office of Child Support Services (OCSS)	Telephonic Interpretation	12,111
Spanish	Office of Civil Justice (OCJ)	Onsite Interpretation - Public Meetings	4
Spanish	Office of Civil Justice (OCJ)	Telephonic Interpretation	913
Spanish	Office of Constituent Services (OCS)	Telephonic Interpretation	78,938
Spanish	Office of Evaluation and Research (OER)	Telephonic Interpretation	1
Spanish	Office of Legal Affairs (OLA)	Telephonic Interpretation	286
Spanish	Office of the Medical Director	Telephonic Interpretation	162
Spanish	Executive Office	Onsite Interpretation - Public Meetings	6
Spanish	Singles	Telephonic Interpretation	11,700
Spanish	Street Homelessness Solutions	Onsite Interpretation	6
Spanish	Street Homelessness Solutions	Telephonic Interpretation	7,461
Spanish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	155,941
Spanish	Supportive and Affordable Housing	Telephonic Interpretation	10
Spanish	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	20
Spanish	UNKNOWN	Telephonic Interpretation	1
Swahili	Cash Assistance (CA)	Telephonic Interpretation	1
Swahili	Families	Telephonic Interpretation	13
Sylheti	Accountability Office (AO)	Telephonic Interpretation	4
Sylheti	Adult Protective Services (APS)	Telephonic Interpretation	1
Sylheti	Asylum Seekers	Telephonic Interpretation	7
Sylheti	Cash Assistance (CA)	Telephonic Interpretation	108
Sylheti	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Sylheti	Customized Assistance Services (CAS)	Telephonic Interpretation	5
Sylheti	Domestic Violence Services (DVS)	Telephonic Interpretation	41
Sylheti	Equal Employment Office (EEO)	Telephonic Interpretation	1
Sylheti	Fair Fares	Telephonic Interpretation	2
Sylheti	Families	Telephonic Interpretation	3
Sylheti	Home Care Services Program (HCSP)	Telephonic Interpretation	1
Sylheti	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Sylheti	IDNYC	Telephonic Interpretation	1
Sylheti	Mayor's Office	Telephonic Interpretation	3
Sylheti	Medical Assistance Program (MAP)	Telephonic Interpretation	12
Sylheti	Office of Advocacy	Telephonic Interpretation	2
Sylheti	Office of Child Support Services (OCSS)	Telephonic Interpretation	6
Sylheti	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
Sylheti	Office of Constituent Services (OCS)	Telephonic Interpretation	91
Sylheti	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
Sylheti	Singles	Telephonic Interpretation	2
Sylheti	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	104
Tagalog	Accountability Office (AO)	Telephonic Interpretation	1
Tagalog	Adult Protective Services (APS)	Onsite Interpretation	1

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Tagalog	Adult Protective Services (APS)	Telephonic Interpretation	2
Tagalog	Cash Assistance (CA)	Telephonic Interpretation	20
Tagalog	Domestic Violence Services (DVS)	Telephonic Interpretation	6
Tagalog	Families	Telephonic Interpretation	4
Tagalog	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
Tagalog	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Tagalog	IDNYC	Onsite Interpretation	1
Tagalog	IDNYC	Telephonic Interpretation	3
Tagalog	Medical Assistance Program (MAP)	Telephonic Interpretation	3
Tagalog	Office of Advocacy	Telephonic Interpretation	1
Tagalog	Office of Constituent Services (OCS)	Telephonic Interpretation	23
Tagalog	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Tagalog	Singles	Telephonic Interpretation	7
Tagalog	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	47
Tajik	Cash Assistance (CA)	Telephonic Interpretation	6
Tajik	Families	Telephonic Interpretation	1
Tajik	Office of Constituent Services (OCS)	Telephonic Interpretation	3
Tajik	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	8
Tamil	Asylum Seekers	Telephonic Interpretation	1
Tamil	Cash Assistance (CA)	Telephonic Interpretation	20
Tamil	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	1
Tamil	Families	Telephonic Interpretation	2
Tamil	IDNYC	Telephonic Interpretation	1
Tamil	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Tamil	NYC Benefits	Telephonic Interpretation	1
Tamil	Office of Constituent Services (OCS)	Telephonic Interpretation	9
Tamil	Singles	Telephonic Interpretation	1
Tamil	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	16
Telugu	Fair Fares	Telephonic Interpretation	1
Telugu	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Telugu	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Telugu	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	4
Thai	Accountability Office (AO)	Telephonic Interpretation	2
Thai	Adult Protective Services (APS)	Telephonic Interpretation	2
Thai	Asylum Seekers	Telephonic Interpretation	1
Thai	Cash Assistance (CA)	Telephonic Interpretation	10
Thai	Customized Assistance Services (CAS)	Telephonic Interpretation	1
Thai	Families	Telephonic Interpretation	2
Thai	IDNYC	Onsite Interpretation	1
Thai	IDNYC	Telephonic Interpretation	10
Thai	Mayor's Office	Telephonic Interpretation	1
Thai	Medical Assistance Program (MAP)	Telephonic Interpretation	6
Thai	NYC Benefits	Telephonic Interpretation	1
Thai	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Thai	Office of Constituent Services (OCS)	Telephonic Interpretation	13
Thai	Singles	Telephonic Interpretation	1
Thai	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	29
Tibetan	Accountability Office (AO)	Telephonic Interpretation	2
Tibetan	Cash Assistance (CA)	Telephonic Interpretation	10
Tibetan	Customized Assistance Services (CAS)	Telephonic Interpretation	2
Tibetan	Fair Fares	Telephonic Interpretation	1
Tibetan	IDNYC	Onsite Interpretation	2
Tibetan	Mayor's Office	Telephonic Interpretation	1
Tibetan	Medical Assistance Program (MAP)	Telephonic Interpretation	6
Tibetan	Office of Constituent Services (OCS)	Telephonic Interpretation	15
Tibetan	Singles	Telephonic Interpretation	9
Tibetan	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	29

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Tigrigna	Cash Assistance (CA)	Telephonic Interpretation	11
Tigrigna	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Tigrigna	Families	Telephonic Interpretation	2
Tigrigna	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Tigrigna	Office of Child Support Services (OCSS)	Telephonic Interpretation	3
Tigrigna	Office of Constituent Services (OCS)	Telephonic Interpretation	1
Tigrigna	Singles	Telephonic Interpretation	4
Tigrigna	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	1
Toishanese	Accountability Office (AO)	Telephonic Interpretation	2
Toishanese	Adult Protective Services (APS)	Telephonic Interpretation	4
Toishanese	Asylum Seekers	Telephonic Interpretation	3
Toishanese	Cash Assistance (CA)	Telephonic Interpretation	14
Toishanese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	8
Toishanese	Families	Telephonic Interpretation	4
Toishanese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	6
Toishanese	IDNYC	Telephonic Interpretation	1
Toishanese	Medical Assistance Program (MAP)	Telephonic Interpretation	34
Toishanese	Office of Constituent Services (OCS)	Telephonic Interpretation	36
Toishanese	Singles	Telephonic Interpretation	2
Toishanese	Street Homelessness Solutions	Telephonic Interpretation	2
Toishanese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	60
Traditional Chinese	Agency-wide	Written Translation	825
Turkish	Accountability Office (AO)	Telephonic Interpretation	2
Turkish	Adult Families	Telephonic Interpretation	7
Turkish	Adult Protective Services (APS)	Onsite Interpretation	2
Turkish	Adult Protective Services (APS)	Telephonic Interpretation	9
Turkish	Asylum Seekers	Telephonic Interpretation	157
Turkish	Cash Assistance (CA)	Telephonic Interpretation	384
Turkish	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	10
Turkish	Customized Assistance Services (CAS)	Telephonic Interpretation	31
Turkish	Domestic Violence Services (DVS)	Telephonic Interpretation	6
Turkish	Fair Fares	Telephonic Interpretation	5
Turkish	Families	Telephonic Interpretation	267
Turkish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2
Turkish	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	41
Turkish	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	25
Turkish	IDNYC	Onsite Interpretation	2
Turkish	IDNYC	Telephonic Interpretation	27
Turkish	Mayor's Office	Telephonic Interpretation	9
Turkish	Medical Assistance Program (MAP)	Telephonic Interpretation	11
Turkish	Office of Child Support Services (OCSS)	Telephonic Interpretation	20
Turkish	Office of Civil Justice (OCJ)	Telephonic Interpretation	5
Turkish	Office of Constituent Services (OCS)	Telephonic Interpretation	112
Turkish	Office of Legal Affairs (OLA)	Telephonic Interpretation	1
Turkish	Singles	Telephonic Interpretation	58
Turkish	Street Homelessness Solutions	Telephonic Interpretation	15
Turkish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	171
Ukrainian	Accountability Office (AO)	Telephonic Interpretation	13
Ukrainian	Adult Families	Telephonic Interpretation	10
Ukrainian	Adult Protective Services (APS)	Telephonic Interpretation	2
Ukrainian	Asylum Seekers	Telephonic Interpretation	15
Ukrainian	Cash Assistance (CA)	Onsite Interpretation - Shifts	124
Ukrainian	Cash Assistance (CA)	Telephonic Interpretation	105
Ukrainian	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Ukrainian	Customized Assistance Services (CAS)	Telephonic Interpretation	8
Ukrainian	Domestic Violence Services (DVS)	Telephonic Interpretation	5
Ukrainian	Fair Fares	Telephonic Interpretation	4

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Ukrainian	Families	Telephonic Interpretation	25
Ukrainian	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	5
Ukrainian	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	2
Ukrainian	Home Care Services Program (HCSP)	Telephonic Interpretation	2
Ukrainian	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	6
Ukrainian	IDNYC	Onsite Interpretation	3
Ukrainian	IDNYC	Telephonic Interpretation	20
Ukrainian	Mayor's Office	Telephonic Interpretation	3
Ukrainian	Medical Assistance Program (MAP)	Telephonic Interpretation	13
Ukrainian	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Ukrainian	Office of Constituent Services (OCS)	Telephonic Interpretation	66
Ukrainian	Singles	Telephonic Interpretation	10
Ukrainian	Street Homelessness Solutions	Telephonic Interpretation	8
Ukrainian	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	96
Urdu	Accountability Office (AO)	Telephonic Interpretation	45
Urdu	Administration	Telephonic Interpretation	1
Urdu	Adult Families	Telephonic Interpretation	9
Urdu	Adult Protective Services (APS)	Telephonic Interpretation	10
Urdu	Agency-wide	Written Translation	775
Urdu	Asylum Seekers	Telephonic Interpretation	2
Urdu	Cash Assistance (CA)	Telephonic Interpretation	657
Urdu	Common Benefit Identification Card (CBIC)	Onsite Interpretation	1
Urdu	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	22
Urdu	Customized Assistance Services (CAS)	Telephonic Interpretation	24
Urdu	Domestic Violence Services (DVS)	Onsite Interpretation	2
Urdu	Domestic Violence Services (DVS)	Telephonic Interpretation	29
Urdu	Fair Fares	Telephonic Interpretation	4
Urdu	Families	Telephonic Interpretation	84
Urdu	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	23
Urdu	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	5
Urdu	Home Care Services Program (HCSP)	Telephonic Interpretation	5
Urdu	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	53
Urdu	IDNYC	Onsite Interpretation	1
Urdu	IDNYC	Telephonic Interpretation	8
Urdu	Mayor's Office	Telephonic Interpretation	14
Urdu	Medical Assistance Program (MAP)	Telephonic Interpretation	47
Urdu	Office of Advocacy	Telephonic Interpretation	6
Urdu	Office of Child Support Services (OCSS)	Telephonic Interpretation	44
Urdu	Office of Civil Justice (OCJ)	Telephonic Interpretation	3
Urdu	Office of Constituent Services (OCS)	Telephonic Interpretation	613
Urdu	Office of Legal Affairs (OLA)	Telephonic Interpretation	5
Urdu	Office of the Medical Director	Telephonic Interpretation	1
Urdu	Singles	Telephonic Interpretation	16
Urdu	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	952
Urdu	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	20
Uzbek	Accountability Office (AO)	Telephonic Interpretation	19
Uzbek	Adult Families	Telephonic Interpretation	3
Uzbek	Adult Protective Services (APS)	Telephonic Interpretation	2
Uzbek	Cash Assistance (CA)	Telephonic Interpretation	472
Uzbek	Common Benefit Identification Card (CBIC)	Onsite Interpretation	1
Uzbek	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	18
Uzbek	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Uzbek	Domestic Violence Services (DVS)	Telephonic Interpretation	16
Uzbek	Fair Fares	Telephonic Interpretation	1
Uzbek	Families	Telephonic Interpretation	82
Uzbek	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	1
Uzbek	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	23

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Uzbek	IDNYC	Onsite Interpretation	8
Uzbek	IDNYC	Telephonic Interpretation	14
Uzbek	Mayor's Office	Telephonic Interpretation	15
Uzbek	Medical Assistance Program (MAP)	Telephonic Interpretation	4
Uzbek	NYC Benefits	Telephonic Interpretation	6
Uzbek	Office of Child Support Services (OCSS)	Onsite Interpretation	1
Uzbek	Office of Child Support Services (OCSS)	Telephonic Interpretation	35
Uzbek	Office of Civil Justice (OCJ)	Telephonic Interpretation	2
Uzbek	Office of Constituent Services (OCS)	Telephonic Interpretation	207
Uzbek	Office of Legal Affairs (OLA)	Telephonic Interpretation	7
Uzbek	Singles	Telephonic Interpretation	17
Uzbek	Street Homelessness Solutions	Telephonic Interpretation	14
Uzbek	Supplemental Nutrition Assistance Program (SNAP)	Onsite Interpretation	1
Uzbek	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	899
Vietnamese	Accountability Office (AO)	Telephonic Interpretation	4
Vietnamese	Adult Families	Telephonic Interpretation	1
Vietnamese	Adult Protective Services (APS)	Telephonic Interpretation	3
Vietnamese	Cash Assistance (CA)	Telephonic Interpretation	58
Vietnamese	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	2
Vietnamese	Customized Assistance Services (CAS)	Telephonic Interpretation	4
Vietnamese	Domestic Violence Services (DVS)	Telephonic Interpretation	29
Vietnamese	Fair Fares	Telephonic Interpretation	1
Vietnamese	Families	Telephonic Interpretation	6
Vietnamese	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	5
Vietnamese	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	1
Vietnamese	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	2
Vietnamese	IDNYC	Onsite Interpretation	4
Vietnamese	IDNYC	Telephonic Interpretation	2
Vietnamese	Mayor's Office	Telephonic Interpretation	2
Vietnamese	Medical Assistance Program (MAP)	Telephonic Interpretation	16
Vietnamese	NYC Benefits	Telephonic Interpretation	4
Vietnamese	Office of Advocacy	Telephonic Interpretation	3
Vietnamese	Office of Civil Justice (OCJ)	Telephonic Interpretation	1
Vietnamese	Office of Constituent Services (OCS)	Telephonic Interpretation	51
Vietnamese	Singles	Telephonic Interpretation	18
Vietnamese	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	153
Visayan	Cash Assistance (CA)	Telephonic Interpretation	1
Visayan	Medical Assistance Program (MAP)	Telephonic Interpretation	1
Wenzhounese	Cash Assistance (CA)	Telephonic Interpretation	1
Wolof	Accountability Office (AO)	Telephonic Interpretation	10
Wolof	Adult Families	Telephonic Interpretation	179
Wolof	Adult Protective Services (APS)	Telephonic Interpretation	77
Wolof	Asylum Seekers	Telephonic Interpretation	728
Wolof	Cash Assistance (CA)	Telephonic Interpretation	618
Wolof	Common Benefit Identification Card (CBIC)	Telephonic Interpretation	15
Wolof	Community Outreach	Telephonic Interpretation	2
Wolof	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Wolof	Domestic Violence Services (DVS)	Telephonic Interpretation	15
Wolof	Fair Fares	Telephonic Interpretation	18
Wolof	Families	Telephonic Interpretation	987
Wolof	HIV/AIDS Service Administration (HASA)	Telephonic Interpretation	100
Wolof	Homelessness Prevention Administration (HPA)	Telephonic Interpretation	17
Wolof	IDNYC	Telephonic Interpretation	67
Wolof	Mayor's Office	Telephonic Interpretation	40
Wolof	Medical Assistance Program (MAP)	Telephonic Interpretation	9
Wolof	NYC Benefits	Telephonic Interpretation	17
Wolof	Office of Advocacy	Telephonic Interpretation	3

Language	Agency contractor, contractor or agency office [DSS/HRA/DHS]	Type of assistance required (translation; telephonic interpretation; onsite interpretation)	2025 Language Services instances (number)
Wolof	Office of Child Support Services (OCSS)	Telephonic Interpretation	45
Wolof	Office of Civil Justice (OCJ)	Telephonic Interpretation	3
Wolof	Office of Constituent Services (OCS)	Telephonic Interpretation	148
Wolof	Office of Legal Affairs (OLA)	Telephonic Interpretation	2
Wolof	Singles	Telephonic Interpretation	466
Wolof	Street Homelessness Solutions	Telephonic Interpretation	230
Wolof	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	301
Yiddish	Agency-wide	Written Translation	1,063
Yiddish	Heat Energy Assistance Program (HEAP)	Telephonic Interpretation	2
Yiddish	Mayor's Office	Telephonic Interpretation	1
Yiddish	Office of Constituent Services (OCS)	Telephonic Interpretation	6
Yiddish	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	24
Yiddish	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	18
Yiddish	UAT Telephone Business Process Innovation (BPI) IVRS	Onsite Interpretation	2
Yoruba	Accountability Office (AO)	Telephonic Interpretation	1
Yoruba	Adult Protective Services (APS)	Telephonic Interpretation	1
Yoruba	Cash Assistance (CA)	Telephonic Interpretation	11
Yoruba	Customized Assistance Services (CAS)	Telephonic Interpretation	3
Yoruba	Domestic Violence Services (DVS)	Telephonic Interpretation	1
Yoruba	Families	Telephonic Interpretation	18
Yoruba	Medical Assistance Program (MAP)	Telephonic Interpretation	2
Yoruba	Office of Advocacy	Telephonic Interpretation	1
Yoruba	Office of Child Support Services (OCSS)	Telephonic Interpretation	1
Yoruba	Office of Constituent Services (OCS)	Telephonic Interpretation	8
Yoruba	Singles	Telephonic Interpretation	1
Yoruba	Supplemental Nutrition Assistance Program (SNAP)	Telephonic Interpretation	9
Zo	Office of Constituent Services (OCS)	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, "Onsite" 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, "Onsite" refers to both in-person and video.

"Onsite 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.

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.