

# **Annual Report on Language Access Implementation for Calendar Year 2021**

**Dept. of Social Services (DSS)/ Human Resources  
Admin. (HRA)/ Dept. of Homeless Services (DHS)**

**3/31/2022**

This annual report provides an update on the agency's implementation of its Language Access Implementation Plan, as required by Local Law 30 (2017). The report covers activity during Calendar Year 2021.

This report also addresses updates for agencies covered by Local Law 73 (2003).

## Section 1: Agency Information

**Agency name**

Dept. of Social Services (DSS)/ Human Resources Admin.  
(HRA)/ Dept. of Homeless Services (DHS)

**Name of the agency's Language Access Coordinator (LAC) and all office titles held by this individual.**

Scott French, Chief Diversity, Equity & Inclusion Officer

**Link to the agency's Language Access Implementation Plan (LAIP) posted on the agency's website.**

<https://tinyurl.com/2p85phem>

**Year the LAIP was last updated**

2021

## Section 2: Agency Language Access Accomplishments

**Provide a bulleted list of your agency's language access accomplishments in CY 2021.**

In our city of immigrants, DSS, HRA and DHS are committed to providing equal access for all New Yorkers, regardless of immigration status or language preference.

One-third of HRA's clients<sup>1</sup> and ten percent of DHS's clients prefer to communicate in a language other than English. Collectively, our clients speak more than 102 languages.

In 2021, DSS/HRA/DHS:

- Provided 238,041 instances of telephonic interpretation services. That's an average of 916 calls per workday.<sup>2</sup>
  - Services were provided in 101 languages.
  - DSS/HRA/DHS shares our telephonic interpretation services with 191 providers, ensuring that our clients receive language services in all elements of our programs. (123 DHS shelters/programs, 68 HRA providers)
- Translated 970 new documents. An additional 265 previously translated documents were updated and retranslated.
  - This number includes both Agency-generated documents and client-provided documents used to establish program eligibility.
  - As of 2021, more than 100 documents used by DHS are fully translated and available on the DHS intranet site, which is accessible to agency and provider staff.
- Provided 1,142 instances of in-person interpretation.<sup>3</sup>
  - These in-person interpretations were provided in 35 languages.
  - DSS/HRA/DHS has two contracts to provide in-person interpretation services, ensuring that there are enough resources available to fulfill the wide variety of in-person interpretation requests in the Agency.
  - Provided in-person interpretation services at the DHS/DSS client and staff vaccination site and multiple Hurricane Ida Service Centers.
  - Provided interpretation services for three Zoom public events/hearings.

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<sup>1</sup> Throughout this document, the word "client" is used to refer to clients, applicants, consumers or members of the public.

<sup>2</sup> The use of telephonic interpretation services at DSS/HRA/DHS decreased in 2020 and 2021, as a result of COVID-related changes in the Agency's model of providing services. Due to state and federal waivers (outlined in detail in Section 4 of this document), clients were able to apply for and maintain Agency benefits and services with less direct interaction with staff.

<sup>3</sup> This number counts spoken languages only. Sign language interpretations are recorded separately. This number counts interpreters individually, even if they are supporting the same appointment.

- Provided 561 instances of sign language interpretation.
  - 301 instances of the sign language interpretations provided in 2021 were conducted via video. This is an increase of 182% over the number of video sign language interpretations provided in 2019.
  - The Agency shares our sign language contract with 152 providers, including 87 at DHS and 65 at HRA.
  - Received 1,034 calls through ASL Direct, a video phone number providing direct communication (in American Sign Language) between the Agency and members of the deaf/hard-of-hearing community.
  - Worked with the Department of Information, Technology and Telecommunications (DOITT) to ensure that Zoom could be downloaded onto all Agency-provided cell phones (Android and iPhones). As a result, all Agency cell phones can be used to provide sign language interpretation.<sup>4</sup>
  - Transitioned to using Zoom to provide video sign language interpretation at all Agency walk-in locations (in 2020).
  
- In 2021, the Agency received 54,117 applications<sup>5</sup> through AccessHRA in a language other than English.
  - 40,910 individuals used AccessHRA in a language other than English to recertify or adjust their Agency benefits.<sup>6</sup>
  - The entire AccessHRA web portal, including all applications, recertifications, case change tools and information is available in Arabic, Traditional Chinese, Haitian Creole, Korean, Russian, and Spanish.<sup>7</sup>
  
- Created a new e-training on working with clients who prefer to communicate in a language other than English. The training was provided to 4,603 staff members in 2021.<sup>8</sup>
  - For the first time, the DHS training on working with limited English proficient New Yorkers was provided to DHS shelter providers. In 2021, 4,714 individuals who work for DHS providers received the DSS/DHS training.
  - Provided an overview training on working with limited English proficient New Yorkers for 202 new agency staff members.

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<sup>4</sup> Cell phones are used as a primary means of providing sign language communication during home visits. At all HRA office visits or DHS shelter appointments, the Agency attempts to use desktop computers for interpretation because the screen is hands-free and larger. Cell phones should only be used as a back-up device inside HRA/DHS locations.

<sup>5</sup> Includes applications for Cash Assistance, SNAP and Fair Fares.

<sup>6</sup> Includes SNAP periodic reports, recertifications, case change requests and case closure requests. Also includes Cash Assistance recertifications, case changes and emergency grants and Fair Fares renewals.

<sup>7</sup> In the AccessHRA mobile application and the document upload app, Haitian Creole is replaced with French because neither Android nor iPhone support Haitian Creole.

<sup>8</sup> This number includes 3,576 HRA staff members and 1,027 DHS staff members. Additional provider staff were also trained but are not counted in this figure.

- Began to host weekly meetings with advocates to review COVID-related Agency updates and policy changes. This created a weekly mechanism for receiving community feedback and updates on Agency practice, including hearing any language access complaints that advocates want to bring to our attention.
- Worked with the Department of Citywide Administrative Services (DCAS) to improve the city-wide sign language and language access contracts and Request for Proposals (RFP)s.
- Hosted a meeting of the internal DSS/HRA/DHS Language Access Task Force. The purpose of the Task Force is to provide a meeting point for program staff who are working on language access issues, ensure that programs are aware of upcoming language access requirements, and confirm that the Office of Refugee and Immigrant Affairs (ORIA) is providing appropriate language access support services and to trouble-shoot challenging language access issues.

## Section 3: New Initiatives and Ensuring Language Access

**Describe any new programs, initiatives, or campaigns your agency rolled out during 2021 and how you ensured that individuals with limited English were aware of the new programs, services, or information and able to access them.**

As was the case for many New Yorkers, 2021 primarily represented a return to “normal” for many HRA/DHS/DSS program areas.

- DSS/HRA made changes to the CityFHEPS rental assistance program to ensure that more New Yorkers can get the support they need to find and stay in permanent housing.
  - The income requirements for the program significantly increased, meaning that New Yorkers can accept a higher paying job without losing their rental assistance.
  - The approved rental rate for apartments also increased for both individuals and families, making it easier for program participants to find an apartment.
  - New Yorkers no longer need a notice of a pending eviction to enroll in the CityFHEPS program.
  - New Yorkers who may qualify for the expanded CityFHEPS program were primarily informed by their DHS case worker, using telephonic interpretation if necessary. Other New Yorkers got the information through community-based partners and advocates. Finally, the Agency hosted a public hearing, interpreted into Spanish and American Sign Language, on this change.
  
- HRA’s Office of Civil Justice, working with a network of contracted nonprofit legal service providers, expanded the Right-to-Counsel program to provide free legal representation to all tenants in eviction proceedings in New York City Housing Court and NYCHA termination proceedings, regardless of ZIP code.
  - As of June 30, 2021, over 540,000 New Yorkers have received free legal representation, advice, or assistance in eviction and other housing-related matters.
  - The Agency notified New Yorkers who may be eligible for the program by sending a targeted mailing to 44,000 New Yorkers. The notice was available in 12 languages and mailed according to each recipient’s recorded language of preference.
  - DSS/HRA also partnered with our allies at the Public Engagement Unit to create a multi-lingual media campaign to ensure that all New Yorkers, regardless of their language, are informed about this important program.
  - Again, the Agency hosted a public hearing and provided interpretation into Spanish, Haitian Creole, Russian, Mandarin and American Sign Language.

- DSS/HRA partnered with our allies at the New York State Office of Temporary Disability Assistance (OTDA) to let New Yorkers know about the new Emergency Rental Assistance Program (ERAP).
  - DSS/HRA contracted with community-based partners, organizations that know their local community best, to help their neighbors through the application process.
    - When needed, DSS/HRA provided these community-based partners with access to our telephonic and sign language interpretation services, ensuring that the information was available to all New Yorkers.
  - DSS/HRA also sent a mailing to all recipients of Cash Assistance to let them know about the program and encourage them to apply. The mailing was sent in one of 12 languages, according to the client's recorded preferred language indicator.

## Section 4: Language Access During COVID

If your agency reduced in-person interactions during CY 2021 due to COVID, describe the strategies your agency used to engage with New Yorkers seeking assistance and how you ensured language access (e.g. strategies may have included communicating virtually or digitally).

Staff at DSS/HRA/DHS adapted to the public health emergency in a wide variety of ways, working hard and finding innovative ways to support New Yorkers, while protecting the health of our clients and staff.

- Throughout the pandemic, DSS/HRA/DHS remained committed to ensuring that the public got the most up-to-date information about Agency services. The Agency disseminated quickly changing information in two important ways:
  - The website. The Agency continuously updated the text box above the “hero” on each of our program web pages to bring attention to the latest service changes. This information was summarized and included at the top of each of the 11 multi-lingual, professionally translated portions of the website.



- AccessHRA portal. The Agency also updated the Notifications portion of the AccessHRA web site. Each of the notifications was professionally translated and posted in the 7 languages of AccessHRA.

- Beginning March 20, 2020, HRA was granted a series of state and federal waivers allowing the Agency to continue to provide critical benefits for New Yorkers while keeping staff and clients safe at home.
  - The Agency was permitted to expand the submission of cash assistance applications via AccessHRA beyond the pilot which limited access to computers within HRA locations and a select number of community organizations. (As mentioned previously, AccessHRA is fully, professionally translated in 6 languages: Arabic, Traditional Chinese, Haitian Creole, Korean, Russian and Spanish.)
  - The in-person application interview requirement for Cash Assistance benefits was waived, allowing clients to complete the application process over the phone, with the support of telephonic interpretation services, if needed.
  - Work requirements for Cash Assistance and SNAP benefits were waived.
  - SNAP application interview requirements for some clients were waived, meaning that some individuals could receive SNAP benefits based solely on submitted documentation. When individuals did require an interview, they could be interviewed over the phone with telephonic interpretation support.
  - Mandatory appointments for child support and other supportive services programs were waived.
  - Recertification periods for SNAP and Cash Assistance were extended for six months to prevent clients from potentially losing their benefits during the public health emergency.
  
- While waivers and increased opportunities through AccessHRA allowed some clients to remain at home, some HRA walk-in locations remained open throughout the pandemic to provide in-person client services. One HASA location remained open in each borough.
  
- At DHS, most clients, including those in family shelters, were able to safely maintain social distance by remaining in individual units.
  - 13,000 clients were moved out of congregate care settings into hotels and lower density shelters to provide social distancing.
  - 700 additional spaces were set aside for clients who needed to isolate or quarantine.
  - While staff continued to provide in-person services at many shelters and locations, other social service needs were met over the phone, using telephonic interpretation services.
  
- For domestic violence shelter residents, the 180-day length-of-stay requirement was waived, allowing individuals to remain in a safe shelter.
  
- There were also changes in the Agency's rental assistance programs.
  - HomeBase shifted to providing client services over the phone, using telephonic interpretation services, rather than meeting clients at in-person locations.

- Apartment viewings and inspections were shifted to being virtual. When needed, interpreters were used on various virtual platforms, including Zoom, WebEx and Microsoft Teams.
- For clients in the Adult Protective Services Program (APS), the Home Care Services Program (HCSP) and those who requested a home visit, wellness checks were conducted by phone whenever possible. Wellness checks included safety checks, COVID-related health questions and food security checks. Telephonic interpretation services were used during these calls.
  - If it wasn't possible to conduct a wellness check via the phone, staff continued to conduct home visits, following appropriate CDC protocols, to ensure the safety of both staff and clients. In these instances, interpretation services were provided by Zoom, by phone or in-person.
- IDNYC cards that expired in 2020 or 2021 can be renewed through December 31, 2022, without having to apply for a new card. The online appointment request portal is available in 12 languages.

## Section 5: Goals

Describe progress your agency made on the language access goals listed in your most recent Language Access Implementation Plan (LAIP). List any additional language access goals for CY 2022. [Add rows as needed].

<b><u>Goals listed in LAIP</u></b>	<b><u>Status update</u></b>	<b><u>Next milestone and timeframe</u></b>
Increase # of translated documents available at DHS	<ul style="list-style-type: none"> <li>50+ static documents are translated and available on the DHS intranet site.</li> <li>A few translated forms can be customized and distributed to clients in languages other than English.</li> </ul>	<ul style="list-style-type: none"> <li>Increase the number of customized, translated forms by Jan. 2023.</li> </ul>
Improve telephone access	A new, updated IVR system (One Number) is now expected to be operational by the 2 <sup>nd</sup> quarter of 2022.	Expected to be operational by the 2 <sup>nd</sup> quarter of 2022.
Improve knowledge about community partners	<ul style="list-style-type: none"> <li>Includes a survey of CBO partners, then forming new partnerships with CBOs serving underrepresented communities.</li> <li>On track for the original timeline.</li> </ul>	Jan. 2023.
Continue to provide LEP training	<ul style="list-style-type: none"> <li>9,317 trainings provided in 2021.</li> <li>Successfully launched LEP eLearning training.</li> </ul>	Will continue to provide LEP training in 2022.
Provide LEP training to DHS providers	Completed. Training provided to 4,714 DHS provider staff in late winter/spring of 2021.	Will continue to provide training to DHS provider staff in 2022.
Share language service contracts with providers	On track. Added 75 new providers to the telephonic interpretation contract and 83 new providers to the sign language contract in 2021.	Will continue to add providers to our contract as needed in 2022.
Increase bilingual staff	Plan to work with Human Resources Solutions (HRS) <sup>9</sup> and DCAS to increase hiring via selective certification.	On hold pending an increase in Agency hiring.
<b><u>Additional goals for CY2022</u></b>	<b><u>Status update</u></b>	<b><u>Milestones and timeframe</u></b>
Determine best practice for notices to LEP clients and ensure that this best practice is universally followed	<ul style="list-style-type: none"> <li>Agency will determine best practice for mailing notices to LEP clients, including sending bilingual or monolingual notices and target language vs. English language page order.</li> <li>Agency will review all mailings and correct any that do not meet our determined best practice.</li> </ul>	<ul style="list-style-type: none"> <li>Best practice determination by July 2022.</li> <li>Complete reformat work by July 2023.</li> </ul>

<sup>9</sup> Human Resources Solutions (HRS) was previously known as Human Capital Management (HCM).

Ensure continuation of all language services as the DCAS requirements contracts end	All Task Order extensions are currently pending.	DCAS requirements contracts end July 2022.
Return to in-person LEP trainings, either in a classroom setting or on Zoom	<ul style="list-style-type: none"> <li>• Update Agency LEP training for 2022, including addressing new, post-COVID service models.</li> <li>• Provide the LEP training to new hires, front-line staff and providers, including outreach staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Update training by April 2022.</li> <li>• Train staff by Dec. 2022.</li> </ul>

## Addendum: Reporting questions for Local Law 73

(Refer to §8-1007 and §8-1008 d. of the Administrative Code)

**\*Note:** This section applies only to those agencies covered under Local Law 73: ACS, DHS/HRA, DOHMH.

**1 - Record the number of LEP individuals served during Calendar Year 2021, 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> )	2021 Language Services instances ( <i>number</i> )
<b>See attached spreadsheet</b>			

**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
<b>See attached spreadsheet</b>	

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

Clients’ preferred written and spoken languages are recorded when clients first encounter 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 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 AccessHRA website or ask a CBO representative to do it for them through the provider portal.
3. Clients can call or email the Agency (via the web-site, Infoline, 311, etc.) and ask to change their language indicator.

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

DSS/HRA/DHS staff members do not translate documents.<sup>10</sup>

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. Once 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.

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<sup>10</sup> The only exceptions to this rule are two professional Spanish language translators who work in the Office of Policy, Procedures and Training and who were specifically vetted by an outside Agency for their language skills.

As a part of the LEP 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 ORIA 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.

Language	Agency contractor, contractor or agency office [HRA only]	Type of assistance required ( <i>translation; telephonic interpretation; onsite interpretation</i> )	2021 Language Services instances (number)
AKAN	Adult Singles	Telephonic Interpretation	1
AKAN	Cash Assistance	Telephonic Interpretation	20
AKAN	Customized Assistance Services	Telephonic Interpretation	1
AKAN	Families with Children	Telephonic Interpretation	12
AKAN	HASA	Telephonic Interpretation	1
AKAN	Homelessness Prevention Administration	Telephonic Interpretation	1
AKAN	IDNYC	Telephonic Interpretation	1
AKAN	Infoline	Telephonic Interpretation	16
AKAN	ODVEIS	Telephonic Interpretation	3
AKAN	Office of Program Accountability	Telephonic Interpretation	1
AKAN	SNAP	Telephonic Interpretation	3
AKAN	Unknown	Telephonic Interpretation	11
ALBANIAN	Administration	Telephonic Interpretation	2
ALBANIAN	Adult Protective Services	Telephonic Interpretation	4
ALBANIAN	Adult Singles	Telephonic Interpretation	2
ALBANIAN	Cash Assistance	Telephonic Interpretation	319
ALBANIAN	Customized Assistance Services	Telephonic Interpretation	30
ALBANIAN	Disaster Services	Telephonic Interpretation	1
ALBANIAN	Fair Fares	Telephonic Interpretation	1
ALBANIAN	Families with Children	Telephonic Interpretation	31
ALBANIAN	Homelessness Prevention Administration	Telephonic Interpretation	6

ALBANIAN	IDNYC	Telephonic Interpretation	3
ALBANIAN	Infoline	Telephonic Interpretation	155
ALBANIAN	Medicaid	Telephonic Interpretation	8
ALBANIAN	ODVEIS	Telephonic Interpretation	9
ALBANIAN	Office of Advocacy and Outreach	Telephonic Interpretation	1
ALBANIAN	Office of Constituent Services	Telephonic Interpretation	6
ALBANIAN	Office of Legal Affairs	Telephonic Interpretation	1
ALBANIAN	Office of Program Accountability	Telephonic Interpretation	2
ALBANIAN	SNAP	Telephonic Interpretation	47
ALBANIAN	Unknown	Telephonic Interpretation	80
AMERICAN SIGN LANGUAGE (ASL)	Adult Families	Video	3
AMERICAN SIGN LANGUAGE (ASL)	Adult Protective Services	Onsite	20
AMERICAN SIGN LANGUAGE (ASL)	Adult Protective Services	Video	2
AMERICAN SIGN LANGUAGE (ASL)	Office of Advocacy and Outreach	Video	9
AMERICAN SIGN LANGUAGE (ASL)	Cash Assistance	Onsite	4
AMERICAN SIGN LANGUAGE (ASL)	Cash Assistance	Video	60
AMERICAN SIGN LANGUAGE (ASL)	Families with Children	Video	57
AMERICAN SIGN LANGUAGE (ASL)	HASA	Onsite	3
AMERICAN SIGN LANGUAGE (ASL)	HASA	Video	2
AMERICAN SIGN LANGUAGE (ASL)	Homelessness Prevention Administration	Onsite	6
AMERICAN SIGN LANGUAGE (ASL)	Homelessness Prevention Administration	Video	9
AMERICAN SIGN LANGUAGE (ASL)	IDNYC	Onsite	2
AMERICAN SIGN LANGUAGE (ASL)	Medicaid	Onsite	3

AMERICAN SIGN LANGUAGE (ASL)	Medicaid	Video	8
AMERICAN SIGN LANGUAGE (ASL)	ODVEIS	Video	9
AMERICAN SIGN LANGUAGE (ASL)	Office of Child Support Services	Video	1
AMERICAN SIGN LANGUAGE (ASL)	Office of Legal Affairs	Video	2
AMERICAN SIGN LANGUAGE (ASL)	Adult Singles	Onsite	34
AMERICAN SIGN LANGUAGE (ASL)	Adult Singles	Video	106
AMERICAN SIGN LANGUAGE (ASL)	SNAP	Onsite	5
AMERICAN SIGN LANGUAGE (ASL)	SNAP	Video	18
AMHARIC	Cash Assistance	Telephonic Interpretation	1
AMHARIC	HASA	Telephonic Interpretation	2
AMHARIC	Infoline	Telephonic Interpretation	3
AMHARIC	SNAP	Telephonic Interpretation	2
AMHARIC	Unknown	Telephonic Interpretation	2
ARABIC	Adult Protective Services	Onsite	4
ARABIC	Adult Protective Services	Telephonic Interpretation	17
ARABIC	Adult Singles	Telephonic Interpretation	31
ARABIC	Agency-wide	Document Translation*	814
ARABIC	Cash Assistance	Telephonic Interpretation	915
ARABIC	Customized Assistance Services	Telephonic Interpretation	30
ARABIC	Emergency Rental Assistance Program	Telephonic Interpretation	10
ARABIC	Fair Fares	Telephonic Interpretation	6
ARABIC	Fair Hearings	Telephonic Interpretation	6
ARABIC	Families with Children	Telephonic Interpretation	254

ARABIC	HASA	Telephonic Interpretation	1
ARABIC	Home Care Services Program	Telephonic Interpretation	9
ARABIC	Homelessness Prevention Administration	Telephonic Interpretation	112
ARABIC	IDNYC	Onsite	9
ARABIC	IDNYC	Telephonic Interpretation	36
ARABIC	Infoline	Telephonic Interpretation	1251
ARABIC	Mayor's Office	Telephonic Interpretation	25
ARABIC	Medicaid	Telephonic Interpretation	33
ARABIC	ODVEIS	Telephonic Interpretation	115
ARABIC	Office of Advocacy and Outreach	Telephonic Interpretation	16
ARABIC	Office of Child Support Services	Telephonic Interpretation	7
ARABIC	Office of Constituent Services	Telephonic Interpretation	32
ARABIC	Office of Legal Affairs	Telephonic Interpretation	4
ARABIC	Office of Program Accountability	Telephonic Interpretation	17
ARABIC	Reasonable Accommodation/EEO	Telephonic Interpretation	1
ARABIC	SNAP	Telephonic Interpretation	353
ARABIC	SNAP	Onsite	15
ARABIC	Unknown	Telephonic Interpretation	431
ARABIC	Vaccine Command Center	Telephonic Interpretation	7
ARMENIAN	Adult Singles	Telephonic Interpretation	1
ARMENIAN	Cash Assistance	Telephonic Interpretation	6
ARMENIAN	Infoline	Telephonic Interpretation	4
ARMENIAN	Medicaid	Telephonic Interpretation	1

ARMENIAN	SNAP	Telephonic Interpretation	1
ARMENIAN	Unknown	Telephonic Interpretation	2
ASSYRIAN	Cash Assistance	Telephonic Interpretation	1
AZERBAIJANI	Homelessness Prevention Administration	Telephonic Interpretation	1
BAMBARA	Cash Assistance	Telephonic Interpretation	10
BAMBARA	Customized Assistance Services	Telephonic Interpretation	2
BAMBARA	Families with Children	Telephonic Interpretation	59
BAMBARA	Families with Children	Onsite	3
BAMBARA	Homelessness Prevention Administration	Telephonic Interpretation	5
BAMBARA	IDNYC	Telephonic Interpretation	1
BAMBARA	Infoline	Telephonic Interpretation	3
BAMBARA	Mayor's Office	Telephonic Interpretation	1
BAMBARA	ODVEIS	Telephonic Interpretation	1
BAMBARA	Office of Child Support Services	Telephonic Interpretation	1
BAMBARA	SNAP	Telephonic Interpretation	3
BAMBARA	Unknown	Telephonic Interpretation	7
BENGALI	Administration	Telephonic Interpretation	2
BENGALI	Adult Families	Telephonic Interpretation	11
BENGALI	Adult Protective Services	Onsite	10
BENGALI	Adult Protective Services	Telephonic Interpretation	21
BENGALI	Adult Singles	Telephonic Interpretation	46
BENGALI	Agency-wide	Document Translation*	709
BENGALI	Cash Assistance	Telephonic Interpretation	1774

BENGALI	Customized Assistance Services	Telephonic Interpretation	115
BENGALI	Disaster Services	Telephonic Interpretation	1
BENGALI	Emergency Rental Assistance Program	Telephonic Interpretation	1
BENGALI	Fair Fares	Telephonic Interpretation	9
BENGALI	Fair Hearings	Telephonic Interpretation	5
BENGALI	Families with Children	Telephonic Interpretation	327
BENGALI	HASA	Telephonic Interpretation	16
BENGALI	Home Care Services Program	Telephonic Interpretation	16
BENGALI	Homelessness Prevention Administration	Telephonic Interpretation	102
BENGALI	IDNYC	Telephonic Interpretation	110
BENGALI	Infoline	Telephonic Interpretation	1925
BENGALI	Mayor's Office	Telephonic Interpretation	15
BENGALI	Medicaid	Telephonic Interpretation	74
BENGALI	OCHIA	Telephonic Interpretation	1
BENGALI	ODVEIS	Telephonic Interpretation	293
BENGALI	Office of Advocacy and Outreach	Telephonic Interpretation	22
BENGALI	Office of Child Support Services	Telephonic Interpretation	3
BENGALI	Office of Constituent Services	Telephonic Interpretation	41
BENGALI	Office of Legal Affairs	Telephonic Interpretation	19
BENGALI	Office of Program Accountability	Telephonic Interpretation	31
BENGALI	Reasonable Accommodation/EEO	Telephonic Interpretation	2
BENGALI	SNAP	Telephonic Interpretation	423
BENGALI	SNAP	Onsite	12

BENGALI	Unknown	Telephonic Interpretation	690
BENGALI	Vaccine Command Center	Telephonic Interpretation	32
BOSNIAN	Cash Assistance	Telephonic Interpretation	9
BOSNIAN	Customized Assistance Services	Telephonic Interpretation	1
BOSNIAN	IDNYC	Onsite	1
BOSNIAN	Infoline	Telephonic Interpretation	2
BOSNIAN	SNAP	Telephonic Interpretation	1
BOSNIAN	Unknown	Telephonic Interpretation	2
BULGARIAN	Cash Assistance	Telephonic Interpretation	2
BULGARIAN	Customized Assistance Services	Telephonic Interpretation	1
BULGARIAN	Infoline	Telephonic Interpretation	7
BULGARIAN	Medicaid	Telephonic Interpretation	3
BULGARIAN	Office of Program Accountability	Telephonic Interpretation	2
BULGARIAN	SNAP	Telephonic Interpretation	2
BULGARIAN	Unknown	Telephonic Interpretation	2
BURMESE	Adult Singles	Telephonic Interpretation	12
BURMESE	Cash Assistance	Telephonic Interpretation	23
BURMESE	Customized Assistance Services	Telephonic Interpretation	2
BURMESE	Fair Fares	Telephonic Interpretation	1
BURMESE	HASA	Telephonic Interpretation	1
BURMESE	Home Care Services Program	Telephonic Interpretation	2
BURMESE	Homelessness Prevention Administration	Telephonic Interpretation	2
BURMESE	IDNYC	Telephonic Interpretation	7

BURMESE	Infoline	Telephonic Interpretation	19
BURMESE	Mayor's Office	Telephonic Interpretation	2
BURMESE	ODVEIS	Telephonic Interpretation	1
BURMESE	Office of Legal Affairs	Telephonic Interpretation	1
BURMESE	Office of Program Accountability	Telephonic Interpretation	2
BURMESE	SNAP	Telephonic Interpretation	7
BURMESE	Unknown	Telephonic Interpretation	7
CANTONESE	Administration	Telephonic Interpretation	5
CANTONESE	Adult Families	Telephonic Interpretation	1
CANTONESE	Adult Protective Services	Onsite	21
CANTONESE	Adult Protective Services	Telephonic Interpretation	84
CANTONESE	Adult Singles	Telephonic Interpretation	55
CANTONESE	Cash Assistance	Telephonic Interpretation	871
CANTONESE	Customized Assistance Services	Onsite	1
CANTONESE	Customized Assistance Services	Telephonic Interpretation	78
CANTONESE	Disaster Services	Telephonic Interpretation	9
CANTONESE	Emergency Rental Assistance Program	Telephonic Interpretation	3
CANTONESE	Fair Fares	Telephonic Interpretation	1
CANTONESE	Fair Hearings	Telephonic Interpretation	3
CANTONESE	Families with Children	Telephonic Interpretation	20
CANTONESE	HASA	Telephonic Interpretation	22
CANTONESE	Home Care Services Program	Telephonic Interpretation	87
CANTONESE	Homelessness Prevention Administration	Telephonic Interpretation	47

CANTONESE	IDNYC	Telephonic Interpretation	228
CANTONESE	Infoline	Telephonic Interpretation	1528
CANTONESE	Mayor's Office	Telephonic Interpretation	34
CANTONESE	Medicaid	Telephonic Interpretation	180
CANTONESE	ODVEIS	Telephonic Interpretation	163
CANTONESE	Office of Advocacy and Outreach	Telephonic Interpretation	9
CANTONESE	Office of Child Support Services	Telephonic Interpretation	1
CANTONESE	Office of Constituent Services	Telephonic Interpretation	103
CANTONESE	Office of Evaluation and Research	Telephonic Interpretation	1
CANTONESE	Office of Legal Affairs	Telephonic Interpretation	25
CANTONESE	Office of Program Accountability	Telephonic Interpretation	27
CANTONESE	Reasonable Accommodation/EEO	Telephonic Interpretation	5
CANTONESE	SNAP	Telephonic Interpretation	594
CANTONESE	SNAP	Onsite	14
CANTONESE	Unknown	Telephonic Interpretation	607
CANTONESE	Vaccine Command Center	Telephonic Interpretation	33
CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	Adult Protective Services	Onsite	11
CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	Adult Protective Services	Video	2
CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	Cash Assistance	Onsite	1

CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	Homelessness Prevention Administration	Onsite	3
CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	Homelessness Prevention Administration	Video	2
CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	Medicaid	Video	1
CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	Adult Singles	Onsite	3
CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	Adult Singles	Video	8
CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	SNAP	Onsite	1
CERTIFIED DEAF INTERPRETER (CDI) + AMERICAN SIGN LANGUAGE (ASL)	SNAP	Video	1
CHUUKESE	Cash Assistance	Telephonic Interpretation	1
CROATIAN	Cash Assistance	Telephonic Interpretation	5
CROATIAN	Customized Assistance Services	Telephonic Interpretation	1
CROATIAN	IDNYC	Onsite	1
CROATIAN	Infoline	Telephonic Interpretation	3
CROATIAN	Unknown	Telephonic Interpretation	2
CZECH	Families with Children	Telephonic Interpretation	1
DANISH	Families with Children	Telephonic Interpretation	1
DARI	Adult Protective Services	Telephonic Interpretation	5

DARI	Adult Singles	Telephonic Interpretation	1
DARI	Cash Assistance	Telephonic Interpretation	5
DARI	Customized Assistance Services	Telephonic Interpretation	1
DARI	Emergency Rental Assistance Program	Telephonic Interpretation	4
DARI	Families with Children	Telephonic Interpretation	1
DARI	Homelessness Prevention Administration	Telephonic Interpretation	2
DARI	Infoline	Telephonic Interpretation	9
DARI	Mayor's Office	Telephonic Interpretation	1
DARI	Office of Constituent Services	Telephonic Interpretation	2
DARI	SNAP	Telephonic Interpretation	2
DARI	Unknown	Telephonic Interpretation	8
DINKA	Infoline	Telephonic Interpretation	1
DUTCH	IDNYC	Onsite	1
ENGLISH	Agency-wide	Document Translation*	262
EWE	Infoline	Telephonic Interpretation	1
FARSI	Adult Protective Services	Telephonic Interpretation	1
FARSI	Adult Singles	Telephonic Interpretation	4
FARSI	Cash Assistance	Telephonic Interpretation	29
FARSI	Customized Assistance Services	Telephonic Interpretation	1
FARSI	Emergency Rental Assistance Program	Telephonic Interpretation	1
FARSI	HASA	Telephonic Interpretation	1
FARSI	Home Care Services Program	Telephonic Interpretation	2
FARSI	Homelessness Prevention Administration	Telephonic Interpretation	1

FARSI	Infoline	Telephonic Interpretation	21
FARSI	Mayor's Office	Telephonic Interpretation	1
FARSI	ODVEIS	Telephonic Interpretation	2
FARSI	Office of Advocacy and Outreach	Telephonic Interpretation	2
FARSI	Office of Constituent Services	Telephonic Interpretation	1
FARSI	Office of Legal Affairs	Telephonic Interpretation	1
FARSI	SNAP	Telephonic Interpretation	2
FARSI	Unknown	Telephonic Interpretation	14
FINNISH	Families with Children	Telephonic Interpretation	1
FINNISH	Homelessness Prevention Administration	Telephonic Interpretation	1
FINNISH	SNAP	Telephonic Interpretation	1
FRENCH	Adult Families	Telephonic Interpretation	11
FRENCH	Adult Protective Services	Telephonic Interpretation	13
FRENCH	Adult Singles	Telephonic Interpretation	60
FRENCH	Agency-wide	Document Translation*	739
FRENCH	Cash Assistance	Telephonic Interpretation	469
FRENCH	Customized Assistance Services	Telephonic Interpretation	18
FRENCH	Disaster Services	Telephonic Interpretation	1
FRENCH	Emergency Rental Assistance Program	Telephonic Interpretation	2
FRENCH	Fair Fares	Telephonic Interpretation	2
FRENCH	Fair Hearings	Telephonic Interpretation	3
FRENCH	Families with Children	Telephonic Interpretation	1697
FRENCH	HASA	Telephonic Interpretation	202

FRENCH	Homelessness Prevention Administration	Telephonic Interpretation	202
FRENCH	IDNYC	Onsite	14
FRENCH	IDNYC	Telephonic Interpretation	62
FRENCH	Infoline	Telephonic Interpretation	138
FRENCH	Mayor's Office	Telephonic Interpretation	5
FRENCH	Medicaid	Telephonic Interpretation	8
FRENCH	ODVEIS	Telephonic Interpretation	37
FRENCH	Office of Advocacy and Outreach	Telephonic Interpretation	3
FRENCH	Office of Child Support Services	Telephonic Interpretation	13
FRENCH	Office of Constituent Services	Telephonic Interpretation	1
FRENCH	Office of Program Accountability	Telephonic Interpretation	13
FRENCH	Police	Telephonic Interpretation	2
FRENCH	SNAP	Telephonic Interpretation	87
FRENCH	SNAP	Onsite	17
FRENCH	Street Outreach	Telephonic Interpretation	1
FRENCH	Unknown	Telephonic Interpretation	423
FRENCH	Vaccine Command Center	Telephonic Interpretation	9
FUKIENESE	Cash Assistance	Telephonic Interpretation	13
FUKIENESE	Customized Assistance Services	Telephonic Interpretation	2
FUKIENESE	Fair Hearings	Telephonic Interpretation	1
FUKIENESE	IDNYC	Telephonic Interpretation	4
FUKIENESE	Infoline	Telephonic Interpretation	3
FUKIENESE	SNAP	Telephonic Interpretation	1

FUKIENESE	Unknown	Telephonic Interpretation	3
FULANI	Adult Families	Telephonic Interpretation	2
FULANI	Adult Singles	Telephonic Interpretation	2
FULANI	Cash Assistance	Telephonic Interpretation	34
FULANI	Families with Children	Telephonic Interpretation	14
FULANI	HASA	Telephonic Interpretation	22
FULANI	Homelessness Prevention Administration	Telephonic Interpretation	1
FULANI	Infoline	Telephonic Interpretation	8
FULANI	ODVEIS	Telephonic Interpretation	8
FULANI	SNAP	Telephonic Interpretation	6
FULANI	Unknown	Telephonic Interpretation	11
FULANI	Vaccine Command Center	Telephonic Interpretation	1
FUZHOU	Adult Protective Services	Onsite	1
FUZHOU	Adult Singles	Telephonic Interpretation	10
FUZHOU	Cash Assistance	Telephonic Interpretation	186
FUZHOU	Customized Assistance Services	Telephonic Interpretation	17
FUZHOU	Families with Children	Telephonic Interpretation	8
FUZHOU	Home Care Services Program	Telephonic Interpretation	3
FUZHOU	IDNYC	Telephonic Interpretation	16
FUZHOU	Infoline	Telephonic Interpretation	45
FUZHOU	Medicaid	Telephonic Interpretation	6
FUZHOU	ODVEIS	Telephonic Interpretation	2
FUZHOU	Office of Constituent Services	Telephonic Interpretation	9

FUZHOU	Office of Legal Affairs	Telephonic Interpretation	1
FUZHOU	Office of Program Accountability	Telephonic Interpretation	4
FUZHOU	SNAP	Telephonic Interpretation	8
FUZHOU	Unknown	Telephonic Interpretation	46
FUZHOU	Vaccine Command Center	Telephonic Interpretation	1
GEORGIAN	Cash Assistance	Telephonic Interpretation	10
GEORGIAN	Families with Children	Telephonic Interpretation	20
GEORGIAN	Homelessness Prevention Administration	Telephonic Interpretation	5
GEORGIAN	IDNYC	Telephonic Interpretation	3
GEORGIAN	Infoline	Telephonic Interpretation	11
GEORGIAN	Mayor's Office	Telephonic Interpretation	6
GEORGIAN	ODVEIS	Telephonic Interpretation	2
GEORGIAN	Office of Advocacy and Outreach	Telephonic Interpretation	2
GEORGIAN	Office of Child Support Services	Telephonic Interpretation	4
GEORGIAN	SNAP	Telephonic Interpretation	9
GEORGIAN	Unknown	Telephonic Interpretation	4
GERMAN	Cash Assistance	Telephonic Interpretation	1
GERMAN	Unknown	Telephonic Interpretation	3
GREEK	Adult Protective Services	Onsite	1
GREEK	Adult Protective Services	Telephonic Interpretation	2
GREEK	Cash Assistance	Telephonic Interpretation	33
GREEK	Families with Children	Telephonic Interpretation	1
GREEK	HASA	Telephonic Interpretation	7

GREEK	Home Care Services Program	Telephonic Interpretation	1
GREEK	Homelessness Prevention Administration	Telephonic Interpretation	2
GREEK	IDNYC	Telephonic Interpretation	12
GREEK	Infoline	Telephonic Interpretation	49
GREEK	Mayor's Office	Telephonic Interpretation	3
GREEK	Medicaid	Telephonic Interpretation	6
GREEK	ODVEIS	Telephonic Interpretation	1
GREEK	Office of Constituent Services	Telephonic Interpretation	4
GREEK	Office of Legal Affairs	Telephonic Interpretation	1
GREEK	Office of Program Accountability	Telephonic Interpretation	1
GREEK	SNAP	Telephonic Interpretation	10
GREEK	Unknown	Telephonic Interpretation	27
GUJARATI	Adult Families	Telephonic Interpretation	2
GUJARATI	Adult Protective Services	Onsite	1
GUJARATI	Adult Protective Services	Telephonic Interpretation	1
GUJARATI	Cash Assistance	Telephonic Interpretation	15
GUJARATI	Customized Assistance Services	Telephonic Interpretation	5
GUJARATI	Fair Fares	Telephonic Interpretation	1
GUJARATI	Families with Children	Telephonic Interpretation	1
GUJARATI	Homelessness Prevention Administration	Telephonic Interpretation	1
GUJARATI	IDNYC	Telephonic Interpretation	7
GUJARATI	Infoline	Telephonic Interpretation	7
GUJARATI	Mayor's Office	Telephonic Interpretation	1

GUJARATI	Unknown	Telephonic Interpretation	5
HAITIAN CREOLE	Adult Families	Telephonic Interpretation	7
HAITIAN CREOLE	Adult Protective Services	Onsite	4
HAITIAN CREOLE	Adult Protective Services	Telephonic Interpretation	59
HAITIAN CREOLE	Adult Singles	Telephonic Interpretation	57
HAITIAN CREOLE	Agency-wide	Document Translation*	811
HAITIAN CREOLE	Cash Assistance	Telephonic Interpretation	835
HAITIAN CREOLE	Customized Assistance Services	Telephonic Interpretation	84
HAITIAN CREOLE	Disaster Services	Telephonic Interpretation	2
HAITIAN CREOLE	Emergency Rental Assistance Program	Telephonic Interpretation	16
HAITIAN CREOLE	Fair Fares	Telephonic Interpretation	6
HAITIAN CREOLE	Fair Hearings	Telephonic Interpretation	2
HAITIAN CREOLE	Families with Children	Telephonic Interpretation	781
HAITIAN CREOLE	HASA	Onsite	2
HAITIAN CREOLE	HASA	Telephonic Interpretation	95
HAITIAN CREOLE	Home Care Services Program	Telephonic Interpretation	15
HAITIAN CREOLE	Homelessness Prevention Administration	Onsite	1
HAITIAN CREOLE	Homelessness Prevention Administration	Telephonic Interpretation	207
HAITIAN CREOLE	IDNYC	Onsite	1
HAITIAN CREOLE	IDNYC	Telephonic Interpretation	79
HAITIAN CREOLE	Infoline	Telephonic Interpretation	1023
HAITIAN CREOLE	Mayor's Office	Telephonic Interpretation	19
HAITIAN CREOLE	Medicaid	Telephonic Interpretation	50

HAITIAN CREOLE	OCHIA	Telephonic Interpretation	1
HAITIAN CREOLE	ODVEIS	Telephonic Interpretation	24
HAITIAN CREOLE	Office of Advocacy and Outreach	Telephonic Interpretation	10
HAITIAN CREOLE	Office of Child Support Services	Telephonic Interpretation	7
HAITIAN CREOLE	Office of Constituent Services	Telephonic Interpretation	54
HAITIAN CREOLE	Office of Legal Affairs	Telephonic Interpretation	13
HAITIAN CREOLE	Office of Program Accountability	Telephonic Interpretation	10
HAITIAN CREOLE	Reasonable Accommodation/EEO	Telephonic Interpretation	3
HAITIAN CREOLE	SNAP	Telephonic Interpretation	229
HAITIAN CREOLE	SNAP	Onsite	22
HAITIAN CREOLE	Unknown	Telephonic Interpretation	395
HAITIAN CREOLE	Vaccine Command Center	Telephonic Interpretation	26
HAKHA CHIN	Adult Protective Services	Telephonic Interpretation	1
HAKHA CHIN	Cash Assistance	Telephonic Interpretation	5
HAKHA CHIN	Cash Assistance	Telephonic Interpretation	1
HAKHA CHIN	Customized Assistance Services	Telephonic Interpretation	1
HAKHA CHIN	Families with Children	Telephonic Interpretation	2
HAKHA CHIN	Infoline	Telephonic Interpretation	1
HAKHA CHIN	Infoline	Telephonic Interpretation	1
HAKHA CHIN	Medicaid	Telephonic Interpretation	1
HAKHA CHIN	Office of Program Accountability	Telephonic Interpretation	1
HAKHA CHIN	SNAP	Telephonic Interpretation	1
HAKHA CHIN	Unknown	Telephonic Interpretation	2

HAUSA	Adult Singles	Telephonic Interpretation	1
HAUSA	Cash Assistance	Telephonic Interpretation	2
HAUSA	Families with Children	Telephonic Interpretation	5
HAUSA	Homelessness Prevention Administration	Telephonic Interpretation	4
HAUSA	Infoline	Telephonic Interpretation	2
HAUSA	Unknown	Telephonic Interpretation	7
HEBREW	Cash Assistance	Telephonic Interpretation	22
HEBREW	Customized Assistance Services	Telephonic Interpretation	3
HEBREW	Emergency Rental Assistance Program	Telephonic Interpretation	3
HEBREW	Fair Fares	Telephonic Interpretation	1
HEBREW	Home Care Services Program	Telephonic Interpretation	6
HEBREW	Homelessness Prevention Administration	Telephonic Interpretation	4
HEBREW	IDNYC	Onsite	3
HEBREW	IDNYC	Telephonic Interpretation	4
HEBREW	Infoline	Telephonic Interpretation	20
HEBREW	ODVEIS	Telephonic Interpretation	1
HEBREW	Office of Program Accountability	Telephonic Interpretation	1
HEBREW	SNAP	Telephonic Interpretation	11
HEBREW	Unknown	Telephonic Interpretation	5
HINDI	Adult Families	Telephonic Interpretation	7
HINDI	Adult Protective Services	Telephonic Interpretation	9
HINDI	Adult Singles	Telephonic Interpretation	8
HINDI	Agency-wide	Document Translation*	5

HINDI	Cash Assistance	Telephonic Interpretation	97
HINDI	Customized Assistance Services	Telephonic Interpretation	19
HINDI	Disaster Services	Telephonic Interpretation	1
HINDI	Families with Children	Telephonic Interpretation	6
HINDI	Home Care Services Program	Telephonic Interpretation	2
HINDI	Homelessness Prevention Administration	Telephonic Interpretation	5
HINDI	IDNYC	Onsite	1
HINDI	IDNYC	Telephonic Interpretation	17
HINDI	Infoline	Telephonic Interpretation	107
HINDI	Mayor's Office	Telephonic Interpretation	5
HINDI	Medicaid	Telephonic Interpretation	6
HINDI	ODVEIS	Telephonic Interpretation	3
HINDI	Office of Constituent Services	Telephonic Interpretation	2
HINDI	Office of Legal Affairs	Telephonic Interpretation	1
HINDI	Office of Program Accountability	Telephonic Interpretation	4
HINDI	SNAP	Telephonic Interpretation	26
HINDI	Unknown	Telephonic Interpretation	34
HINDI	Vaccine Command Center	Telephonic Interpretation	3
HMONG	Adult Singles	Telephonic Interpretation	1
HMONG	Cash Assistance	Telephonic Interpretation	2
HMONG	Disaster Services	Telephonic Interpretation	1
HMONG	IDNYC	Telephonic Interpretation	1
HMONG	SNAP	Telephonic Interpretation	3

HMONG	Unknown	Telephonic Interpretation	1
HUNGARIAN	Adult Families	Telephonic Interpretation	3
HUNGARIAN	Adult Protective Services	Telephonic Interpretation	2
HUNGARIAN	Adult Singles	Telephonic Interpretation	5
HUNGARIAN	Cash Assistance	Telephonic Interpretation	12
HUNGARIAN	Customized Assistance Services	Telephonic Interpretation	1
HUNGARIAN	Emergency Rental Assistance Program	Telephonic Interpretation	1
HUNGARIAN	Families with Children	Telephonic Interpretation	3
HUNGARIAN	Homelessness Prevention Administration	Telephonic Interpretation	5
HUNGARIAN	IDNYC	Onsite	1
HUNGARIAN	IDNYC	Telephonic Interpretation	9
HUNGARIAN	Infoline	Telephonic Interpretation	26
HUNGARIAN	Mayor's Office	Telephonic Interpretation	3
HUNGARIAN	ODVEIS	Telephonic Interpretation	1
HUNGARIAN	Office of Constituent Services	Telephonic Interpretation	1
HUNGARIAN	SNAP	Telephonic Interpretation	3
HUNGARIAN	Unknown	Telephonic Interpretation	2
IGBO	Families with Children	Telephonic Interpretation	3
IGBO	Infoline	Telephonic Interpretation	8
IGBO	Office of Constituent Services	Telephonic Interpretation	1
IGBO	Unknown	Telephonic Interpretation	1
ILOCANO	Cash Assistance	Telephonic Interpretation	1
INDONESIAN	Adult Families	Telephonic Interpretation	2

INDONESIAN	Cash Assistance	Telephonic Interpretation	4
INDONESIAN	Families with Children	Telephonic Interpretation	1
INDONESIAN	Homelessness Prevention Administration	Telephonic Interpretation	15
INDONESIAN	IDNYC	Telephonic Interpretation	3
INDONESIAN	Infoline	Telephonic Interpretation	7
INDONESIAN	Medicaid	Telephonic Interpretation	1
INDONESIAN	ODVEIS	Telephonic Interpretation	51
INDONESIAN	SNAP	Telephonic Interpretation	2
INDONESIAN	Unknown	Telephonic Interpretation	7
ITALIAN	Adult Families	Telephonic Interpretation	1
ITALIAN	Adult Protective Services	Onsite	4
ITALIAN	Adult Protective Services	Telephonic Interpretation	18
ITALIAN	Agency-wide	Document Translation*	2
ITALIAN	Cash Assistance	Telephonic Interpretation	17
ITALIAN	Customized Assistance Services	Telephonic Interpretation	4
ITALIAN	Emergency Rental Assistance Program	Telephonic Interpretation	1
ITALIAN	Home Care Services Program	Telephonic Interpretation	2
ITALIAN	Homelessness Prevention Administration	Telephonic Interpretation	6
ITALIAN	IDNYC	Onsite	1
ITALIAN	IDNYC	Telephonic Interpretation	3
ITALIAN	Infoline	Telephonic Interpretation	33
ITALIAN	Medicaid	Telephonic Interpretation	1
ITALIAN	ODVEIS	Telephonic Interpretation	4

ITALIAN	SNAP	Telephonic Interpretation	7
ITALIAN	Unknown	Telephonic Interpretation	12
JAPANESE	Adult Protective Services	Onsite	4
JAPANESE	Adult Protective Services	Telephonic Interpretation	4
JAPANESE	Adult Singles	Telephonic Interpretation	42
JAPANESE	Cash Assistance	Telephonic Interpretation	25
JAPANESE	Customized Assistance Services	Telephonic Interpretation	4
JAPANESE	Families with Children	Telephonic Interpretation	12
JAPANESE	HASA	Telephonic Interpretation	2
JAPANESE	Home Care Services Program	Telephonic Interpretation	4
JAPANESE	Homelessness Prevention Administration	Telephonic Interpretation	6
JAPANESE	IDNYC	Onsite	7
JAPANESE	IDNYC	Telephonic Interpretation	26
JAPANESE	Infoline	Telephonic Interpretation	11
JAPANESE	Mayor's Office	Telephonic Interpretation	5
JAPANESE	ODVEIS	Telephonic Interpretation	13
JAPANESE	Office of Child Support Services	Telephonic Interpretation	1
JAPANESE	Adult Singles	Onsite	1
JAPANESE	SNAP	Telephonic Interpretation	14
JAPANESE	Street Outreach	Telephonic Interpretation	1
JAPANESE	Unknown	Telephonic Interpretation	34
JAPANESE	Vaccine Command Center	Telephonic Interpretation	3
KAREN	IDNYC	Telephonic Interpretation	1

KAREN	Vaccine Command Center	Telephonic Interpretation	1
KHMER	Infoline	Telephonic Interpretation	4
KHMER	Office of Legal Affairs	Telephonic Interpretation	1
KHMER	SNAP	Telephonic Interpretation	1
KHMER	Unknown	Telephonic Interpretation	1
KINYARWANDA	Families with Children	Telephonic Interpretation	1
KOREAN	Adult Protective Services	Onsite	8
KOREAN	Adult Protective Services	Telephonic Interpretation	148
KOREAN	Adult Singles	Telephonic Interpretation	35
KOREAN	Agency-wide	Document Translation*	813
KOREAN	Cash Assistance	Telephonic Interpretation	403
KOREAN	Customized Assistance Services	Telephonic Interpretation	25
KOREAN	Disaster Services	Telephonic Interpretation	35
KOREAN	Fair Fares	Telephonic Interpretation	2
KOREAN	Families with Children	Telephonic Interpretation	10
KOREAN	HASA	Telephonic Interpretation	9
KOREAN	Home Care Services Program	Telephonic Interpretation	3
KOREAN	Homelessness Prevention Administration	Telephonic Interpretation	17
KOREAN	IDNYC	Onsite	2
KOREAN	IDNYC	Telephonic Interpretation	188
KOREAN	Infoline	Telephonic Interpretation	921
KOREAN	Mayor's Office	Telephonic Interpretation	21
KOREAN	Medicaid	Telephonic Interpretation	69

KOREAN	OCHIA	Telephonic Interpretation	1
KOREAN	ODVEIS	Telephonic Interpretation	29
KOREAN	Office of Advocacy and Outreach	Telephonic Interpretation	1
KOREAN	Office of Constituent Services	Telephonic Interpretation	21
KOREAN	Office of Legal Affairs	Telephonic Interpretation	16
KOREAN	Office of Program Accountability	Telephonic Interpretation	13
KOREAN	Reasonable Accommodation/EEO	Telephonic Interpretation	3
KOREAN	SNAP	Telephonic Interpretation	143
KOREAN	SNAP	Onsite	17
KOREAN	Street Outreach	Telephonic Interpretation	2
KOREAN	Unknown	Telephonic Interpretation	273
KOREAN	Vaccine Command Center	Telephonic Interpretation	80
KRIO	Adult Protective Services	Telephonic Interpretation	1
KRIO	Cash Assistance	Telephonic Interpretation	2
KRIO	Families with Children	Telephonic Interpretation	1
KRIO	HASA	Telephonic Interpretation	1
KRIO	Homelessness Prevention Administration	Telephonic Interpretation	1
KRIO	Infoline	Telephonic Interpretation	4
KRIO	Unknown	Telephonic Interpretation	2
LAOTIAN	ODVEIS	Telephonic Interpretation	1
LAOTIAN	Unknown	Telephonic Interpretation	1
LINGALA	Adult Singles	Telephonic Interpretation	2
LINGALA	Cash Assistance	Telephonic Interpretation	3

LINGALA	Families with Children	Telephonic Interpretation	41
LINGALA	Infoline	Telephonic Interpretation	4
LINGALA	Police	Telephonic Interpretation	2
LINGALA	Unknown	Telephonic Interpretation	7
LUGANDA	Families with Children	Telephonic Interpretation	1
MAAY	Families with Children	Telephonic Interpretation	1
MACEDONIAN	Cash Assistance	Telephonic Interpretation	2
MALAY	Cash Assistance	Telephonic Interpretation	3
MALAY	SNAP	Telephonic Interpretation	1
MALAYALAM	Cash Assistance	Telephonic Interpretation	7
MALAYALAM	Infoline	Telephonic Interpretation	15
MALAYALAM	Office of Constituent Services	Telephonic Interpretation	1
MALAYALAM	SNAP	Telephonic Interpretation	4
MALAYALAM	Unknown	Telephonic Interpretation	1
MANDARIN	Adult Families	Telephonic Interpretation	5
MANDARIN	Adult Protective Services	Telephonic Interpretation	148
MANDARIN	Adult Protective Services	Onsite	23
MANDARIN	Adult Singles	Telephonic Interpretation	180
MANDARIN	Cash Assistance	Telephonic Interpretation	4899
MANDARIN	Customized Assistance Services	Telephonic Interpretation	290
MANDARIN	Disaster Services	Telephonic Interpretation	72
MANDARIN	Disaster Services	Onsite	171
MANDARIN	Emergency Rental Assistance Program	Telephonic Interpretation	9

MANDARIN	Fair Fares	Telephonic Interpretation	2
MANDARIN	Fair Hearings	Telephonic Interpretation	20
MANDARIN	Families with Children	Telephonic Interpretation	438
MANDARIN	Families with Children	Onsite	2
MANDARIN	HASA	Telephonic Interpretation	91
MANDARIN	Home Care Services Program	Telephonic Interpretation	198
MANDARIN	Homelessness Prevention Administration	Onsite	2
MANDARIN	Homelessness Prevention Administration	Telephonic Interpretation	152
MANDARIN	IDNYC	Onsite	4
MANDARIN	IDNYC	Telephonic Interpretation	1370
MANDARIN	Infoline	Telephonic Interpretation	1510
MANDARIN	Mayor's Office	Telephonic Interpretation	155
MANDARIN	Medicaid	Onsite	1
MANDARIN	Medicaid	Telephonic Interpretation	451
MANDARIN	OCHIA	Telephonic Interpretation	1
MANDARIN	ODVEIS	Telephonic Interpretation	808
MANDARIN	Office of Advocacy and Outreach	Telephonic Interpretation	26
MANDARIN	Office of Child Support Services	Telephonic Interpretation	12
MANDARIN	Office of Constituent Services	Telephonic Interpretation	254
MANDARIN	Office of Legal Affairs	Telephonic Interpretation	11
MANDARIN	Office of Program Accountability	Telephonic Interpretation	115
MANDARIN	Reasonable Accommodation/EEO	Telephonic Interpretation	2
MANDARIN	SNAP	Telephonic Interpretation	1128

MANDARIN	SNAP	Onsite	18
MANDARIN	Street Outreach	Telephonic Interpretation	3
MANDARIN	Street Outreach	Onsite	6
MANDARIN	Unknown	Telephonic Interpretation	1515
MANDARIN	Vaccine Command Center	Telephonic Interpretation	319
MANDINKA	Office of Program Accountability	Onsite	2
MANDINKA	Cash Assistance	Telephonic Interpretation	1
MANDINKA	Families with Children	Telephonic Interpretation	5
MANDINKA	Families with Children	Onsite	6
MANDINKA	HASA	Telephonic Interpretation	3
MANDINKA	Homelessness Prevention Administration	Telephonic Interpretation	1
MANDINKA	Infoline	Telephonic Interpretation	2
MANDINKA	SNAP	Telephonic Interpretation	1
MANDINKA	Unknown	Telephonic Interpretation	2
MIXTECO	Cash Assistance	Telephonic Interpretation	1
MIXTECO	Unknown	Telephonic Interpretation	1
MONGOLIAN	Cash Assistance	Telephonic Interpretation	1
MONGOLIAN	SNAP	Telephonic Interpretation	1
MONGOLIAN	Unknown	Telephonic Interpretation	2
MOSSI	Adult Singles	Onsite	1
NEPALI	Adult Singles	Telephonic Interpretation	6
NEPALI	Agency-wide	Document Translation*	8
NEPALI	Cash Assistance	Telephonic Interpretation	17

NEPALI	Disaster Services	Telephonic Interpretation	1
NEPALI	Homelessness Prevention Administration	Telephonic Interpretation	1
NEPALI	IDNYC	Onsite	1
NEPALI	IDNYC	Telephonic Interpretation	12
NEPALI	Infoline	Telephonic Interpretation	16
NEPALI	Medicaid	Telephonic Interpretation	1
NEPALI	ODVEIS	Telephonic Interpretation	1
NEPALI	Office of Program Accountability	Telephonic Interpretation	1
NEPALI	SNAP	Telephonic Interpretation	10
NEPALI	Unknown	Telephonic Interpretation	12
NEPALI	Vaccine Command Center	Telephonic Interpretation	1
NORWEGIAN	Families with Children	Telephonic Interpretation	10
NORWEGIAN	SNAP	Telephonic Interpretation	1
OROMO	Infoline	Telephonic Interpretation	1
OROMO	Unknown	Telephonic Interpretation	2
PASHTO	Adult Singles	Telephonic Interpretation	1
PASHTO	Agency-wide	Document Translation*	3
PASHTO	Cash Assistance	Telephonic Interpretation	10
PASHTO	Families with Children	Telephonic Interpretation	3
PASHTO	HASA	Telephonic Interpretation	2
PASHTO	Homelessness Prevention Administration	Telephonic Interpretation	3
PASHTO	Infoline	Telephonic Interpretation	9
PASHTO	Mayor's Office	Telephonic Interpretation	2

PASHTO	Office of Advocacy and Outreach	Telephonic Interpretation	1
PASHTO	SNAP	Telephonic Interpretation	6
PASHTO	Unknown	Telephonic Interpretation	25
POLISH	Administration	Telephonic Interpretation	1
POLISH	Adult Families	Telephonic Interpretation	3
POLISH	Adult Protective Services	Onsite	2
POLISH	Adult Protective Services	Telephonic Interpretation	16
POLISH	Adult Singles	Telephonic Interpretation	167
POLISH	Agency-wide	Document Translation*	706
POLISH	Cash Assistance	Telephonic Interpretation	133
POLISH	Customized Assistance Services	Telephonic Interpretation	13
POLISH	Disaster Services	Telephonic Interpretation	1
POLISH	Emergency Rental Assistance Program	Telephonic Interpretation	5
POLISH	Fair Hearings	Telephonic Interpretation	1
POLISH	Families with Children	Telephonic Interpretation	14
POLISH	HASA	Telephonic Interpretation	8
POLISH	Home Care Services Program	Telephonic Interpretation	5
POLISH	Homelessness Prevention Administration	Telephonic Interpretation	8
POLISH	IDNYC	Onsite	1
POLISH	IDNYC	Telephonic Interpretation	44
POLISH	Infoline	Telephonic Interpretation	160
POLISH	Mayor's Office	Telephonic Interpretation	15
POLISH	Medicaid	Telephonic Interpretation	8

POLISH	ODVEIS	Telephonic Interpretation	2
POLISH	Office of Advocacy and Outreach	Telephonic Interpretation	3
POLISH	Office of Child Support Services	Telephonic Interpretation	4
POLISH	Office of Constituent Services	Telephonic Interpretation	5
POLISH	Office of Legal Affairs	Telephonic Interpretation	1
POLISH	Office of Program Accountability	Telephonic Interpretation	1
POLISH	Reasonable Accommodation/EEO	Telephonic Interpretation	1
POLISH	Adult Singles	Onsite	3
POLISH	SNAP	Telephonic Interpretation	46
POLISH	SNAP	Onsite	15
POLISH	Unknown	Telephonic Interpretation	179
POLISH	Vaccine Command Center	Telephonic Interpretation	2
PORTUGUESE	Adult Protective Services	Telephonic Interpretation	7
PORTUGUESE	Adult Singles	Telephonic Interpretation	28
PORTUGUESE	Agency-wide	Document Translation*	3
PORTUGUESE	Cash Assistance	Telephonic Interpretation	34
PORTUGUESE	Customized Assistance Services	Telephonic Interpretation	3
PORTUGUESE	Emergency Rental Assistance Program	Telephonic Interpretation	8
PORTUGUESE	Families with Children	Telephonic Interpretation	49
PORTUGUESE	HASA	Telephonic Interpretation	6
PORTUGUESE	Homelessness Prevention Administration	Telephonic Interpretation	11
PORTUGUESE	IDNYC	Onsite	1
PORTUGUESE	IDNYC	Telephonic Interpretation	17

PORTUGUESE	Infoline	Telephonic Interpretation	28
PORTUGUESE	Medicaid	Telephonic Interpretation	3
PORTUGUESE	ODVEIS	Telephonic Interpretation	7
PORTUGUESE	Office of Constituent Services	Telephonic Interpretation	2
PORTUGUESE	Office of Program Accountability	Telephonic Interpretation	2
PORTUGUESE	SNAP	Telephonic Interpretation	21
PORTUGUESE	Unknown	Telephonic Interpretation	32
PORTUGUESE	Vaccine Command Center	Telephonic Interpretation	2
PUNJABI	Adult Families	Telephonic Interpretation	1
PUNJABI	Adult Protective Services	Onsite	1
PUNJABI	Adult Protective Services	Telephonic Interpretation	9
PUNJABI	Adult Singles	Telephonic Interpretation	7
PUNJABI	Agency-wide	Document Translation*	8
PUNJABI	Cash Assistance	Telephonic Interpretation	138
PUNJABI	Customized Assistance Services	Telephonic Interpretation	9
PUNJABI	Fair Fares	Telephonic Interpretation	1
PUNJABI	Families with Children	Telephonic Interpretation	4
PUNJABI	Homelessness Prevention Administration	Telephonic Interpretation	7
PUNJABI	IDNYC	Onsite	1
PUNJABI	IDNYC	Telephonic Interpretation	9
PUNJABI	Infoline	Telephonic Interpretation	133
PUNJABI	Mayor's Office	Telephonic Interpretation	2
PUNJABI	Medicaid	Telephonic Interpretation	1

PUNJABI	ODVEIS	Telephonic Interpretation	6
PUNJABI	Office of Advocacy and Outreach	Telephonic Interpretation	2
PUNJABI	Office of Constituent Services	Telephonic Interpretation	2
PUNJABI	Office of Legal Affairs	Telephonic Interpretation	1
PUNJABI	Office of Program Accountability	Telephonic Interpretation	1
PUNJABI	SNAP	Telephonic Interpretation	19
PUNJABI	Unknown	Telephonic Interpretation	46
PUNJABI	Vaccine Command Center	Telephonic Interpretation	3
ROMANIAN	Adult Protective Services	Onsite	1
ROMANIAN	Adult Protective Services	Telephonic Interpretation	2
ROMANIAN	Adult Singles	Telephonic Interpretation	1
ROMANIAN	Cash Assistance	Telephonic Interpretation	32
ROMANIAN	HASA	Telephonic Interpretation	1
ROMANIAN	IDNYC	Telephonic Interpretation	1
ROMANIAN	Infoline	Telephonic Interpretation	12
ROMANIAN	Mayor's Office	Telephonic Interpretation	1
ROMANIAN	ODVEIS	Telephonic Interpretation	1
ROMANIAN	SNAP	Telephonic Interpretation	2
ROMANIAN	Unknown	Telephonic Interpretation	4
RUNDI	Cash Assistance	Telephonic Interpretation	1
RUNDI	Vaccine Command Center	Telephonic Interpretation	1
RUSSIAN	Administration	Telephonic Interpretation	7
RUSSIAN	Adult Families	Telephonic Interpretation	8

RUSSIAN	Adult Protective Services	Onsite	19
RUSSIAN	Adult Protective Services	Telephonic Interpretation	123
RUSSIAN	Adult Singles	Telephonic Interpretation	101
RUSSIAN	Agency-wide	Document Translation*	819
RUSSIAN	Cash Assistance	Telephonic Interpretation	1020
RUSSIAN	Customized Assistance Services	Telephonic Interpretation	105
RUSSIAN	Disaster Services	Telephonic Interpretation	3
RUSSIAN	Emergency Rental Assistance Program	Telephonic Interpretation	17
RUSSIAN	Fair Fares	Telephonic Interpretation	2
RUSSIAN	Fair Hearings	Telephonic Interpretation	3
RUSSIAN	Families with Children	Telephonic Interpretation	194
RUSSIAN	HASA	Telephonic Interpretation	30
RUSSIAN	Home Care Services Program	Telephonic Interpretation	105
RUSSIAN	Homelessness Prevention Administration	Onsite	2
RUSSIAN	Homelessness Prevention Administration	Telephonic Interpretation	133
RUSSIAN	IDNYC	Onsite	19
RUSSIAN	IDNYC	Telephonic Interpretation	287
RUSSIAN	Infoline	Telephonic Interpretation	2816
RUSSIAN	Mayor's Office	Telephonic Interpretation	106
RUSSIAN	Medicaid	Onsite	1
RUSSIAN	Medicaid	Telephonic Interpretation	92
RUSSIAN	OCHIA	Telephonic Interpretation	1
RUSSIAN	ODVEIS	Telephonic Interpretation	243

RUSSIAN	Office of Advocacy and Outreach	Telephonic Interpretation	15
RUSSIAN	Office of Child Support Services	Telephonic Interpretation	16
RUSSIAN	Office of Constituent Services	Telephonic Interpretation	138
RUSSIAN	Office of Legal Affairs	Telephonic Interpretation	36
RUSSIAN	Office of Program Accountability	Telephonic Interpretation	28
RUSSIAN	Reasonable Accommodation/EEO	Telephonic Interpretation	5
RUSSIAN	SNAP	Telephonic Interpretation	715
RUSSIAN	SNAP	Onsite	17
RUSSIAN	Unknown	Telephonic Interpretation	981
RUSSIAN	Vaccine Command Center	Telephonic Interpretation	28
SANGO	Families with Children	Telephonic Interpretation	1
SANGO	HASA	Telephonic Interpretation	1
SERBIAN	Adult Protective Services	Telephonic Interpretation	6
SERBIAN	Cash Assistance	Telephonic Interpretation	23
SERBIAN	Families with Children	Telephonic Interpretation	2
SERBIAN	IDNYC	Telephonic Interpretation	2
SERBIAN	Infoline	Telephonic Interpretation	16
SERBIAN	Medicaid	Telephonic Interpretation	2
SERBIAN	Reasonable Accommodation/EEO	Telephonic Interpretation	1
SERBIAN	SNAP	Telephonic Interpretation	2
SERBIAN	Unknown	Telephonic Interpretation	1
SHANGHAINESE	Adult Protective Services	Telephonic Interpretation	1
SHANGHAINESE	Cash Assistance	Telephonic Interpretation	3

SHANGHAINESE	IDNYC	Telephonic Interpretation	1
SHANGHAINESE	Infoline	Telephonic Interpretation	1
SHANGHAINESE	SNAP	Telephonic Interpretation	1
SICHUAN YI	Cash Assistance	Telephonic Interpretation	2
SIMPLIFIED CHINESE	Agency-wide	Document Translation*	743
SINHALA	Adult Singles	Telephonic Interpretation	1
SINHALA	Cash Assistance	Telephonic Interpretation	2
SINHALA	Homelessness Prevention Administration	Telephonic Interpretation	1
SINHALA	IDNYC	Telephonic Interpretation	1
SINHALA	Infoline	Telephonic Interpretation	1
SINHALA	Mayor's Office	Telephonic Interpretation	2
SLOVAK	Homelessness Prevention Administration	Telephonic Interpretation	1
SLOVAK	Unknown	Telephonic Interpretation	1
SOMALI	Adult Singles	Telephonic Interpretation	2
SOMALI	Cash Assistance	Telephonic Interpretation	1
SOMALI	Families with Children	Telephonic Interpretation	5
SOMALI	Infoline	Telephonic Interpretation	1
SOMALI	SNAP	Telephonic Interpretation	2
SONINKE	Cash Assistance	Telephonic Interpretation	5
SONINKE	Families with Children	Telephonic Interpretation	108
SONINKE	HASA	Telephonic Interpretation	1
SONINKE	Homelessness Prevention Administration	Telephonic Interpretation	2
SONINKE	Infoline	Telephonic Interpretation	6

SONINKE	ODVEIS	Telephonic Interpretation	4
SONINKE	Office of Constituent Services	Telephonic Interpretation	1
SONINKE	SNAP	Telephonic Interpretation	2
SONINKE	Unknown	Telephonic Interpretation	41
SORANI	Cash Assistance	Telephonic Interpretation	1
SORANI	Homelessness Prevention Administration	Telephonic Interpretation	3
SORANI	Infoline	Telephonic Interpretation	2
SPANISH	Administration	Telephonic Interpretation	144
SPANISH	Adult Families	Telephonic Interpretation	587
SPANISH	Adult Protective Services	Onsite	267
SPANISH	Adult Protective Services	Telephonic Interpretation	3082
SPANISH	Adult Singles	Telephonic Interpretation	1676
SPANISH	Agency-wide	Document Translation*	675
SPANISH	Burial Assistance Program	Onsite	2
SPANISH	Cash Assistance	Telephonic Interpretation	53198
SPANISH	Customized Assistance Services	Telephonic Interpretation	1687
SPANISH	Disaster Services	Telephonic Interpretation	18
SPANISH	Disaster Services	Onsite	298
SPANISH	Emergency Rental Assistance Program	Telephonic Interpretation	291
SPANISH	Fair Fares	Telephonic Interpretation	427
SPANISH	Fair Hearings	Telephonic Interpretation	91
SPANISH	Families with Children	Telephonic Interpretation	26139
SPANISH	HASA	Onsite	2

SPANISH	HASA	Telephonic Interpretation	7398
SPANISH	Home Care Services Program	Telephonic Interpretation	1518
SPANISH	Home Care Services Program	Onsite	1
SPANISH	Homelessness Prevention Administration	Onsite	2
SPANISH	Homelessness Prevention Administration	Telephonic Interpretation	5404
SPANISH	IDNYC	Onsite	35
SPANISH	IDNYC	Telephonic Interpretation	5786
SPANISH	Infoline	Telephonic Interpretation	21830
SPANISH	Legal Affairs	Onsite	2
SPANISH	Mayor's Office	Telephonic Interpretation	533
SPANISH	Medicaid	Telephonic Interpretation	1559
SPANISH	OCHIA	Telephonic Interpretation	17
SPANISH	ODVEIS	Telephonic Interpretation	7328
SPANISH	Office of Advocacy and Outreach	Telephonic Interpretation	460
SPANISH	Office of Child Support Services	Telephonic Interpretation	838
SPANISH	Office of Constituent Services	Telephonic Interpretation	3361
SPANISH	Office of Legal Affairs	Telephonic Interpretation	216
SPANISH	Office of Program Accountability	Telephonic Interpretation	1397
SPANISH	Reasonable Accommodation/EEO	Telephonic Interpretation	23
SPANISH	Adult Singles	Onsite	6
SPANISH	SNAP	Telephonic Interpretation	19275
SPANISH	SNAP	Onsite	16
SPANISH	Street Outreach	Telephonic Interpretation	3

SPANISH	Unknown	Telephonic Interpretation	19818
SPANISH	Vaccine Command Center	Telephonic Interpretation	362
SUSU	Adult Singles	Telephonic Interpretation	1
SWAHILI	Cash Assistance	Telephonic Interpretation	5
SWAHILI	Families with Children	Telephonic Interpretation	6
SWAHILI	HASA	Telephonic Interpretation	1
SWAHILI	Homelessness Prevention Administration	Telephonic Interpretation	5
SWAHILI	IDNYC	Telephonic Interpretation	4
SWAHILI	SNAP	Telephonic Interpretation	1
SYLHETI	Adult Protective Services	Telephonic Interpretation	2
SYLHETI	Cash Assistance	Telephonic Interpretation	34
SYLHETI	Families with Children	Telephonic Interpretation	9
SYLHETI	Homelessness Prevention Administration	Telephonic Interpretation	4
SYLHETI	Infoline	Telephonic Interpretation	42
SYLHETI	Mayor's Office	Telephonic Interpretation	1
SYLHETI	Medicaid	Telephonic Interpretation	1
SYLHETI	ODVEIS	Telephonic Interpretation	3
SYLHETI	Office of Advocacy and Outreach	Telephonic Interpretation	1
SYLHETI	Office of Constituent Services	Telephonic Interpretation	3
SYLHETI	Office of Program Accountability	Telephonic Interpretation	1
SYLHETI	SNAP	Telephonic Interpretation	6
SYLHETI	Unknown	Telephonic Interpretation	14
TAGALOG	Adult Protective Services	Telephonic Interpretation	2

TAGALOG	Adult Singles	Telephonic Interpretation	1
TAGALOG	Cash Assistance	Telephonic Interpretation	24
TAGALOG	Families with Children	Telephonic Interpretation	6
TAGALOG	Home Care Services Program	Telephonic Interpretation	1
TAGALOG	Homelessness Prevention Administration	Telephonic Interpretation	1
TAGALOG	IDNYC	Telephonic Interpretation	3
TAGALOG	Infoline	Telephonic Interpretation	17
TAGALOG	Medicaid	Telephonic Interpretation	2
TAGALOG	ODVEIS	Telephonic Interpretation	5
TAGALOG	Office of Constituent Services	Telephonic Interpretation	1
TAGALOG	Office of Program Accountability	Telephonic Interpretation	2
TAGALOG	SNAP	Telephonic Interpretation	5
TAGALOG	Unknown	Telephonic Interpretation	7
TAIWANESE	Adult Families	Telephonic Interpretation	1
TAIWANESE	Mayor's Office	Telephonic Interpretation	1
TAIWANESE	Unknown	Telephonic Interpretation	1
TAIWANESE	Vaccine Command Center	Telephonic Interpretation	1
TAJIK	Cash Assistance	Telephonic Interpretation	1
TAMIL	Adult Singles	Telephonic Interpretation	1
TAMIL	Cash Assistance	Telephonic Interpretation	7
TAMIL	Home Care Services Program	Telephonic Interpretation	1
TAMIL	Homelessness Prevention Administration	Telephonic Interpretation	2
TAMIL	Infoline	Telephonic Interpretation	6

TAMIL	ODVEIS	Telephonic Interpretation	7
TAMIL	Office of Constituent Services	Telephonic Interpretation	2
TAMIL	Unknown	Telephonic Interpretation	1
TELUGU	Adult Singles	Telephonic Interpretation	1
TELUGU	Customized Assistance Services	Telephonic Interpretation	1
TELUGU	Home Care Services Program	Telephonic Interpretation	1
TELUGU	Homelessness Prevention Administration	Telephonic Interpretation	1
TELUGU	IDNYC	Telephonic Interpretation	2
TELUGU	Unknown	Telephonic Interpretation	3
THAI	Cash Assistance	Telephonic Interpretation	6
THAI	Emergency Rental Assistance Program	Telephonic Interpretation	1
THAI	HASA	Telephonic Interpretation	3
THAI	IDNYC	Onsite	1
THAI	IDNYC	Telephonic Interpretation	16
THAI	Infoline	Telephonic Interpretation	5
THAI	Medicaid	Telephonic Interpretation	1
THAI	ODVEIS	Telephonic Interpretation	1
THAI	Office of Advocacy and Outreach	Telephonic Interpretation	1
THAI	Office of Child Support Services	Telephonic Interpretation	4
THAI	SNAP	Telephonic Interpretation	2
THAI	Unknown	Telephonic Interpretation	5
THAI	Vaccine Command Center	Telephonic Interpretation	3
TIBETAN	Adult Protective Services	Telephonic Interpretation	1

TIBETAN	Adult Singles	Telephonic Interpretation	6
TIBETAN	Cash Assistance	Telephonic Interpretation	11
TIBETAN	Customized Assistance Services	Telephonic Interpretation	1
TIBETAN	Disaster Services	Telephonic Interpretation	3
TIBETAN	Families with Children	Telephonic Interpretation	3
TIBETAN	IDNYC	Onsite	1
TIBETAN	IDNYC	Telephonic Interpretation	2
TIBETAN	Infoline	Telephonic Interpretation	18
TIBETAN	Office of Constituent Services	Telephonic Interpretation	1
TIBETAN	SNAP	Telephonic Interpretation	4
TIBETAN	Unknown	Telephonic Interpretation	14
TIGRINYA	Adult Singles	Telephonic Interpretation	1
TIGRINYA	Cash Assistance	Telephonic Interpretation	4
TIGRINYA	Fair Hearings	Telephonic Interpretation	1
TIGRINYA	Infoline	Telephonic Interpretation	2
TIGRINYA	Unknown	Telephonic Interpretation	1
TOISHANESE	Adult Families	Telephonic Interpretation	1
TOISHANESE	Adult Protective Services	Telephonic Interpretation	3
TOISHANESE	Adult Singles	Telephonic Interpretation	7
TOISHANESE	Cash Assistance	Telephonic Interpretation	32
TOISHANESE	Customized Assistance Services	Telephonic Interpretation	1
TOISHANESE	Families with Children	Telephonic Interpretation	1
TOISHANESE	Home Care Services Program	Telephonic Interpretation	3

TOISHANESE	IDNYC	Telephonic Interpretation	1
TOISHANESE	Infoline	Telephonic Interpretation	47
TOISHANESE	Medicaid	Telephonic Interpretation	6
TOISHANESE	ODVEIS	Telephonic Interpretation	4
TOISHANESE	Office of Program Accountability	Telephonic Interpretation	2
TOISHANESE	SNAP	Telephonic Interpretation	10
TOISHANESE	Unknown	Telephonic Interpretation	12
TOISHANESE	Vaccine Command Center	Telephonic Interpretation	1
TONGAN	Cash Assistance	Telephonic Interpretation	1
TRADITIONAL CHINESE	Agency-wide	Document Translation*	811
TURKISH	Adult Singles	Telephonic Interpretation	4
TURKISH	Agency-wide	Document Translation*	1
TURKISH	Cash Assistance	Telephonic Interpretation	40
TURKISH	Customized Assistance Services	Telephonic Interpretation	4
TURKISH	Families with Children	Telephonic Interpretation	9
TURKISH	HASA	Telephonic Interpretation	6
TURKISH	Homelessness Prevention Administration	Telephonic Interpretation	7
TURKISH	IDNYC	Telephonic Interpretation	2
TURKISH	Infoline	Telephonic Interpretation	47
TURKISH	Mayor's Office	Telephonic Interpretation	1
TURKISH	Medicaid	Telephonic Interpretation	1
TURKISH	ODVEIS	Telephonic Interpretation	4
TURKISH	Office of Advocacy and Outreach	Telephonic Interpretation	1

TURKISH	Office of Constituent Services	Telephonic Interpretation	3
TURKISH	SNAP	Telephonic Interpretation	9
TURKISH	Unknown	Telephonic Interpretation	20
TURKISH	Vaccine Command Center	Telephonic Interpretation	2
TWI	Agency-wide	Document Translation*	3
TWI	Adult Singles	Onsite	2
UKRAINIAN	Adult Protective Services	Telephonic Interpretation	2
UKRAINIAN	Adult Singles	Telephonic Interpretation	6
UKRAINIAN	Cash Assistance	Telephonic Interpretation	4
UKRAINIAN	Homelessness Prevention Administration	Telephonic Interpretation	1
UKRAINIAN	IDNYC	Onsite	2
UKRAINIAN	IDNYC	Telephonic Interpretation	7
UKRAINIAN	Infoline	Telephonic Interpretation	2
UKRAINIAN	ODVEIS	Telephonic Interpretation	2
UKRAINIAN	Office of Legal Affairs	Telephonic Interpretation	1
UKRAINIAN	SNAP	Telephonic Interpretation	4
UKRAINIAN	Unknown	Telephonic Interpretation	1
UKRAINIAN	Vaccine Command Center	Telephonic Interpretation	1
URDU	Adult Protective Services	Onsite	2
URDU	Adult Protective Services	Telephonic Interpretation	15
URDU	Adult Singles	Telephonic Interpretation	15
URDU	Agency-wide	Document Translation*	705
URDU	Cash Assistance	Telephonic Interpretation	314

URDU	Customized Assistance Services	Telephonic Interpretation	22
URDU	Emergency Rental Assistance Program	Telephonic Interpretation	6
URDU	Fair Fares	Telephonic Interpretation	1
URDU	Families with Children	Telephonic Interpretation	67
URDU	Home Care Services Program	Telephonic Interpretation	1
URDU	Homelessness Prevention Administration	Telephonic Interpretation	21
URDU	IDNYC	Telephonic Interpretation	15
URDU	Infoline	Telephonic Interpretation	210
URDU	Mayor's Office	Telephonic Interpretation	5
URDU	Medicaid	Telephonic Interpretation	9
URDU	OCHIA	Telephonic Interpretation	1
URDU	ODVEIS	Telephonic Interpretation	70
URDU	Office of Advocacy and Outreach	Telephonic Interpretation	3
URDU	Office of Child Support Services	Telephonic Interpretation	2
URDU	Office of Constituent Services	Telephonic Interpretation	12
URDU	Office of Program Accountability	Telephonic Interpretation	6
URDU	SNAP	Telephonic Interpretation	95
URDU	SNAP	Onsite	13
URDU	Unknown	Telephonic Interpretation	90
URDU	Vaccine Command Center	Telephonic Interpretation	3
UZBEK	Adult Singles	Telephonic Interpretation	4
UZBEK	Cash Assistance	Telephonic Interpretation	36
UZBEK	Customized Assistance Services	Telephonic Interpretation	1

UZBEK	Families with Children	Telephonic Interpretation	107
UZBEK	Homelessness Prevention Administration	Telephonic Interpretation	10
UZBEK	IDNYC	Telephonic Interpretation	2
UZBEK	Infoline	Telephonic Interpretation	51
UZBEK	Mayor's Office	Telephonic Interpretation	8
UZBEK	Medicaid	Telephonic Interpretation	1
UZBEK	ODVEIS	Telephonic Interpretation	1
UZBEK	Office of Constituent Services	Telephonic Interpretation	3
UZBEK	SNAP	Telephonic Interpretation	34
UZBEK	Unknown	Telephonic Interpretation	14
VIETNAMESE	Adult Protective Services	Telephonic Interpretation	2
VIETNAMESE	Adult Singles	Telephonic Interpretation	3
VIETNAMESE	Agency-wide	Document Translation*	1
VIETNAMESE	Cash Assistance	Telephonic Interpretation	38
VIETNAMESE	Customized Assistance Services	Telephonic Interpretation	2
VIETNAMESE	HASA	Telephonic Interpretation	7
VIETNAMESE	Homelessness Prevention Administration	Telephonic Interpretation	18
VIETNAMESE	IDNYC	Telephonic Interpretation	2
VIETNAMESE	Infoline	Telephonic Interpretation	54
VIETNAMESE	Medicaid	Telephonic Interpretation	1
VIETNAMESE	ODVEIS	Telephonic Interpretation	2
VIETNAMESE	Office of Legal Affairs	Telephonic Interpretation	17
VIETNAMESE	Reasonable Accommodation/EEO	Telephonic Interpretation	1

VIETNAMESE	SNAP	Telephonic Interpretation	21
VIETNAMESE	Unknown	Telephonic Interpretation	30
VIETNAMESE	Vaccine Command Center	Telephonic Interpretation	3
WOLOF	Adult Singles	Telephonic Interpretation	1
WOLOF	Cash Assistance	Telephonic Interpretation	9
WOLOF	Families with Children	Telephonic Interpretation	22
WOLOF	Homelessness Prevention Administration	Telephonic Interpretation	2
WOLOF	IDNYC	Telephonic Interpretation	2
WOLOF	Infoline	Telephonic Interpretation	7
WOLOF	ODVEIS	Telephonic Interpretation	1
WOLOF	Office of Advocacy and Outreach	Telephonic Interpretation	2
WOLOF	SNAP	Telephonic Interpretation	4
WOLOF	Unknown	Telephonic Interpretation	5
WU	Cash Assistance	Onsite	1
YIDDISH	Agency-wide	Document Translation*	9
YIDDISH	Customized Assistance Services	Telephonic Interpretation	1
YIDDISH	Emergency Rental Assistance Program	Telephonic Interpretation	1
YIDDISH	Fair Hearings	Telephonic Interpretation	1
YIDDISH	Homelessness Prevention Administration	Telephonic Interpretation	1
YIDDISH	ODVEIS	Telephonic Interpretation	1
YORUBA	Cash Assistance	Telephonic Interpretation	5
YORUBA	Customized Assistance Services	Telephonic Interpretation	1
YORUBA	Disaster Services	Telephonic Interpretation	1

YORUBA	Families with Children	Telephonic Interpretation	1
YORUBA	Homelessness Prevention Administration	Telephonic Interpretation	2
YORUBA	Infoline	Telephonic Interpretation	1
YORUBA	Unknown	Telephonic Interpretation	5
ZHOU	Adult Protective Services	Onsite	2
ZO	Families with Children	Telephonic Interpretation	1

\* Includes new Agency-generated documents, client eligibility documents and retranslated revisions of older Agency-generated documents

Acronyms Used	
ODVEIS	Office of Domestic Violence and Emergency Intervention Services
SNAP	Supplemental Nutrition Assistance Services
HASA	HIV/AIDS Services Administration
IDNYC	New York City ID
EEO	Equal Employment Opportunity
OCHIA	Office of Citywide Health Insurance Access

Languages Spoken by DSS/HRA/DHS Staff Members *	# of staff members who speak that language
Afrikaans	3
Akan	2
Albanian	6
American Sign Language (ASL)	6
Amharic	2
Arabic	14
Armenian	5
Ashante	3
Azerbaijani	6
Bambara	1
Belorussian	6
Bengali	53
Bosnian	1
Burmese	3
Cantonese	87
Catalan	1
Chao-chow	1
Chin	1
Croatian	1
Diula	1
Dutch	1
Edo	11
Ewe	3
Filipino	1
Finnish	1
French	91
Fukienese	3
Fula/Fulani	2
Fuzhou	3
Ga	3
Georgian	2
German	3
Greek	6
Gujarati	13
Haitian Creole	72
Hakka	2
Hausa	10
Hebrew	12
Hindi	68
Hungarian	1
Ibibio	1
Igbo	32

Ilocano	1
Indonesian	2
Italian	20
Japanese	6
Kannada	2
Kazakh	1
Korean	9
Lingala	2
Lithuanian	4
Luganda	1
Macedonian	1
Malayalam	12
Malta	1
Mandarin	80
Mandinka	1
Marathi	3
Mina	1
Nepali	4
Nigerian Pidgin English/Pidgin Englis	11
Norwegian	1
Other**	n/a
Papiamento	1
Pashto	2
Patois	4
Polish	12
Portuguese	6
Punjabi	13
Quichua	1
Romanian	3
Russian	144
Serbian	1
Shanghainese	3
Shona	1
Sinhalese	3
Soninke	1
Spanish	533
Swahili	3
Swedish	1
Tagalog	8
Taiwanese	6
Tajik	1
Tamil	1
Telugu	1
Thai	1
Tibetan	3
Tigre	1
Tigrinya	1

Tiv	1
Toishanese	8
Turkish	3
Twi	2
Ukrainian	44
Urdu	35
Uzbek	4
Vietnamese	5
Wolof	2
Yiddish	6
Yoruba	88
<b>Total</b>	<b>1660</b>

\* Data from a voluntary survey of DSS/HRA/DHS staff. 1,184 bilingual staff responded, some of whom indicated that they speak more than one language. Data run on 9/29/21.