MOIA Local Law 6 Report

January 2024

NYC Mayor's Office of Immigrant Affairs

Acknowledgements

The New York City Mayor's Office of Immigrant Affairs (MOIA) would like to acknowledge the community-based organizations (CBOs), City agency partners, and language access advocates who made important contributions throughout the development process and provided invaluable insights reflected in this report.

Specifically, MOIA expresses gratitude to the following groups and individuals:

- CBOs from across the five boroughs that took time out of their vital community work to thoughtfully complete the survey that served as the foundation for this analysis. This report would not have been possible without their willingness to share their expertise, ideas, and experiences.
- City agency partners from the Department of Youth and Community Development (DYCD), the Mayor's Office of Contract Services (MOCS), the Mayor's Office of Nonprofit Services (MONS), and the Department of Small Business Services (SBS) who offered guidance grounded in extensive experience working with community groups.

MOIA looks forward to ongoing collaboration with partners across government agencies and community groups to incorporate insights from the report into bolstering language access for all New Yorkers.

1. Introduction

MOIA is pleased to submit this report to the City Council in compliance with Local Law 6 of 2023 (LL6)[1]. In December 2022, the Council passed Introduction 136-B, which later became LL6. LL6 requires the administering agency to conduct a survey of CBOs to assess their capacity to provide translation, interpretation, and other related language services. Translation involves the process of converting written ideas from one language to another, while interpretation is the transfer of meaning between language through spoken words.

Approximately two million New Yorkers – more than twenty-two percent of New Yorkers – have limited English proficiency (LEP). These fellow New Yorkers may face significant language barriers when accessing City information and resources. Addressing this challenge remains crucial as the City strives to deliver effective, efficient, and equitable services and to foster civic engagement across all communities.

The City leverages bilingual or multilingual City staff but rely heavily on contracting with language service providers to meet the City's language access needs given the size of the population and diversity of languages. In Fiscal Year 2023, City expenditures through language service contracts exceeded $25 million, according to the Local Law 30 annual report[2].

Recognizing the intent of LL6, the City seeks to assess how CBOs serving specific constituencies that need language assistance might be able to provide valuable capacity to support city services. CBOs already help the City meet the needs of its diverse residents by delivering specific human and professional services in a culturally and linguistically responsive manner. Currently, many CBOs, especially those that are smaller and more fiscally vulnerable, rely on discretionary funding from City Council as well as direct contracts with City agencies.

In adherence to LL6, this report summarizes MOIA's CBO survey findings and recommended steps that the City can take to remove barriers faced by CBOs to provide language services to support city services.

2. Summary of survey findings

MOIA developed this survey (see Appendix) for CBOs based upon a 2022 capacity survey that aimed to assess the capacity of language service providers registered with the City as Minority and Women-Owned Business Enterprises (M/WBEs). This earlier survey reflected the City's goal to expand the diversity of suppliers and to use the City's purchasing power to support small business development through the M/WBE procurement process. The survey explicitly differentiated the organizational needs to deliver translation services from those to deliver interpretation services. MOIA collaborated with SBS, MOCS, and the Mayor's Office of M/WBE

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[1] The New York City Council: Int 0136-2022.
https://legistar.council.nyc.gov/LegislationDetail.aspx?ID=5534284&GUID=E7F609DB-4972-447D-93E9-44D479CC71A7
[2] MOIA: Local Law 30 Report. https://www.nyc.gov/assets/immigrants/downloads/pdf/FY2023-local-law-30-reports.pdf

to develop and release the survey. MOIA and MOCS subsequently disseminated the results of this survey to City agencies.

In responding to LL6, MOIA sought to evaluate the capacity of local CBOs to deliver similar translation and interpretation services while also opening the possibility for other ways in which CBOs could support multilingual and multicultural communications. MOIA developed the CBO survey with input from DYCD, SBS, MONS and CBOs. While acknowledging the unique challenges faced by CBOs, the survey drew upon knowledge of services procured by City agencies, City procurement processes, and language service industry standards, including those from the US-based ASTM and the International Organization for Standardization (ISO), and industry best practices.

The City has ongoing contractual relationships with a broad range of CBOs working through a variety of fiscal arrangements. The report also aims to contribute to the ongoing work of the City, in collaboration with the Comptroller's Office, to streamline procurement and improve funded partnerships with nonprofits.

Over three weeks, the survey reached a broad spectrum of organizations. MOIA circulated the survey to over 2,000 contacts of immigrant-serving groups in NYC, ensuring widespread participation and representation across the city. Additionally, many umbrella organizations circulated the survey to their members.

To ensure transparency and increased participation in the survey, MOIA organized a virtual Q&A session. This session provided organizations with additional context, including the survey's purpose and intention and how the data collected would be utilized. Additionally, organizations had an opportunity to seek clarification, ask questions, and raise general language access concerns.

Profile of Organizations

For the purpose of the survey, an expansive definition of CBOs was adopted to capture a diverse spectrum of entities contributing to NYC communities. The survey primarily centered its focus on nonprofits, encompassing smaller organizations, irrespective of their 501(c)(3) status. The survey respondents encompassed a broad array of community-driven organizations, including mutual aid, collectives, volunteer groups, M/WBEs, and other entities. Out of the 70 responses received in the survey, MOIA identified two organizations that did not align with the criteria of CBOs as per the provided definition. These have been excluded from the survey in the interest of maintaining the integrity and reliability of the analysis.

Figure 1 shows the breakdown of 68 survey respondents' organization type. Most of the organizations that participated in this survey were 501(c)(3) nonprofit organizations, while a smaller portion represented mutual aid, collectives, volunteer groups, M/WBE, and others. The "Other" category included a synagogue and a Federally Qualified Health Center, reflecting the diverse mix of participants in the survey.
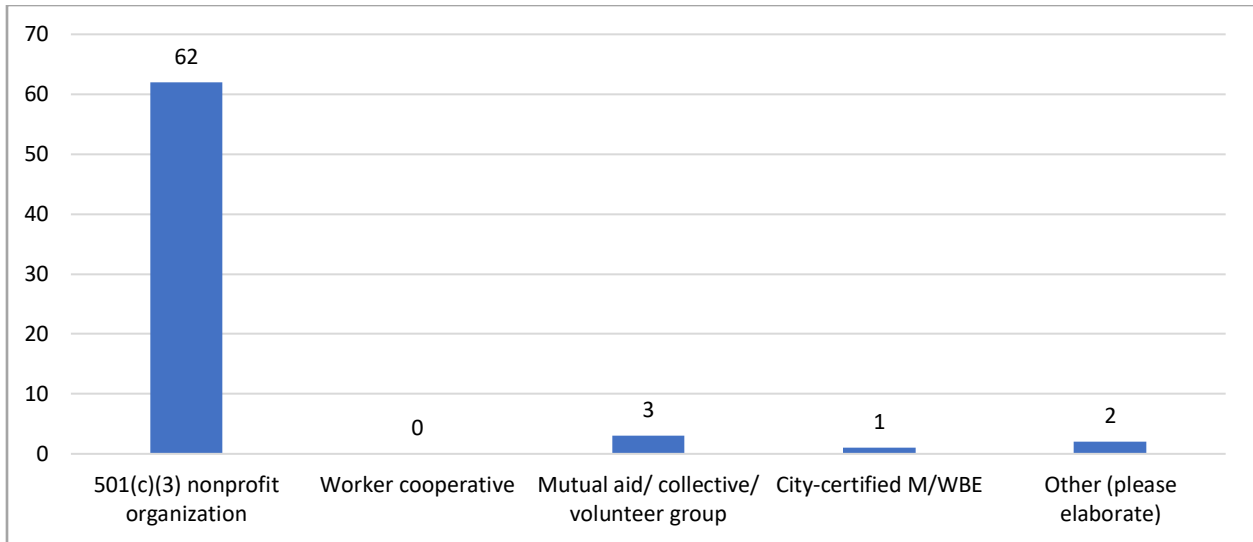
Figure 1. Type of organizations

The survey also captured the target demographic served by respondents. A substantial number of surveyed organizations specialize in offering services to the immigrant population, including refugees, asylum-seekers, and migrants. The majority of organizations that participated in the survey outreach to marginalized communities, by targeting specific racial or ethnic communities. Notably, some organizations extend their outreach to intersecting identities, including older adults, low-income, communities with disabilities, LGBTQ+, and more. Moreover, organizational outreach varies, with some targeting specific neighborhoods or boroughs, while others extending their services citywide.

In addition, the survey results outlined the vital services offered by each organization, demonstrating each organization's commitment to serving the diverse communities across NYC. These encompass a broad spectrum, including education, social services, and legal support, such as immigration assistance. The organizations also provide crucial mental health resources, community engagement, and offer language services such as interpretation and translation. Other services include healthcare access, food distribution, affordable housing initiatives, job skill training, and cultural programs. By providing such multifaceted services, these organizations play a crucial role in providing comprehensive support to their communities.

Language Services Offered

LL6 mandated the survey to focus on language services such as translation and interpretation. Translation involves the process of converting written ideas from one language to another, while interpretation involves transferring meaning between languages through spoken words. In order to capture the diverse forms of assistance organizations provide directly in the target language(s), without the necessity of translation or interpretation from/to English, the survey expanded its scope to include the in-language services category. In-language services typically involve a monolingual or bilingual staff member providing services directly in the language spoken by the client without the support of an interpreter or translator.
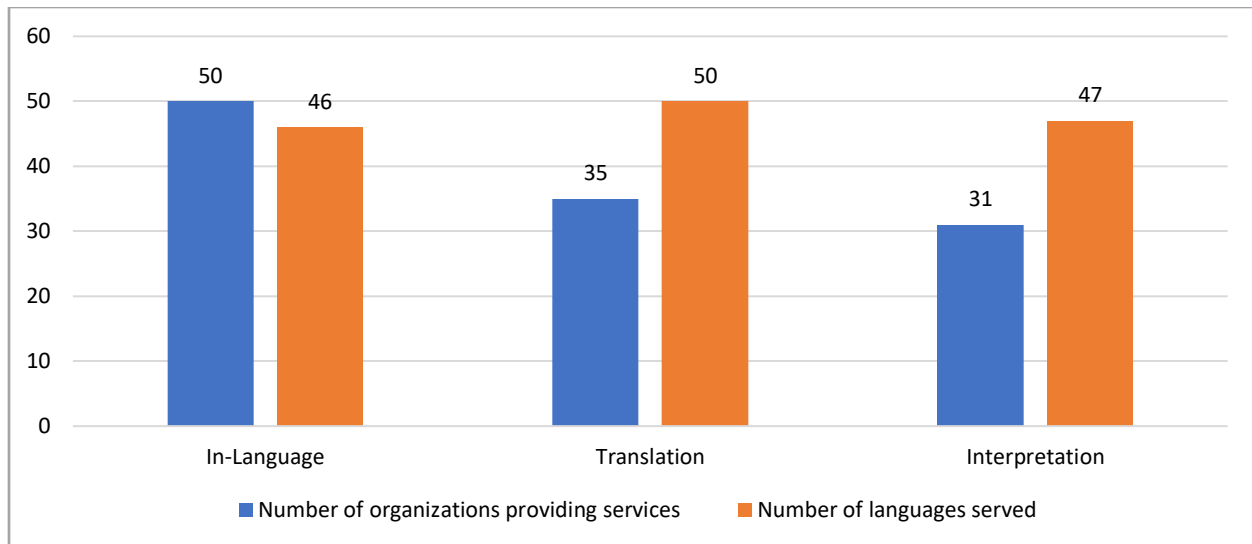
Figure 2. Services provided by organizations

Figure 2 depicts the services provided by organizations. The blue bars depict the number of organizations offering each service, while the orange bars represent the overall number of languages covered by each service. The breakdown reveals that in-language services are the most commonly provided by organizations. However, translation services offered by surveyed organizations span a broader range of languages, indicating a wider linguistic reach.

The survey also captured additional language services provided by organizations, to ensure a more nuanced understanding of the landscape of language services offered by CBOs. Those included English for Speakers of Other Languages (ESOL) classes and workshops for individuals with LEP, trainings and workshops for translators and interpreters, language access and service consultation, and language access advocacy campaigns.

Key Findings

Strengths of CBOs

The organizations that participated in the survey exhibited a commitment to serving immigrant communities and ensuring that services are culturally and linguistically appropriate. Many utilized a multipronged strategy to reach LEP populations, leveraging the skills of bilingual or multilingual volunteers or staff and utilizing external language service vendors to ensure language support. A strength highlighted from figure 2 and from conversations with agencies is the CBO's capability in providing in-language services, facilitating efficient and effective communication with diverse client populations.

Notably, several organizations had promising in-house capabilities and foundations to deliver translation and interpretation services. Drawing insights from both the survey results and language service industry standards, it's evident that a couple of organizations have laid a foundation for providing in-house translation and interpretation services. Especially, some organizations have implemented measures to ensure their linguists possess not only language proficiency but also the necessary skills to translate or interpret effectively. Such measures include language proficiency tests and requirements for professional experience in translation or interpretation. Some organizations noted that they provide linguists with in-house or external

trainings on professional practice and the code of ethics. Furthermore, some organizations mentioned they actively incorporate quality assurance measures into their processes, such as project management systems, in-house or community review, and use of glossary databases. These practices to ensure high quality translation and interpretation align with the standards outlined by ASTM and ISO.

Moreover, a couple of organizations showcased strengths in providing translation and interpretation services with a focus on languages of lesser diffusion (LLDs) and various dialects, including indigenous languages and dialects of Latin America and West Africa. This targeted expertise allows these organizations to address the unique linguistic needs of the NYC communities.

Challenges faced by CBOs
Qualitative data from the survey and insights from discussions with agencies revealed three main themes of challenges: 1) CBO capacity constraints, 2) difficulties navigating the City contracting process, and 3) the need to expand opportunities for translators and interpreters. This was further supported by the fact that approximately 69% of the organizations surveyed responded that they are registered on PASSPort, the City's digital contracting system, yet only 16% have submitted proposals to agencies to provide language services in the past five years.

1. **CBO capacity constraints**

Although some organizations started building language service capacity, many expressed the challenges of operating with limited resources. They cited serving the increasing number of multilingual clients, identifying and engaging interpreters, and recruiting staff or volunteers with language capacity, especially in LLDs, as capacity challenges. Moreover, based on the survey, only 30% of organizations responded that including language services costs is a standard component of planning for program and project budgets. Despite these challenges, organizations expressed a desire to build their language capacity and emphasized the need for resource support from the City to scale up.

2. **Difficulties with the City's contracting process**

Consistent with the findings of the Joint Task Force to Get Nonprofits Paid on Time[3], the survey results revealed that organizations face challenges in navigating the complexities of securing contracts with the City, exacerbated by a lack of internal capacity. Organizations expressed that the challenges are due to difficulties in finding out about contracting opportunities. Several organizations noted that there are challenges due to bureaucratic processes and paperwork, impacting the ability to secure funding from the City.

3. **Need to expand opportunities and resources for local translators and interpreters**

Organizations emphasized the need for the City to take proactive steps in opening up opportunities and expanding the workforce of quality translators and interpreters. Organizations highlighted the need for accessible and affordable educational or training resources, such as scholarships for translation or interpretation programs, and the establishment of a standard certification system throughout the City. Additionally, organizations expressed interest in

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[3] A Better Contract for New York: A Joint Task Force to Get Nonprofits Paid On Time.
https://comptroller.nyc.gov/reports/a-better-contract-for-new-york/

learning about language access best practices, certification opportunities, and ways for the City and CBOs to partner.

3. Recommendations

LL6 requires that this report include "recommended steps that the City can take to remove barriers faced by CBOs to provide language services on behalf of the City."

Building upon the insights outlined in the preceding section and informed by discussions with sister agencies, the following recommendations have been formulated.

1. **Continue the City's commitment to implementing the recommendations of the Joint Task Force to Get Nonprofits Paid on Time**

The City has made significant progress on procurement reform, leading to tangible changes that put dollars in the pockets of nonprofits who carry out essential work, including those that serve immigrant New Yorkers and may become more involved in delivering language services. Two key achievements are the multiyear discretionary reform[4] and expanded Returnable Grant Fund (RGF).

Several CBOs that participated in the survey receive City Council discretionary funding. In partnership with the City Council, the administration has implemented a multiyear contracting vehicle that will cut months of processing time, facilitating more timely payments for services.

Meanwhile, the expanded RGF now offers a streamlined and standardized application process for providers to access bridge loans if they are experiencing contracting delays. These efforts will collectively create a more accessible environment for doing business with the City, which particularly benefits small CBOs.

But there is more to be done. The City must continue to review policies, rules, and regulations to find opportunities to streamline the procurement process. MOCS and the administration will also continue to improve on PASSPort to ensure that the system is accessible for providers of all sizes. And finally, the City must continue to enhance the data and reporting tools which provide transparency and enable performance management.

2. **Continue expanding outreach for awareness of City contracting opportunities**

Through initiatives like MOCS in Your Neighborhood[5] and MOCS' training series, the City has made it a priority to meet vendors where they are, bring awareness of contracting opportunities to the community, and demystify the procurement process. These initiatives have led to nearly 5,000 individuals being trained through MOCS events. These initiatives should continue to prioritize more equitable access and opening the doors for more CBOs, including those who wish to provide language services, to enter City contracting.

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[4] Mayor Adams and Comptroller Lander Announce new Reforms to cut Red Tape, Make it Easier for Nonprofits to get Paid on Time. https://www.nyc.gov/office-of-the-mayor/news/525-23/mayor-adams-comptroller-lander-new-reforms-cut-red-tape-make-it-easier-for

[5] MOCS: Learning to Use PASSPort. https://www.nyc.gov/site/mocs/passport/getting-started-with-passport.page

3. **Explore creative procurement avenues to leverage quality translators and interpreters**

Smaller CBOs primarily receive City funding through City Council discretionary awards, as opposed to competitive solicitations. Some organizations mentioned in the survey that they received City funding indirectly through other CBOs but expressed a desire to establish direct collaborations with the City.

Although the City has used established methods like the micro-purchase methods to contract CBOs for language services in some instances, current procurement channels are limited and present challenges. These challenges may include bureaucratic hurdles, limited access to funding opportunities, and insufficient resources to compete effectively for City contracts.

In response to these challenges, as City agencies continue to procure language services to improve their multilingual communications and meet language access obligations, MOIA will engage further with agencies to expand opportunities to collaborate and contract with CBOs. The goal is to develop strategies that harness the unique capabilities of local, skilled translators and interpreters while ensuring equitable access to procurement opportunities for all organizations.

4. **Explore ways to expand opportunities and resources for local translators and interpreters**

In pursuit of our mission to enhance language access for all New Yorkers, MOIA is committed to bolstering the language services field in New York City and broadening opportunities for translators and interpreters. As the next step, MOIA will engage select CBOs with language service foundations in focus group discussions to delve deeper into this critical domain and gather insights to inform language access strategies effectively.

The goals of these focus group discussions are to:

- Identify collaboration opportunities: The discussion will seek to identify and explore ways in which the City and CBOs can collaborate to leverage the strengths of CBOs, particularly in providing language services for LLDs and the role of CBOs as trusted organizations embedded in immigrant communities. The exploration will include ancillary language services, such as quality assurance feedback and cultural appropriateness of communications materials. For those CBOs that are delivering language services, the groups will explore how the City might support the CBOs' organizational or technical systems to better deliver services at scale.
- Prioritize opportunities for local translators and interpreters: The focus group discussions will delve deeper into some of the suggestions from the survey and prioritize ways the City can broaden opportunities for local, skilled translators and interpreters to contribute effectively to providing language services. CBOs may be able to offer more training support or connections with commercial vendors.

Through this collaborative and participatory approach, MOIA seeks to bolster our language access strategies, ensuring they are informed by practical needs and challenges encountered by CBOs providing language services.

Limitations

While this survey aimed to broadly capture the landscape of language services capacity of local CBOs, there are some limitations to consider:

- Sample size and representativeness: Given the timeline and outreach methods, the survey received 70 completed responses. The sample represents only a small subsection of immigrant-serving CBOs. Additionally, the results may be skewed towards CBOs with greater administrative capabilities.
- Self-reported data: The survey relied completely on self-reported data from participating organizations. While definitions were provided in the survey for key terminologies like in-language services, translation, and interpretation, participating organizations may have interpreted or applied the definition differently in their responses.

Glossary

Acronyms and Terms	Definition
ASTM	Formerly known as American Society for Testing and Materials, ASTM is an organization that develops voluntary, consensus technical international standards
Community-based organization (CBO)	Nonprofit, mutual aid, collective, or volunteer group that provides services and support for a local community
Department of Small Business Services (SBS)	The Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building thriving neighborhoods across the five boroughs[6]
Department of Youth and Community Development (DYCD)	The Department of Youth and Community Development (DYCD) invests in a network of community-based organizations and programs to alleviate the effects of poverty and to provide opportunities for New Yorkers and communities to flourish[7]
In-language services	Forms of assistance provided directly in a client's language without interpretation or translation, typically through the use of monolingual or bilingual staff members
Interpretation	The process of transferring meaning between languages in spoken words
ISO	International Organization for Standardization is an organization that develop voluntary, consensus-based, market relevant international standards
Language of lesser diffusion (LLD)	Language that has relatively few speakers in one specific location or geographical area in relation to the population as a whole[8]
Language service	Service provided to aid communication across language barriers, including translation and interpretation

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[6] SBS: About SBS. https://www.nyc.gov/site/sbs/about/about.page
[7] DYCD: Our Mission. https://www.nyc.gov/site/dycd/about/about-dycd/our-mission.page
[8] TraiLLD: Training in Languages of Lesser Diffusion.
https://www.arts.kuleuven.be/tolkwetenschap/projecten/trailld/training-in-languages-of-lesser-fiffusion

Limited English Proficiency (LEP)	Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English[9]
Mayor's Office of Contract Services (MOCS)	The Mayor's Office of Contract Services (MOCS) is a New York City oversight and service agency that is dedicated to optimizing existing operations and transforming processes to make it easier to do business with the City[10]
Mayor's Office of Immigrant Affairs (MOIA)	The Mayor's Office of Immigrant Affairs (MOIA) promotes the well-being of immigrant communities by serving as a bridge between the city's government and its immigrant communities and enhancing, assisting, and advising city offices and agencies in their efforts to serve immigrant populations[11]
Mayor's Office of Nonprofit Services (MONS)	The Mayor's Office for Nonprofit Services (MONS) is dedicated to supporting thriving communities and ensuring the delivery of essential services to New Yorkers by amplifying the work of nonprofit organizations. The Office will serve as a liaison between City agencies, the Mayor's Office of Contracting Services (MOCS), and nonprofit service providers to ensure the City's accountability to its nonprofit partners[12]
Minority and Women-owned Business Enterprise (M/WBE)	The Minority and Women-Owned Business Enterprises (M/WBE) Program expands opportunities for minority and women entrepreneurs to access government contracts and grow their businesses[13]
PASSPort	PASSPort, the City of New York's end-to-end digital procurement platform, manages every stage of the procurement process from vendor sourcing[14]
Returnable Grant Fund (RGF)	The Returnable Grant Fund offers interest-free, service fee-free loans to human service providers contracting with the City[15]
Translation	The process of transferring ideas expressed in writing from one language to another language

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[9] Commonly Asked Questions and Answers Regarding Limited English Proficient (LEP) Individuals. https://www.lep.gov/sites/lep/files/media/document/2020-03/042511_QA_LEP_General_0.pdf
[10] MOCS Moving Forward. https://www.nyc.gov/site/mocs/about/about-mocs.page
[11] MOIA Report on New York City's Immigrant Population and Initiatives of the Office. https://www.nyc.gov/assets/immigrants/downloads/pdf/MOIA_WeLoveImmigrantNYC_AR_2023_final.pdf
[12] Office for Non-profit Services. https://a856-gbol.nyc.gov/GBOLWebsite/GreenBook/Details?orgId=9262
[13] MyCity: Minority and Women-owned Business Enterprise (M/WBE) Certification Program. https://nyc-business.nyc.gov/nycbusiness/description/minority-and-womenowned-business-enterprise-certification-program-mwbe
[14] MOCS: About PASSPort / Go to PASSPort. https://www.nyc.gov/site/mocs/passport/about-passport.page
[15] MOCS: Returnable Grant Fund. https://www.nyc.gov/site/mocs/opportunities/returnable-grant-fund.page

Appendix

This appendix consists of the language service capacity survey that was sent to CBOs. The survey was developed in response to Local Law 6 of 2023.

New York City CBO Language Service Capacity Survey

NYC Mayor's Office of Immigrant Affairs (MOIA) invites you to participate in our survey focused on understanding the capacity of community-based organizations (CBOs) to provide language services.

Why should I take this survey?

CBOs play a big role in bridging the gap between the City government and community members who do not primarily speak English. To understand the landscape of language services provided by CBOs, MOIA is conducting this initial survey. Your input will enable us to enhance language access systems, address challenges, and improve the business environment of CBOs seeking to provide language services. By participating, you directly contribute to shaping strategies that strengthen the collaboration between the City and CBOs.

How long is the survey?

The survey consists of a total of 48 questions. Based on your responses, some questions may not appear as we tailor the survey to be relevant to your input. Your time and thoughtful responses are greatly appreciated as we aim to make this experience as streamlined and relevant as possible.

You can preview the survey questions through the **PDF document linked here.**

When is the survey due?

The deadline for this survey is **Wednesday, January 17.**

What happens after I take this survey?

Following the directive from Local Law 6 of 2023, once the data is collected through this survey, MOIA will submit a summary of the findings and recommended steps that the City can take to remove barriers CBOs face, to the City Council by the end of January. Additionally, MOIA will share the survey report with City agencies.

We acknowledge that this survey may not fully capture the diverse and vital work that CBOs do for the NYC communities. Recognizing that this survey is just one lens through which we gain insights, MOIA will later conduct a focus group based on the survey data and reach out to those who indicated interest in participating.

What if I have questions about the survey?

MOIA will host a **virtual Q&A hour** about the survey on **Wednesday, January 10, 3 – 4pm.** At the Q&A hour, MOIA will provide additional information about the survey and help answer any questions you might have. You can register to attend through the **Teams link here.**

If you have any questions or concerns about this survey, please email Young Kwon (Language Access Senior Manager) at ykwon@moia.nyc.gov.

Your input is valuable, and we appreciate you taking the time to fill out this survey. Thank you for your continuous dedication to the NYC communities.

1. General information

1. Point of contact name
2. Point of contact position
3. Point of contact email
4. Organization name
5. Type of organization
   a. 501(c)(3) nonprofit organization
   b. Worker cooperative (a business where the workers are represented on the Board of Directors and the workers control the majority of the voting stock)
   c. Mutual aid/ collective/ volunteer group
   d. City-certified Minority and Women-owned Business Enterprises (M/WBEs)
   e. Other *[please elaborate]*

2. Organizational operations

6. Describe the **main target community group(s)** served by your organization (socio-economic and demographic characteristics such as race/ethnicity, language, geographic location, age, gender, etc.)
7. Describe the **primary services** that your organization provides to the target community group(s)
8. Does your organization regularly include language service costs as part of program or project budgets?
   a. Yes. This is a standard component of planning.
   b. Sometimes.
   c. No
   d. Other *[please elaborate]*
9. Does your organization provide **in-language services** (various forms of assistance provided in target language(s), rather than translating/interpreting from/to English)?
   a. Yes – *show next question*
   b. No – *skip to next section (3. Language service capacity – Translation)*
   c. Other *[please elaborate]*
10. List the languages in which your organization provides **in-language services**. Please list only languages/ dialects for which your organization has at least one active staff currently and regularly available.
11. Specify number of full-time staff that actively provide **in-language services**.
12. If your organization provides professional development opportunities related to language services/access and care/support (e.g., vicarious trauma/ mental health care) for **in-language staff**, please describe below (e.g., in-house or external trainings, topics of trainings, number of hours, etc.).

3. Language service capacity – Translation

*This section asks questions about your organization's capacity for translation services. For the purpose of the survey, translation services are distinct from in-language services. "**Translation**" is defined as the process of transferring ideas expressed in <u>writing</u> from one language to another language, while in-language services encompass various forms of assistance in a target language. Please keep this distinction in mind as you respond to the following questions.*

13. Is your organization interested in providing translation services to City government?
    a. Yes
    b. No
14. Does your organization provide in-house translation services?
    a. Yes – *show next question*
    b. No – *skip to next section (4. Language service capacity – Interpretation)*
    c. In progress to provide translation services – *skip to Q24*
15. Select in-house translation services offered *(multi-select)*
    a. One-way translation (translating from English to the target language)
    b. Two-way translation (translating both directions – from English to target language(s) and from target language(s) to English)
    c. Translation review and edit
    d. Community translation review (incorporating community feedback in the translation process)
    e. Glossary or terminology development
    f. Other *[please elaborate]*
16. List the languages/dialects in which your organization provides in-house translation. Please list only languages/dialects for which your organization has at least one active translator currently and regularly available.
17. Select translation specialization areas that your organization provides *(multi-select)*
    a. Legal
    b. Medical
    c. Mental health
    d. Educational
    e. Social services
    f. Other *[please elaborate]*
    g. No specialization
18. Specify number of years your organization has been providing translation services
19. Specify number of project managers for translation services
20. Specify qualifications of in-house translators (including hiring criteria, translation certification, etc.)
21. Specify how the organization ensures quality of translation (including review process, collecting/implementing feedback from community members/clients, etc.)
22. List technical systems currently in use for translation services (e.g., Translation/Interpretation Management System, Computer-Assisted Translation tools, CRM tools, machine translation tool, etc.)
23. If your organization provides professional development opportunities and care/support (e.g., vicarious trauma/mental health care) for translators, please describe below (e.g., in-house or external trainings, topics of trainings, number of hours, etc.)

24. Please use this space if you'd like to provide additional information about your organization's translation services. If your organization is working to provide translation services in the future, please provide information about your organization's progress.

4. Language service capacity – Interpretation

*This section asks questions about your organization's capacity for interpretation services. For the purpose of the survey, interpretation service is distinct from in-language services. "**Interpretation**" is defined as the process of transferring meaning between languages in <u>spoken words</u>, while in-language services encompass various forms of assistance in a target language. Please keep this distinction in mind as you respond to the following questions.*

25. Is your organization interested in providing interpretation services to City government?
    a. Yes
    b. No
26. Does your organization provide in-house interpretation services?
    a. Yes – *show next question*
    b. No – *skip to next section (5. Language service capacity – other)*
    c. In progress to provide interpretation services – *skip to Q37*
27. Select in-house interpretation services offered *(multi-select)*
    a. One-way interpretation (interpreting from English to the target language)
    b. Two-way interpretation (interpreting both directions – from English to target language(s) and from target language(s) to English)
    c. Consecutive (interpreting when the speaker pauses to allow interpreting)
    d. Simultaneous (interpreting while the speaker continues to speak)
    e. Telephonic
    f. Virtual/hybrid
    g. In-person
    h. Interpretation equipment rental
    i. Technician support/ event management for interpretation services
    j. Other *[please elaborate]*
28. List the languages/dialects in which your organization provides in-house interpretation services. Please list only languages/dialects for which your organization has at least one active interpreter currently and regularly available.
29. Select interpretation specialization areas that your organization provides *(multi-select)*
    a. Legal
    b. Medical
    c. Mental health
    d. Educational
    e. Social services
    f. Other *[please elaborate]*
    g. No specialization
30. Specify number of years your organization has been providing interpretation services
31. Specify number of project managers for interpretation services
32. Specify qualifications of in-house interpreters (including hiring criteria, interpreter certification, etc.)
33. Specify how the organization ensures quality of interpretation (including review process, collecting/implementing feedback from community members/clients, etc.)

34. List technical systems currently in use for interpretation services (e.g., Translation/Interpretation Management System, Computer-Assisted Translation tools, CRM tools, interpretation equipment, etc.)

35. If your organization provides professional development opportunities and care/support (e.g., vicarious trauma/ mental health care) for interpreters, please describe below (e.g., in-house or external trainings, topics of trainings, number of hours, interpretation certification, etc.)

36. Describe experience supporting virtual/hybrid interpretation. What platforms/technology does your organization have experience working with (Zoom, Teams, Whatsapp, etc.)?

37. Please use this space to provide additional information about your organization's interpretation services. If your organization is working to provide interpretation services in the future, please provide information about your organization's progress.

5. Language service capacity - Other

38. Please describe any additional in-house language services your organization offers (language access trainings or workshops, language access/services consulting, etc.). Please provide as much detail as possible.

6. Working with City agencies

39. Is your organization registered on PASSPort?
    a. Yes – *show next question*
    b. No – *skip to Q45*
    c. Other *[please elaborate] – skip to Q45*

40. Has your organization provided language services to any NYC agencies in the past five years?
    a. Yes – *show next question*
    b. No, but our organization submitted proposals to NYC agencies provide language services – *skip to Q44*
    c. No, our organization has not submitted proposals nor provided language services to NYC agencies – *skip to Q45*

41. (*Yes from Q40*) Please list NYC agencies your organization provided language services to in the past five years.

42. (*Yes from Q40*) Please comment below on the positive experiences or successful collaborations in providing language services to NYC agencies. What aspect made the work particularly positive?

43. (*Yes from Q40*) Please comment below on the challenges faced in providing language services to NYC agencies. What resources/ trainings/ assistance from the City government might be helpful to reduce the challenges?

44. Please list NYC agencies your organization submitted language services proposals to in the past five years.

45. Please use this space to comment on challenges faced in seeking to provide language services to NYC agencies. What resources/ trainings/ assistance from the City government might be helpful to reduce the challenges?

7. Additional information

46. Please share any additional comments for MOIA regarding language access and language services here.
47. Is your organization interested in being contacted by the City government regarding language access/services in the future? (*By selecting "yes" to this question, you are consenting to MOIA sharing your contact information with other City agencies.*)
    a. Yes
    b. No
48. Is your organization interested in participating in a focus group regarding language access and services? *(Kindly note that we might not be able to contact everyone who expresses interest in the focus group.)*
    a. Yes
    b. No