

Reporting questions for Local Law 73

(Refer to §21-195 and §21-196 d. of the Administrative Code)

1 - Record the number of LEP individuals served during Calendar Year 2023, 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>)	2023 Language Services instances (<i>number</i>)
All (See chart below for requests divided by language)	N/A	In-Person and VRI Interpretation	16,623
All (See chart below for requests divided by language)	N/A	Telephonic Interpretation	115,913
All (See chart below for requests divided by language)	N/A	Written Translation	951

2 - Record the number of bilingual and interpreter personnel employed by the agency, broken down by language translated or interpreted. *[Add rows as needed]*

ACS does not hire interpreters on staff, and instead uses contracted services to provide interpretation; however, the below chart reflects the number of ACS employees who were certified bilingual in CY23) and able to provide direct language access services in the languages in which they were certified

<u>Language</u>	<u>Number of staff certified in CY 2023</u>
Spanish	116
Arabic	1
Bengali	6
Urdu	2
Haitian Creole	15

French	4
Cantonese	4
Russian	10
Mandarin Chinese	2
Hebrew	1
Portuguese	3
Vietnamese	1
Akan	1
Indonesian	1
Hindi	1
Malayalam	1
Tamil	2
Yoruba	2
Total:	174

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

Primary language is identified and recorded in Connections records; however, if an incorrect language is initially identified for the client, the contract interpretation service notifies ACS staff and assists in correcting it in ACS records.

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

ACS ensures that translation services meet the highest quality by working with the Department of Citywide Administrative Services (DCAS) to contract with qualified vendors. In order to ensure translations and interpretations are consistent and accurate, ACS developed Translation Style Guide and Glossary for the agency, which includes 150 commonly used ACS terms. ACS periodically uses a third party reviewer to test the quality of a translation, and documents any feedback or complaints about the quality of a translation and submits the document for corrections as needed.

Charts with data for Q.1

In-Person Grand Total	8299
Language	# of requests
Albanian	0
American Sign Language	540
Amharic	0
Arabic	84
Armenian	0
Bambara	1
Bangla / Bengali	63
Bini	0
Bosnian	0
Bulgarian	0
Burmese	0
Cantonese / Chinese	43
CDI / Deaf Interpreter	12
Creole Patois / Pidgeon	0
Czech	0
Dagaari Dioula	0
Dari	0
Deaf Blind: Tactile	0
Dutch	0
Edo	0
Egyptian Arabic	0
Ewe	0
Farsi	0
Fijian	0
French	86
Fujianese	0
Fukienese	0
Fulani	2
Fuzhou / Min Dong Chinese	1
Garifuna	0
Georgian	0
German	0
Greek	0

Creole / Haitian	71
Hebrew	0
Hindi	9
Hausa	0
Hungarian	0
Igbo	0
Ilocano	0
Bahasa Indonesian / Indonesian	0
Iranian Persian	0
Italian	2
Japanese	4
Judeo-Yemeni Arabic	1
Kashmiri	0
Khmer	0
K'iche'	3
Kichwa(Quechuan)	0
Korean	3
Krio	0
Macedonian	0
Malayalam	0
Malinke	0
Chinese Mandarin / Mandarin Chinese/ Yue Chinese	322
Malinke / Mandingo	1
Mayan Languages	0
Min Dong Chinese	0
Mixtepec Mixtec	0
Modern Greek (1453-)	0
Moroccan Arabic	0
Mossi	0
Nepali	7
Pashto / Pushto	0
Persian	0
Polish	3
Portuguese	1

Pular / Poulah / Fulah	5
Punjabi / Panjabi	10
Quechua	1
Romanian	3
Russian	33
Serb-Croatian	0
Serbian	0
Sinhalese	0
Soninke	3
Southern Sotho	0
Spanish	6803
Sudanese Arabic	1
Swahili	0
Swedish	0
Sylheti	0
Tagalog	0
Taishanese	0
Taiwanese	0
Tajik	7
Tamil	0
Telegu	0
Thai	0
Tibetan	1
Tigrinya	0
Taishanese	0
Turkish	104
Twi	3
Ukrainian	0
Urdu	16
Uzbek	15
Vietnamese	0
Wenzhou	0
Ouolof / Wolof	34
Wu Chinese	0
Yiddish	1
Yoruba	0
Zarma	0

VRI Grand Total	8324
Language	# of requests
Albanian	3
American Sign Language	931
Amharic	0
Arabic	162
Armenian	0
Ashanti / Akan	2
Bambara	12
Bangla / Bengali	227
Bini	0
Bosnian	0
Bulgarian	0
Burmese	5
Cambodian	1
Cantonese / Chinese	108
CDI / Deaf Interpreter	90
Creole Patois / Pidgeon	0
Czech	0
Dagaari Dioula	1
Dari	5
Deaf Blind: Tactile	0
Dutch	0
Edo	0
Egyptian Arabic	0
Ewe	1
Farsi	3
Fijian	0
French	48
Fujianese	0
Fukienese	0
Fulani	0
Fuzhou / Min Dong Chinese	27
Garifuna	1

Georgian	23
German	0
Greek	0
Creole / Haitian	202
Hassaniyya	2
Hebrew	0
Hindi	0
Hausa	4
Hungarian	0
Igbo	1
Ilocano	1
Bahasa Indonesian / Indonesian	0
Iranian Persian	0
Italian	29
Japanese	11
Judeo-Yemeni Arabic	13
Kashmiri	0
Khmer	0
Kichwa(Quechuan)	11
Korean	40
Krio	0
Macedonian	0
Malayalam	0
Malinke	0
Chinese Mandarin / Mandarin Chinese	450
Malinke / Mandingo	1
Mayan Languages	0
Min Dong Chinese	0
Mixtepec Mixtec	15
Modern Greek (1453-)	0
Moroccan Arabic	0
Mossi	0
Nepali	11
Pashto / Pushto	2
Persian	0

Polish	9
Portuguese	80
Pular / Poulah / Fulah	34
Punjabi / Panjabi	57
Quechua	2
Romanian	2
Russian	258
Serb-Croatian	0
Serbian	0
Sinhalese	0
Soninke	6
Southern Sotho	0
Sousou / Susu	0
Spanish	5231
Sudanese Arabic	4
Swahili	0
Swedish	0
Sylheti	5
Tagalog	0
Taishanese	0
Taiwanese	0
Tajik	6
Tamil	0
Telegu	0
Thai	1
Tibetan	0
Tigrinya	0
Taishanese	0
Turkish	46
Twi	27
Ukrainian	4
Urdu	51
Uzbek	29
Vietnamese	17
Wenzhou	0
Ouolof / Wolof	5
Wu Chinese	0
Yiddish	1
Yoruba	0
Zarma	6

Telephonic Requests		115913
Grand Totals:		
Language	Total Number of Calls	
SPANISH	96824	
MANDARIN	5439	
BENGALI	2711	
RUSSIAN	2429	
HAITIAN CREOLE	1662	
CANTONESE	1039	
ARABIC	949	
FRENCH	683	
UZBEK	703	
URDU	497	
PUNJABI	299	
ALBANIAN	195	
WOLOF	133	
KOREAN	164	
POLISH	205	
FUZHOU	88	
SYLHETI	129	
PORTUGUESE	194	
TURKISH	136	
NEPALI	129	
UKRAINIAN	102	
GEORGIAN	53	
HUNGARIAN	43	
HINDI	84	
TIBETAN	47	
ROMANIAN	53	

FULANI	51
ITALIAN	63
VIETNAMESE	40
DARI	84
JAPANESE	40
AKAN	54
GREEK	30
TOISHANESE	24
BURMESE	29
YEMENI ARABIC	37
PASHTO	29
GUJARATI	36
TAMIL	39
SERBIAN	27
FARSI	29
SINHALA	10
PORTUGUESE BRAZILIAN	37
TELUGU	10
YIDDISH	19
INDONESIAN	12
TAGALOG	13
HAUSA	2
KICHE	5
MANDINKA	9
FUKIENESE	17
BOSNIAN	11
BAMBARA	10
SONINKE	14
MIXTECO	19
HEBREW	8

ARMENIAN	7
AMHARIC	6
THAI	7
GERMAN	7
MOROCCAN ARABIC	4
BULGARIAN	3
IGBO	2
GHEG	1
SWAHILI	13
SUDANESE ARABIC	6
FRENCH CANADIAN	1
TAJIK	6
AZERBAIJANI	3
DUTCH	3
SOMALI	6
MONGOLIAN	4
QUECHUA	1
TIGRIGNA	5
KHMER	2
LINGALA	3
YORUBA	4
HMONG	7
LATVIAN	2
RUNDI	1
CHIN HAKHA	3
HAKKA-CHINA	1
SORANI	2
MALAY	3
FINNISH	1
KAREN	1

Translation requests Total		951
Language:	# of requests	
Albanian	1	
Arabic	35	
Bengali	40	
Caribbean Spanish	1	
Chinese Fujianese	2	
Chinese Simplified	54	
Chinese Traditional	11	
Dari	2	
French	44	
Fulani	3	
Georgian	4	
Haitian Creole	45	
Hindi	2	
Tibetan	1	
Nepali	1	
K'iche	1	
Mam	1	
Mixteco	3	
Quechua	1	
Maithili	1	
Burmese	2	
Italian	4	
Polish	37	
Portuguese	2	
Q'eqchi	1	
Quiche	1	
Russian	50	
Spanish	519	
Korean	30	
Tajik	1	
Turkish	2	
Ukranian	2	
Urdu	33	
Uzbek	4	
Vietnamese	1	
Yiddish	5	
Hebrew	2	
Mandarin	2	

Additional data: Primary Language of Persons* Involved in SCR Reports CY23

Total	194884
Language	# of Persons
Albanian	24
Amer Sign	96
Arabic	535
Bengali	701
Bosnian	1
Braille	5
Cambodian	4
Cantonese	224
Chinese	225
Creole	322
Czech	5
English	167714
Ethiopian	16
Farsi	17
Filipino	12
French	165
Fujianese	20
Fulani	30
German	1
Greek	10
Gujarati	3
Hebrew	13
Hindu	29
Italian	4
Japanese	16
Khmer	2
Korean	45
Laotian	1
Mandarin	1058
Multiple	1284
Nat Am Lan	2
NigerianIbo	8
Patois	3
Polish	43
Portuguese	15
Punjabi	71
Romanian	41
Russian	448
SerboCroat	17
Spanish	18740
Tagalog	5
Unknown	2689
Urdu	172
Vietnamese	17
Yiddish	31

Data Source: CNNX as of 1/30/23