

Annual Report on Implementation of Language Access

**Mayor's Office of Media and
Entertainment**

4/20/2020



This annual report provides an update on the Mayor's Office of Media and Entertainment's implementation of its Language Access Implementation Plan, as required by Local Law 30 (2017). The report covers activity during Calendar Year 2019.

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

Section 1: Agency Information

Agency name	Mayor's Office of Media and Entertainment ("MOME")
Name of the agency's Language Access Coordinator (LAC) and all office titles held by this individual.	Lori Barrett-Peterson, General Counsel
Link to the agency's Language Access Implementation Plan (LAIP) posted on the agency's website.	https://www1.nyc.gov/site/mome/about/language-access.page
Year the LAIP was last updated	2019

Section 2: Agency language access policy

Describe your agency's language access policy and how it is communicated to staff.

MOME adopted its first Language Access Policy on March 6, 2020. The Policy codifies many of MOME's existing practices that ensure that New Yorkers who have limited English proficiency (LEP) are able to access information, programs, and services offered by MOME.

MOME's Commissioner, Chief of Staff, Associate Commissioner of Strategic Communications, and Assistant Commissioner for Production and Administration have reviewed the Language Access Policy.

In 2019, the Language Access Coordinator provided two staff trainings and a refresher on the primary requirements of the Policy (e.g., using telephonic interpretation and translating commonly distributed documents into 10 languages). When we return from teleworking, we will continue to train staff on their duties under the Policy.

Section 3: Language Access Accomplishments

Identify your agency's language access accomplishments during calendar year 2019 (CY19).

In 2019, MOME adopted its Language Implementation Plan and it has either met or made progress toward meeting all of its goals, as follows: (1) established a dedicated email address for the Language Access Coordinator, (2) trained staff how to use Language Line telephonic interpretation, which our staff has successfully used, (3) public-facing reception staff have "I Speak" cards posted at their desks in the 10 designated languages, (4) MOME has begun teaching staff who create communications documents about language requirements and will continue doing so, (5) MOME had its most commonly distributed "Evergreen" documents translated into the 10 designated languages and we are in the process of making those documents available to staff with instructions for use, (6) MOME made its COVID-19 industry and worker surveys available in the 10 designated languages, (7) MOME procured a contract with Language Line for translation and interpretation services, (8) MOME included a link on its film permit webpage directing film permit applicants to call the office for telephonic interpretation (<https://www1.nyc.gov/assets/mome/pdf/mome-permit-instructions-2020-02-19.pdf>), (9) MOME finalized its first Language Access Plan, and (10) MOME established an internal contact list of staff who can help with translations.

Section 4: Language Access Goals

Identify the agency's language access goals from its most recent Language Access Annual Report. Describe the progress you have made in reaching those goals.

N/A. This is the Mayor's Office of Media and Entertainment's first Language Access Annual Report.

Section 5: Provision of language services

(Refer to Administrative Code §23-1102 a.; §23-1102 b. (2, 5, 6, 7, 11); §23-1102 c.)

1.- Subcategory: Translation

(§23-1102 a.(1))

Identify the progress that the agency has made in translating its most commonly distributed documents into the 10 designated languages.

MOME translated its two COVID-19 industry surveys into the 10 designated languages. MOME had all of its commonly distributed “Evergreen” documents translated into the 10 designated languages: (1) NYC Media’s notice that filming is occurring on premises, (2) the Film Office’s parking signs and the sample letter to residents. We are in the process of finalizing those documents for use.

2 - Subcategory: Telephonic Interpretation

(§23-1102 a.(2) and §23-1102 c.)

Identify the progress the agency has made providing telephonic interpretation during CY19.

All staff who answer phone calls from the public have been trained in using Language Line telephonic interpretation. They have information about telephonic interpretation at their desks. Most of MOME’s clients are film and television production companies based in the United States, and so we rarely communicate with LEP individuals. But within the past six months, staff used Language Line five times to communicate with LEP individuals in Spanish, Greek, and Vietnamese.

3 - Subcategory: In-Person Interpretation

(§23-1102 a.(2))

Identify the progress the agency has made providing in-person interpretation during CY19.

MOME’s public events in 2019 (films and Broadway musical performances) were unsuitable for in-person interpretation into foreign languages because of their artistic nature. We provided American Sign Language interpretation for our Broadway musical performances, Broadway in the Boros.

4 - Subcategory: Posting of multilingual signage about the availability of free interpretation services

(§23-1102 a.(3))

Identify the progress the agency has made posting multilingual signage about free language services.

“I Speak” signs are posted at reception desks in both of MOME’s offices.

5 - Subcategory: Emergency Preparedness and Language Access
(§23-1102 b.(5))

Identify the agency's progress to ensure that language access services are provided during an emergency response.

MOME made both of its COVID-19 surveys to industries and workers available in the 10 designated languages.

6 - Subcategory: Multilingual Agency Communications
(§23-1102 b.(6))

Identify your agency's progress toward making other types of agency communications accessible to individuals and/or communities with Limited English Proficiency (LEP). Other types may include emergency notifications, public hearings and events, press releases, website content, social media, and other communications to the public.

MOME's television and radio network provides foreign language programming. NYC Media also broadcasts "We Speak NYC," a series produced by the NYC Mayor's Office of Immigrant Affairs to help English language learners improve their language skills while learning about City services and their rights.

7 – Subcategory: Plain Language
(§23-1102 b.(7))

Identify the agency's progress in ensuring that communications with the public are in plain language.

MOME's Associate Commissioner of Strategic Communications continuously reviews MOME's communications to the public to ensure that they are in plain language.

8 – Subcategory: Licenses, Permits, and Registrations
(§23-1102 b.(12))

*Note: The deadline for this section of Local Law 30 is June 30, 2020. Provide updates as applicable.

If your agency issues licenses, permits, and registrations, identify its progress toward providing language access when issuing licenses, permits, and registrations.

MOME has completed its work ensuring that our webpage that is a portal to permit applications for filming and red carpet events contains a notification that assistance completing the permit application is available in foreign languages. Most of our permittees are film and TV production companies with staff that must speak English due to the nature of the work, so in consultation with MOIA, we determined that the permit applications themselves need not be translated.

Section 6: Training

(Refer to §23-1102 b.(8))

Identify the agency's progress in developing training on laws, agency policies, and protocols on language access, and in delivering training to staff.

We held two trainings in 2019 for staff that interfaces with the public.

Section 7: Record keeping and evaluation

(Refer to §23-1102 b.(3) and §23-1102 b.(4))

Identify the progress your agency has made in record keeping of language services and monitoring the delivery and quality of language services. Include any considerations that may influence the agency's "four-factor analysis."

MOME records its requests for foreign language translations. We had approximately five in 2019.

Section 8: Resource analysis and planning

(Refer to §23-1102 b.(11))

Identify the progress your agency has made in managing its language access resources (including staff and contracted services) to facilitate and/or improve language access. Include any considerations that may influence the agency's "four-factor analysis."

MOME procured Language Line's services at the end of 2019 and we have used the vendor for translations and telephonic interpretations since then. MOIA has reviewed our translated documents.

Section 9: Outreach and public awareness of language access services

(Refer to §23-1102 b.(9))

Identify the progress your agency has made in implementing strategies and outreach activities that will create public awareness of your agency's language assistance services.

NOTE: This item refers to strategies and outreach activities specifically about the availability of language assistance services provided by your agency, *not* multilingual outreach about your agency and its services or programs.

MOME has (1) posted the Language Access Coordinator's contact information on its website and includes it on events targeting the general public that are suitable for interpretation, (2) posted "I Speak" cards at reception desks, and (3) posted information about requesting interpretation services on its on-line film and red-carpet premiere event permit webpage portals.

Section 10: Language Access complaints

(Refer to §23-301 and §23-1102 b.(10))

1 - Describe how members of the public can submit language access complaints, questions and requests to the agency (in addition to making a complaint via 311).

The Language Access Coordinator's contact information is on our website. We include the contact information on invitations to public events that are suitable for interpretation, such as our recent invitations to attend COVID-19 Town Calls for nightlife businesses and workers.

2 - How many *language access complaints* did the agency receive via 311 during CY19? Describe how each of these complaints were resolved.

No complaints.

3 – How many *language access complaints* did the agency receive via channels other than 311 during CY19? Describe how each of these complaints were resolved.

No complaints.

4 - How many *requests for language access services did the agency receive through 311 during CY19? How were they handled?**

None.

5 - How many *requests for language access services did the agency receive through channels other than 311 during CY19? How were they handled?**

Approximately five direct requests. We used staff to interpret or Language Line to provide telephonic interpretation services.

6 - Describe the agency's efforts to ensure public awareness of the 311 Language Access complaint system.

We have not received complaints about MOME's language access protocols.

***NOTE: “Requests for additional language services”** refers to new ways in which the agency can make its services or information available to those who do not read or speak English well – e.g., translating a specific brochure into additional languages, or providing bilingual staff at a particular service facility. It does NOT refer to individual requests for interpretation.

Section 11: Language Access Goals

List your agency's language access goals for Calendar Year 2020.

Finalize translations of MOME's most commonly distributed documents and implement their use and continue educating staff who communicate with the public about their language access duties.

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 2019, 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>)	2019 Language Services instances (number)

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

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

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

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