

# **Annual Report on Implementation of Language Access**

## **NYC Department of Youth and Community Development 2019**

**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 2019.**

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



## Section 1: Agency Information

<b>Agency name</b>	<b>NYC Department of Youth and Community Development</b>
<b>Name of the agency's Language Access Coordinator (LAC) and all office titles held by this individual.</b>	<b>Andrew Miller</b>
<b>Link to the agency's Language Access Implementation Plan (LAIP) posted on the agency's website.</b>	<a href="https://www1.nyc.gov/site/dycd/about/news-and-media/reports-plans.page">https://www1.nyc.gov/site/dycd/about/news-and-media/reports-plans.page</a>
<b>Year the LAIP was last updated</b>	<b>2019</b>

## Section 2: Agency language access policy

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

DYCD is committed to ensuring that all New Yorkers are able to learn about and use services available to them. DYCD's overarching goal for language access is to allow access and utilization by LEP individuals into DYCD's array of services. This goal is met by providing interpretation services to LEP callers to Youth Connect to access services and ask questions to Youth Connect Resource Specialists. DYCD ensures that interpretation services are available at DYCD central offices. The agency also provides resource information on the DYCD website which can be translated into the required languages. It also provides universal enrollment form in the 10 designated languages. It also provides translations of commonly distributed documents in the 10 designated Citywide languages and ensures that "plain language" is used whenever possible. It also has community needs assessment forms in 10 designated Citywide languages and ensures that DYCD staff and the public are aware of DYCD's Language Access policies. This policy has been sent to all agency staff and is available on the agency's website.

### **Section 3: Language Access Accomplishments**

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

DYCD is proud of its efforts to ensure that every New Yorker can access DYCD's services. We are constantly striving to make it simpler to find programs in communities across the city.

In 2019, DYCD embarked on a stakeholder engagement process that included collecting feedback directly from 12,993 NYC residents across 41 Neighborhood Development Areas (NDAs) on the service needs and gaps present in their communities. It also collected feedback from 510 participants in antipoverty programs funded by CSBG, 97 principals of New York City public schools with DYCD programming, and elected officials. Neighborhood Advisory Boards (NAB) used this feedback to allocate federal Community Services Block Grant (CSBG) funds to a set of services designed to address New Yorkers' programmatic needs. DYCD used the information collected from the CNA to plan and design more effective programming; to better align and connect programming and service providers at the community level; and to advance its mission, vision, and guiding principles. To ensure that all New Yorkers could participate the surveys were available and used in English, Arabic, Bengali, Creole, French, Korean, Polish, Russian, Spanish, Urdu and Yiddish. Additionally, as part of the public hearing process we provided for interpreters in Spanish, Mandarin and Cantonese.

2019 also saw a major milestone in DYCD's 23-year history: discoverDYCD 2.0, which provides search capabilities for New Yorkers to locate DYCD-funded resources. The platform expanded to include a sign-up feature which allows users to apply for services directly from the web or a smartphone. It provides enhanced search capabilities for New Yorkers to find DYCD resources in over 180 languages.

Youth Connect is a resource and referral service for youth, families and community-based organizations (CBO) utilizing web-based strategies and a confidential toll-free hotline. Youth Connect's mission is to increase access to and visibility of New York City's opportunities for young people by serving as a one-stop shop for all youth-related resources in NYC. Youth Connect and receptionists at DYCD main offices provide information and assistance to callers in over 180 languages. In 2019, Youth Connect received 884 calls that required interpretation services.

## 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.**

DYCD's language access goals were:

Providing interpretation services to LEP callers to Youth Connect to access services and ask questions to Youth Connect Resource Specialists.

Ensure that interpretation services are available at DYCD central offices. Ensure that resource information on the DYCD website can be translated into the required languages.

Ensure universal enrollment form is available in the 10 designated languages. Translating commonly distributed documents in the 10 designated Citywide languages.

Ensuring that "plain language" is used whenever possible. Translating community needs assessment forms in 10 designated Citywide languages.

DYCD has met and exceeded these goals. For example, at Youth Connect, fielded 884 requested and received services provided by Language Line. At DYCD's two locations, 123 William Street and 2 Lafayette Street visitors at our reception areas are greeted by a receptionist. Most visitors are from funded non-profit organizations and vendors. There are signs and language identifications tools posted in the lobby areas which have access to Language Line services. Additionally, to access DYCD services and assist parents, the universal enrollment forms are in all required languages as well as other forms including parental consent, emergency medical treatment consent, and SOGI questionnaire As previously mentioned, as part of the Community Needs Assessment Process DYCD created surveys in English, Arabic, Bengali, Creole, French, Korean, Polish, Russian, Spanish, Urdu and Yiddish. Additionally, as part of the public hearing process we provided for interpreters in Spanish, Mandarin and Cantonese.

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## 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.**

DYCD has ensured that all of its commonly distributed documents are translated into all required languages. These include the Community Needs Assessment, universal applications, and parents' consent forms.

### *2 - Subcategory: Telephonic Interpretation*

(§23-1102 a.(2) and §23-1102 c.)

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

Youth Connect fielded 884 calls which required interpretation services provided through Language Line.

### *3 - Subcategory: In-Person Interpretation*

(§23-1102 a.(2))

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

DYCD does not offer services with the exception of Youth Connect. Callers requesting interpretation services are provided it through Language Line. DYCD also provided interpreters at a public hearing concerning the future use of CSBG funding.

### *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.**

Most visitors to DYCD's offices are representatives from our contracted organizations. DYCD receptionists utilize tools developed by the Mayor's Office to assist agencies in the implementation of their language access services. These tools include standard signage and language identification tools. The signs have been updated to include 22 languages included those required under law.

### *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.**

DYCD does not provide services directly. However, any emergency information DYCD may have can be provided in multiple languages on the agency website or on Youth Connect.

*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.**

Unlike many City agencies, DYCD does not provide services or engage with residents directly. However, our providers are extremely proficient at meeting the needs of communities they serve including staff with their languages. DYCD's two public facing online resources, discoverDYCD and the website offer translation in over 180 languages.

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

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

DYCD's Executive Communications and Intergovernmental Affairs and Strategic Communications and Stakeholder Engagement Units closely collaborate and review public communications to ensure 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.**

NA

## 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.**

DYCD provided the agency's Language Access Plan to all employees. The Language Access Coordinator meets with agency personnel to discuss the City's Language Access laws and ensure that the agency continues to meet and exceed its requirements.

## 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."**

DYCD keeps a record of the number of calls received by Youth Connect and requiring interpretation services.

## 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."**

DYCD's Senior Director of Intergovernmental Affairs serves as the agency's Language Access Coordinator. DYCD contracts with Language Line to handle calls received by Youth Connect and visitors to agency reception areas to provide interpretation services. Additionally, DYCD has supported the translation of the most commonly distributed documents including the Community Needs Assessment, universal applications, and parents' consent forms. DYCD also surveys agency personnel on language skills to assist as well.

## 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.

DYCD broadly and consistently promotes Youth Connect and DiscoverDYCD through social media, email blasts and advertises that information is available in over 180 languages.

## 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).**

Members of the public may make complaints concerning Language Access through Youth Connect, the DYCD Commissioner's office or directly through the Language Access Coordinator. The Language Access Coordinator will be responsible for keeping a log of all complaints, and ensuring that all are addressed in a timely fashion.

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

0

**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.**

0

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

0

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

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

DYCD has the Language Access complaint process on its website and Youth Connect personnel are informed of the complaint system.

**\*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.**

- Continue enhancements to DiscoverDYCD including expansion of online enrollment.
- Providing interpretation services to LEP callers to Youth Connect to access services and ask questions to Youth Connect Resource Specialists
- Ensure that resource information on the DYCD website and discoverDYCD can be translated into the required languages
- Translating commonly distributed documents in the 10 designated Citywide languages
- Ensuring DYCD staff and the public are aware of DYCD's Language Access policies

## 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 ( <i>number</i> )

**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
Spanish	8
Mandarin	1
Romanian	1
French	1
Arabic	1
Russian	1
Urdu	1

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

Youth Connect contracts with Language Line to assist in making primary language determinations. Additionally, in the event a visitor to DYCD's offices needs language assistance, DYCD receptionists utilize tools developed by the Mayor's Office to assist agencies in the implementation of their language access services. These tools include standard signage and

language identification tools. The signs have been updated to include 22 languages including those required by law.

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

DYCD contracts with professional translation companies to ensure accurate translations. In addition, staff who are fluent in the various languages volunteer to proof the translations and offer feedback.