

Language Access Implementation Plan

**Department of Social Services/
Human Resources Administration,
Department of Homeless Services
6/1/2021**

Section 1: Agency Name and Language Access Coordinator

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| Agency name | Department of Social Services (DSS)/ Human Resources Administration(HRA), Department of Homeless Services (DHS) |
| Name of the agency's Language Access Coordinator (LAC) and all office titles held by this individual. | Marah Rhoades, Deputy Commissioner, Office of Advocacy and Outreach |
| Where the information about the Agency's LAC is posted on the internet. | DSS/HRA: Click here or visit https://www1.nyc.gov/site/hra/help/immigrant-resources.page DHS: Click here or visit https://www1.nyc.gov/site/dhs/about/language-law-access-plan.page |

Section 2: Agency Mission and Background

Describe your agency's mission and provide a comprehensive description of services offered and the ways in which the agency interacts with the public.

In 2017, the administrative units of the NYC Human Resources Administration (HRA) and the NYC Department of Homeless Services (DHS) merged to create an integrated services model that provides more effective, seamless client services under the Department of Social Services (DSS). By working together under shared leadership and a unifying structure, we are doing more effective work for more New Yorkers in need. This includes sharing resources for providing free and confidential language services, managed by the DSS Office of Refugee and Immigrant Affairs (ORIA).

For specific questions on COVID-related policy and practice modifications, please see the Agency's webpages at www.nyc.gov/hra and www.nyc.gov/dhs.

Human Resources Administration (HRA)

Serving more than 3 million New Yorkers annually, the New York City Human Resources Administration (HRA) provides economic support and social services to families and individuals through the administration of major benefit programs including Cash Assistance, Supplemental Nutritional Assistance Program benefits (food stamps), Medicaid, and Child Support Services. HRA also provides homelessness prevention, educational, vocational and employment services, assistance for persons with disabilities, services for immigrants, MTA fare discounts, civil legal aid and disaster relief. For the most vulnerable, it provides HIV/AIDS Services, Adult Protective Services, Home Care and programs for survivors of domestic violence. HRA promotes equity for New Yorkers through its commitment to services that fight poverty and income inequality, prevent homelessness and promote employment. HRA increases economic security by facilitating access to benefits and to employment and educational programs.

a. Programs and Services Offered

Temporary Cash Assistance

Eligible families may receive federally funded cash assistance or state funded benefits at HRA Job Centers throughout the five boroughs. Parents who are not eligible for cash assistance services due to immigration status or other factors may apply and receive benefits on behalf of their children.

Supplemental Nutrition Assistance Program

The Supplemental Nutrition Assistance Program (SNAP), formerly known as food stamps, provides assistance to low-income New Yorkers to increase their ability to purchase food. The program provides benefits through an electronic benefits card that can be used like a debit card at participating grocery stores, supermarkets, most farmers' markets, and some Green Carts.

Parents who are not eligible for SNAP benefits may apply for and receive benefits on behalf on their children.

Emergency Food Assistance Program

This program supports more than 550 community kitchens and food pantries throughout the City. These are places where people can get a nutritious meal or a supply of foodstuffs at no cost, regardless of immigration status. For a list of programs, locations and times, please call 311.

Homelessness Prevention

The Homelessness Prevention Administration (HPA) works with the NYC Department of Homeless Services(DHS), the NYC Department of Housing Preservation and Development (HPD), the NYC Housing Authority(NYCHA) and many other organizations and City agencies to prevent homelessness and assist families and individuals in need of maintaining stable, affordable housing in their communities.

Health Insurance Coverage

HRA's Medical Assistance Program (MAP) offers free and low-cost health insurance for low-income New Yorkers. Under State guidelines, MAP determines eligibility based upon income and resource levels for each of the health insurance programs that they administer.

Individuals and families can qualify for public health insurance even if they have income, own a house, own a car, have a bank account or receive private health insurance. Pregnant women and children may qualify for health insurance without regard to immigration status. All individuals, including those with no immigration status, can apply for emergency Medicaid for emergency, life-sustaining medical care.

Adult Protective Services

Adult Protective Services (APS) provides services and support for adults who are physically and/or mentally impaired who are at risk of harm. The program works to enable these individuals to live independently and safely within their homes and communities. Prospective clients may be referred by anyone. There is an APS office in each borough.

APS is available to persons 18 years of age and older without regard to income, who:

- Are mentally and/or physically impaired; **and**
- Due to these impairments, are unable to manage their own resources, carry out the activities of daily living, or protect themselves from abuse, neglect, exploitation or other hazardous situations without assistance from others; **and**
- Have no one available who is willing and able to assist them responsibly.

Home Care/Long-Term Care Services Program

The Home Care Services Program (HCSP) provides access to or authorizes services for a variety of Medicaid-funded long-term care services (LTC) designed to help eligible elderly persons or individuals with disabilities remain safely at home, rather than in a nursing home or other institution.

Long-term care services (LTC) refers to the wide range of in-home, community-based, and institutional services and programs that are designed to help elderly persons and individuals with disabilities of all ages. These services can be medical and non-medical and can help people with activities of daily living (ADLs) such as dressing, bathing and using the bathroom, and instrumental activities of daily living (IADLs) such as shopping, cleaning, laundry, and preparing meals.

Eligibility for Medicaid-funded home care programs varies among programs, but all programs require that the applicant be Medicaid-eligible.

HIV/AIDS Services

The HIV/AIDS Services Administration's (HASA) mission is to expedite access to the essential benefits and social services, including case management, to eligible persons with AIDS or HIV and their families. Staff assists eligible clients in obtaining adequate housing, medical care and other services necessary to allow them to manage their lives with the highest level of self-reliance and dignity. Some HASA services are available without regard to immigration status.

Domestic Violence Support Services

The Office of Domestic Violence (ODV) oversees the largest network of domestic violence services in the country. These state-mandated shelter and community-based programs provide prevention and intervention services, crisis counseling, advocacy and legal services to help families and individuals impacted by domestic violence. All programs are provided without regard to immigration status.

Child Support Services

The Office of Child Support Services (OCSS) puts children first by helping parents provide for the economic and social well-being, health and stability of their children. OCSS serves custodial parents and guardians regardless of income and immigration status. Services include locating the noncustodial parent, establishing paternity, child support and medical support orders, and collecting and enforcing those orders. OCSS also assists noncustodial parents with modifying their child support orders, providing assistance in paying off child support arrears and providing employment assistance and referrals to services like mediation.

Home Energy Assistance Program

The Home Energy Assistance Program (HEAP) helps low-income homeowners and renters pay regular and emergency heating costs, including heating fuel, equipment and repairs. HEAP may be able to help even if heat and utilities are included in the rent or the applicant lives in subsidized housing.

Customized Assistance Services

Customized Assistance Services (CAS) helps HRA clients with health and/or mental health problems reach the highest attainable level of functioning and self-sufficiency by providing comprehensive, integrated, individualized clinical and support services.

CAS provides clinical expertise, recommendations, and direction to HRA in the fields of health, mental health, substance use and vocational rehabilitation. CAS staff provides psychiatric evaluation and crisis intervention services, housing eligibility services and assistance in obtaining federal disability benefits. CAS manages contracts that serve individuals and families with medical, mental health, and/or substance use disorders. CAS programs provide clinically focused case management and utilize sophisticated clinical tracking and reporting systems.

Office of Program Accountability

The integrity of HRA programs is maintained by the Office of Program Accountability (OPA). OPA confirms eligibility for first time applicants and active public assistance clients, conducts investigations of individuals and organized groups, and deters public benefits fraud.

IDNYC

HRA, in partnership with the Mayor's Office of Immigrant Affairs (MOIA) and the Mayor's Office of Operations, administers the IDNYC program. For details on the language access services provided by IDNYC, please see IDNYC's [Language and Disability Access Plan](#).

Fair Fares

Fair Fares NYC helps low-income New Yorkers with their transportation costs. With the Fair Fares NYC discount, participating New York City residents can receive a 50% discount on either subway or eligible bus fares or Access-A-Ride. Fair Fares NYC applications are open to eligible New Yorkers at or below the Federal Poverty Level. Subway and eligible bus discounts are open to New Yorkers who don't have (and aren't eligible for) discounted transportation from the MTA or the City.

Department of Homeless Services

Together with our not-for-profit partners, the mission of the Department of Homeless Services (DHS) is to prevent homelessness when possible, address street homelessness, provide safe temporary shelter, and connect New Yorkers experiencing homelessness to suitable housing. We do this with accountability, empathy, and equity.

The Department of Homeless Services includes separate programs for different communities: Families with Children, Adult Families, Single Adults and Street Homeless Solutions.

DHS is the largest organization in the United States committed to preventing and addressing homelessness in New York City. As it engages in this mission, DHS employs a variety of innovative strategies to help families and individuals successfully exit shelter and return to self-sufficiency as quickly as possible.

Collaborating with other public agencies and nonprofit partners, DHS works to prevent homelessness before it occurs, reduce street homelessness, and assist New Yorkers in transitioning from shelter into permanent housing. Furthermore, DHS remains committed to meeting its legal mandate to provide temporary emergency shelter to those experiencing homelessness in a safe and respectful environment. DHS helps shelter clients to gain employment, connect to work supports and other public benefits, save their income, and search for housing, to better prepare for independent living.

Employment-focused programs and prevention services are the cornerstones of our work at DHS. Through this approach, we focus on the following critical objectives:

- To increase the number of households prevented from becoming homeless
- To reduce the number of individuals living on city streets
- To ensure the availability of temporary, emergency shelter for individuals and families with no other housing options available to them
- To increase client engagement and responsibility in moving to permanent housing
- To maintain shelter safety and sanitation
- To reduce clients' length of stay in shelter
- To ensure that those who exit shelter remain stably housed in the community

Section 3: Agency language access policy and goals

Describe your agency's language access policies and the overall goals of the agency's language access implementation plan.

In our city of immigrants, DSS/HRA/DHS is committed to providing equal access for all New Yorkers. Thirtypercent of HRA's clients and nine percent of DHS's clients are limited English proficient (LEP). Collectively,our clients¹ speak more than 100 languages.

The overall goal of the DSS/HRA/DHS Language Access Implementation Plan is to ensure that all of the benefits and services that the Agency provides are equally accessible to all New York City residents, regardless of their language skill or preference.

The Agency's language access procedures and policies reflect our core principles:

1. All Agency employees are required to work with clients in the language of the client's preference. This is primarily accomplished through the use of bilingual staff and professional, contracted interpretation services.
2. All documents or notices that are produced by the Agency and seen by clients must be available in the following eleven languages in addition to English: Arabic, Bengali, Simplifiedand Traditional Chinese, French, Haitian Creole, Korean, Polish, Russian, Spanish and Urdu.

DSS has an overarching policy on the provision of written translation services that covers all programs inDSS, HRA and DHS. According to the policy, all Agency-developed documents that are distributed to the public or shared with clients are to be available in 12 languages (Arabic, Bengali, Simplified and Traditional Chinese, English, French, Haitian Creole, Korean, Polish, Russian, Spanish and Urdu).

To simplify the message to staff and accommodate the needs of HRA's and DHS's diverse program areas,each program has a policy on the use of interpretation services. In general, programs that offer benefits and services allow clients to provide their own interpretation services, if the suggested

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

interpreter is over 18 years of age. Programs that conduct investigations generally do not allow clients to provide their own interpreters.

All program areas have policies on interpretation services include the following elements:

- No program/employee can discriminate, restrict or deny services or benefits based on a client's language or lack of English language proficiency.
- All employees are required to work with clients in the clients' preferred language.
- All limited English proficient (LEP) clients must be offered immediate, free and confidential language services.
 - o Language services can be provided by bilingual staff or by using professional interpretation services, including telephonic interpretation services.
- Individuals under the age of 18 are not allowed to provide interpretation services.
- All LEP clients have the right to confidential services. Staff may not ask other clients or members of the public to provide interpretation services.
- Staff can access telephonic interpretation services, in-person interpretation services and sign language interpretation services 24 hours a day/7 days a week.
- Staff may contact the Office of Refugee and Immigrant Affairs (ORIA) for additional support and guidance on any language access related issues.

The following are the Agency's specific language access goals for the period covered by this Language Access Implementation Plan (2021 – 2024).

Goal #1: Increase number of translated documents available at DHS.

Since the passage of LL30 in 2017, DHS has made an enormous commitment to providing translated documents in 12 languages². More than 120 forms, including the Notice of Action which explains whether an individual/family has been accepted to shelter and what actions have been taken on their case, have been translated and are being provided to clients in 12 languages.

Pursuant to this plan, DHS is committed to having every Agency-generated form, even those not required by law, available in 12 languages.

² The Agency provides translations into the previously listed 11 languages. It is a total of 12 languages if English is also counted.

Goal #2: Improve telephone access to DSS/HRA/DHS.

The Interactive Voice Response (IVR) system currently used by Infoline, the Agency’s call center, is notable to provide interactive responses in 12 languages.³

By the end of 2021, the Agency is committed to having a new phone service system in place. This system will allow for automated interactions in 12 languages and will include static, instructional messages on how to access interpretation services in even more languages. The messages and languages will be editable, allowing the system flexibility to meet the changing language needs of New York City. If needed, the system will allow callers to access a call agent with less wait time.

Goal #3: Improve DSS/HRA knowledge of community partner organizations.

The community organizations with which DSS/HRA partners are invaluable to serving New York City’s diverse communities. The support of our partner organizations amplifies the messages and lends credibility when working with the most vulnerable New Yorkers.

In 2021, DSS/HRA plans to conduct a survey of our community partners, allowing us to gather more information about both the needs of the organizations themselves and the communities they serve. One goal of the survey will be to determine which linguistic groups are being served by the community organizations that DSS/HRA partners with, and which are not. In 2022, DSS/HRA will be researching additional possible community partnerships in order to ensure that we are sharing information with organizations that touch as many New York City residents as possible.

Goal #4: Continue to provide LEP training. Expand training to DHS providers.⁴

DSS/HRA/DHS strives to provide a full training on working with limited English proficient (LEP) clients to all front-line (client-serving and outreach) staff every year. The training is one and a half hours long and covers how to identify a client’s language of preference, how to access language services, and when to call ORIA for additional support. (For details on the training, see section 7.)

³ The current IVR system provides an interactive response in two languages and has limited menu options in four additional languages.

⁴ For the purpose of this report, “providers” are contracted social service agencies who provide direct services to HRA or DHS clients on behalf of DSS/HRA/DHS. This is distinct from the term “vendors,” which, in this report, refers to companies that provide language services, such as interpretation or translation services.

DSS/DHS recognizes the value of this training and the information that it contains. By 2022, we will be sharing this training with DHS shelter providers as well as Agency staff, ensuring that all of our clients receive the best language services, whether they are working directly with us or with our partners.

Goal #5: Continue to share our services with a larger number of providers.

Although Local Law 73 requires that all Agency providers offer a full suite of language services, DSS/HRA/DHS acknowledges that this is a heavy burden. Small providers, who have a limited need for interpretation services will pay the highest rate per instance. In order to take advantage of the Agency's larger purchasing power, the Agency has opted to share our telephonic interpretation and sign language interpretation services with many of our service providers. A more limited number of providers have access to our on-site interpretation services contract.

The Agency's service sharing agreement has been slowly expanding since 2017. ORIA continues to carefully monitor usage, access and expenses. Thus far, the costs have been limited. Because of this success, the Agency will continue to expand this service to additional providers, making sure that all of our clients are receiving the best quality language services.

Goal #6: Use selective certification to increase the number of bilingual staff working with clients.

At DSS/HRA/DHS, we recognize that our most important resource is our staff. Having bilingual staff who can work directly with clients in their shared language increases client confidence, reduces errors and increases efficiency. The Agency is committed to, within the confines of the Agency and City budgets, increase the percentage of our staff that are bilingual by using the NYC Department of Citywide Administrative Service (DCAS) selective certification process. Our ultimate goal, is to have the staff in each of our local centers mirror the community that they serve.

Section 4: Language Access Accomplishments and Progress on Goals from Previous LAIP

Identify your agency's language access accomplishments since the passage of LL30 in 2017. Provide an update on goals listed in the Agency's previous LAIP.

DSS is proud to be one of the largest providers of interpretation and translation services in New York City government. From 2018 to 2020, DSS/HRA/DHS has:

- Provided 952,236 instances of telephonic interpretation services. In 2019, staff made more than 30,000 calls per month, or about 1,400 calls per work day.⁵ Interpretation services were provided in 110 languages.
- Provided 6,808 instances of on-site interpretation services,⁶ including providing interpretation services in 11 languages for in-person and virtual public hearings. In 2019, the Agency provided on-site interpretation services 2,967 times.⁷
 - In 2019, the Agency contracted with a second on-site interpretation services vendor to ensure that services can be provided for speakers of languages that are less frequently spoken in New York City.
- Provided 1,958 instances of sign language interpretation services. The usage of sign language interpretation services has increased 50% since the provision of these services transitioned to the language services team in the Office of Refugee and Immigrant Affairs (ORIA) in 2016.
 - In collaboration with the Mayor's Office for People with Disabilities, Infoline hired a staff member who signs to communicate directly with the deaf and hard-of-hearing community via a video phone. As of March 2021, the Agency has received 1,257 video phone calls from clients who are deaf or hard-of-hearing.

⁵ Use of telephonic interpretation services went down in 2020 due to COVID-related service model changes. As a result of federal waivers, many clients were able to receive benefits without an interview. Other clients were able to maintain ongoing benefits without renewals. As a result, the number of individuals who spoke to an Agency staff member likely dropped, even as the number of clients receiving Agency benefits increased.

⁶ Spoken languages only. This number does not include sign language interpretation services.

⁷ Use of on-site interpretation services dropped in 2020 due to the COVID-19 pandemic. The Agency used remote services instead of on-site services when it was safe to do so in order to minimize staff and client exposure.

- ORIA and the Office of Disability Affairs worked with the deaf and hard-of-hearing community to develop a tool, called the ASL Options Card, that allows staff to ask clients who use sign language whether they would prefer video or in-person interpretation services.
- Processed 979 requests for translation⁸, including both Agency-generated documents and client-provided documents used to establish program eligibility. As of 2019, all public- or client-facing documents generated by HRA and most DHS manually-generated notices are available in 12 languages.
 - The Agency has contracted with a second vendor to provide a quality assurance review of any documents and ensure that the primary vendor is remaining faithful to our agreed upon translation database of terms. Documents are submitted for secondary review at ORIA's discretion or at the request of staff.
- In 2018, the Agency began to allow some providers access to our telephonic interpretation and sign language interpretation contracts. This successful initiative continues to expand. As of February 2020, 139 providers have access to the Agency's contracts for telephonic interpretation services, sign language interpretation services or both.
- Provided dedicated multi-lingual web pages that were professionally translated in 11 languages on our websites, nyc.gov/hra and nyc.gov/dhs. The multi-lingual web pages contain a summary of all of the programs that the Agency provides, as well as a link to critical forms and information, in the same language, for each program area. This is in addition to a Google translate option that allow for a machine translation of the website in a greater number of languages.
 - The professionally translated, multi-lingual webpages includes the most recent notifications regarding COVID-related changes in Agency practice and policy in each of the 11 languages.

⁸ One request for translation may include more than one document/notice.

- Produced ACCESS HRA, a mobile responsive website and integrated mobile app, in the seven languages required by Local Law 73.⁹ Using ACCESS HRA, individuals can apply for or recertify for SNAP benefits, upload documents, see their case status, available benefit amount and any upcoming appointments, update their information, and opt-in to the Fair Fares program. For additional information on ACCESS HRA, see Section 6, subsection 3.
- Provided 9,500 trainings on working with limited English proficient (LEP) clients.¹⁰ The hour and a half classroom training includes how to identify a client’s preferred language, when and how to offer interpretation services, how to access translated documents and contact information for ORIA. (For details on the DSS/HRA/DHS language access training, see section 7.)

The following is an update on the goals listed in the DSS/HRA and DHS Language Access Implementation Plans of 2019.

| Agency | Goal Identified in the Agency’s 2019 Language Access Implementation Plan | Status |
|--------|--|-----------|
| HRA | Ensure DSS/HRA-created documents are translated in compliance with LL 30 and the Agency’s translation policy. | Completed |
| HRA | Ensure all application and recertification materials are LL30 compliant. | Completed |
| HRA | Expand the use of technology to provide high-quality client services, including: <ul style="list-style-type: none"> ▪ Adding additional languages to self-service kiosks ▪ Adding additional languages to tickets ▪ Increasing tablets available for video interpretation ▪ Providing additional online translations ▪ Expanding video sign language services | Completed |

⁹ French is provided as a substitute for Haitian Creole in the mobile version of the application because neither Android nor iPhone support Haitian Creole.

¹⁰ Number of trainings, not staff who have been trained. Staff may have received the training more than once.

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|-----|--|--|
| HRA | Maintain compliance with local law by providing LEP training to all front-line staff. | Completed |
| DHS | Ensure all client notices and documents are in compliance with the Agency's translation policy (available in 11 languages). | Substantively Completed. (For details, see Sect. 6, 1) |
| DHS | Use the power of shared DSS services to improve client service, including: <ul style="list-style-type: none"> ▪ Provide additional information on nyc.gov/dhs in all 11 citywide designated translation languages ▪ Ensure that all application packets include a notice of free interpretation services ▪ ☐ Combine 311 and Shelter Repair Hotline complaint tracking procedures | Completed |
| DHS | Increase the use of newly available communications tools, including: <ul style="list-style-type: none"> • Increase the use of on-site interpretation services • ☐ Increase the use of video to provide sign language interpretation | Completed |
| DHS | Ensure the continuity of services over multiple platforms, including: <ul style="list-style-type: none"> ▪ Review the use of telephonic interpretation services by DHS shelter vendors ▪ Make a determination on the best way to provide language services <ul style="list-style-type: none"> ○ to residents living in vendor-run shelters | Completed |
| DHS | Maintain compliance with Executive Order 120 by providing all front-line staff with LEP training. | Completed |
| DHS | Improve customer service by improving service tracking mechanisms, including: <ul style="list-style-type: none"> ▪ Correct CARES database to use distinct lists for spoken and written languages ▪ ☐ Review language data available in CARES to ensure that volume of interpretation services provided is appropriate and proportional | Completed |

Section 5: LEP Population Assessment

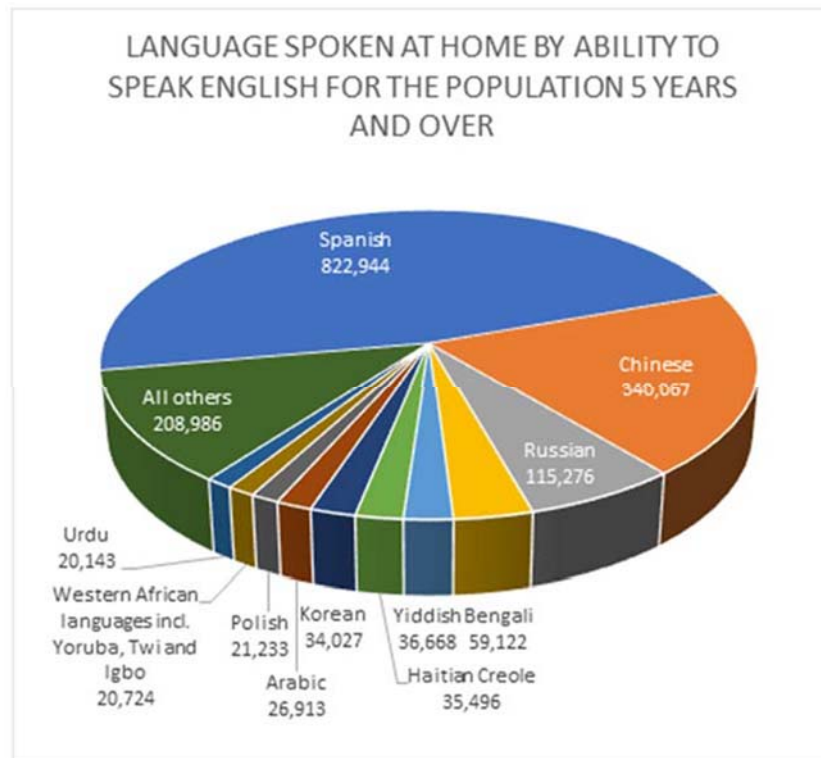
Apply the U.S. Department of Justice “four-factor analysis” to determine which LEP populations will be served and how. Based on the analysis, the agency must assess whether some or all of its direct public services should be provided in a language or languages supplemental to the designated citywide languages.

Factor 1 examines the number or proportion of LEP persons eligible to be served or likely to be encountered by the program.

DSS/HRA/DHS’s service area includes all of New York City.

According to the U.S. Census Bureau¹¹, New York City residents who speak English less than “very well” are most likely to speak: Spanish, Chinese, Russian, Bengali, Yiddish, Haitian Creole, Korean, Arabic, Polish, Western African languages, or Urdu (see Figure 1).

Figure 1



¹¹ U.S. Census Bureau, 2019 American Community Survey 1-Year Estimates

Factor 2 is an analysis of the frequency with which LEP individuals come in contact with the program.

In 2020, HRA served 1.7 million unique cases. One-third (30%) of HRA's client population is limited English proficient. The top nine non-English languages spoken by HRA clients are: Spanish, Chinesedialects, including Mandarin, Cantonese and other, Russian, Bengali, Korean, Arabic, Haitian Creole,Urdu and Polish [see Figure 2].

In the same year, DHS served a total of 112,715 individuals or families. Of those, nine percent, or 10,369 individuals/families who lived in shelter in 2017, are limited English proficient (LEP). Collectively, DHS residents speak almost 30 languages. The top ten languages spoken by DHS residents, other than Englishare Spanish, French, Russian, Arabic, Mandarin, Haitian Creole, Hindi, Polish, Portuguese and Cantonese.

Figure 2

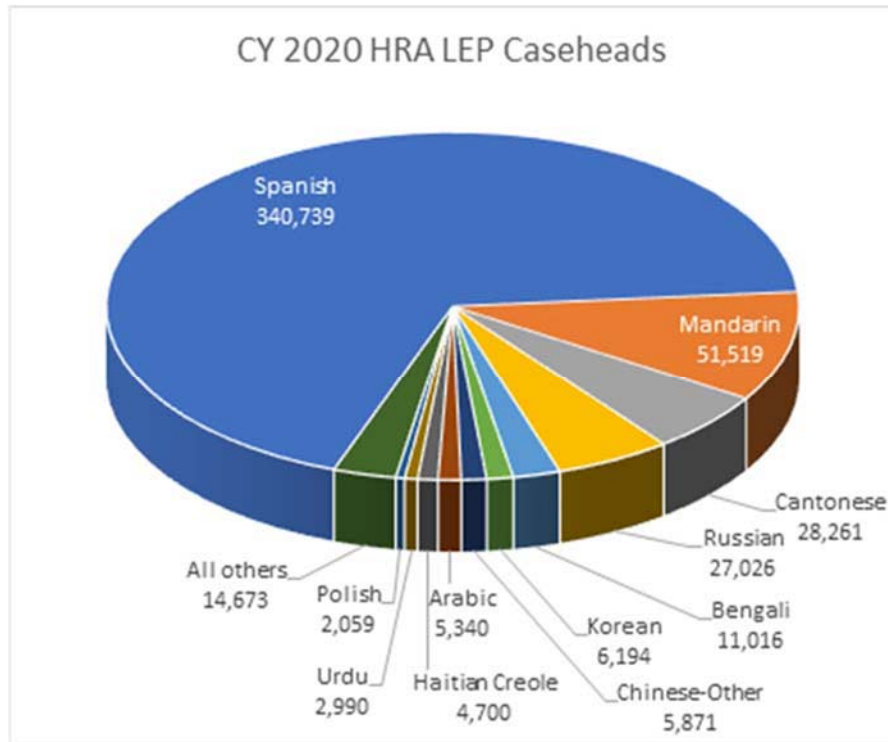
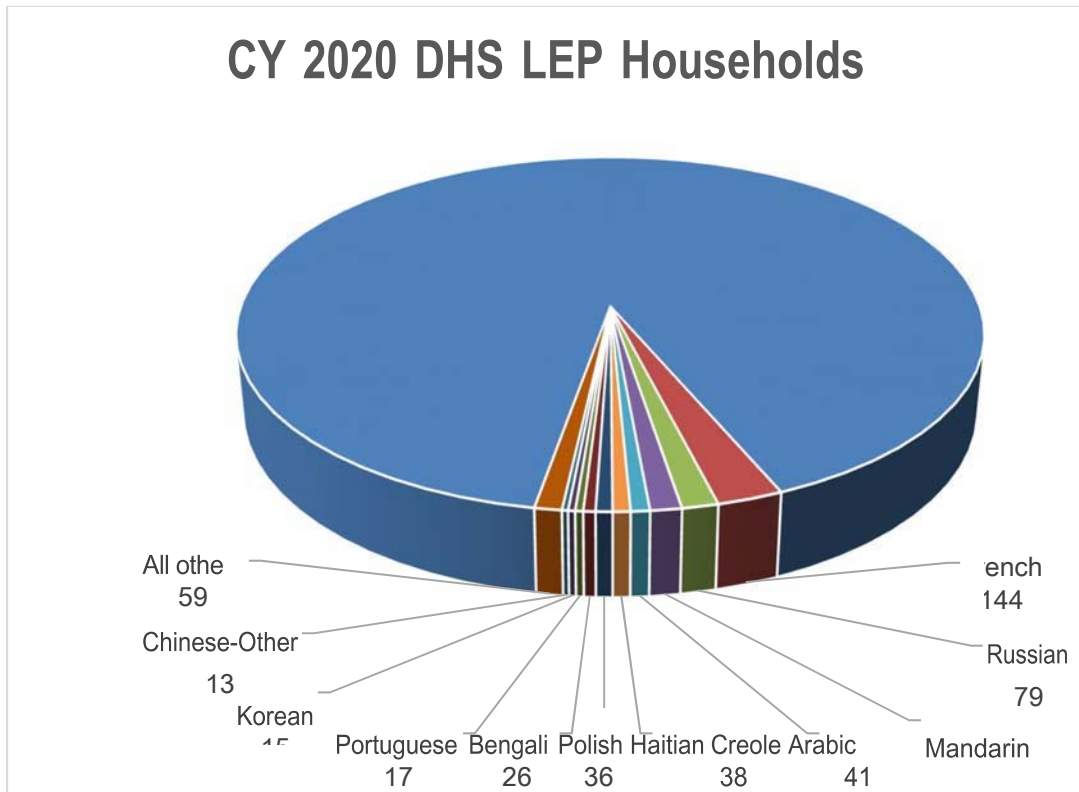


Figure 3



DSS/HRA/DHS primarily meets the needs of LEP clients through the use of bilingual staff, telephonic interpretation (available in more than 200 languages), on-site interpretation and video interpretation for spoken languages and sign language. With these tools, staff is expected to communicate with every client in their preferred language.

The Agency also provides written documents in all ten of the city-wide languages mandated by Local Law 30 (Arabic, Bengali, Chinese, French, Haitian Creole, Korean, Polish, Russian, Spanish and Urdu). Together, these languages represent 99% of the Agency's LEP client population.

Factor 3 requires an explanation of the nature and importance of the program, activity, or services provided by the program to people's lives.

DSS/HRA/DHS provides a variety of social services and economic assistance to eligible individuals and families. The goal of these services is to enable these New Yorkers to lead independent lives. When an applicant/client calls or visits any Agency office, language must not be a barrier to the receipt of

appropriate services. This plan reflects the Agency’s commitment to providing language access services and meeting the following over-arching goals:

- To ensure that language is not a barrier to Agency services;
- To ensure that all applicants, clients, and shelter seekers/residents have equal access to these services for which they are eligible, regardless of the level of their English proficiency;
- To inform all HRA applicants, clients, and shelter seekers/residents that free interpretation services are always available; and
- To train front-line staff on the importance of ensuring access to free interpretation services for all LEP clients.

Factor 4 requires a description of the resources available to the Agency and costs.

DSS/HRA/DHS uses bilingual staff, telephonic interpretation and, when appropriate, video or on-site interpretation to speak with clients in their preferred language.

DSS/HRA/DHS utilizes outside vendors to provide written translation, on-site interpretation, telephonic interpretation, sign language interpretation and bilingual skills testing. We provide these services to our clients under the citywide language service contracts provided through the NYC Department of Citywide Administrative Services (DCAS).

| Type of Service | Vendor | 2019 Instances | 2019 Expenditures |
|--|-------------------------------|----------------|-------------------|
| Telephonic Interpretation | Language Line Solutions, Inc. | 366,288 | \$2,606,630 |
| Written Translation | Language Line Solutions, Inc. | 1,479 | \$1,104,440 |
| Sign Language Interpretation (video and in-person) | Accurate Communication, Inc. | 759 | \$145,513 |
| On-Site Interpretation (excluding sign language) | Geneva Worldwide, Inc. | 2,967 | \$139,313 |

| | | | |
|--|------------------------------|----|--------------------|
| Quality Assurance for Written Documents | Eriksen Translations, Inc. | 7 | \$6,609 |
| On-Site Interpretation, Secondary Contract | Accurate Communication, Inc. | 14 | \$3,421 |
| Total Costs | | | \$4,005,584 |

As described in more detail below, the Agency also conducts regular staff trainings, updates procedures to improve services to LEP clients, posts signage at all sites to notify clients of their right to free interpretation services, and utilizes a variety of language access tools to help workers and clients identify language needs.

b. Language Access Needs of the Agency

DSS/HRA/DHS fully understands that effective communication in any language is essential for clients in accessing our crucial services and programs. The Agency is firmly committed to ensuring that all New Yorkers, no matter what their language of preference, can apply for and access all of the Agency’s benefits and services. While serving more than 500,000 limited English proficient New Yorkers per year requires a significant commitment, it is a commitment that the Agency continues to make.

The Agency provides telephonic interpretation services in more than 200 languages, which covers more than 99% of Agency clients. Given that the ten citywide designated languages represent more than 99% of the Agency’s clients, we do not anticipate the need to increase our translation languages in the immediate future.

Section 6: Provision of Language Services

Outline how the agency provides language services for individuals with LEP across the multiple points of interaction with the public.

1.- Subcategory: Translation

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

DSS/HRA/DHS has made a commitment to providing written translations that goes beyond the requirements set forth in Local Law 30. Rather than translating “the most commonly distributed documents” into 10 languages, DSS/HRA/DHS is translating all client- or public-facing documents into 11 languages – Arabic, Bengali, Simplified and Traditional Chinese, French, Haitian Creole, Korean, Polish, Russian, Spanish and Urdu. These commitments are reflected in the DSS policy on the translation of written documents.

In 2018, DSS/HRA embarked on an ambitious project to ensure that all client- and public-facing documents met this translation standard. After ensuring that multiple client notification and data tracking systems were updated to allow for additional languages, HRA reviewed every notice. As of December 2019, virtually every HRA-generated notice or form currently in use is available in all 12 languages.

In 2019 and 2020, the Agency brought a similar focus to DHS-provided documents. In 2019, the DHS engaged in an extensive review of the available document production systems and coordinated a strategy for document delivery. In 2020, staff reviewed hundreds of documents for plain language and submitted them for professional translation. As of February 2021, there are more than 110 static DHS-generated documents that have been reviewed, approved and translated. These notices are now being regularly distributed to clients in 12 languages. These notices include documents about shelter rules, reasonable accommodations, consent forms and COVID-related information materials.

In addition to these static documents, DHS has taken advantage of the resources provided by DSS/HRA to build out a new system for providing personalized, translated materials to clients. As of February 2021, there are 12 such forms, including the Notice of Action Taken (commonly referred to as the

“4002”), health screenings, appointment notices and intake assessments. These forms, including snippets of client-specific information, are fully translated and being distributed in 12 languages.

DHS also has an additional three forms that are described and supported by an explanatory memo, available in 12 languages, that explains the purpose of the attached English language form, reiterates that the contents should have been explained using interpretation services and offers a full translation at a later date. These forms include the Independent Living Plan, psychosocial assessments and other forms that are very personalized for each client. Clients who read in languages other than English will get the English language form, along with the explanatory memo in their language of preference. DHS is also working on an initiative to enhance and streamline this process for these three personalized forms.

All of the documents described above, including static documents, translated forms and explanatory memos are also used by DHS service providers.

Between 2021 and 2024, DHS is committed to expanding the list of translated forms available to include all of the forms that clients receive, including those solely used by providers.

In addition to translating Agency-generated notices, DSS/HRA/DHS continues to provide clients with translations of their submitted documents when these documents are needed to prove eligibility for Agency programs. Most Agency benefits require proof of: identify, income, and residency. If the documents that a client presents for this purpose are in languages other than English, the Agency provides the translations for these documents, rather than requiring that clients assume the expense of providing their own translations.

All DSS/HRA/DHS translations are processed through the Agency’s Written Translation Coordinator, a full-time staff person based in ORIA. Translations are solely provided by Language Line Solutions.

In late 2019, DSS worked with Language Line to be able to provide a limited number of high-priority, limited format documents on an expedited (24 hour) basis. These documents include documents related to emergency actions and city-wide notifications.

In 2019, the Agency worked with two professional translation vendors to write and confirm a detailed translation glossary that includes commonly used social service terms, program details, unusual English-language expressions (i.e. “reasonable accommodation”) and LGBTQI terminology. Occasionally, at the discretion of ORIA or other Agency staff members, translations are reviewed for quality and adherence to our Agency translation glossary by Eriksen Translations. While bilingual staff may review documents

and suggest edits, all translations and final translation decisions are made by the professional translation staff at Language Line Solutions. (The exception to this rule is two professional Spanish language translators who are employed by the Office of Policy, Procedures and Training and who provide a limited number of quick turn-around Spanish translations.)

In 2020, DSS/HRA/DHS processed 979 requests for translations¹². This includes newly created documents, revisions to previous documents, previously untranslated documents and client eligibility documents.

Staff are made aware of the availability of translations, how to access them, how to request additional translations and where to submit possible translation errors for review through the Agency's detailed training on working with LEP clients. (For additional details, please see Section 7).

2 - Subcategory: Interpretation Services

Identify the progress the agency has made providing telephonic and in-person interpretation services.

DSS/HRA/DHS recognizes that our diverse staff are a critical resource. When staff are fluent in a language other than English, they are encouraged to work with clients in their own shared language, ensuring a deeper understanding and faster service.¹³

While our staff is diverse, they cannot meet the language needs of our linguistically diverse client-base at all times and so all DSS/HRA/DHS staff has access to telephonic interpretation services, 24 hours a day/7 days a week/365 days a year. Staff are instructed to use language services at all interactions with clients or members of the public, including in-person appointments, walk-in visits, home visits, phone calls and public presentations or meetings.

All DSS/HRA/DHS staff are provided with an information card with a designated telephone number for interpretation services and an access code. These cards are distributed to new staff and redistributed at language access trainings each year. (For details on LEP training, please see section 7.)


¹² Each translation request could represent more than one document.

¹³ For a full description of the Agency's language access policies, including policies on the use of bilingual staff, please see section 3.

How To Call For An Interpreter

1. DIAL 1-855-
2. SAY THE LANGUAGE YOU NEED
If you don't know the language, speak to a Customer Service Representative by dialing "0."
3. ENTER YOUR ACCESS CODE: _____

- Call for an interpreter before you make an outgoing call.
- Write down the name and ID number of the interpreter.
- Interpretation services are available 24/7/365 in over 200 languages.
- If you need help, contact your Language Liaison or the Office of Refugee and Immigrant Affairs (ORIA) at 212-331-4550.


 Department of Social Services
 Human Resources Administration
 Department of Homeless Services
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The LEP training provided by ORIA to all HRA and DHS front-line staff includes a detailed description of how to determine a client’s language of preference. Staff are instructed to ask every individual what language they prefer to use and offer interpretation services. If the individual is not able to identify their language of preference in English, staff have a language card available for clients to point to. If the language is not included, if the interaction is occurring over the phone, or if the client does not point to a language, staff are instructed to use the resources of our telephonic interpretation services vendor.¹⁴



IF YOU DO NOT KNOW THE LANGUAGE OF THE PERSON WHO WANTS YOUR HELP, USE THIS CARD. THE PERSON CAN POINT TO THE LANGUAGE NEEDED AND YOU CAN ARRANGE FOR AN INTERPRETER.

| | | | | |
|---------|----------------------------|---|---------|---|
| English | "Do you speak...?" | "Please be seated. I will call an interpreter for you." | Hindi | हिंदी में बातचीत करना है? अगर आप हिंदी में बातचीत करना चाहते हैं, हमें बताएं। |
| Arabic | Flanet shayp? | Uuni ju kutun. Po shiqj la thirinas qj pekkhyes per ju. | Italian | Parla italiano? |
| Arabic | هل تتكلم اللغة العربية؟ | الفضل بالعلمون، سأسأل مترجم لك. | Korean | 일본어를 사용하시겠습니까? |
| Bengali | কোন ভাষায় কথা বলতে পারেন? | কোন ভাষায় কথা বলতে চান আমরা সেভাবেই সাহায্য করব। | Korean | 한국어를 사용하시겠습니까? |
| Bosnian | Govorite li bosanski? | Mollno, sjecnite. Pošto?/Pa prevediteci za Vas. | Polish | Czy Pan/Pani mówi po polsku? |

In 2019, DSS/HRA/DHS, provided 366,288 instances of telephonic interpretation services. This is an average of 1,400 calls per business day. In 2020, this number dropped to 279,430, a reflection of a series of pandemic-approved waivers from the federal government that meant that many New Yorkers could apply online and receive benefits without an interview and some did not need to recertify their benefits. Telephonic interpretation services continue to be available through our vendor, Language LineSolutions in 240 languages.

Under Local Law 73 (LL73), all DSS/HRA/DHS contracted providers are also required to provide telephonic interpretation services for clients. The Agency has recognized this as a burden on our

¹⁴ Customer Service staff at Language Line Solutions use their knowledge of the most commonly requested languages, multi-lingual interpreters and trial and error to assist in determining a client’s language of preference.

providers and, as discussed earlier in this report, has opted to share our contracted language services with many of our vendors. As of 2021, there are 139 providers who access the Agency's telephonic interpretation services, sign language interpretation services or both. This program has proven to be a success and so the Agency will be expanding the offer to additional providers in the future.

In addition to providing telephonic interpretation services, staff have had access to in-person interpretation services. This service is primarily used by the Adult Protective Services and IDNYC programs, but can also be used by any program in order to support a client who, for any reason, is unable to use telephonic interpretation.

DSS/HRA/DHS also uses an in-person interpretation at all public hearings and community meetings to ensure these events are accessible to all attendees.¹⁵ When needed, DSS/HRA/DHS can also provide booths and headsets for public events.

In 2018, ORIA determined that despite providing an impressive array of languages, our in-person interpretation vendor could not provide services in a few rare languages and did not have enough interpreters available in other languages. To address this, ORIA contracted with a second, in-person interpretation services vendor to close this service gap and ensure that all our clients receive the best possible service with the shortest possible wait time.

In total, DSS/HRA/DHS used in-person interpretation services 673 times in 2020.¹⁶ This number is lower than the 2,967 times that this service was used in 2019 because in response to the COVID-19 pandemic, the Agency transitioned to remote services for the safety of staff and clients.

ORIA is responsible for monitoring the provision of all language services used by DSS/HRA/DHS staff members. Staff are instructed in the annual LEP training to contact ORIA if they require additional support overcoming any language barriers or service issues. The language services team reviews all

¹⁵ In-person interpretation at public hearings is provided in American Sign Language, Arabic, Bengali, Cantonese, French, Haitian Creole, Korean, Mandarin, Polish, Russian, Spanish and Urdu. If other languages are requested, the Agency will provide additional languages at the hearing.

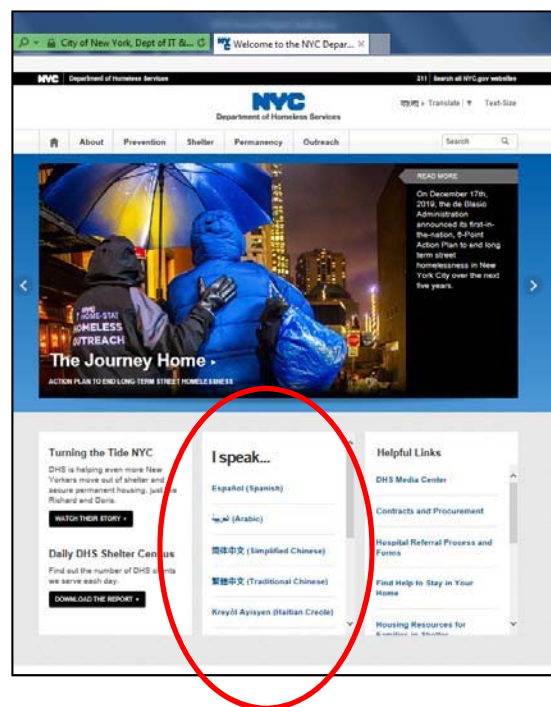
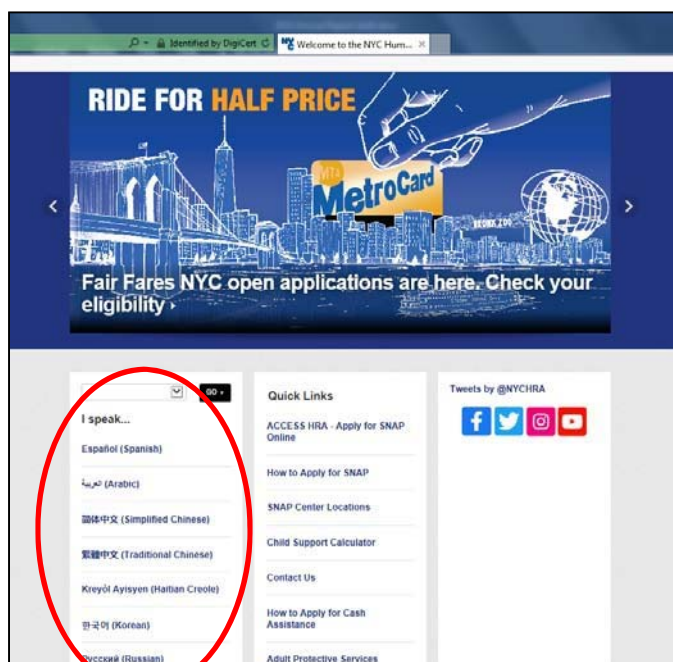
¹⁶ This information, including the count of interpretation instances, only refers to spoken language interpretation. It does not include sign language interpretation services which are also available to all DSS/HRA/DHS clients.

language access complaints and works in tandem with the appropriate internal and external parties to resolve them. The team also tracks monthly usage in our invoices from vendors and works with program areas to address service gaps. ORIA also meets quarterly with program representatives to ensure language access mandates are incorporated in program operations.

3 - Subcategory: Multilingual Agency Communications

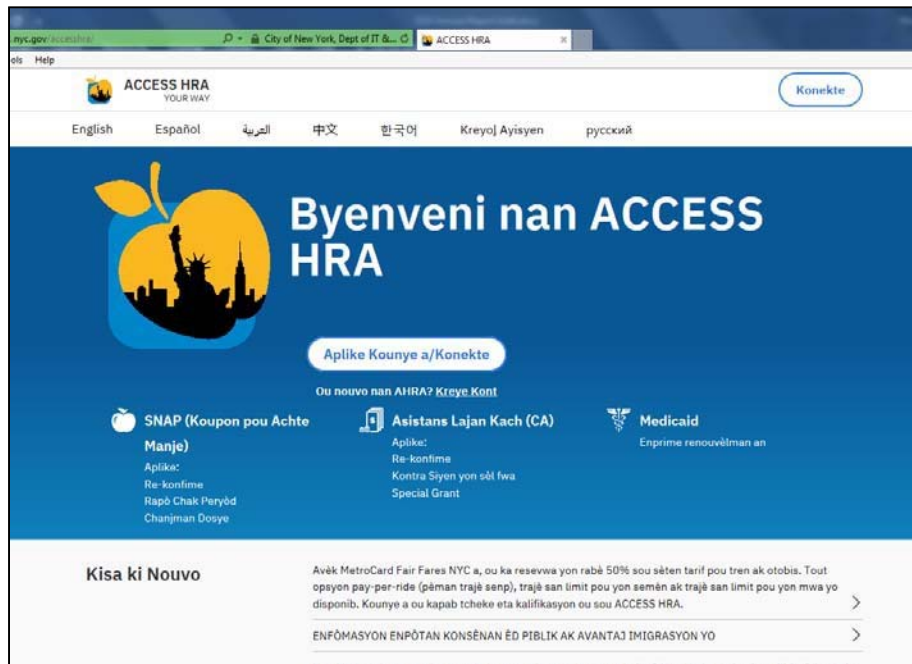
Identify your agency’s progress toward making other types of agency communications accessible to individuals and/or communities with Limited English Proficiency (LEP). Other types may include emergency notifications, public hearings and events, press releases, website content, social media, and other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

DSS/HRA/DHS are also committed to making information available to LEP clients via Agency websites and mobile applications. The HRA and DHS websites (nyc.gov/hra and nyc.gov/dhs) both include text, directly below the large banner at the top of the page, that indicates where readers of the 11 Agency- wide translation languages can click to get information in their language. Each language link navigates to a page, translated by a professional linguist, that summarizes the Agency’s programs and services and how to access those services. Links are available to access program applications, brochures and additional resources. Whenever possible, the links to these additional resources go directly to that resource in the appropriate language.



During the COVID-19 pandemic, all of the multi-lingual text on the Agency’s website has been regularly updated to include the most recent information on Agency procedural and policy changes. These updates included information on center closings, automatic benefits extensions, and interview waivers.

ACCESS HRA, a mobile responsive website and integrated mobile app, is available in Arabic, Traditional Chinese, Haitian Creole/French¹⁷, Korean, Russian and Spanish. Using ACCESS HRA, individuals can apply for or recertify for SNAP benefits, upload documents, see their case status, available benefit amount and any upcoming appointments, update their mailing address or contact information, and opt-in to the Fair Fares program – all in seven languages. DSS/HRA/DHS are exploring expansion into additional languages. Clients can also use ACCESS HRA to update their preferred language with the Agency, which will automatically update the language in which they are receiving notices.



DSS/HRA/DHS is committed to reaching as many New Yorkers as possible. One of the ways that the Agency does that is through paid advertising in stores and ethnic/community newspapers. For major

¹⁷ The ACCESS HRA website is in Haitian Creole, not French. Due to the technological limitations of iPhone and Android technology, the ACCESS HRA mobile site is in French, but not Haitian Creole.

campaigns, it is Agency practice to purchase advertising in a diverse array of newspapers, including those published in the 11 city-wide translation languages and in all five boroughs.

The Agency also uses social media sites to distribute messages about our services and to emphasize the messages of City Hall and other agencies. The Agency uses social media in English, Spanish and Chinese. (All translations provided by professional translation vendors.)

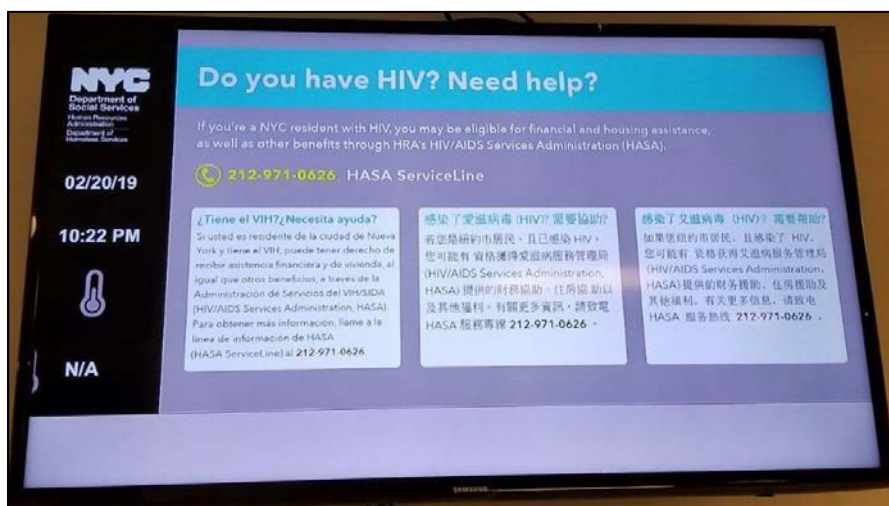
In every notice of a scheduled public hearing, DSS/HRA/DHS offers free interpretation services in any language. In addition to meeting any specific requests received, the Agency makes simultaneous interpretation of all in-person public hearings available in a minimum of 12 languages. (American Sign Language, Arabic, Bengali, Cantonese, French, Haitian Creole, Korean, Mandarin, Polish, Russian, Spanish, Urdu) During the COVID-19 pandemic, the Agency has transitioned to hosting virtual public hearings via Zoom. In this new environment, the Agency continues to offer free interpretation services in any language. Regardless of requests, virtual public hearings include interpretation, using Zoom in-meeting language features, in a minimum of three languages – American Sign Language, Mandarin and Spanish.

The DSS Office of Community Outreach and Engagement hosts and participates in a wide variety of outreach and enrollment events each year. Most events are scheduled by or planned in partnership with community partners. DSS Outreach also plans and sponsors its own benefits enrollment events, primarily in specific NYCHA communities that participate in the Mayor's Action Plan. The majority of the DSS's outreach staff are bilingual and interpretation services are always available. If a sponsoring community organization is not able to provide in-person interpretation services at a public presentation, those services can be requested through ORIA. At a tabling or enrollment event, staff will use telephonic interpretation services. At all in-person events, staff bring outreach materials in a wide-variety of languages and stress that language services are available in all Agency walk-in locations. During the COVID-19 pandemic, the DSS Outreach team has participated in a number of virtual events, including several hosted entirely in Spanish.

In 2021, the Office of Community Outreach will conduct a survey of its existing network of community partners to assess the full scope of services provided in languages other than English. The outcome of this survey will direct the DSS's outreach efforts in 2022 and beyond to ensure that partnerships

adequately reflect the linguistic diversity of our clients. Additionally, Community Outreach and Engagement shares information and resources with community-based providers and advocates during presentations, trainings, and communications about how to access services and materials at DSS/HRA/DHS for clients whose preferred language is not English.

In 2019, HRA began to pilot the use of video screens in client waiting areas. The primary purpose of these video screens is to display multi-lingual information about DSS/HRA. English language information is displayed on the initial program area message screen, followed by a rotation of each Agency- mandated language and relevant imagery. Once all 11 translations have been displayed, the entire screen shifts to the next slide.



4 – Subcategory: Plain Language

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

Staff in the Office of Policy, Procedures and Training (OPPT) write, design, and produce all the Agency/client-facing documents. Public-facing documents, including brochures and signs, are produced by the Office of Communications and Marketing team.

For DSS/HRA/DHS, plain language requirements are written in two separate policies. An HRA specific policy from 2016 requires that all public- or client-facing documents be reviewed for plain language purposes. To the extent possible, all documents are at a sixth-grade reading level or lower and icons, images, and formatting are used to enhance clarity.

The second policy that requires plain language review is the Agency's written translation policy from 2017. That policy applies to DSS, HRA and DHS.

5 - Subcategory: Policies and Procedures

What policies and procedures track how to identify and track an individual's language, how to utilize the appropriate resource to provide language services, how to request that material be translated.

See Section 3 of this report for details on the Agency's policies and procedures on written translation, including what documents are translated and how translations are managed and produced. Section 3 also includes details on each program area's policies on interpretation services, including how staff identify a client's language need.

See section 7 for details on the Agency's language access training, including who is trained, how often training is conducted and what materials are covered.

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

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

A poster-sized notice informing clients of their right to free language services is hanging prominently in all DSS/HRA/DHS locations. The poster reads, in 20 languages¹⁸, *"You have the right to free interpreter services at this location. If you need an interpreter, please go to the reception desk and we will call someone to interpret for you. If you have a question, comment or complaint about translation or interpretation at this location, please speak to a worker or call 311. Filing a complaint will not affect your case."* The poster also includes the symbol for sign language interpretation. The Office of Communications and Marketing staff are responsible for regularly confirming that each location has this mandated sign in an appropriate location and replacing any copies that are damaged over time.

¹⁸ The languages on the poster are: English, Albanian, Arabic, Bengali, Simplified Chinese, Traditional Chinese, French, Greek, Haitian Creole, Hebrew, Hindi, Italian, Korean, Polish, Punjabi, Russian, Spanish, Urdu, Vietnamese and Yiddish. These languages include all 12 of the Agency-wide languages.



This notice has been hanging in HRA locations since 2015. DHS locations previously hung similar posters informing clients of their right to interpretation services, but those signs have been replaced with the above for consistency.

In addition to this notice of free interpretation services, all HRA and DHS locations welcome clients to locations with similar multi-lingual signs in prominent locations.



7 - Subcategory: Languages Beyond the Top 10

Identify how the agency ensures that individuals who speak languages beyond the top 10 are able to access services and communicate with the Agency.

At DSS/HRA/DHS, spoken communication is not limited to the ten languages of Local Law 30. The Agency ensures that everyone who comes into contact with our staff is able to communicate with us in

their language of preference. We meet this mandate through the use of bilingual staff and telephonic interpretation services. In 2020, we provided client services in more than 100 spoken languages.

In 2014 and 2015, HRA began to disaggregate whether clients preferred to read Simplified or Chinese characters - detailed data that is not collected by any other organization in New York City. While we determined that more clients read Traditional Chinese, enough of a minority of HRA's large Chinese-reading population read Simplified, that HRA made the unique decision to produce documents in both sets of characters.¹⁹ As a result, all Agency documents are translated in eleven languages, rather than the LL30 mandated ten.

In 2021, DHS implemented a new protocol that moves the Agency further toward providing full translation services to all clients. Included in DHS's new explanatory memos that accompany the most personalized notices and forms is an offer to fully translate the notice. The personalized, fully-translated notice will be delivered to the client as soon as possible, usually within three business days.

For additional information on the Agency's LEP population, see Section 4. Based on our four-factor analysis, the Agency has determined that the ten languages currently required by LL 30 covers 99% of our clients and ensures that they are able to receive documents in their language of preference.

8 - Subcategory: Emergency Preparedness and Language Access

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

DSS Emergency Management, which supports both HRA and DHS, works closely with ORIA to ensure that all LEP clients are able to access services during an emergency. Together, these teams confirm that documents are translated, that appropriate multi-lingual signage and LEP identification tools are available at emergency sites, that interpreters can be contacted, and that staff are trained in the provision of language services.

¹⁹ Although Traditional readers are still a majority in 2020, the margin continues to decrease.

According to NYCEM’s Language Access Plan, if an emergency has the potential to affect 75 or more households, if a service center is activated or if language access needs exceed the responding agency’s ability to provide services, the Mayor’s Office of Immigrant Affairs (MOIA) convenes the Language Access Lead Team. The Lead Team consists of the primary agencies responsible for language access during emergencies, including DSS, and coordinates interagency efforts to address language access needs before, during and after an emergency.

The Lead Agency in an emergency is responsible for providing language services. DSS is the Lead Agency when disaster assistance service centers or family assistance centers are established in response to an emergency. In these instances, the DSS Emergency Management team and the language access team at ORIA coordinate interpretation services, in consultation with NYCEM and MOIA. Together, these groups provide support, including providing interpretation services, translated documents, signage and contract support to NYCEM and the incident-lead Agency.

DSS/HRA is in regular contact with MOIA and NYC Emergency Management regarding these obligations. The Agency has participated in table-top exercises, “hot washes” and planning exercises with NYCEM and other agencies to ensure that we are prepared to take on these responsibilities when needed.

DSS/HRA/DHS is not responsible for the city’s COVID response plan, but has created a vaccine pod to distribute vaccines to qualified DHS staff and clients.²⁰ On-site interpretation services in Spanish are being provided at all hours while the DHS COVID vaccine distribution pod is open. Staff at the pod can use telephonic interpretation services to address the language needs of any non-English/Spanish speaker that arrives.

Information related to the Agency’s COVID-response, as well as details on how federal waivers and rule changes impact benefits eligibility and updated procedures for the receipt of benefits have been professionally translated and posted on the multi-lingual pages of the HRA and DHS websites.

9 – Subcategory: Licenses, Permits, and Registrations

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

DSS/HRA/DHS does not issue any licenses, permits or registrations.

²⁰ DHS COVID vaccine distribution pod is not open to the public. It is only providing services to DHS staff and clients who qualify for the vaccine under the rules established by the NY State Department of Health.

Section 7: Training

Explain how the agency will train staff on its language access policies and procedures

DSS/HRA/DHS has a training, developed by ORIA, that covers the language access services required by law, as well as all Agency policies and procedures regarding language access. The Agency's LEP training reminds staff about the diverse communities that we serve, reviews federal, state, and local laws for providing services to LEP clients, and provides detailed instructions on how and when to access telephonic interpretation services, in-person interpretation services, sign language interpretation services, and written translations. Staff are challenged with a series of "tough situations" and reminded of the importance of accurately recording a client's language. Finally, the LEP training provides ORIA's contact information in the event staff have any further questions or client communications challenges and require support.

ORIA updates the Agency's LEP training whenever there are changes to the language access policies and procedures. Additionally, the trainings are also updated once a year to update the scenarios and ensure that the training is engaging.

All DSS/HRA/DHS front-line staff, including outreach staff, as well as their managers and supervisors, must receive LEP training every year. Incoming staff receive LEP training during their onboarding process. Many staff receive the training from professional trainers at OPPT, but ORIA also conducts several train-the-trainer sessions and direct staff trainings each year. At HRA, staff trainings are tracked in the Online Training Tracking System (OTTS), a purpose-developed database. It also tracks who has registered for and completed trainings. At DHS, information about training registration and completion is tracked in a program called the Human Services Learning Center (HSLC). HSLC also houses DHS trainings for staff to access online or virtually.

In 2021, DHS rolled out an additional training, covering many of the same topics and scenarios, to all DHS provider staff. The Agency is committed to continuing to share this training resource with our providers, incorporating feedback and updates to ensure that each year our training is more relevant, more interesting and more educational than the year before.

Section 8: Record keeping and evaluation

Identify the progress your agency has made in record keeping of language services and monitoring the delivery and quality of language services.

The largest of HRA's program areas, Cash Assistance and the Supplemental Nutrition Assistance Program (SNAP), record client data in a state-controlled system called the Welfare Management System (WMS). For each case, WMS records a separate preferred language for speaking and reading. Language choices are listed in a drop-down menu of 106 speaking languages and 102 reading languages.²¹

HRA employees enter information into WMS and record client interactions through an interface called the Paperless Office System (POS). For specific client interactions, including new applications, re-certifications and certain types of case changes, POS requires staff to record how language services were provided.

Throughout the Agency, other program areas use their own client tracking systems, including the CARES program at DHS, APSNet at the Adult Protective Services Program and HASAWeb for the HIV/AIDS Services Administration. All of these programs track unique speaking and reading languages for each case. As a part of the Agency's mandated language access training, all staff are instructed to record how language services were provided and the interpreter ID number of a professional telephonic, on-site or sign language interpreter in the case notes portion of the client record.

ORIA is constantly monitoring the Agency's language services vendors, including reviewing multiple interpreter scheduling programs, hundreds of interpreter timesheets and staff/client complaints, to ensure that our clients and staff are receiving the highest quality language services.

In 2020, DSS/HRA/DHS staff called for telephonic interpretation 279,430 times. The average wait-time to speak with an interpreter was 3.1 seconds. In 2020, ORIA submitted only 21 complaints to Language Line Solutions, our telephonic interpretation services vendor, regarding dropped calls or unprofessional behavior by interpreters.

²¹ Differences in the spoken versus written lists reflect a larger number of spoken Chinese dialects than there are forms of Chinese writing. Other variations reflect disability related options, such as Braille and sign language.

ORIA closely tracks monthly reports on the number of canceled, missed or unfulfilled appointments by our primary in-person interpretation services vendor. In 2020, Geneva Worldwide, our initial service vendor, was unable to provide an interpreter for 4% of appointments. Because even a low unfilled rate is unacceptable when clients need our support, DSS/HRA/DHS engaged a second, in-person interpretation services vendor in 2019.

Language Line Solutions, the DSS/HRA/DHS vendor for written translations, reviews each document for formatting and translation errors before the written translation is finalized and returned to the Agency. Out of 979 document translation requests in 2020, only 34 documents (3%) were returned for errors. Despite having a low error rate, DSS/HRA/DHS engaged a secondary written translation vendor in 2019 to provide quality assurance and review of translated documents. Eriksen Translations, our secondary vendor, produced the Agency's updated translation glossary in 2019, and continues to review and provide comment on high-profile documents.

In addition to carefully monitoring service and contract data, ORIA engages regularly with center-based staff, program leadership, Agency outreach units, community-based organizations (CBOs), immigrant clients, and members of our Language Access Working Group for a full understanding of where our services need to be improved. The Office of Constituent Services tracks all language access complaints received by the Agency, 311, nyc.gov and/or other elected officials and shares this information with ORIA. By putting all these sources together, ORIA can quickly identify and correct any gaps in service in programs throughout the Agency.

Section 9: Resource analysis and planning

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.

As a large Agency with more than three million clients, DSS/HRA/DHS is fully committed to ensuring that all LEP clients receive the language access services and support that they need. The Agency's contracts for telephonic interpretation, written translation, in-person interpretation and sign language interpretation reflect this level of dedication.

All DSS/HRA/DHS language services contracts are procured through the DCAS Underlying Requirements Contracts. The Agency is in the process of extending the current collection of contracts, which expire at the end of fiscal year 2021 (FY21), for one additional year. The Agency understands that DCAS plans to rebid all of the language services contracts in fiscal year 2022 (FY22). DSS/HRA/DHS expects to buy into these new contracts for fiscal year 2023 (FY23) and fiscal year 2024 (FY24).

| Service | Vendor | Current Contract End Date | FY21 Contract Value | Pending FY22 Contract Value ²² |
|---------------------------------------|-------------------------------|---------------------------|---------------------|---|
| Written translation services | Language Line Solutions, Inc. | 6/2/21 | \$2,705,800 | \$1,800,000 |
| Telephonic interpretation services | Language Line Solutions, Inc. | 6/2/21 | \$1,904,450 | \$2,560,000 |
| In-person interpretation services | Geneva Worldwide, Inc. | 6/30/21 | \$259,500 | \$301,000 |
| Sign language interpretation services | Accurate Communication, Inc. | 4/30/21 | \$163,200 | \$137,500 |

²² FY22 values are pending budgetary approval at all levels.

| | | | | |
|---|------------------------------|---------|----------|--------------------|
| Bilingual staff testing | LM Language Services, Inc. | 6/30/23 | \$10,000 | \$10,000 |
| Secondary in-person interpretation services | Accurate Communication, Inc. | 6/30/21 | \$15,000 | Not yet determined |
| Quality assurance for written translations | Eriksen Translations, Inc. | 6/30/21 | \$20,000 | Not yet determined |

The Agency's Office of Refugee and Immigrant Affairs (ORIA) includes a five-member, full-time language access team to manage contracts, provide staff guidance on how to access all the Agency's language access resources, develop language access tools and trainings, and advise the Agency on language access policies and procedures.

In addition to having a dedicated team working on language access issues, many of the Agency's other units incorporate the provision of language access services into their daily work. The Office of Communications and Marketing (OCM) ensures that Agency signage and outreach materials are fully multi-lingual. The Office of Policy, Procedures and Trainings (OPPT) submits every new and updated form/notice for translation and provides hundreds of hours of LEP training each year. The Information and Technology Services (ITS) team ensures that staff have dual-handset phones and that our Video Remote Interpretation (VRI) stations for working with sign language clients remain functional.

While language services contracts and dedicated administrative teams represent important tools, DSS/HRA/DHS recognizes that our most valuable resource are front-line staff members who provide language services to thousands of clients on a daily basis. To provide the highest quality service to New York City's diverse, multi-lingual residents, DSS/HRA/DHS needs a diverse, multi-lingual staff. As of April 2019, the Agency had more than 1,047 self-reported bilingual staff members who collectively speak 70 languages.

As a part of our commitment to a multi-lingual workforce, DSS is pleased to announce the success of our partnership in the ASL Direct program. In conjunction with DCAS and the Mayor's Office for People with Disabilities, DSS Infoline (the Agency's call center) hired a staff member fluent in American Sign Language (ASL) in 2019. This staff member answers questions via a secure, confidential, internet video feed from members of New York's deaf and signing community.

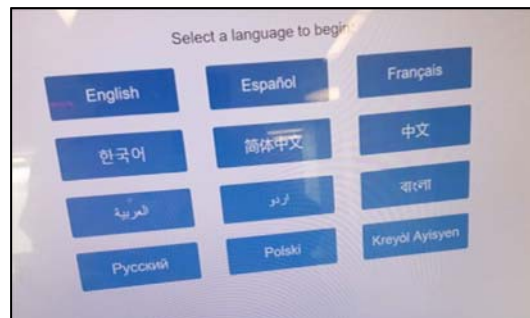
Section 10: Outreach and public awareness of language access services

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.

DSS/HRA/DHS explicitly informs the public of the availability of free language services through:

- posters in all walk-in centers (for details, see Section 6, Subcategory 6)
- notices on tickets in walk-in centers
- notices of free language services in application and renewal packets
- Agency outreach presentations and events

Most clients at walk-in SNAP and Job Centers begin by using a self-service check-in kiosk. These kiosks, which are available in 12 languages, reduce wait time by allowing clients to generate their own service tickets.



In addition to giving a ticket number, the kiosk-generated ticket identifies the client's language of preference, thus creating an additional prompt for staff to inquire as to whether language services may be necessary, and alerting the client if a different preferred language is recorded. The ticket informs the client, in 12 languages, that free language services are available and that a Social Security number is not required to apply for HRA benefits.

ST NICHOLAS JOB CENTER
FRIDAY, JANUARY 31, 2020 1:49:36 PM
FLOOR: 2
CASH ASSISTANCE

PI 5033

CA APPLICATION INTERVIEW LANGUAGE SPOKEN: ENGLISH

All are welcome and have a right to apply for HRA benefits. You do not need a social security number to apply. You have a right to free language services. If you have a complaint, ask to speak with a supervisor or call 311.

Todos son bienvenidos y tienen derecho a solicitar los beneficios de la HRA. No necesita un número de seguro social para la

If a client’s language of preference is anything other than English, the self-service check-in kiosk delivers a Notice of Free Interpretation Services (DSS-4) with each ticket. The Notice of Free Interpretation Services reads, in 12 languages, “You Have a Right to Free Interpretation Services. Please tell a worker if you want to speak with us in a language other than English or in sign language. If you have a question, comment or complaint about the interpretation services provided, please call 311. Filing a complaint will not affect your case.”



You Have a Right to Free Interpretation Services

We have free interpretation services available. Please tell a worker if you want to speak with us in a language other than English or in sign language. You can simply show a worker the “I Speak” card below. If you have a question, comment or complaint about the interpretation services provided, please call 311. Filing a complaint will not affect your case.

Usted tiene derecho a recibir servicios de interpretación gratuitos

Contamos con servicios de interpretación gratuitos. Si desea hablar con nosotros en un idioma distinto al inglés o en lenguaje de señas, hágaselo saber a un empleado, simplemente muéstrele la tarjeta “I Speak” que aparece a continuación. Si tiene alguna pregunta, comentario o queja acerca de los servicios de interpretación que brindamos, llame al 311. La presentación de una queja no tendrá incidencia sobre su caso.

您有權利使用免費口譯服務

我們提供免費的口譯服務。如果您希望用英語以外的語言或手語和我們溝通，請告訴我們的工作人員。您只要向工作人員出示底下的「我說」(I Speak) 卡就可以了。如果您對我們提供的口譯服務有疑問、評論、或申訴，請致電 311。提交申訴將不會影響您的個案。

Вы имеете право на бесплатные услуги устного перевода

Мы предоставим вам бесплатные услуги устного перевода. Сообщите сотруднику, если вы хотите общаться с нами не на английском, а на другом языке или на языке жестов. Вы можете просто показать сотруднику

This Notice of Free Interpretation Services (DSS-4) is also included, on 8.5x11 paper, in all Agency application and renewal packets.

In addition to these printed notices, there are several HRA and DHS outreach teams that meet and interact with the public, community-based organizations, and elected officials on a regular basis. All team members have access to interpretation services, and share information with members of the public regarding the Agency's use of language services.

As a part of our commitment to a multi-lingual workforce, DSS successfully launched the ASL Direct program in 2019. In conjunction with DCAS and the Mayor's Office for People with Disabilities, DSS's Infoline (the Agency's call center) hired a staff member fluent in American Sign Language (ASL). This staff member answers questions via a secure, confidential, internet video feed from members of New York's deaf and signing community.

Section 11: Language Access complaints

Describe how members of the public can submit language access complaints, questions and requests to the agency

Members of the public can submit language access complaints, questions or requests in any of the following ways:

- ☐ Call 311
- ☐ Call Infoline at 718-577-1399
- ☐ Call the DHS Ombudsman Unit at 1-800-994-6494
- ☐ Call ASL Direct (Video Phone only) at 347-474-4231
- ☐ Speak to the Director at any of our walk-in sites or residential locations
- ☐ Click on “contact us” at nyc.gov/hra or nyc.gov/dhs
- ☐ Email ORIA at oria@dss.nyc.gov

All complaints or comments regarding DSS/HRA/DHS received through 311, Infoline, the Ombudsman Unit, ASL Direct, or “contact us” are directed to the DSS Office of Constituent Services. Issues are summarized by agents and then sent as emails that are uploaded directly into the Internet Quorum (IQ) program. Any complaints that include a language component are forwarded to ORIA, or to ORIA and a specific program area for resolution. If a complaint is solely limited to language services concerns, ORIA will work with the program involved to ensure that all staff are reminded of their language access duties, and address any systematic language access concerns. If substantive case issues are involved as well, ORIA will work with the appropriate program to ensure that both substantive case issues as well as language access concerns are addressed.

Complaints received at walk-in sites or residential locations are managed by the leadership team at that location.

Complaints received by ORIA are resolved through the same process as the Office of Constituent Services.

As discussed in detail in Section 10, DSS/HRA/DHS informs clients of their right to free interpretation services through four primary means: a free interpretation services poster, a welcome poster, the ticketnotice, and a printed notice of free interpretation services. All four of these documents refer clients to 311 for language access complaints.

The Agency's free interpretation services poster reads, in 20 languages: *"You have the right to free interpretation services at this location....If you have a question, comment or complaint about translation or interpretation at this location, please speak to a worker or call 311. Filing a complaint will not affect your case."*

The Agency's welcome poster, which hangs in all walk-in locations, reads, in 12 languages: *"Welcome toHRA/DHS. Free interpretation services are available. For comments or complaints please call 311."*

The message printed on every ticket generated by a self-service check-in kiosk reads, in 12 languages: *"All are welcome and have the right to apply for HRA benefits....If you have a complaint, ask to speak with a supervisor or call 311."*

The Agency's Notice of Free Interpretation Services, which is printed at kiosks with tickets and distributed in all walk-in locations reads, in 12 languages: *"You have the right to free interpretation services....If you have a question, comment or complaint about the interpretation services provided, please call 311. Filing a complaint will not affect your case."*

Section 12: Implementation Plan Logistics

Describe how the Language Access Coordinator will implement the Language Access Implementation plan and provide goals, milestones and times.

The implementation of this Language Access Implementation Plan will be overseen by ORIA, under the leadership of the Language Access Coordinator: Marah Rhoades, Deputy Commissioner, Office of Advocacy and Outreach. The Language Access staff at ORIA will work with Agency leadership, program leaders and technical staff to ensure that each of the policies and procedures listed in this report is followed by front-line staff and that goals and timelines included here are met.

The Language Access team at ORIA will continue to meet regularly with the Agency’s internal Language Access Working Group. The group, which meets a few times a year, consists of one or two representatives of each program area. The purpose of the group is to share information about available language access resources, review data and collectively plan for upcoming needs.

This implementation plan will be updated at least once every three years and the updates will be posted on nyc.gov/hra and nyc.gov/dhs, as required by Local Law 30. Intermediary plans will be created and posted more frequently if deemed necessary by HRA’s Language Access Coordinator and Agency leadership.

Details on the implementation plan of the Agency’s 2021 – 2024 language access goals are below. For a detailed justification of each goal, see Section 3.

| Language access goal | Milestones | Responsible staff | Deadline |
|---|--|---|----------|
| Increase # of translated documents available at DHS | <ul style="list-style-type: none"> ▪ Confirm total universe of forms. ▪ Review all forms for plain language and snippets ▪ Translate and post all Agency-generated forms. ▪ Work with providers to gather all forms. | ORIA, Office of Program Development and Implementation (OPDI), OPPT and | Ongoing |

| | | | |
|---|--|--|--------------------|
| | <ul style="list-style-type: none"> ▪ Review provider forms. ▪ Translate provider forms. | DHS program areas | |
| Improve telephone access | <ul style="list-style-type: none"> • Procure an updated IVR system. • Design a system that is multi-lingual but comprehensive • Translate all prompts. • Test to ensure user accessibility | Office of Constituent Services (OCS), Information Technology Services (ITS) and ORIA | Dec. 2021 |
| Improve knowledge about community partners | <ul style="list-style-type: none"> ▪ Create a survey tool ▪ Administer the survey to CBO partners ▪ Gather and analyze resulting data ▪ Create partnerships with organizations that serve populations that are underrepresented in current partnerships. | Office of Outreach, Office of Evaluation and Research (OER) | Jan. 2023 |
| Continue to provide LEP training | <ul style="list-style-type: none"> ▪ Update LEP training each year to include new information and keep old information relevant and fresh ▪ Work with training teams to provide in-person training or generate an eLearning platform. | OPPT, ORIA and program leadership | Each calendar year |
| Provide LEP training to DHS providers | <ul style="list-style-type: none"> ▪ Modify LEP training to be relevant to DHS providers ▪ Gather staff contact information from providers ▪ Register staff and distribute training accordingly | OPPT, OPDI, DHS program areas and DHS providers | Jan 2022 |
| Share language service contracts with providers | <ul style="list-style-type: none"> ▪ Identify providers in need of access to language services | ORIA, Agency Chief Contracting Officer (ACCO) | Ongoing |

| | | | |
|--------------------------|---|---|-----------|
| | <ul style="list-style-type: none"> ▪ Arrange for all providers to sign an agreement with the Agency ▪ Track service usage to ensure fiscal accountability | and Program areas | |
| Increase bilingual staff | <ul style="list-style-type: none"> ▪ Identify program areas and locations in need of additional staff ▪ Work with HRS to inform programs about selective certification and help include language preferences in upcoming DCAS job notices | Human Resource Services (HRS), ORIA and Program areas | Jan. 2024 |

| DSS/HRA/DHS Lang. Services by Language, by Program by Type of Service | | | |
|---|-----------|----------------------|------------------|
| Program | Language | Type of Service | No. of instances |
| Infoline | Afrikaans | Telephonic | 1 |
| CAS | Akan | Telephonic | 1 |
| Cash Assit. | Akan | Telephonic | 6 |
| Families (DHS) | Akan | Telephonic | 5 |
| HPA | Akan | Telephonic | 2 |
| Infoline | Akan | Telephonic | 5 |
| Mayor's Office | Akan | Telephonic | 2 |
| ODVEIS | Akan | Telephonic | 1 |
| OLA | Akan | Telephonic | 1 |
| SNAP | Akan | Telephonic | 4 |
| Unknown/Other | Akan | Telephonic | 8 |
| APS | Albanian | In-Person | 2 |
| APS | Albanian | Telephonic | 5 |
| CAS | Albanian | Telephonic | 16 |
| Cash Assit. | Albanian | Telephonic | 161 |
| Families (DHS) | Albanian | Telephonic | 16 |
| HASA | Albanian | Telephonic | 1 |
| IDNYC | Albanian | Telephonic | 3 |
| Infoline | Albanian | Telephonic | 100 |
| Mayor's Office | Albanian | Telephonic | 25 |
| MICSA | Albanian | Telephonic | 13 |
| OAO | Albanian | Telephonic | 1 |
| OCC | Albanian | Telephonic | 3 |
| ODVEIS | Albanian | Telephonic | 2 |
| Program Account. | Albanian | Telephonic | 3 |
| SNAP | Albanian | Telephonic | 99 |
| Unknown/Other | Albanian | Telephonic | 47 |
| Adult Singles | Amharic | Telephonic | 1 |
| Cash Assit. | Amharic | Telephonic | 1 |
| IDNYC | Amharic | Telephonic | 1 |
| Infoline | Amharic | Telephonic | 2 |
| SNAP | Amharic | Telephonic | 1 |
| Unknown/Other | Amharic | Telephonic | 1 |
| Adult Families | Arabic | Telephonic | 1 |
| Adult Singles | Arabic | Telephonic | 40 |
| Agency-wide | Arabic | Document Translation | 537 |
| APS | Arabic | In-Person | 10 |
| APS | Arabic | Telephonic | 38 |

| Acronyms | |
|-----------------|---|
| APS | Adult Protective Services |
| ASL | American Sign Language |
| CAS | Customized Assistance Services |
| Cash Assit. | Cash Assistance Program |
| EEO | Equal Employment Office |
| HASA | HIV/AIDS Services Administration |
| HCSP | Home Care Service Program |
| HPA | Homelessness Prevention Administration |
| MICSA | Medical Insurance and Community Services Administration |
| OAO | Office of Advocacy and Outreach |
| OCC | Office of Constituent Services |
| OCHIA | Office of Citywide Health Insurance Access |
| OCSS | Office of Child Support Services |
| ODVEIS | Office of Domestic Violence and Emergency Intervention Services |
| OER | Office of Evaluation and Research |
| OLA | Office of Legal Affairs |
| Program Account | Office of Program Accountability |
| SNAP | Supplemental Nutrition Assistance Program |

| | | | |
|--------------------------|----------|------------|-----|
| CAS | Arabic | Telephonic | 40 |
| Cash Assit. | Arabic | Telephonic | 527 |
| EEO | Arabic | Telephonic | 1 |
| Fair Fares | Arabic | Telephonic | 4 |
| Fair Hearings | Arabic | Telephonic | 1 |
| Families (DHS) | Arabic | Telephonic | 96 |
| HASA | Arabic | Telephonic | 3 |
| HCSP | Arabic | Telephonic | 10 |
| HPA | Arabic | Telephonic | 43 |
| IDNYC | Arabic | In-Person | 7 |
| IDNYC | Arabic | Telephonic | 20 |
| Infoline | Arabic | Telephonic | 827 |
| Mayor's Office | Arabic | Telephonic | 55 |
| MICSA | Arabic | Telephonic | 57 |
| OAQ | Arabic | Telephonic | 8 |
| OCC | Arabic | Telephonic | 61 |
| OCHIA | Arabic | Telephonic | 1 |
| OCSS | Arabic | Telephonic | 15 |
| ODVEIS | Arabic | Telephonic | 56 |
| OLA | Arabic | Telephonic | 1 |
| Program Account. | Arabic | Telephonic | 28 |
| Reasonable Accommodation | Arabic | Telephonic | 9 |
| SNAP | Arabic | Telephonic | 531 |
| Unknown/Other | Arabic | Telephonic | 262 |
| Cash Assist. | Armenian | Telephonic | 2 |
| IDNYC | Armenian | Telephonic | 1 |
| Infoline | Armenian | Telephonic | 5 |
| Mayor's Office | Armenian | Telephonic | 3 |
| MICSA | Armenian | Telephonic | 2 |
| SNAP | Armenian | Telephonic | 2 |
| Adult Families | ASL | In-Person | 5 |
| Adult Families | ASL | Video | 5 |
| Adult Singles | ASL | In-Person | 38 |
| Adult Singles | ASL | Video | 77 |
| APS | ASL | In-Person | 22 |
| APS | ASL | Video | 21 |
| Career Services | ASL | In-Person | 4 |
| CAS | ASL | In-Person | 7 |
| Cash Assist. | ASL | In-Person | 53 |
| Cash Assist. | ASL | Video | 59 |
| Families (DHS) | ASL | In-Person | 18 |
| Families (DHS) | ASL | Video | 69 |

| | | | |
|------------------|----------|----------------------|-----|
| HASA | ASL | In-Person | 3 |
| HASA | ASL | Video | 3 |
| HCSP | ASL | In-Person | 2 |
| HPA | ASL | In-Person | 2 |
| HPA | ASL | Video | 6 |
| IDNYC | ASL | In-Person | 2 |
| MICSA | ASL | In-Person | 29 |
| MICSA | ASL | Video | 8 |
| OAQ | ASL | Video | 22 |
| OCSS | ASL | In-Person | 8 |
| OCSS | ASL | Video | 3 |
| ODVEIS | ASL | In-Person | 1 |
| ODVEIS | ASL | Video | 2 |
| Program Account. | ASL | In-Person | 9 |
| SNAP | ASL | In-Person | 5 |
| SNAP | ASL | Video | 10 |
| Families (DHS) | Assyrian | Telephonic | 1 |
| Unknown/Other | Assyrian | Telephonic | 1 |
| IDNYC | Bahasa | Telephonic | 2 |
| CAS | Bambara | Telephonic | 3 |
| Cash Assit. | Bambara | Telephonic | 2 |
| Families (DHS) | Bambara | Telephonic | 9 |
| HASA | Bambara | Telephonic | 1 |
| HPA | Bambara | Telephonic | 1 |
| Infoline | Bambara | Telephonic | 5 |
| MICSA | Bambara | Telephonic | 2 |
| SNAP | Bambara | Telephonic | 2 |
| Unknown/Other | Bambara | Telephonic | 1 |
| Administration | Bengali | Telephonic | 3 |
| Adult Families | Bengali | Telephonic | 10 |
| Adult Singles | Bengali | Telephonic | 11 |
| Agency-wide | Bengali | Document Translation | 444 |
| APS | Bengali | In-Person | 4 |
| APS | Bengali | Telephonic | 10 |
| CAS | Bengali | Telephonic | 106 |
| Cash Assit. | Bengali | Telephonic | 975 |
| EEO | Bengali | Telephonic | 2 |
| Fair Fares | Bengali | Telephonic | 14 |
| Fair Hearings | Bengali | Telephonic | 5 |
| Families (DHS) | Bengali | Telephonic | 170 |
| HASA | Bengali | Telephonic | 2 |
| HCSP | Bengali | Telephonic | 38 |

| | | | |
|--------------------------|-----------|------------|-------|
| HPA | Bengali | Telephonic | 54 |
| IDNYC | Bengali | Telephonic | 83 |
| Infoline | Bengali | Telephonic | 1,457 |
| Mayor's Office | Bengali | Telephonic | 154 |
| MICSA | Bengali | Telephonic | 156 |
| OAO | Bengali | Telephonic | 16 |
| OCC | Bengali | Telephonic | 41 |
| OCHIA | Bengali | Telephonic | 1 |
| OCSS | Bengali | Telephonic | 11 |
| ODVEIS | Bengali | Telephonic | 164 |
| OLA | Bengali | Telephonic | 3 |
| Program Account. | Bengali | Telephonic | 49 |
| Reasonable Accommodation | Bengali | Telephonic | 5 |
| SNAP | Bengali | Telephonic | 819 |
| Unknown/Other | Bengali | Telephonic | 599 |
| SNAP | Berber | Telephonic | 2 |
| Cash Assit. | Bosnian | Telephonic | 6 |
| IDNYC | Bosnian | Telephonic | 2 |
| Infoline | Bosnian | Telephonic | 3 |
| Mayor's Office | Bosnian | Telephonic | 1 |
| Reasonable Accommodation | Bosnian | Telephonic | 1 |
| SNAP | Bosnian | Telephonic | 1 |
| Unknown/Other | Bosnian | Telephonic | 3 |
| APS | Bulgarian | In-Person | 1 |
| Cash Assit. | Bulgarian | Telephonic | 1 |
| Families (DHS) | Bulgarian | Telephonic | 1 |
| Infoline | Bulgarian | Telephonic | 5 |
| MICSA | Bulgarian | Telephonic | 1 |
| SNAP | Bulgarian | Telephonic | 3 |
| Unknown/Other | Bulgarian | Telephonic | 2 |
| Adult Singles | Burmese | Telephonic | 2 |
| CAS | Burmese | Telephonic | 1 |
| Cash Assit. | Burmese | Telephonic | 12 |
| HASA | Burmese | Telephonic | 1 |
| IDNYC | Burmese | In-Person | 3 |
| IDNYC | Burmese | Telephonic | 11 |
| Infoline | Burmese | Telephonic | 27 |
| Mayor's Office | Burmese | Telephonic | 2 |
| MICSA | Burmese | Telephonic | 1 |
| SNAP | Burmese | Telephonic | 11 |
| Unknown/Other | Burmese | Telephonic | 11 |
| Cash Assit. | Cambodian | Telephonic | 5 |

| | | | |
|--------------------------|-----------------|------------|-------|
| Infoline | Cambodian | Telephonic | 3 |
| Mayor's Office | Cambodian | Telephonic | 10 |
| SNAP | Cambodian | Telephonic | 3 |
| Administration | Cantonese | Telephonic | 8 |
| Adult Families | Cantonese | Telephonic | 1 |
| Adult Singles | Cantonese | Telephonic | 65 |
| APS | Cantonese | In-Person | 23 |
| APS | Cantonese | Telephonic | 139 |
| CAS | Cantonese | Telephonic | 111 |
| Cash Assit. | Cantonese | Telephonic | 338 |
| EEO | Cantonese | Telephonic | 9 |
| Fair Fares | Cantonese | Telephonic | 13 |
| Fair Hearings | Cantonese | Telephonic | 1 |
| HASA | Cantonese | Telephonic | 27 |
| HCSP | Cantonese | Telephonic | 99 |
| HPA | Cantonese | Telephonic | 21 |
| IDNYC | Cantonese | Telephonic | 166 |
| Infoline | Cantonese | Telephonic | 4,130 |
| Mayor's Office | Cantonese | Telephonic | 600 |
| MICSA | Cantonese | Telephonic | 293 |
| OAQ | Cantonese | Telephonic | 22 |
| OCC | Cantonese | Telephonic | 96 |
| OCHIA | Cantonese | Telephonic | 1 |
| OCSS | Cantonese | Telephonic | 12 |
| ODVEIS | Cantonese | Telephonic | 34 |
| OLA | Cantonese | Telephonic | 3 |
| Program Account. | Cantonese | Telephonic | 87 |
| Reasonable Accommodation | Cantonese | Telephonic | 10 |
| SNAP | Cantonese | Telephonic | 1,780 |
| Unknown/Other | Cantonese | Telephonic | 1,258 |
| Cash Assist. | Chin/Chin Hakha | Telephonic | 1 |
| Fair Fares | Chin/Chin Hakha | Telephonic | 1 |
| Infoline | Chin/Chin Hakha | Telephonic | 2 |
| Unknown/Other | Chin/Chin Hakha | Telephonic | 2 |
| APS | Croatian | In-Person | 2 |
| Cash Assist. | Croatian | Telephonic | 2 |
| IDNYC | Croatian | Telephonic | 2 |
| Infoline | Croatian | Telephonic | 3 |
| MICSA | Croatian | Telephonic | 1 |
| OCC | Croatian | Telephonic | 1 |
| SNAP | Croatian | Telephonic | 3 |
| Unknown/Other | Croatian | Telephonic | 2 |

| | | | |
|----------------|---------|----------------------|-----|
| Cash Assist. | Czech | Telephonic | 1 |
| Infoline | Czech | Telephonic | 3 |
| MICSA | Czech | Telephonic | 1 |
| Unknown/Other | Czech | Telephonic | 1 |
| Cash Assist. | Dari | Telephonic | 3 |
| Infoline | Dari | Telephonic | 3 |
| Mayor's Office | Dari | Telephonic | 1 |
| ODVEIS | Dari | Telephonic | 1 |
| SNAP | Dari | Telephonic | 1 |
| Unknown/Other | Dari | Telephonic | 3 |
| Cash Assist. | Diula | Telephonic | 1 |
| Cash Assist. | Dutch | Telephonic | 1 |
| HPA | Dutch | Telephonic | 1 |
| OLA | Dutch | Telephonic | 1 |
| Agency-wide | English | Document Translation | 330 |
| Adult Singles | Farsi | Telephonic | 1 |
| APS | Farsi | Telephonic | 4 |
| CAS | Farsi | Telephonic | 1 |
| Cash Assist. | Farsi | Telephonic | 14 |
| Fair Hearings | Farsi | Telephonic | 1 |
| Families (DHS) | Farsi | Telephonic | 4 |
| HCSP | Farsi | Telephonic | 1 |
| HPA | Farsi | Telephonic | 5 |
| IDNYC | Farsi | In-Person | 1 |
| Infoline | Farsi | Telephonic | 20 |
| Mayor's Office | Farsi | Telephonic | 4 |
| MICSA | Farsi | Telephonic | 2 |
| ODVEIS | Farsi | Telephonic | 1 |
| SNAP | Farsi | Telephonic | 13 |
| Unknown/Other | Farsi | Telephonic | 9 |
| CAS | Finnish | Telephonic | 1 |
| Adult Families | French | Telephonic | 2 |
| Adult Singles | French | Telephonic | 34 |
| Agency-wide | French | Document Translation | 472 |
| APS | French | In-Person | 2 |
| APS | French | Telephonic | 8 |
| CAS | French | Telephonic | 13 |
| Cash Assist. | French | Telephonic | 249 |
| Families (DHS) | French | Telephonic | 772 |
| HASA | French | Telephonic | 209 |
| HPA | French | Telephonic | 83 |
| IDNYC | French | In-Person | 11 |

| | | | |
|--------------------------|-----------|------------|-----|
| IDNYC | French | Telephonic | 49 |
| Infoline | French | Telephonic | 136 |
| Mayor's Office | French | Telephonic | 28 |
| MICSA | French | Telephonic | 18 |
| OAQ | French | Telephonic | 5 |
| OCC | French | Telephonic | 7 |
| OCCS | French | Telephonic | 11 |
| ODVEIS | French | Telephonic | 45 |
| Program Account. | French | Telephonic | 16 |
| Reasonable Accommodation | French | Telephonic | 1 |
| SNAP | French | Telephonic | 97 |
| Unknown/Other | French | Telephonic | 283 |
| CAS | Fukienese | Telephonic | 3 |
| Cash Assit. | Fukienese | Telephonic | 1 |
| IDNYC | Fukienese | Telephonic | 1 |
| Infoline | Fukienese | Telephonic | 6 |
| Mayor's Office | Fukienese | Telephonic | 2 |
| SNAP | Fukienese | Telephonic | 1 |
| Unknown/Other | Fukienese | Telephonic | 1 |
| Adult Singles | Fulani | Telephonic | 1 |
| CAS | Fulani | Telephonic | 1 |
| Cash Assit. | Fulani | Telephonic | 13 |
| Families (DHS) | Fulani | Telephonic | 8 |
| HASA | Fulani | Telephonic | 5 |
| HPA | Fulani | Telephonic | 1 |
| Infoline | Fulani | Telephonic | 9 |
| MICSA | Fulani | Telephonic | 1 |
| ODVEIS | Fulani | Telephonic | 2 |
| SNAP | Fulani | Telephonic | 6 |
| Unknown/Other | Fulani | Telephonic | 16 |
| APS | Fuzhou | Telephonic | 3 |
| CAS | Fuzhou | Telephonic | 10 |
| Cash Assit. | Fuzhou | Telephonic | 61 |
| Families (DHS) | Fuzhou | Telephonic | 27 |
| HPA | Fuzhou | Telephonic | 2 |
| IDNYC | Fuzhou | Telephonic | 7 |
| Infoline | Fuzhou | Telephonic | 63 |
| Mayor's Office | Fuzhou | Telephonic | 11 |
| MICSA | Fuzhou | Telephonic | 2 |
| OAQ | Fuzhou | Telephonic | 1 |
| OCC | Fuzhou | Telephonic | 4 |
| ODVEIS | Fuzhou | Telephonic | 2 |

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| Program Account. | Fuzhou | Telephonic | 3 |
| SNAP | Fuzhou | Telephonic | 12 |
| Unknown/Other | Fuzhou | Telephonic | 15 |
| APS | Georgian | Telephonic | 8 |
| Cash Assit. | Georgian | Telephonic | 15 |
| Families (DHS) | Georgian | Telephonic | 19 |
| HPA | Georgian | Telephonic | 1 |
| IDNYC | Georgian | In-Person | 1 |
| IDNYC | Georgian | Telephonic | 5 |
| Infoline | Georgian | Telephonic | 12 |
| Mayor's Office | Georgian | Telephonic | 4 |
| MICSA | Georgian | Telephonic | 1 |
| OCSS | Georgian | Telephonic | 2 |
| Program Account. | Georgian | Telephonic | 1 |
| SNAP | Georgian | Telephonic | 5 |
| Unknown/Other | Georgian | Telephonic | 8 |
| CAS | German | Telephonic | 1 |
| Cash Assit. | German | Telephonic | 1 |
| IDNYC | German | In-Person | 5 |
| IDNYC | German | Telephonic | 1 |
| Mayor's Office | German | Telephonic | 1 |
| MICSA | German | Telephonic | 1 |
| SNAP | German | Telephonic | 2 |
| Cash Assit. | Gheg | Telephonic | 1 |
| SNAP | Gheg | Telephonic | 1 |
| Adult Singles | Greek | Telephonic | 3 |
| APS | Greek | In-Person | 3 |
| APS | Greek | Telephonic | 16 |
| CAS | Greek | Telephonic | 7 |
| Cash Assit. | Greek | Telephonic | 31 |
| HASA | Greek | Telephonic | 1 |
| HCSP | Greek | Telephonic | 1 |
| HPA | Greek | Telephonic | 7 |
| IDNYC | Greek | Telephonic | 8 |
| Infoline | Greek | Telephonic | 52 |
| Mayor's Office | Greek | Telephonic | 40 |
| MICSA | Greek | Telephonic | 7 |
| OCSS | Greek | Telephonic | 1 |
| ODVEIS | Greek | Telephonic | 1 |
| SNAP | Greek | Telephonic | 30 |
| Unknown/Other | Greek | Telephonic | 17 |
| CAS | Gujarati | Telephonic | 5 |

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| Cash Assit. | Gujarati | Telephonic | 3 |
| IDNYC | Gujarati | Telephonic | 2 |
| Infoline | Gujarati | Telephonic | 5 |
| Mayor's Office | Gujarati | Telephonic | 2 |
| SNAP | Gujarati | Telephonic | 3 |
| Unknown/Other | Gujarati | Telephonic | 3 |
| Adult Families | Haitian Creole | Telephonic | 1 |
| Adult Singles | Haitian Creole | Telephonic | 20 |
| Agency-wide | Haitian Creole | Document Translation | 531 |
| APS | Haitian Creole | In-Person | 10 |
| APS | Haitian Creole | Telephonic | 69 |
| CAS | Haitian Creole | Telephonic | 47 |
| Cash Assit. | Haitian Creole | Telephonic | 331 |
| EEO | Haitian Creole | Telephonic | 1 |
| Families (DHS) | Haitian Creole | Telephonic | 298 |
| HASA | Haitian Creole | Telephonic | 64 |
| HCSP | Haitian Creole | Telephonic | 20 |
| HPA | Haitian Creole | Telephonic | 84 |
| IDNYC | Haitian Creole | In-Person | 1 |
| IDNYC | Haitian Creole | Telephonic | 33 |
| Infoline | Haitian Creole | Telephonic | 609 |
| Mayor's Office | Haitian Creole | Telephonic | 86 |
| MICSA | Haitian Creole | Telephonic | 53 |
| OA0 | Haitian Creole | In-Person | 3 |
| OA0 | Haitian Creole | Telephonic | 4 |
| OCC | Haitian Creole | Telephonic | 32 |
| OCHIA | Haitian Creole | Telephonic | 1 |
| OCSS | Haitian Creole | Telephonic | 6 |
| ODVEIS | Haitian Creole | Telephonic | 19 |
| OER | Haitian Creole | Telephonic | 1 |
| OLA | Haitian Creole | Telephonic | 2 |
| Program Account. | Haitian Creole | In-Person | 1 |
| Program Account. | Haitian Creole | Telephonic | 11 |
| Reasonable Accommodation | Haitian Creole | Telephonic | 2 |
| SNAP | Haitian Creole | Telephonic | 442 |
| Streets | Haitian Creole | In-Person | 2 |
| Unknown/Other | Haitian Creole | Telephonic | 238 |
| Infoline | Hakka | Telephonic | 1 |
| Cash Assit. | Hausa | Telephonic | 1 |
| Families (DHS) | Hausa | Telephonic | 11 |
| HPA | Hausa | Telephonic | 1 |
| Mayor's Office | Hausa | Telephonic | 1 |

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| Unknown/Other | Hausa | Telephonic | 11 |
| Adult Singles | Hebrew | Telephonic | 1 |
| CAS | Hebrew | Telephonic | 1 |
| Cash Assit. | Hebrew | Telephonic | 13 |
| HPA | Hebrew | Telephonic | 4 |
| IDNYC | Hebrew | In-Person | 2 |
| Infoline | Hebrew | Telephonic | 23 |
| Mayor's Office | Hebrew | Telephonic | 3 |
| MICSA | Hebrew | Telephonic | 1 |
| ODVEIS | Hebrew | Telephonic | 2 |
| Reasonable Accommodation | Hebrew | Telephonic | 1 |
| SNAP | Hebrew | Telephonic | 8 |
| Unknown/Other | Hebrew | Telephonic | 5 |
| Adult Singles | Hindi | Telephonic | 3 |
| APS | Hindi | In-Person | 5 |
| APS | Hindi | Telephonic | 18 |
| CAS | Hindi | Telephonic | 6 |
| Cash Assit. | Hindi | Telephonic | 28 |
| Families (DHS) | Hindi | Telephonic | 3 |
| HCSP | Hindi | Telephonic | 1 |
| HPA | Hindi | Telephonic | 1 |
| IDNYC | Hindi | In-Person | 1 |
| IDNYC | Hindi | Telephonic | 23 |
| Infoline | Hindi | Telephonic | 84 |
| Mayor's Office | Hindi | Telephonic | 12 |
| MICSA | Hindi | Telephonic | 8 |
| OAD | Hindi | Telephonic | 1 |
| ODVEIS | Hindi | Telephonic | 9 |
| SNAP | Hindi | Telephonic | 49 |
| Unknown/Other | Hindi | Telephonic | 34 |
| Families (DHS) | Hmong | Telephonic | 1 |
| Mayor's Office | Hmong | Telephonic | 2 |
| Unknown/Other | Hmong | Telephonic | 1 |
| Adult Families | Hungarian | Telephonic | 7 |
| Adult Singles | Hungarian | Telephonic | 1 |
| Cash Assit. | Hungarian | Telephonic | 6 |
| HASA | Hungarian | Telephonic | 1 |
| HPA | Hungarian | Telephonic | 1 |
| IDNYC | Hungarian | Telephonic | 6 |
| Infoline | Hungarian | Telephonic | 22 |
| MICSA | Hungarian | Telephonic | 2 |
| Program Account. | Hungarian | Telephonic | 1 |

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| SNAP | Hungarian | Telephonic | 7 |
| Unknown/Other | Hungarian | Telephonic | 5 |
| HPA | Igbo | Telephonic | 1 |
| Infoline | Igbo | Telephonic | 1 |
| Adult Singles | Indonesian | Telephonic | 1 |
| Cash Assit. | Indonesian | Telephonic | 4 |
| IDNYC | Indonesian | Telephonic | 6 |
| Mayor's Office | Indonesian | Telephonic | 1 |
| MICSA | Indonesian | Telephonic | 1 |
| SNAP | Indonesian | Telephonic | 2 |
| Unknown/Other | Indonesian | Telephonic | 8 |
| Adult Singles | Italian | Telephonic | 1 |
| APS | Italian | In-Person | 6 |
| APS | Italian | Telephonic | 20 |
| CAS | Italian | Telephonic | 4 |
| Cash Assit. | Italian | Telephonic | 30 |
| Families (DHS) | Italian | Telephonic | 4 |
| HCSP | Italian | Telephonic | 5 |
| HPA | Italian | Telephonic | 4 |
| IDNYC | Italian | Telephonic | 7 |
| Infoline | Italian | Telephonic | 59 |
| Mayor's Office | Italian | Telephonic | 32 |
| MICSA | Italian | Telephonic | 2 |
| OAQ | Italian | Telephonic | 2 |
| OCC | Italian | Telephonic | 1 |
| ODVEIS | Italian | Telephonic | 5 |
| OLA | Italian | Telephonic | 1 |
| Program Account. | Italian | Telephonic | 1 |
| SNAP | Italian | Telephonic | 17 |
| Unknown/Other | Italian | Telephonic | 17 |
| Adult Singles | Japanese | Telephonic | 7 |
| APS | Japanese | In-Person | 3 |
| APS | Japanese | Telephonic | 10 |
| CAS | Japanese | Telephonic | 2 |
| Cash Assit. | Japanese | Telephonic | 16 |
| Fair Hearings | Japanese | Telephonic | 1 |
| Families (DHS) | Japanese | Telephonic | 4 |
| HPA | Japanese | Telephonic | 1 |
| IDNYC | Japanese | In-Person | 6 |
| IDNYC | Japanese | Telephonic | 25 |
| Infoline | Japanese | Telephonic | 8 |
| Mayor's Office | Japanese | Telephonic | 4 |

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| MICSA | Japanese | Telephonic | 3 |
| OCSS | Japanese | Telephonic | 2 |
| ODVEIS | Japanese | Telephonic | 2 |
| SNAP | Japanese | Telephonic | 9 |
| Streets | Japanese | Telephonic | 1 |
| Unknown/Other | Japanese | Telephonic | 18 |
| Infoline | Karen | Telephonic | 2 |
| SNAP | Karen | Telephonic | 1 |
| Unknown/Other | Karen | Telephonic | 2 |
| Cash Assit. | Khmer | Telephonic | 1 |
| Unknown/Other | K'iche | Telephonic | 6 |
| Cash Assit. | Kinyarwanda | Telephonic | 1 |
| Administration | Korean | Telephonic | 1 |
| Adult Singles | Korean | Telephonic | 7 |
| Agency-wide | Korean | Document Translation | 532 |
| APS | Korean | In-Person | 8 |
| APS | Korean | Telephonic | 113 |
| CAS | Korean | Telephonic | 20 |
| Cash Assit. | Korean | Telephonic | 198 |
| EEO | Korean | Telephonic | 1 |
| Fair Fares | Korean | Telephonic | 1 |
| Families (DHS) | Korean | Telephonic | 1 |
| HASA | Korean | Telephonic | 6 |
| HCSP | Korean | Telephonic | 10 |
| HPA | Korean | Telephonic | 20 |
| IDNYC | Korean | In-Person | 3 |
| IDNYC | Korean | Telephonic | 109 |
| Infoline | Korean | Telephonic | 566 |
| Mayor's Office | Korean | Telephonic | 239 |
| MICSA | Korean | Telephonic | 113 |
| OAQ | Korean | Telephonic | 1 |
| OCC | Korean | Telephonic | 7 |
| OCSS | Korean | Telephonic | 4 |
| ODVEIS | Korean | Telephonic | 6 |
| OLA | Korean | Telephonic | 1 |
| Program Account. | Korean | Telephonic | 13 |
| SNAP | Korean | Telephonic | 384 |
| Unknown/Other | Korean | Telephonic | 296 |
| APS | Krio | Telephonic | 2 |
| CAS | Krio | Telephonic | 2 |
| Cash Assist. | Krio | Telephonic | 2 |
| Families (DHS) | Krio | Telephonic | 3 |

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| Infoline | Krio | Telephonic | 4 |
| Mayor's Office | Krio | Telephonic | 5 |
| ODVEIS | Krio | Telephonic | 1 |
| SNAP | Krio | Telephonic | 3 |
| Unknown/Other | Krio | Telephonic | 1 |
| HASA | Kurmanji | Telephonic | 1 |
| IDNYC | Laotian | Telephonic | 1 |
| Infoline | Laotian | Telephonic | 1 |
| SNAP | Laotian | Telephonic | 3 |
| Unknown/Other | Laotian | In-Person | 1 |
| Cash Assit. | Lingala | Telephonic | 2 |
| Families (DHS) | Lingala | Telephonic | 19 |
| HASA | Lingala | Telephonic | 1 |
| MICSA | Lingala | Telephonic | 1 |
| OCC | Lingala | Telephonic | 1 |
| SNAP | Lingala | Telephonic | 1 |
| Unknown/Other | Lingala | Telephonic | 5 |
| Adult Families | Lithuanian | Telephonic | 1 |
| APS | Macedonian | Telephonic | 4 |
| CAS | Macedonian | Telephonic | 1 |
| Infoline | Macedonian | Telephonic | 1 |
| SNAP | Macedonian | Telephonic | 1 |
| IDNYC | Malay | In-Person | 1 |
| SNAP | Malay | Telephonic | 1 |
| Cash Assist. | Malayalam | Telephonic | 2 |
| IDNYC | Malayalam | Telephonic | 1 |
| Infoline | Malayalam | Telephonic | 3 |
| SNAP | Malayalam | Telephonic | 3 |
| Unknown/Other | Malayalam | Telephonic | 1 |
| Administration | Mandarin | Telephonic | 5 |
| Adult Families | Mandarin | Telephonic | 3 |
| Adult Singles | Mandarin | Telephonic | 89 |
| APS | Mandarin | In-Person | 26 |
| APS | Mandarin | Telephonic | 199 |
| CAS | Mandarin | Telephonic | 325 |
| Cash Assist. | Mandarin | Telephonic | 1,941 |
| EEO | Mandarin | Telephonic | 5 |
| Fair Fares | Mandarin | Telephonic | 29 |
| Fair Hearings | Mandarin | Telephonic | 3 |
| Families (DHS) | Mandarin | Telephonic | 189 |
| HASA | Mandarin | Telephonic | 98 |
| HCSP | Mandarin | In-Person | 4 |

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| HCSP | Mandarin | Telephonic | 173 |
| HPA | Mandarin | Telephonic | 121 |
| IDNYC | Mandarin | In-Person | 1 |
| IDNYC | Mandarin | Telephonic | 882 |
| Infoline | Mandarin | Telephonic | 8,991 |
| Mayor's Office | Mandarin | Telephonic | 1,887 |
| MICSA | Mandarin | Telephonic | 562 |
| OAQ | Mandarin | In-Person | 4 |
| OAQ | Mandarin | Telephonic | 44 |
| OCC | Mandarin | Telephonic | 147 |
| OCHIA | Mandarin | Telephonic | 8 |
| OCSS | Mandarin | Telephonic | 19 |
| ODVEIS | Mandarin | Telephonic | 202 |
| OLA | Mandarin | Telephonic | 6 |
| Program Account. | Mandarin | Telephonic | 193 |
| Reasonable Accommodation | Mandarin | Telephonic | 21 |
| SNAP | Mandarin | Telephonic | 1,790 |
| Streets | Mandarin | Telephonic | 7 |
| Streets | Mandarin | In-Person | 2 |
| Unknown/Other | Mandarin | Telephonic | 2,872 |
| APS | Mandingo | In-Person | 1 |
| CAS | Mandingo | Telephonic | 1 |
| Cash Assit. | Mandingo | Telephonic | 1 |
| Families (DHS) | Mandingo | Telephonic | 7 |
| HASA | Mandingo | Telephonic | 5 |
| HPA | Mandingo | Telephonic | 4 |
| Infoline | Mandingo | Telephonic | 1 |
| Mayor's Office | Mandingo | Telephonic | 1 |
| MICSA | Mandingo | Telephonic | 1 |
| SNAP | Mandingo | Telephonic | 1 |
| HASA | Mandinka | Telephonic | 1 |
| Unknown/Other | Maninka | Telephonic | 1 |
| Mayor's Office | Marathi | Telephonic | 1 |
| Unknown/Other | Marshallese | Telephonic | 2 |
| CAS | Mongolian | Telephonic | 1 |
| Cash Assist. | Mongolian | Telephonic | 2 |
| HCSP | Mongolian | Telephonic | 1 |
| IDNYC | Mongolian | Telephonic | 2 |
| Infoline | Mongolian | Telephonic | 2 |
| Program Account. | Mongolian | Telephonic | 1 |
| Adult Singles | Nepali | Telephonic | 3 |
| Cash Assit. | Nepali | Telephonic | 17 |

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| HCSP | Nepali | Telephonic | 1 |
| IDNYC | Nepali | Telephonic | 4 |
| Infoline | Nepali | Telephonic | 13 |
| Mayor's Office | Nepali | Telephonic | 2 |
| OCSS | Nepali | Telephonic | 1 |
| ODVEIS | Nepali | Telephonic | 1 |
| Program Account. | Nepali | Telephonic | 1 |
| SNAP | Nepali | Telephonic | 1 |
| Unknown/Other | Nepali | Telephonic | 22 |
| Cash Assist. | Nigerian Pidgin | Telephonic | 1 |
| Mayor's Office | Nigerian Pidgin | Telephonic | 1 |
| Cash Assist. | Oromo | Telephonic | 1 |
| Infoline | Oromo | Telephonic | 1 |
| Agency-wide | Other | Document Translation | 12 |
| CAS | Pashto | Telephonic | 2 |
| Cash Assit. | Pashto | Telephonic | 2 |
| HPA | Pashto | Telephonic | 2 |
| Infoline | Pashto | Telephonic | 2 |
| OCSS | Pashto | Telephonic | 1 |
| ODVEIS | Pashto | Telephonic | 2 |
| SNAP | Pashto | Telephonic | 9 |
| Unknown/Other | Pashto | Telephonic | 2 |
| Adult Families | Polish | Telephonic | 1 |
| Adult Singles | Polish | In-Person | 2 |
| Adult Singles | Polish | Telephonic | 80 |
| Agency-wide | Polish | Document Translation | 440 |
| APS | Polish | In-Person | 6 |
| APS | Polish | Telephonic | 19 |
| CAS | Polish | Telephonic | 16 |
| Cash Assit. | Polish | Telephonic | 78 |
| Families (DHS) | Polish | Telephonic | 7 |
| HASA | Polish | Telephonic | 23 |
| HCSP | Polish | Telephonic | 9 |
| HPA | Polish | Telephonic | 19 |
| IDNYC | Polish | In-Person | 3 |
| IDNYC | Polish | Telephonic | 46 |
| Infoline | Polish | Telephonic | 116 |
| Mayor's Office | Polish | Telephonic | 76 |
| MICSA | Polish | Telephonic | 20 |
| OAQ | Polish | Telephonic | 2 |
| OCC | Polish | Telephonic | 1 |
| OCSS | Polish | Telephonic | 5 |

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| ODVEIS | Polish | Telephonic | 9 |
| Program Account. | Polish | Telephonic | 1 |
| SNAP | Polish | Telephonic | 130 |
| Unknown/Other | Polish | Telephonic | 104 |
| APS | Portuguese | In-Person | 3 |
| APS | Portuguese | Telephonic | 2 |
| CAS | Portuguese | Telephonic | 3 |
| Cash Assit. | Portuguese | Telephonic | 37 |
| Families (DHS) | Portuguese | Telephonic | 36 |
| HASA | Portuguese | Telephonic | 4 |
| HCSP | Portuguese | Telephonic | 2 |
| HPA | Portuguese | Telephonic | 2 |
| IDNYC | Portuguese | In-Person | 2 |
| IDNYC | Portuguese | Telephonic | 16 |
| Infoline | Portuguese | Telephonic | 32 |
| Mayor's Office | Portuguese | Telephonic | 7 |
| MICSA | Portuguese | Telephonic | 6 |
| OCSS | Portuguese | Telephonic | 1 |
| ODVEIS | Portuguese | Telephonic | 5 |
| Program Account. | Portuguese | Telephonic | 2 |
| SNAP | Portuguese | Telephonic | 23 |
| Unknown/Other | Portuguese | Telephonic | 28 |
| OCSS | Portuguese Creole | Telephonic | 1 |
| Administration | Punjabi | Telephonic | 2 |
| Adult Singles | Punjabi | Telephonic | 10 |
| APS | Punjabi | In-Person | 1 |
| APS | Punjabi | Telephonic | 12 |
| CAS | Punjabi | Telephonic | 11 |
| Cash Assit. | Punjabi | Telephonic | 39 |
| Fair Fares | Punjabi | Telephonic | 1 |
| Families (DHS) | Punjabi | Telephonic | 3 |
| HASA | Punjabi | Telephonic | 1 |
| HCSP | Punjabi | Telephonic | 8 |
| HPA | Punjabi | Telephonic | 2 |
| IDNYC | Punjabi | In-Person | 1 |
| IDNYC | Punjabi | Telephonic | 14 |
| Infoline | Punjabi | Telephonic | 102 |
| Mayor's Office | Punjabi | Telephonic | 8 |
| MICSA | Punjabi | Telephonic | 5 |
| OCSS | Punjabi | Telephonic | 2 |
| ODVEIS | Punjabi | Telephonic | 18 |
| Program Account. | Punjabi | Telephonic | 2 |

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| SNAP | Punjabi | Telephonic | 25 |
| Unknown/Other | Punjabi | Telephonic | 68 |
| APS | Romanian | Telephonic | 3 |
| CAS | Romanian | Telephonic | 2 |
| Cash Assit. | Romanian | Telephonic | 4 |
| HASA | Romanian | Telephonic | 6 |
| H CSP | Romanian | Telephonic | 1 |
| HPA | Romanian | Telephonic | 6 |
| IDNYC | Romanian | Telephonic | 1 |
| Infoline | Romanian | Telephonic | 8 |
| Mayor's Office | Romanian | Telephonic | 2 |
| MICSA | Romanian | Telephonic | 4 |
| OCCS | Romanian | Telephonic | 1 |
| SNAP | Romanian | Telephonic | 4 |
| Unknown/Other | Romanian | Telephonic | 4 |
| Families (DHS) | Rundi | Telephonic | 1 |
| SNAP | Rundi | Telephonic | 1 |
| Unknown/Other | Rundi | Telephonic | 1 |
| Administration | Russian | Telephonic | 12 |
| Adult Families | Russian | Telephonic | 3 |
| Adult Singles | Russian | Telephonic | 85 |
| Agency-wide | Russian | Document Translation | 537 |
| APS | Russian | In-Person | 19 |
| APS | Russian | Telephonic | 211 |
| CAS | Russian | Telephonic | 181 |
| Cash Assit. | Russian | Telephonic | 749 |
| EEO | Russian | Telephonic | 7 |
| Fair Fares | Russian | Telephonic | 3 |
| Families (DHS) | Russian | Telephonic | 118 |
| HASA | Russian | Telephonic | 47 |
| H CSP | Russian | In-Person | 2 |
| H CSP | Russian | Telephonic | 167 |
| HPA | Russian | In-Person | 1 |
| HPA | Russian | Telephonic | 87 |
| IDNYC | Russian | In-Person | 3 |
| IDNYC | Russian | Telephonic | 258 |
| Infoline | Russian | Telephonic | 4,815 |
| Mayor's Office | Russian | Telephonic | 1,099 |
| MICSA | Russian | Telephonic | 192 |
| OA O | Russian | In-Person | 3 |
| OA O | Russian | Telephonic | 4 |
| OCC | Russian | Telephonic | 136 |

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| OCHIA | Russian | Telephonic | 11 |
| OCSS | Russian | Telephonic | 23 |
| ODVEIS | Russian | Telephonic | 183 |
| OER | Russian | Telephonic | 1 |
| OLA | Russian | Telephonic | 10 |
| Program Account. | Russian | Telephonic | 79 |
| Reasonable Accommodation | Russian | Telephonic | 14 |
| SNAP | Russian | Telephonic | 1,757 |
| Unknown/Other | Russian | Telephonic | 1,386 |
| Cash Assist. | Samoan | Telephonic | 1 |
| CAS | Serbian | Telephonic | 1 |
| Cash Assit. | Serbian | Telephonic | 2 |
| IDNYC | Serbian | In-Person | 1 |
| Infoline | Serbian | Telephonic | 6 |
| Mayor's Office | Serbian | Telephonic | 1 |
| OAQ | Serbian | Telephonic | 1 |
| SNAP | Serbian | Telephonic | 3 |
| Unknown/Other | Serbian | Telephonic | 2 |
| Cash Assist. | Shanghainese | Telephonic | 4 |
| Infoline | Shanghainese | Telephonic | 2 |
| OCC | Shanghainese | Telephonic | 1 |
| Adult Singles | Sign Lang. (not ASL) | In-Person | 2 |
| APS | Sign Lang. (not ASL) | Video | 2 |
| Career Services | Sign Lang. (not ASL) | In-Person | 2 |
| Cash Assist. | Sign Lang. (not ASL) | In-Person | 2 |
| Cash Assist. | Sign Lang. (not ASL) | Video | 2 |
| Families (DHS) | Sign Lang. (not ASL) | In-Person | 5 |
| Families (DHS) | Sign Lang. (not ASL) | Video | 4 |
| MICSA | Sign Lang. (not ASL) | Video | 1 |
| Agency-wide | Simplified Chinese | Document Translation | 478 |
| Cash Assit. | Sinhala | Telephonic | 1 |
| Infoline | Sinhala | Telephonic | 2 |
| Unknown/Other | Sinhala | Telephonic | 1 |
| IDNYC | Slovak | In-Person | 1 |
| IDNYC | Slovak | Telephonic | 2 |
| Infoline | Slovak | Telephonic | 3 |
| SNAP | Slovak | Telephonic | 1 |
| Cash Assit. | Somali | Telephonic | 1 |
| Unknown/Other | Somali | Telephonic | 1 |
| Cash Assit. | Soninke | Telephonic | 3 |
| Fair Fares | Soninke | Telephonic | 2 |
| Families (DHS) | Soninke | Telephonic | 23 |

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| Infoline | Soninke | Telephonic | 8 |
| ODVEIS | Soninke | Telephonic | 1 |
| SNAP | Soninke | Telephonic | 4 |
| Unknown/Other | Soninke | Telephonic | 1 |
| Administration | Spanish | Telephonic | 217 |
| Adult Families | Spanish | Telephonic | 537 |
| Adult Singles | Spanish | Telephonic | 998 |
| Agency-wide | Spanish | Document Translation | 376 |
| APS | Spanish | In-Person | 437 |
| APS | Spanish | Telephonic | 2,889 |
| CAS | Spanish | Telephonic | 1,558 |
| Cash Assit. | Spanish | Telephonic | 30,169 |
| EEO | Spanish | Telephonic | 41 |
| Fair Fares | Spanish | Telephonic | 419 |
| Fair Hearings | Spanish | Telephonic | 218 |
| Families (DHS) | Spanish | Telephonic | 16,460 |
| HASA | Spanish | In-Person | 2 |
| HASA | Spanish | Telephonic | 6,689 |
| HCSP | Spanish | In-Person | 18 |
| HCSP | Spanish | Telephonic | 1,182 |
| HPA | Spanish | In-Person | 5 |
| HPA | Spanish | Telephonic | 2,739 |
| IDNYC | Spanish | In-Person | 1 |
| IDNYC | Spanish | Telephonic | 2,449 |
| Infoline | Spanish | Telephonic | 65,992 |
| Mayor's Office | Spanish | Telephonic | 5,335 |
| MICSA | Spanish | In-Person | 2 |
| MICSA | Spanish | Telephonic | 2,513 |
| OAQ | Spanish | In-Person | 11 |
| OAQ | Spanish | Telephonic | 181 |
| OCC | Spanish | Telephonic | 2,689 |
| OCHIA | Spanish | Telephonic | 52 |
| OCSS | Spanish | Telephonic | 1,959 |
| ODVEIS | Spanish | Telephonic | 4,293 |
| OER | Spanish | Telephonic | 4 |
| OLA | Spanish | Telephonic | 254 |
| OLA SOI | Spanish | In-Person | 2 |
| Program Account. | Spanish | Telephonic | 2,640 |
| Reasonable Accommodation | Spanish | Telephonic | 118 |
| SNAP | Spanish | Telephonic | 37,900 |
| Streets | Spanish | Telephonic | 6 |
| Unknown/Other | Spanish | Telephonic | 26,868 |

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| CAS | Swahili | Telephonic | 3 |
| Families (DHS) | Swahili | Telephonic | 15 |
| Infoline | Swahili | Telephonic | 1 |
| SNAP | Swahili | Telephonic | 1 |
| Unknown/Other | Swahili | Telephonic | 4 |
| Unknown/Other | Swedish | Telephonic | 1 |
| Adult Families | Sylheti | Telephonic | 1 |
| APS | Sylheti | Telephonic | 1 |
| Cash Assit. | Sylheti | Telephonic | 14 |
| Families (DHS) | Sylheti | Telephonic | 9 |
| HPA | Sylheti | Telephonic | 1 |
| Infoline | Sylheti | Telephonic | 16 |
| Mayor's Office | Sylheti | Telephonic | 1 |
| OCC | Sylheti | Telephonic | 2 |
| ODVEIS | Sylheti | Telephonic | 1 |
| SNAP | Sylheti | Telephonic | 6 |
| Unknown/Other | Sylheti | Telephonic | 3 |
| Adult Families | Tagalog | Telephonic | 2 |
| Adult Singles | Tagalog | Telephonic | 2 |
| APS | Tagalog | In-Person | 4 |
| CAS | Tagalog | Telephonic | 1 |
| Cash Assit. | Tagalog | Telephonic | 21 |
| HPA | Tagalog | Telephonic | 1 |
| IDNYC | Tagalog | Telephonic | 1 |
| Infoline | Tagalog | Telephonic | 20 |
| Mayor's Office | Tagalog | Telephonic | 2 |
| MICSA | Tagalog | Telephonic | 2 |
| OCC | Tagalog | Telephonic | 1 |
| SNAP | Tagalog | Telephonic | 20 |
| Unknown/Other | Tagalog | Telephonic | 8 |
| Adult Singles | Taiwanese | Telephonic | 1 |
| APS | Taiwanese | Telephonic | 2 |
| Infoline | Taiwanese | Telephonic | 3 |
| Mayor's Office | Taiwanese | Telephonic | 3 |
| SNAP | Taiwanese | Telephonic | 1 |
| Unknown/Other | Taiwanese | Telephonic | 1 |
| Mayor's Office | Tajik | Telephonic | 1 |
| Cash Assit. | Tamil | Telephonic | 6 |
| Families (DHS) | Tamil | Telephonic | 1 |
| HCSP | Tamil | Telephonic | 1 |
| IDNYC | Tamil | Telephonic | 1 |
| Infoline | Tamil | Telephonic | 9 |

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| OCC | Tamil | Telephonic | 1 |
| Program Account. | Tamil | Telephonic | 2 |
| Unknown/Other | Tamil | Telephonic | 6 |
| IDNYC | Telugu | In-Person | 1 |
| IDNYC | Telugu | Telephonic | 1 |
| Infoline | Telugu | Telephonic | 1 |
| ODVEIS | Telugu | Telephonic | 1 |
| Unknown/Other | Telugu | Telephonic | 2 |
| APS | Thai | Telephonic | 1 |
| CAS | Thai | Telephonic | 1 |
| Cash Assit. | Thai | Telephonic | 8 |
| Families (DHS) | Thai | Telephonic | 2 |
| HPA | Thai | Telephonic | 1 |
| IDNYC | Thai | In-Person | 1 |
| IDNYC | Thai | Telephonic | 7 |
| Infoline | Thai | Telephonic | 7 |
| Mayor's Office | Thai | Telephonic | 4 |
| MICSA | Thai | Telephonic | 1 |
| Reasonable Accommodation | Thai | Telephonic | 1 |
| SNAP | Thai | Telephonic | 8 |
| Unknown/Other | Thai | Telephonic | 9 |
| Adult Singles | Tibetan | Telephonic | 20 |
| Cash Assit. | Tibetan | Telephonic | 10 |
| Families (DHS) | Tibetan | Telephonic | 38 |
| HPA | Tibetan | Telephonic | 4 |
| Infoline | Tibetan | Telephonic | 13 |
| Mayor's Office | Tibetan | Telephonic | 2 |
| OCC | Tibetan | Telephonic | 1 |
| ODVEIS | Tibetan | Telephonic | 2 |
| SNAP | Tibetan | Telephonic | 7 |
| Unknown/Other | Tibetan | Telephonic | 62 |
| Adult Singles | Tigrinya | Telephonic | 14 |
| Infoline | Tigrinya | Telephonic | 1 |
| SNAP | Tigrinya | Telephonic | 4 |
| Adult Singles | Toishanese | Telephonic | 5 |
| APS | Toishanese | Telephonic | 8 |
| CAS | Toishanese | Telephonic | 1 |
| Cash Assit. | Toishanese | Telephonic | 9 |
| Fair Fares | Toishanese | Telephonic | 1 |
| IDNYC | Toishanese | Telephonic | 2 |
| Infoline | Toishanese | Telephonic | 53 |
| Mayor's Office | Toishanese | Telephonic | 12 |

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| MICSA | Toishanese | Telephonic | 7 |
| OCC | Toishanese | Telephonic | 2 |
| ODVEIS | Toishanese | Telephonic | 4 |
| Program Account. | Toishanese | Telephonic | 3 |
| SNAP | Toishanese | Telephonic | 14 |
| Unknown/Other | Toishanese | Telephonic | 12 |
| Agency-wide | Traditional Chinese | Document Translation | 530 |
| Adult Singles | Turkish | Telephonic | 3 |
| APS | Turkish | In-Person | 1 |
| APS | Turkish | Telephonic | 1 |
| CAS | Turkish | Telephonic | 8 |
| Cash Assit. | Turkish | Telephonic | 32 |
| HASA | Turkish | Telephonic | 2 |
| IDNYC | Turkish | In-Person | 1 |
| IDNYC | Turkish | Telephonic | 7 |
| Infoline | Turkish | Telephonic | 31 |
| Mayor's Office | Turkish | Telephonic | 6 |
| OAD | Turkish | Telephonic | 1 |
| OCC | Turkish | Telephonic | 2 |
| ODVEIS | Turkish | Telephonic | 1 |
| SNAP | Turkish | Telephonic | 18 |
| Unknown/Other | Turkish | Telephonic | 24 |
| Adult Families | Ukrainian | Telephonic | 1 |
| Adult Singles | Ukrainian | Telephonic | 2 |
| APS | Ukrainian | Telephonic | 3 |
| CAS | Ukrainian | Telephonic | 5 |
| Cash Assit. | Ukrainian | Telephonic | 1 |
| HASA | Ukrainian | Telephonic | 4 |
| IDNYC | Ukrainian | Telephonic | 4 |
| Infoline | Ukrainian | Telephonic | 3 |
| Mayor's Office | Ukrainian | Telephonic | 1 |
| MICSA | Ukrainian | Telephonic | 1 |
| Reasonable Accommodation | Ukrainian | Telephonic | 1 |
| SNAP | Ukrainian | Telephonic | 1 |
| Unknown/Other | Ukrainian | Telephonic | 4 |
| Adult Singles | Urdu | Telephonic | 3 |
| Agency-wide | Urdu | Document Translation | 444 |
| APS | Urdu | Telephonic | 3 |
| CAS | Urdu | Telephonic | 30 |
| Cash Assit. | Urdu | Telephonic | 179 |
| Fair Fares | Urdu | Telephonic | 1 |
| Families (DHS) | Urdu | Telephonic | 29 |

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| HCSP | Urdu | Telephonic | 4 |
| HPA | Urdu | Telephonic | 18 |
| IDNYC | Urdu | Telephonic | 7 |
| Infoline | Urdu | Telephonic | 183 |
| Mayor's Office | Urdu | Telephonic | 20 |
| MICSA | Urdu | Telephonic | 23 |
| OAQ | Urdu | Telephonic | 1 |
| OCC | Urdu | Telephonic | 10 |
| OCSS | Urdu | Telephonic | 5 |
| ODVEIS | Urdu | Telephonic | 9 |
| OLA | Urdu | Telephonic | 1 |
| Program Account. | Urdu | Telephonic | 7 |
| SNAP | Urdu | Telephonic | 159 |
| Unknown/Other | Urdu | Telephonic | 85 |
| Adult Singles | Uzbek | Telephonic | 2 |
| Cash Assit. | Uzbek | Telephonic | 22 |
| Families (DHS) | Uzbek | Telephonic | 97 |
| HPA | Uzbek | Telephonic | 3 |
| IDNYC | Uzbek | Telephonic | 1 |
| Infoline | Uzbek | Telephonic | 48 |
| Mayor's Office | Uzbek | Telephonic | 5 |
| MICSA | Uzbek | Telephonic | 3 |
| OCSS | Uzbek | Telephonic | 3 |
| ODVEIS | Uzbek | Telephonic | 5 |
| SNAP | Uzbek | Telephonic | 86 |
| Unknown/Other | Uzbek | Telephonic | 14 |
| APS | Vietnamese | Telephonic | 6 |
| CAS | Vietnamese | Telephonic | 4 |
| Cash Assit. | Vietnamese | Telephonic | 26 |
| Fair Fares | Vietnamese | Telephonic | 1 |
| Families (DHS) | Vietnamese | Telephonic | 1 |
| HPA | Vietnamese | Telephonic | 13 |
| IDNYC | Vietnamese | Telephonic | 3 |
| Infoline | Vietnamese | Telephonic | 27 |
| Mayor's Office | Vietnamese | Telephonic | 19 |
| MICSA | Vietnamese | Telephonic | 5 |
| OCC | Vietnamese | Telephonic | 1 |
| OCSS | Vietnamese | Telephonic | 3 |
| Program Account. | Vietnamese | Telephonic | 1 |
| SNAP | Vietnamese | Telephonic | 30 |
| Unknown/Other | Vietnamese | Telephonic | 20 |
| Cash Assit. | Wolof | Telephonic | 12 |

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| Families (DHS) | Wolof | Telephonic | 8 |
| IDNYC | Wolof | Telephonic | 1 |
| Infoline | Wolof | Telephonic | 5 |
| Mayor's Office | Wolof | Telephonic | 1 |
| OA0 | Wolof | Telephonic | 1 |
| OCC | Wolof | Telephonic | 1 |
| SNAP | Wolof | Telephonic | 3 |
| Unknown/Other | Wolof | Telephonic | 8 |
| CAS | Yiddish | Telephonic | 1 |
| Cash Assit. | Yiddish | Telephonic | 1 |
| HCSP | Yiddish | Telephonic | 1 |
| Mayor's Office | Yiddish | Telephonic | 1 |
| SNAP | Yiddish | Telephonic | 2 |
| Unknown/Other | Yiddish | Telephonic | 1 |
| CAS | Yoruba | Telephonic | 1 |
| Cash Assit. | Yoruba | Telephonic | 3 |
| Families (DHS) | Yoruba | Telephonic | 3 |
| HPA | Yoruba | Telephonic | 1 |
| IDNYC | Yoruba | Telephonic | 2 |
| Infoline | Yoruba | Telephonic | 1 |
| Mayor's Office | Yoruba | Telephonic | 1 |
| ODVEIS | Yoruba | Telephonic | 2 |
| Program Account. | Yoruba | Telephonic | 1 |
| SNAP | Yoruba | Telephonic | 2 |