

Local Law 30 Report

For Fiscal Year 2025



**Mayor's Office of
Immigrant Affairs**

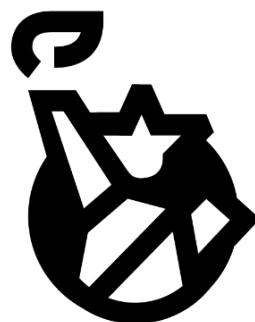


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1. Introduction

The Mayor's Office of Immigrant Affairs (MOIA) and the Mayor's Office of Operations (Operations) are pleased to submit the annual Language Access Report for Fiscal Year 2025. This report represents more than just compliance with New York City's language access laws. It also demonstrates our commitment to ensuring all New Yorkers can access City services and information, regardless of their English proficiency, particularly during a period of significant federal policy shifts and an evolving immigration landscape.

Critical role of monitoring and coordination for language access

Effective language access requires more than policy and practice. It demands systematic monitoring, coordination, and continuous improvement. As federal support for language access has receded and local responsibilities have grown, the City's ability to monitor service delivery, identify gaps, and drive improvements across 45 City agencies has become essential infrastructure. This annual report serves not just as a compliance document but as a vital feedback mechanism that enables New York City to assess progress, address challenges, and adapt to the evolving needs of the linguistically diverse communities.

The City Charter Section 15 identifies an Office of the Language Services Coordinator within Operations to work in consultation with MOIA.¹ Since the inception of Local Law 30 of 2017 (LL30), MOIA has taken the lead in the City's effort to strengthen language access across agencies with support from Operations, approaching this work as a continuous improvement cycle rather than a compliance checklist.

As language access work has grown exponentially in scope and complexity, particularly given evolving policy and political landscapes, expanding community needs, demographic shifts, changing service delivery models, and advancing technology, the coordination and oversight functions originally envisioned in the Charter have become increasingly central to ensuring consistent, high-quality service delivery across all City agencies.

¹ The American Legal Publishing, THE NEW YORK CITY CHARTER: SECTION 15. OFFICE OF OPERATIONS, <https://codelibrary.amlegal.com/codes/newyorkcity/latest/NYCcharter/0-0-0-5931>. (last viewed Dec. 2025).

Language access in New York City

New York City is one of the most linguistically diverse cities in the country, with approximately half of New Yorkers speaking a language other than English at home, and 22% New Yorkers are considered to have limited English proficiency (LEP)².^{*} The languages spoken across our five boroughs represent the traditions, cultures, and stories of people from around the world who have chosen to make New York City their home. These statistics represent not just numbers, but 1.8 million residents whose daily interactions with City government, from accessing healthcare and social services to engaging with public safety, depend on effective language access services implemented across City agencies. While this linguistic diversity enriches our City immeasurably, it also underscores the critical importance of ensuring that language is never a barrier to accessing essential services, participating in civic life, or engaging with government.

Local Law 30 framework

To ensure that these 1.8 million New Yorkers can access City services, LL30 established foundational requirements for language access across City agencies. LL30 mandates that the covered City agencies:

- Appoint a language access coordinator
- Develop and maintain a language access implementation plan
- Provide telephonic interpretation in at least 100 languages
- Translate their most commonly distributed documents into ten designated Citywide languages

Understanding the term “Limited English Proficiency” (LEP)

“Limited English proficiency” (LEP) is a term established by the U.S. Census Bureau's American Community Survey. The survey asks respondents whether they speak a language other than English at home. Those who respond affirmatively are then prompted to self-report their English proficiency level. Individuals who report speaking English less than “very well,” by selecting from options including “very well,” “well,” “not well,” or “not at all,” are considered to have limited English proficiency (LEP).

We recognize that the term “LEP” can feel deficit-based, focusing on individual’s limitation rather than strengths. Many people classified as having LEP are proficient in other languages and bring valuable linguistic diversity to our communities. The term does not reflect intelligence, education level, or capabilities; it is simply a statistical measure of English language proficiency for the purpose of ensuring equitable access to government services.

This report uses “LEP” in technical and policy contexts because LEP is specifically what triggers civil rights protections under federal regulations and is the identifier officially used in Local Law 30. NYC’s use of LEP terminology reflects our commitment to precision by identifying the population who requires language access services in order to meaningfully participate in City programs and services. We continue to explore terminology that better reflects the linguistic assets our communities bring to New York City.

² The United States Census Bureau, WHY WE ASK QUESTIONS ABOUT LANGUAGES SPOKEN AT HOME: NEW YORK CITY, <https://www.census.gov/acs/www/about/why-we-ask-each-question/language/#:~:text=to%20Topics%20Page,Why%20We%20Ask%20Questions%20About...,the%20ability%20to%20speak%20English>. (last viewed Dec. 2025).

- Post signage about free interpretation services
- Meet additional requirements to ensure meaningful access to City services.

While LL30 provides the foundational obligations, MOIA's vision extends beyond mere compliance to create a truly inclusive and accessible City government that can adapt to changing federal policies and emerging community needs.

Federal policy context

This LL30 framework, established in 2017, was built on the framework established by Executive Order 120 from 2008. This framework now operates in a different policy environment than when it was enacted, particularly regarding federal policies on language access. In March 2025, Executive Order 14224³ designated English as the official language of the United States and revoked Executive Order 13166⁴, which had previously directed federal agencies to enhance access to services for persons with LEP since 2000. The U.S. Department of Justice subsequently issued guidance⁵ directing federal agencies to minimize non-essential multilingual services, phase out existing language access programs, and redirect resources toward English-language education and assimilation initiatives.

These federal policy shifts have created unprecedented challenges for local government language access initiatives, fundamentally altering the operating environment in several critical ways:

- **The loss of federal guidance and coordination:** Federal agencies have rescinded decades of technical guidance on best practices for language access, eliminating resources that previously helped state and local governments develop and refine their programs. The Department of Justice's suspension of LEP.gov⁶ and related training materials has removed a central coordinating function that facilitated knowledge-sharing across jurisdictions.
- **The reduced multilingual federal information:** As federal agencies phase out multilingual documents and services, residents increasingly are turning to their local governments as their primary source of language-accessible information about programs spanning multiple levels of government, from immigration services to federal benefits.

³ The Federal Register, DESIGNATING ENGLISH AS THE OFFICIAL LANGUAGE OF THE UNITED STATES, <https://www.federalregister.gov/documents/2025/03/06/2025-03694/designating-english-as-the-official-language-of-the-united-states>. (last viewed Dec. 2025).

⁴ The Federal Register, IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY, <https://www.federalregister.gov/documents/2000/08/16/00-20938/improving-access-to-services-for-persons-with-limited-english-proficiency>. (last viewed Dec. 2025).

⁵ U.S. Department of Justice, Justice Department Releases Guidance on Implementing President Trump's Executive Order Designating English as the Official Language of the United States, <https://www.justice.gov/opa/pr/justice-department-releases-guidance-implementing-president-trumps-executive-order>. (last viewed Dec. 2025).

⁶ U.S. Department of Justice, LIMITED ENGLISH PROFICIENCY, <https://www.justice.gov/crt/limited-english-proficiency>. (last viewed Dec. 2025).

The need for continued evolution

The convergence of federal policy reversal, technological advancement, and demographic change over nearly two decades since Executive Order 120 and eight years since LL30's enactment presents both challenges and opportunities. Local Law 30 was groundbreaking at its inception, establishing requirements that positioned New York City as a national leader in language access. City Council's 2023 legislative enhancements, which include Local Law 6 (adding reporting requirements on language services contracts), Local Law 13 (temporary language designation), Local Law 14 (enhancing language access for small business owners), and Local Law 15 (translation for compliance materials), represent important progress, addressing specific operational needs and strengthening accountability mechanisms.

However, the framework established in 2017 was designed during a period of federal support for language access and before current technological and demographic realities. The need for language access has not diminished; rather, it is the complexity of providing language services that has increased substantially. Federal policy has shifted to minimizing multilingual services, translation and interpretation technologies have advanced significantly, and new language communities have emerged, requiring services beyond the ten designated languages.

These developments suggest the need for envisioning next generation of language access framework – one that builds on LL30's foundation but addresses the current environment where local government can serve as the safety net for language access, and coordination demands have grown substantially.

LL30 report scope and contents

This report covers FY25 (July 2024 – June 2025), aligning with the fiscal year reporting period established by Local Law 6 of 2023. In addition to providing an overview of language access accomplishments, this report includes the following mandated components for each agency subject to section 23-1102 of the NYC Administrative Code:

1. *The name of the agency's language access coordinators (LAC), including all titles held by such individual*
2. *The agency's language access implementation plan (LAIP), which is updated at least every three years*
3. *Information regarding how members of the public may submit language access complaints, questions, and requests to the agency*
4. *Data on 311 language access complaints and requests received and a description of how complaints and requests were addressed*
5. *A copy of the list of designated Citywide languages and the data relied upon for its creation*
6. *Information regarding the outreach conducted by MOIA to assess additional service needs in other languages*

7. *"Temporary languages" and the circumstances and duration of the global event, occurrence, trend or pattern that required the identification of such languages*
8. *Details on contracts entered into during FY25 and for which the principal purpose is language services, including whether or not the contract involved a community-based organization (CBO)*
9. *Details on all contracts for which the principal purpose is language services and for which a payment was made during FY25*

This report reflects the City's ongoing work to build a more accessible and equitable New York City – one where limited English proficiency does not become a barrier to equal access and participation in decision-making and remains responsive to global migration patterns.

2. Designated Citywide languages under Local Law 30

LL30 establishes ten “designated Citywide languages” based on demographic analysis of New York City’s linguistic landscape. Based on LL30, designated Citywide languages are determined by:

- the first six languages identified from Census data on languages spoken by populations with limited English proficiency in New York City
- the next four languages are determined from DOE data on the top languages spoken by populations with limited English proficiency, excluding the languages already designated based on the Census findings.⁷

Through this methodology, the ten Citywide languages designated in 2017 are: Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Arabic, Urdu, French, and Polish. These languages collectively serve approximately 1.5 million individuals with limited English proficiency, representing 85% of all New Yorkers with LEP. Detailed information about both the determination process and the data sources used is available in [Appendix A](#).

While LL30 designates certain languages as a requirement for translating certain materials, it is important to note that population size and ranking do not determine the importance or priority of any language community. The importance of language access is determined by the needs of the individuals who are seeking services. Every language community deserves equitable access to City services, regardless of whether their language is among the ten designated languages.

Language access requirements for designated languages and beyond

Under LL30, covered agencies must provide language services for all designated Citywide languages including: 1) translating the most commonly distributed documents, 2) the provision of interpretation services, and 3) the posting of multilingual signage about the availability of free interpretation services. Telephonic interpretation is also required in at least 100 languages.⁸

For documents and services that fall outside the mandatory designated language requirements, agencies are encouraged to utilize data-driven approaches for making informed decisions about additional languages needed to reach their specific target populations. This individualized assessment process often results in language selections that differ from the ten designated Citywide languages, reflecting the nuanced service delivery needs across different agencies and programs.

⁷ The American Legal Publishing, THE NEW YORK CITY ADMINISTRATIVE CODE § 23-1101 DEFINITIONS, <https://codelibrary.amlegal.com/codes/newyorkcity/latest/NYAdmin/0-0-0-42850/0-0-0-42850>. (last viewed Dec. 2025).

⁸ The American Legal Publishing, THE NEW YORK CITY ADMINISTRATIVE CODE § 23-1102 LANGUAGE ACCESS IMPLEMENTATION PLANS, <https://codelibrary.amlegal.com/codes/newyorkcity/latest/NYAdmin/0-0-0-42850/0-0-0-129102>. (last viewed Dec. 2025).

Supporting this data-driven approach requires ongoing technical assistance and coordination functions. MOIA has developed internal resource guides and has hosted sessions during Open Data Week to explore data-informed approaches to language access. [Chapter 5](#) provides more information about MOIA's data-driven approach to language access.

Review and updates

MOIA continues to monitor demographic data, language service utilization data, and community feedback to ensure that language designations remain responsive to New York City's evolving linguistic landscape.

However, LL30 does not specify the frequency with which the designation should be updated. The lack of a review cycle creates operational challenges in maintaining current language designations: agencies lack predictable timelines for resource planning and service expansion, emerging language communities may not be captured in a timely manner, and there is no systematic process for evaluating whether the methodology continues to effectively identify the languages most needed by New Yorkers with LEP. The neighboring jurisdictions established more aligned designation of languages: New York State designates 12 languages based on Census⁹ and NYC Public Schools increased to the 12 most common parent-preferred languages.¹⁰ The differences in the Citywide language designation methodology and the lack of regular review intervals become increasingly apparent.

The core elements of Local Law 30 merit periodic consideration and refinement. Periodic review and refinement of LL30 elements, including the language designation methodology and update frequency, would ensure New York City's language access framework continues to reflect both current needs and operational realities.

⁹ The New York State Senate, LEGISLATION: SECTION 202-A, <https://www.nysenate.gov/legislation/laws/EXC/202-A>. (last viewed Dec. 2025).

¹⁰ NYC Public Schools, LANGUAGE ACCESS POLICY, <https://www.schools.nyc.gov/about-us/policies/language-access-policy>. (last viewed Dec. 2025).

3. Global migration patterns and designation of temporary languages

To ensure meaningful access to City services for newly arrived New Yorkers, Local Law 13 of 2023 requires the “office of language services coordinator” to designate as “temporary languages” those languages spoken by groups of individuals whose primary language is not English and who, due to a global event, occurrence, trend, or pattern, have arrived in the City seeking City Services.¹¹ The designation of a temporary language signals to City agencies that they must take steps to translate relevant documents and materials into the identified temporary languages in addition to the Citywide languages, and make interpretation services available to those individuals. To support City agencies in implementing these requirements, MOIA has developed a guidance that outlines best practices for providing language access services in temporary languages, with particular attention to their unique characteristics as oral languages and continuously monitors demographic data to inform designation decisions.

During FY25, New York City witnessed a steady reduction in the City shelter population, consistent with City and federal policies. While this reduction has resulted in decreased numbers of speakers across all languages in emergency shelters, it does not necessarily reflect diminished global migration patterns or a reduced need for language access services. Throughout FY25, Wolof and Fulani/Pulaar have remained designated New York City’s “temporary languages” based on their continued prevalence among newly arrived individuals seeking City services. MOIA continues to monitor demographic trends to assess whether temporary language designations should be maintained, modified, or redesignated to ensure language access services align with the evolving needs of New York City’s newest residents.

Identification of temporary languages

MOIA employs a systematic, data-driven approach to identify and designate temporary languages. This process ensures language access services align with the current needs of New York City’s newest residents. To determine which languages should be designated as a temporary language, MOIA:

- Evaluated several data sources and proxy measures, including telephonic interpretation requests, country of origin data from the U.S. Department of Homeland Security (US DHS), and the preferred languages of people in emergency shelters that are not Department of Homeless Services (DHS), collected by the Office of Asylum Seeker Operations (OASO)
- Selected OASO’s dataset because it provides the most current and relevant information on newly arrived individuals seeking City services

¹¹ The New York City Council, INT 0697-2022, <https://legistar.council.nyc.gov/LegislationDetail.aspx?ID=5839416&GUID=453B5029-405F-45AC-9D93-7AA9D75BDA24>. (last viewed Dec. 2025).

- Established a 1% population threshold, meaning a language to be spoken by at least 1% of the individuals in non-DHS emergency shelters in order to be considered for the temporary language designation

MOIA's designation of Wolof and Fulani/ Pulaar as temporary languages was in response to the demographic data of new arrivals coming to New York City. Throughout FY25, these languages remained prominent among the City shelter population whose preferred languages were neither English nor among the ten designated Citywide languages established under Local Law 30 (Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Arabic, Urdu, French, and Polish).

For detailed information about the methodology and implementation requirements, please refer to [Appendix B](#).

Global migration patterns and language access implications

The linguistic landscape of New York City's newest arrivals reflects interconnected global crises that continue to drive migration from multiple regions. Many of these individuals arrive fleeing conflict in their home regions, seeking safety and economic opportunity in New York City.

Many of these individuals arrive fleeing conflict in their home region, with many who come from West Africa experiencing political unrest that has destabilized their national governments. This instability has made receiving assistance difficult when paired with the subsequent economic downturn.¹² These factors have pushed those departing from their origin country to seek greater opportunity in New York.¹³ Similarly, those in Latin America facing civil unrest amongst economic instability, envision social mobility as being more promising in the countries like the United States rather than in their home community.

The sustained consistency of Russian speakers seeking City services throughout FY25 reflects the ongoing side effects of the conflict in Ukraine. This trend has caused primary speakers of Russian from several Eastern European countries to seek not only safety, but more long-term economic prospects in other countries, including the United States.¹⁴

Data capture challenges and linguistic diversity

While migration patterns have made Spanish and French increasingly prevalent in New York, City data likely underrepresents the full linguistic diversity of newly arrived communities. Many arrivals may prefer to speak indigenous or regional languages rather than the lingua franca—a language that is adopted as a common language

¹² Global Centre for the Responsibility to Protect, CENTRAL SAHEL (BURKINA FASO, MALI AND NIGER), <https://www.globalr2p.org/countries/mali/>. (last viewed Dec. 2025).

¹³ Mixed Migration Centre, CAUGHT IN THE MIDDLE: WEST AFRICAN MIGRATION THROUGH THE AMERICAS, <https://mixedmigration.org/west-african-migration-through-the-americas/>. (last viewed Dec. 2025).

¹⁴ Migration Data Portal, CRISIS MOVEMENTS, <https://www.migrationdataportal.org/ukraine/crisis-movements>. (last viewed Dec. 2025).

between speakers whose preferred languages are different-of French, Spanish, or Arabic as their preferred or primary language. As noted in MOIA's Local Law 13 guidance, improving operational language data collection, especially during emergencies and crises, is essential for ensuring equitable service delivery.¹⁵

Several factors can contribute to incomplete language data. Social stigma may lead individuals to identify with national or regional languages even when their indigenous or minority languages are their preferred means of communication. Staff at all City agencies and offices need ongoing training to recognize the full range of languages and dialects. Additionally, many individuals are multilingual with different proficiencies in written versus spoken languages, requiring data systems that can capture these distinctions and differentiate between languages of fluency versus languages of preference for receiving services. For lingua francas like French and Arabic, significant regional variations and dialectical differences also exist, making it important to record specific variants when possible.

MOIA encourages agencies to strengthen data collection practices to ensure that language access services accurately reflect the needs of all New Yorkers. Key areas for improvement include training staff to recognize linguistic diversity and verify individuals' preferred languages in culturally appropriate ways, enhancing systems to capture both written and spoken language preferences as well as dialectical variants, and creating environments where individuals feel comfortable identifying their preferred language. Improved data collection will help City agencies more accurately identify emerging language needs and allocate resources accordingly.

Understanding language variants and dialects

Beyond identifying which languages are spoken, understanding the specific variants and dialects within these languages is essential for effective service delivery. The linguistic diversity within both designated and temporary languages presents opportunities and challenges for ensuring meaningful access to City services.

The diversity of Chinese speakers arriving in New York, speaking various dialects such as Cantonese, Fujianese, and Mandarin, can be attributed to the range of populations and differences even within one's home regions.¹⁶ While Chinese is a designated Citywide language under LL30, these dialects are often mutually unintelligible in spoken form, though speakers may share a common written system. This linguistic complexity means that simply providing services in "Chinese" is insufficient; agencies must consider both the specific dialect needs of individuals, and whether to use traditional or simplified Chinese characters in written communications.

¹⁵ NYC Mayor's Office of Immigrant Affairs, GUIDANCE OF TEMPORARY LANGUAGES: NEW YORK CITY ADMINISTRATIVE CODE § 23-1105, https://www.nyc.gov/assets/immigrants/downloads/pdf/LL13_guidance_FY25_Q4.pdf. (last viewed Dec. 2025).

¹⁶ The New York Times, FROM CHINA TO NEW YORK, BY WAY OF THE SOUTHERN BORDER, <https://www.nytimes.com/2024/03/06/nyregion/chinese-immigrants-new-york-City.html>. (last viewed Dec. 2025).

The temporary languages of Wolof and Fulani/Pulaar present similar challenges with dialectical variation. Communities originating from Guinea, Senegal, and Mauritania each speak particular dialects of these languages. These primarily oral languages have varying written traditions, and each encompasses multiple dialects and regional variations influenced by geographical boundaries and historical migration patterns. Understanding these linguistic nuances is also crucial for providing effective services, as dialectical differences can significantly impact communication and comprehension.

The combination of political instability, economic hardship, and linguistic complexity across these regions has created sustained and evolving needs for specialized language services in NYC. While some individuals may understand dominant regional languages, such as French or Arabic in West Africa, Spanish in Latin America, or Russian in Eastern Europe, providing services in their preferred languages is essential for ensuring meaningful access to City services and establishing trust with these communities.

4. Outreach efforts

LL30 requires that the Office of the Language Services Coordinator, in consultation with MOIA, conduct outreach in neighborhoods where significant populations speak languages beyond the ten designated Citywide languages.¹⁷ During FY25, MOIA has continued its engagement with diverse immigrant communities across all five boroughs, maintaining the primary goals of disseminating critical information, facilitating access to City services, and developing a deeper understanding of evolving community needs.

Through strategic partnerships with community organizations and City agencies, MOIA has maintained its comprehensive approach to information distribution, covering essential City services, relevant policy updates affecting immigrants, and available resources throughout the City, in all ten designated Citywide languages. In doing so, MOIA has continued to extend its reach to serve New York's increasingly diverse immigrant communities.

Languages access in outreach efforts

The MOIA's External Affairs team delivers information and materials in 50 languages, continuously working to expand reach to new communities as needs arise. The team's internal linguistic capacity spans 12 languages, providing direct services in English, Spanish, Mandarin, Cantonese, Fujianese, Haitian Creole, French, Wolof, Fulani, Hindi, Bengali, and Albanian. When language needs exceed internal capacity, the team collaborates with MOIA's Language Services team, using external vendors for professional interpretation and translation services.

Language access rights campaign

Recognizing limited community awareness of language access rights in New York City, MOIA developed educational materials designed to empower immigrants to advocate for services in their preferred languages. These materials are used by the MOIA's External Affairs team to raise awareness about language access rights in all of its outreach and events. More information about the work is detailed in [Chapter 5](#).

Training interpreters for West African languages

As New York City welcomed new waves of immigrants, increased language service capacity became essential for West African languages. To address this Citywide need, MOIA developed specialized training programs to expand translation and interpretation services in these languages.

With support from the Rockefeller Brothers Fund and the Mayor's Fund, MOIA partnered with two community-based language service providers, the International Child Program and the Refugee Translation Project, to train community members fluent in underserved languages. Trained participants represented a diverse range of languages, including Amazigh, Bambara, Dioula, Hassaniya Arabic, Hausa, Pulaar, Soninke, Twi, and Wolof.

¹⁷ The American Publishing, THE NEW YORK CITY CHARTER SECTION 15 OFFICE OF OPERATIONS, <https://codelibrary.amlegal.com/codes/newyorkcity/latest/NYCcharter/0-0-0-5931>. (last viewed Dec. 2025)

These newly trained interpreters provided critical language support capacity, including essential services at emergency shelter sites.

Key Engagement Channels

MOIA operates several dedicated channels to engage with and serve immigrant communities:

AskMOIA Hotline: The AskMOIA Hotline serves as a critical bridge between immigrant communities and City services. During FY25, the service processed 3,463 inquiries through phone and email channels, operating in 20 languages.

Beyond the 10 designated languages, the hotline also provided support in Fulani, Hindi, Nepali, Turkish, Wolof, Ukrainian, Georgian, Soninke, Portuguese, Tibetan, Japanese, Persian, Urdu, and Romanian, demonstrating MOIA's commitment to language access.

Know Your Rights (KYR) outreach: Know Your Rights forums continue to be served as vital educational platforms. These presentations provide guidance on navigating City services, understanding federal immigration policy changes, and awareness of workers' rights and workplace enforcement actions. In FY25, MOIA's External Affairs team conducted 86 presentations in English, Spanish, Haitian Creole, French, and Mandarin.

Immigrant Rights Workshops (IRW): The Immigrant Rights Workshops, an evolution of the previous "Know Your Rights" program for nonprofit partners, continue serving as vital educational platforms Citywide. These workshops provide comprehensive guidance on navigating City services, understanding federal immigration policy changes, and providing awareness of workers' rights and workplace enforcement actions. In FY25, MOIA partnered with 17 nonprofit organizations to conduct 45 IRW sessions in 19 languages. Workshops were delivered directly in-language in Arabic, English, French, Spanish, Chinese-Mandarin, Tagalog, Yoruba, Igbo, Bengali, Edo, Wolof, Russian, Korean, Chinese-Cantonese, Haitian Creole, Quechua/Kichwa, Fulani, Hindi, French Creole, with additional interpretation support provided in Arabic, French, Yoruba, Spanish, Haitian Creole, Quechua/Kichwa, Punjabi.

Older adults: To effectively communicate with older adults who have limited or no English proficiency, MOIA's External Affairs team established a regular presence at community sites throughout the City. These older adults rely on their consistent weekly visits from Community Liaisons, ensuring access to staff who speak their language or can provide interpretation services. Recognizing that older immigrants may be reluctant to travel outside their neighborhoods, the outreach strategy prioritizes meeting community members where they are most comfortable and accessible.

5. Overview of language access accomplishments

Ever since LL30's enactment in 2017, language access implementation has been a collaborative effort between oversight entities and the agencies covered by the law.

MOIA provides Citywide oversight, monitoring, and support

As required by City Charter Section 15, the Office of the Language Services Coordinator, within Operations, guides LL30-covered agencies in developing Language Access Implementation Plans (LAIPs), monitors implementation through annual reporting, and provides technical assistance. MOIA leads the City's language access efforts.

LL30 covered agencies implement language access service initiatives.

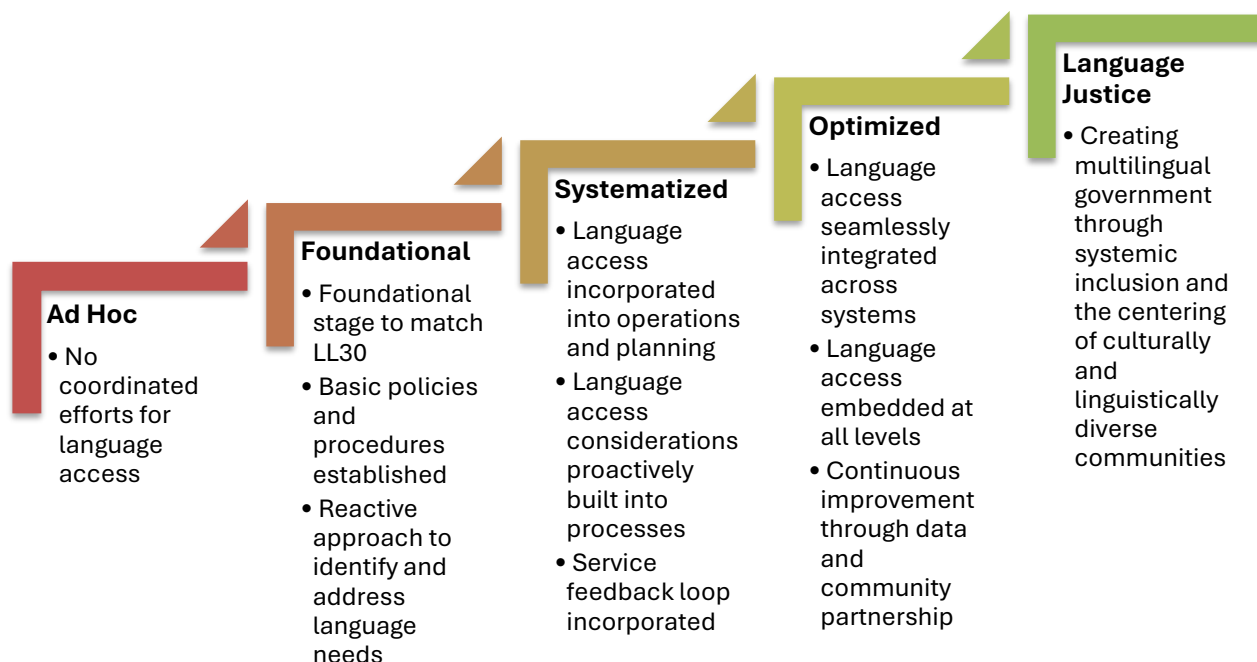
As required under Administrative Code 23-1102, LL30-covered agencies appoint language access coordinators, maintain LAIPs, provide interpretation and translation services, post multilingual signage, and ensure meaningful access for New Yorkers with LEP to their services.

This chapter is organized into two parts in the language access maturity model framework: [Part 1](#) details MOIA's language access initiatives, and [Part 2](#) showcases City agencies' accomplishments. Together, these accomplishments reveal both meaningful progress and emerging patterns that point toward strategic opportunities for accelerating New York City's journey toward language justice.

Language access maturity model

To both guide and improve understanding of language access progress across the City, MOIA is developing a "Language Access Maturity Model." This framework aims to provide covered agencies with a strategic roadmap for advancing, from basic compliance to optimized, integrated systems that truly advance language justice. It also provides a lens for understanding the accomplishments in this chapter, which includes both MOIA's Citywide initiatives and achievements of many City agencies. The maturity model identifies five progressive stages that reflect an agency's evolution in capacity and commitment.

Language Access Maturity Model Stages:



The maturity model recognizes that language access is not a binary achievement, but a continuous journey towards ensuring meaningful access. Different agencies may progress at different rates along this spectrum based on their own unique service populations, resource availability, and organizational context. As MOIA continues to refine this framework, this model serves multiple purposes:

- **For MOIA:** This model enables more targeted and effective technical assistance. By understanding where an agency's language access practice sits on the maturity spectrum, MOIA can provide guidance that meets agencies where they are and supports their progression to the next level.
- **For agencies:** The model also provides benchmarks for self-assessment and identifies concrete ways for improvement. Agencies can map their current state, identify gaps, and develop strategic plans, utilizing the mandated Language Access Implementation Plans for advancement.
- **For communities with LEP:** The model creates transparency and accountability. The maturity model makes visible the progress agencies are making and sets clearer expectations for the level of service New Yorkers with LEP should receive.

The efforts described in the following sections demonstrate progress across the maturity stages, from strengthening foundational compliance to advancing toward language justice.

Part 1: MOIA's language access efforts

In FY25, MOIA has made significant efforts to advance language access across the maturity spectrum, not only by strengthening mandated responsibilities (oversight, monitoring, and technical assistance) but also by leading pathways towards systematized, optimized, and language justice approaches across City government. These efforts included supporting cross-cutting initiatives to improve or expand the systems and resources that agencies rely on to deliver culturally- and linguistically-appropriate services. The following section details MOIA's accomplishments across key strategic areas that correspond to progression along the maturity model.

A. Strengthening monitoring and oversight (supporting foundational to systematized progression)

Strong foundational compliance is essential for agencies to progress along the maturity model. MOIA, with support from Operations, has worked to strengthen Charter-mandated responsibilities and to ensure robust accountability for language access implementation. The efforts described below help agencies establish and maintain the foundation necessary for advancing toward more systematized approaches.

Council oversight and public accountability

In September 2024, MOIA and Operations represented the administration at the City Council oversight hearing on compliance with LL30.¹⁸ This hearing provided an important opportunity to discuss progress, challenges, and the City's ongoing commitment to language access. At this hearing, MOIA reaffirmed its dedication to transparency and continuous improvement in serving New Yorkers with LEP.

Enhanced agency data collection and reporting

As part of ongoing monitoring efforts, MOIA and Operations have been working to strengthen the annual report mechanisms required by LL30. This includes:

- Reviewing and updating survey questions to align more closely with performance indicators and progression along the maturity model
- Developing analytics to direct technical assistance strategies.

These enhancements represent an ongoing improvement process as the City continues to learn from monitoring efforts and adapt to the evolving landscape of language access needs. By improving data and analytical capabilities, MOIA can better support agencies in moving from reactive to proactive approaches – a key shift in the maturity progression.

¹⁸ The New York City Council, COMMITTEE ON IMMIGRATION: OVERSIGHT - ASSESSING THE MAYORAL ADMINISTRATION'S COMPLIANCE WITH LOCAL LAW 30 OF 2017, <https://legistar.council.nyc.gov/MeetingDetail.aspx?ID=1218103&GUID=7E9D51AF-A20E-436F-BF8E-46CF575BE8BD&Options=&Search=> (last viewed Dec. 2025).

Federal policy monitoring

To ensure effective technical assistance to agencies, MOIA has been actively monitoring federal policy changes in language access, analyzing their impact in New York City, and keeping agencies informed of changes. As noted in [Chapter 1](#), there have been significant changes to federal policies on language access. In response, MOIA has:

- Hosted convenings of agency language access coordinators to discuss policy changes
- Shared policy analyses with partner agencies to clarify implications
- Continued conversations with the New York State Office of Language Access
- Monitored ongoing federal developments and ensured that LL30 continues to be implemented to ensure that New Yorkers with LEP can continue to exercise their language access rights in the City.

MOIA continues to serve as a bridge between federal policy development and local implementation, ensuring that City agencies remain informed and can reinforce the importance of LL30 and its implementation on the City level.

B. Ensuring responsiveness to an evolving environment (demonstrating systematized maturity)

Language access needs are constantly evolving as immigration patterns shift, technologies evolve, and service delivery models adapt. As such, in FY25, MOIA has worked with the Office of Technology and Innovation (OTI) on strategic initiatives to ensure that technology can advance language access while maintaining a human-centered approach that remains essential for serving linguistically diverse communities.

Research on machine translation

OTI, in partnership with MOIA, published a white paper in February, examining the current state of machine translation tools and their potential applications in City government. This internal white paper represents a significant step forward in helping agencies make informed decisions about technology adoption, while ensuring that efficiency gains do not come at the expense of accuracy or cultural competency.

Ensuring language access in the NYC.gov update

MOIA is also working closely with OTI on a major update of the NYC.gov website to ensure that language access is embedded as a core feature rather than an afterthought. By embedding language access into the foundation of the City's primary digital interface with residents, this collaboration ensures that New Yorkers with LEP will experience the same ease of navigation, access to information, and ability to interact with City services online as English speakers.

C. Data-driven approaches to language access (advancing toward optimized stage)

One of the key strategies for advancing along the maturity model, from systematized to optimized stages of language access, is the adoption of data-driven approaches to both planning and service delivery. Data provides a macro-lens for understanding community needs, but it also requires robust, operational language data collection. In FY25, MOIA has made significant strides in this area.

Implementation of Local Law 13

As detailed in [Chapter 3](#), in FY25, MOIA developed a systematic methodology for identifying and designating temporary languages based on the emerging language needs of newly arrived populations.

MOIA identified a fundamental challenge in implementing Local Law 13 (LL13), which is the lack of operational language data, especially during emergencies and crises. This data gap can exacerbate equity gaps for the most vulnerable communities, such as recent arrivals and speakers of marginalized languages. However, MOIA was able to evaluate multiple data sources to designate the LL13 temporary languages of Wolof and Fulani/ Pulaar.

Open Data Week 2025

MOIA organized “Decoding NYC’s Linguistic Diversity¹⁹” as part of the NYC Open Data Week of 2025. This workshop brought together government, community organizations, and the public to explore data-driven approaches to language access. The session showcased language data tools from three key entities. First, the Department of City Planning (DCP) demonstrated Census American Community Survey (ACS) data and interactive mapping tools such as the Population FactFinder²⁰ and MapViewer.²¹ Next, the Endangered Language Alliance presented their digital language mapping project,²² revealing how language minority communities are often invisible. Finally, the Department of Aging illustrated how client-based language data collection can inform service delivery.

These diverse approaches highlighted how NYC can move beyond relying solely on the 10 designated languages, and towards evidence-based decision making that advances language justice. By integrating diverse data sources, organizations can better understand the full spectrum of their communities’ linguistic needs and allocate resources more effectively.

¹⁹ Youtube, NYC OPEN DATA WEEK: DECODING NYCS LINGUISTIC DIVERSITY, <https://www.youtube.com/watch?v=EAluZl5b4Eo&list=PLEAvNuSbEODSoH3wUFbMR8yl7SwwpsW4&index=15&t=13s>. (last viewed Dec. 2025).

²⁰ NYC Department of City Planning, POPULATION FACTFINDER, <https://popfactfinder.planning.nyc.gov/>. (last viewed Dec. 2025).

²¹ NYC Department of City Planning, MAPVIEWER, <https://experience.arcgis.com/experience/c625a78991d34ae59deb7a33806ac0d1/>. (last viewed Dec. 2025).

²² Endangered Language Alliance, LANGUAGES OF NEW YORK CITY, <https://languagemap.nyc/>. (last viewed Dec. 2025).

D. Community-informed language access strategy (essential for language justice)

While data provides critical insights, progressing towards language justice requires moving beyond analytics to incorporate community voices and lived experiences into language access planning. Often, communities' identities and experiences don't fit into neat data categories, and understanding cultural nuances requires engagement with communities. In FY25, MOIA strengthened its community-informed approach.

Local Law 6 implementation

Following MOIA's January 2024 report to the City Council on community-based organizations (CBOs)' capacity to provide language services, MOIA also conducted focus group discussions with 14 CBOs, to gain deeper insights into integration opportunities and challenges.

The focus group revealed CBOs' unique strengths in delivering culturally responsive language services, while also identifying their barriers to participating in City contracting. Based on these findings, MOIA developed three strategic initiatives: 1) targeting small CBOs for specialized language services beyond the ten designated languages 2) tailoring contracting infrastructure through a pre-qualified provider list and 3) developing career pipelines for language professionals. For detailed findings and recommendations, see the Local Law 6 update in [Appendix C](#).

Language access rights education

Recognizing limited community awareness of language access rights in the City, MOIA developed comprehensive materials designed to empower immigrants to advocate for services in their preferred languages. These materials include:

- **Language identification cards**²³ that help community members communicate their language needs to service providers, even when there is no common language between the individual and agency staff member
- **Multilingual educational one-pagers**²⁴ detailing language access rights under City law which also details how to file language access complaints if language access services provided by a City agency are inadequate or if one's rights are not being honored
- **Multilingual workshop curricula** for integrating language access rights information into existing English language learning programs. These workshops teach practical skills such as how to request interpretation services and what to do if language services are not offered.

²³ NYC Mayor's Office of Immigrant Affairs, YOU CAN GET HELP IN YOUR LANGUAGE IN NEW YORK CITY: I SPEAK CARD, https://www.nyc.gov/assets/immigrants/downloads/pdf/I-Speak-card_fill-in-your-language.pdf. (last viewed Dec. 2025).

²⁴ NYC Mayor's Office of Immigrant Affairs, YOU CAN GET HELP IN YOUR LANGUAGE IN NEW YORK CITY: LANGUAGE ACCESS (ENGLISH), https://www.nyc.gov/assets/immigrants/downloads/pdf/Language-access_English.pdf. (last viewed Dec. 2025).

These materials serve as dual purpose: empowering individuals to exercise their rights while also increasing accountability for agencies to deliver quality language access services. This community-focused approach complements and amplifies the technical assistance and oversight work that MOIA provides to agencies. When community members know their rights and actively request services in their preferred languages, it creates demand-side accountability that reinforces the supply-side improvements agencies are implementing.

MOIA partnered with the Mayor's Office of Civic Engagement to provide information to outreach staff Citywide, to ensure effective utilization of these materials during constituent interactions. In addition, MOIA's External Affairs team actively informs community members about their rights to access services in their preferred languages through direct engagement and strategic distribution of MOIA's resources.

Following the successful pilot implementations of language access rights workshops at WeSpeak classes across Queens, Brooklyn, and the Bronx, reaching 60 community members in FY25, MOIA is working to expand this initiative and make workshop materials more widely accessible throughout the City's adult literacy program network in the coming years.

This workstream recognizes that true language justice requires not just that services are available, but that communities know about them and feel empowered to demand them. This represents a fundamental understanding that language access is not something done for communities, but with and by them.

Part 2: City agencies' language access efforts

Every day, New Yorkers with LEP interact with City agencies in different ways – from applying for permits, accessing benefits, or seeking social services for their families. While MOIA provides Citywide oversight and strategic direction, agencies translate policy into practice through their operations, to ensure the implementation of their language access implementation plans, so that language is not a barrier for New Yorkers seeking help.

Not all agencies are at the same stage of language access maturity, nor should their collective progress be characterized by a single stage. Each agency serves distinct populations, provides different types of services and information, and operates under unique circumstances and constraints. The maturity model recognizes the fact that agencies progress at different rates based on their operational contexts, resource availability, and organizational capacity. Most importantly, an agency may have some practices that are only foundational, while simultaneously implementing more advanced strategies in other areas. What matters is that each agency is advancing and continuously learning from its current position. This knowledge comes both from other agencies' practices and from feedback from constituents. As a result, each agency implements its own solutions, tailored to both specific context and constituent needs.

In FY25, agencies across the City demonstrated progress along this spectrum. The accomplishments detailed below are organized by maturity rather than by individual agency, highlighting patterns of progress and innovation across the City, while recognizing that individual agencies may have accomplishments across multiple stages.

Before examining these accomplishments by maturity stage, it's important to understand the overall scale of language access implementation across the covered agencies. Collectively, these 45 agencies delivered significant language access services in FY25. These numbers represent the foundation upon which the following accomplishments are built, demonstrating both the breadth of need and the scope of the City government's response.

Language access in FY25: Citywide Snapshot*	
Number of telephonic interpretation services provided:	>1,544,100
Number of in-person/remote interpretation services:	>76,500
Number of translation services provided:	>5,523
Number of language access complaints received via 311:	406
Number of language access service requests or questions received via 311:	367

* The figures above represent services reported by covered agencies in FY25. These numbers should be understood as minimum counts, as tracking methods vary across agencies and not all language access interactions are systematically captured. The data provides a snapshot of implementation scale while recognizing that comprehensive measurement continues to evolve as agencies advance their language access practices.

A. Ad hoc practices: identifying areas for growth

Before highlighting progress, it's important to acknowledge where there are still gaps. Some agencies continue to rely on several different *ad hoc* approaches. MOIA has identified these patterns through both its monitoring and its oversight work, and it is developing targeted strategies to support agencies in moving beyond them.

- Informal bilingual staffing:** Several agencies noted expanding their language volunteer bank, with the intention of asking employees to provide language services without formal assessment of language proficiency, clear policies on appropriate use, or compensation for those additional duties. However, informal reliance without systematic support can lead to inaccurate translation and interpretation, staff burnout, and inequitable treatment of bilingual employees. Essential components for moving beyond *ad hoc* bilingual staffing include language skills appropriately being incorporated into job scopes, proper language skill assessment, adequate training and support, and clear policies on when to utilize professional language services versus bilingual staff. Later in this section, examples demonstrate how some agencies are building systematic approaches

to ensure more equitable practices, whenever bilingual staffing plays an appropriate role in language access.

- **Lack of staff training in language access:** Some agencies noted a lack of any training in language access. Without systematic training on language access policies, procedures, and available language services, staff may inadvertently fail to offer language assistance or miss opportunities to serve community members with LEP effectively. Comprehensive, frequent language training ensures that all relevant staff understand their language access obligations and have the tools to fulfill them. Recognizing this gap, MOIA has worked to create tools and guidance on language access training, but further work needs to be done to establish a language access training that can be used Citywide.
- **Use of machine translation, like Google Translate, without human review:** Some agencies noted reliance on unsupervised machine translation tools to produce translated content without professional review or quality assurance. While machine translation technology continues to rapidly evolve and can be useful when paired with human oversight, unsupervised use creates serious risks. Machine translation can produce inaccurate translations, particularly for technical, legal, or culturally nuanced content—sometimes with serious consequences for people trying to understand their rights or access services. The risks are even greater for low-resourced languages like Wolof, Fulani/Pulaar, or indigenous languages, where machine translation systems have far less data to learn from, resulting in significantly lower accuracy rates. Moving beyond ad hoc machine translation requires agencies to establish clear policies on appropriate use cases, implement quality assurance with professional review, and recognize when professional human translation is necessary rather than expedient machine translation. MOIA continues to partner with OTI to research on machine translation and to provide evidence-based guidance and information to agencies.

B. Building the foundation: establishing core systems

Practices at this stage focused on establishing the essential infrastructure required under LL30, such as developing language access processes, training staff, and ensuring appropriate relationships with professional language services vendors.

- **Training staff to recognize language needs:** The Business Integrity Commission (BIC) trained its frontline staff members on how to identify when someone needs language assistance, using tools like “I Speak” cards and multilingual signs. The Department of Citywide Administrative Services (DCAS) collaborated with agency liaisons to survey frontline staff and to ensure accurate records for training and outreach. DCAS then retrained all of its frontline staff on language access protocols and available language services. The Administration for Children’s Services (ACS) conducted 44 training sessions, reaching not just its own staff but other provider agencies as well. The Department of Design and Construction (DDC) ensured that its Community Construction Liaisons, who work at construction sites, knew how to connect people with language services. The

Department of Probations (DOP) incorporated language access into their mandatory staff training.

Staff are City agencies' first point of contact with the public. It is therefore crucial that its staff knows the agency's language access obligations and how to provide those services. These training investments ensure that frontline staff have the knowledge and tools to serve everyone who walks through the door.

- **Getting language services contracts in place:** In the past year, many agencies worked to establish their primary language services contract. As required by LL30, covered agencies must provide translation and interpretation services, including telephonic interpretation in at least 100 languages. It is essential to have contracts with professional, quality language services vendors to provide these services. While agencies can obtain telephonic interpretation through Citywide master contracts, agencies must also procure other services independently. Contracts with professional language services vendors are part of the essential infrastructure needed to ensure that agencies can serve communities in their languages. Information about each agency's contract can be seen in [Chapter 6](#).
- **Making documents easier to understand:** Even in English, government documents can be confusing-- with technical terms, legal language, and even jargon. Translating complicated English into another language produces complicated translations. The solution is to make documents clearer in English first. The Civic Engagement Commission (CEC) provided plain language training for all its staff. The Department of Environment Protection (DEP) worked to review customer-facing letters, updating some documents for plain language before translation. The Mayor's Office of Media and Entertainment (MOME) collaborated with the Service Design Studio under the Mayor's Office of Economic Opportunity to create custom "plain language" training. These initiatives highlight how agencies can improve accessibility before documents are even translated.
- **Responding to emerging needs:** Local Law 13 of 2023 requires agencies to plan for the sudden increases in language access needs during emergencies. In FY25, several agencies responded to the unprecedented levels of arrival of asylum seekers in the City by expanding language access services. NYC Emergency Management (NYCEM) provided language access support to asylum seeker operations through document translation, interpretation services, and multilingual voice recordings, and by partnering with a community-based organization at the Reticketing Center, where travel assistance was provided to asylum seekers. The Department of Social Services (DSS/ HRA/ DHS) began translating food and shelter documents into the LL13 temporary languages (Wolof and Fulani/ Pulaar). The Department of Youth and Community Development (DYCD) ensured telephonic interpretation services were available to the Runaway and Homeless Youth programs, in response to this newly identified need among asylum seekers. These efforts exemplify how agencies operationalize emergency language access planning to respond to a community's emerging needs.

C. Systematizing language access

Practices highlighted in this stage are some of agencies' practices in systematizing their approach to language access, including utilizing data to inform decisions, standardizing language access processes, and developing quality assurance tools.

- **Monitoring service utilization:** The Department of Parks and Recreations (DPR) utilized their Language Access Request form as both an intake center and as a data collection tool, creating quarterly projections and annual reports that broke down requests by division. The Taxi and Limousine Commission (TLC) also launched an intranet-based request form with continuous monitoring of service needs and costs. The Department of Corrections implemented monthly reporting of language service utilization, indicating that it is monitoring these requests more regularly.
- **Using data to inform planning:** DPR utilized Census ACS language data to identify language needs in their work areas. TLC used DCP's Population FactFinder to assess demographics before its events, ensuring that both appropriate bilingual staff and translated materials were available.
- **Developing quality assurance tools:** CEC developed an officewide translation style guide for all programs, implementing a systematic approach to ensure translation quality. NYCEM updated their agency glossary to include new National Weather Service terminology, ensuring that it provided an accurate and consistent translation of specialized terms. The Mayor's Office to End Domestic and Gender-Based Violence developed a draft glossary to support the translation of specialized terminology in domestic violence services, recognizing that quality translation requires domain-specific knowledge. The Department of Health and Mental Hygiene (DOHMH) made ongoing updates to its glossaries and style guides based on program feedback, demonstrating a responsive approach to ensuring translation accuracy.
- **Embedding language access into agency operations:** The Campaign Finance Board (CFB) demonstrated strategic integration by embedding language access into the agency's strategic plan. The Department of Records and Information Services maintains its own language access committee with representatives from divisions that meet regularly. The DSS Office of Refugee and Immigrant Affairs met with senior staff from nine different program areas, to review language access requirements, policies and procedures, and the provision of technical assistance. DOP incorporated language access into their mandatory annual staff training. The Law Department conducted meetings with leadership to identify potential legal scenarios involving people with limited English proficiency.
- **Driving service improvement:** DSS/HRA/DHS worked with their language service vendor to decrease telephonic interpretation wait times for West African languages to under three minutes, demonstrating how systematic monitoring of service data can lead to concrete improvements.

D. Advancing towards optimized language access

Practices within this stage demonstrate characteristics of optimized language access work, which includes proactively expanding beyond minimum requirements, innovating an agency's delivery models, and embedding continuous improvements into its operations.

- **Expanding language availabilities:** DEP increased its standard languages, from the 10 designated Citywide languages, to add Italian and Yiddish, which aligns with the greater number of the state's designated languages. DSS/HRA/DHS expanded translation to include Italian, Yiddish, and Albanian, ensuring alignment with both state and City language access laws, while responding to service population needs identified through their own analysis. TLC regularly included Punjabi in their translation, directly responding to the language needs identified in the agency's service population.
- **Language access aligning with disability access:** Several agencies, including DOT and TLC, not only coordinated language services supporting people with LEP but also ensured support for people who are deaf or hard of hearing using American Sign Language (ASL) interpretation, demonstrating coordinated efforts to ensure access.
- **Strategic human resources practices:** The City Commission of Human Rights (CCHR) prioritized hiring staff to increase internal language capacity, to reflect their service population and systematically building capacity, rather than *ad hoc* reliance on in-house bilingual staff proficiency. The Civilian Complaint Review Board (CCRB) contracted with a vendor to assess the use of the agency's in-house bilingual staff, hired additional bilingual staff, and created a policy on utilizing assessed staff. The Queens District Attorney's Office developed a standardized hiring framework and identified language proficiency assessment. NYCEM conducted language assessments for six staff members, ensuring that their language skills had been properly verified. DOHMH successfully expanded their in-house translation capacity to include Chinese, French, and Haitian Creole, while ensuring multilingual staff, after they had completed formal fluency assessments.
- **Community-based organization partnerships:** NYCEM's "Strengthening Communities" program partners with 50+ organizations to disseminate critical information in linguistically and culturally appropriate ways. The program added five new partners that serve immigrant communities and activated partners to disseminate information in seven languages. CFB partnered with CBOs to organized 35 voter education events that utilized multiple languages, including Arabic, Bangla, Haitian Creole, Spanish, Russian, and Urdu, while strengthening relationships with ethnic media outlets at the same time.

E. Moving toward language justice

The accomplishments documented here represent significant investment by New York City's agencies. These agencies utilize coordinators who champion language access within their agencies, frontline staff who serve New Yorkers with LEP, managers and

leaders who allocate appropriate resources, professional translators and interpreters who bridge languages, and community partners who build trust.

Language justice – ensuring that language is never a barrier to services, information, or civic participation - remains aspirational. But it's an aspiration grounded in concrete action across City government.

The maturity model reveals both progress and patterns. Agencies are advancing - some building foundations, others systematizing their approaches, while others are even innovating beyond the law's requirements. Each agency's journey is unique, shaped by its service population, operational context, and organizational capacity.

Yet these patterns also reveal opportunities. Across agencies, similar challenges emerge that include duplicative efforts, isolated innovations that could benefit multiple agencies, and inconsistent approaches that create confusion for multilingual New Yorkers navigating different City services and information. These patterns point toward common shared solutions as well: shared infrastructure that reduces duplication, knowledge transfer that spreads innovations, coordination that ensures consistency, and technical assistance that accelerates improvement.

The path forward builds on eight years of foundation-setting. Agencies have developed language access plans, established contracts with professional language service vendors, and begun to embed language access into their operations. This foundation makes a more coordinated, strategic approach possible. Enhanced central coordination of language access could also provide agencies with shared resources and best practices, standardized tools, and systematic support.

The stakes extend beyond compliance. Language access connects to broader questions of equity and accessibility: Who can access City services? Who can participate in civic life? Who can hold our government accountable? When language access operates through fragmented, agency-by-agency approaches, the burden falls disproportionately on New Yorkers with LEP to navigate inconsistent systems.

Eight years since LL30's passage have created the infrastructure for the next leap forward. As noted in [Chapter 1](#), the coordination and oversight functions envisioned in the City Charter have become increasingly central as language access work has grown in scope and complexity. MOIA remains committed to supporting City agencies through enhanced monitoring and coordination, shared resources, and technical assistance – connecting agencies facing similar challenges, spreading innovations, and providing tools and guidance toward language justice. The maturity model and patterns documented in this report provide a foundation for considering how the City can most effectively structure and resource its language access coordination to meet current and future demands. How New York City decides to move forward will determine not just the pace of progress on language access, but also what kind of city it aspires to be -- one where language determines who can access opportunity, or one where linguistic diversity strengthens democracy and enriches civic life for all New Yorkers.

6. Agency chapters

To provide a comprehensive view of agency's progress on their language access, chapter 6 presents agency-specific information organized into sections.

Each section starts with listing the agency's **language access coordinator** name and their titles. LL30 requires that each agency designate a language access coordinator to oversee the creation and execution of LAIP.

Readers will find links to the agency's **language access implementation plan**, which describes how the agency will provide language access services to the public.

Each section also details the data on **language access complaints and requests** submitted through 311, along with description of how members of the public can submit language access complaints, questions, and requests to the agency. These submissions fall into two categories:

- *"Language access complaints"* refer to instances where an individual stated that they did not receive access to information or services because of a language barrier.
- *"Requests for additional language services"* involve requests to improve access at the agency, such as a general need for interpretation at a facility or agency services or materials that should be translated into additional languages to support language access. This does not pertain to language support for an individual interaction.

It is important to note that the absence of complaints or requests does not indicate an absence of language access needs. Many factors influence whether community members file formal complaints.

Finally, in compliance with LL6 of 2023, each agency section concludes with information about agency's **language services contracts**, including vendor details, procurement methods, contract purposes, languages provided, service periods, and both total contract values and FY25 payments.

Agency chapters

1. [Administration for Children's Services \(ACS\)](#)
2. [Department of Aging \(Aging\)](#)
3. [Business Integrity Commission \(BIC\)](#)
4. [City Commission on Human Rights \(CCHR\)](#)
5. [Civilian Complaint Review Board \(CCRB\)](#)
6. [Civic Engagement Commission \(CEC\)](#)
7. [Campaign Finance Board \(CFB\)](#)
8. [Commission on Racial Equity \(CORE\)](#)
9. [Department of Citywide Administrative Services \(DCAS\)](#)
10. [Department of City Planning \(DCP\)](#)
11. [Department of Consumer and Worker Protection \(DCWP\)](#)
12. [Department of Design and Construction \(DDC\)](#)
13. [Department of Environmental Protection \(DEP\)](#)
14. [Department of Buildings \(DOB\)](#)
15. [Department of Correction \(DOC\)](#)
16. [Department of Finance \(DOF\)](#)
17. [Department of Health and Mental Hygiene \(DOHMH\)](#)
18. [Department of Probation \(DOP\)](#)
19. [Department of Records and Information Services \(DORIS\)](#)
20. [Department of Transportation \(DOT\)](#)
21. [Department of Parks and Recreation \(DPR\)](#)
22. [Department of Sanitation \(DSNY\)](#)
23. [Department of Social Services/ Human Resources Administration/
Department of Homeless Services \(DSS/ HRA/ DHS\)](#)
24. [Department of Veterans' Services \(DVS\)](#)
25. [Department of Youth and Community Development \(DYCD\)](#)
26. [District Attorney – Bronx \(BXDA\)](#)
27. [District Attorney - Brooklyn \(KCDA\)](#)
28. [District Attorney – Manhattan \(DANY\)](#)
29. [District Attorney – Queens \(QDA\)](#)
30. [District Attorney – Staten Island \(RCDA\)](#)
31. [Mayor's Office to End Domestic and Gender-Based Violence](#)
32. [Fire Department \(FDNY\)](#)
33. [Department of Housing Preservation and Development \(HPD\)](#)
34. [Law Department \(LAW\)](#)
35. [Landmarks Preservation Commission \(LPC\)](#)
36. [Mayor's Office of Immigrant Affairs \(MOIA\)](#)
37. [Mayor's Office of Criminal Justice \(MOCJ\)](#)
38. [Mayor's Office of Media and Entertainment \(MOME\)](#)
39. [New York City Emergency Management \(NYCEM\)](#)
40. [New York City Police Department \(NYPD\)](#)
41. [Office of Administrative Trials and Hearings \(OATH\)](#)
42. [Office of Chief Medical Examiner \(OCME\)](#)
43. [Office of Technology and Innovation/ NYC311 \(OTI/ NYC311\)](#)
44. [Small Business Services \(SBS\)](#)
45. [Taxi and Limousine Commission \(TLC\)](#)

Administration of Children Services (ACS)

Language Access Coordinator:

Lauren H. McSwain

Director, Immigrant Services and Language Affairs

<https://www.nyc.gov/site/acs/about/immigrant-services.page>

Language Access Plan:

https://www.nyc.gov/assets/acs/pdf/immigrant_services/2024/ImplementationPlan2024.pdf

Language Access Complaints and Requests Process:

Members of the public can submit language access complaints to ACS by emailing the ACS Language Access Coordinator at language.access@acs.nyc.gov or calling 311 or 212-NEW-YORK (212-639-9675). To submit language access requests or questions to ACS, members of the public can ask any ACS or provider agency staff for language access services, or by emailing the ACS Language Access Coordinator at language.access@acs.nyc.gov.

Regarding language access complaints submitted via 311 or other any other means, depending on the type of complaint, either the vendor would be contacted to correct or resolve the issue about filling the interpretation request, or additional training would be offered to staff about how to access language access services. With language access requests or questions received via 311 or any other means, depending on the type of request, either the vendor would be contacted to fulfill the interpretation request, or outreach would be made to staff about how to access language access services.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$579,747.44

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$4,869,317.13

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$267,505.78

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$1,089,604.71

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$255,590.36

Language service accessed through another agency in Fiscal Year 2025:
None.

NYC Aging (Aging)

Language Access Coordinator:

Sandy March

Deputy Director, Planning & Performance Management, Disability Service Facilitator

Language Access Plan:

<https://www.nyc.gov/site/dfta/about/language-access-plan.page>

Language Access Complaints and Requests Process:

Members of the public can submit complaints to the agency by calling 311, or by clicking the agency's contact the Language Access Coordinator link at:

<https://www.nyc.gov/site/dfta/about/language-access-plan.page>. Members of the public can also submit language access requests or questions to NYC Aging by contacting the Language Access coordinator in the same way as submitting complaints, through the contact page.

Any language access complaints received by 311 will go to NYC Aging's Correspondence Inbox and the Correspondence Manager will review the complaint and resolve directly, consult with the Language Access Coordinator if necessary, or refer to any other appropriate staff to resolve. All complaints and resolution actions will be documented in the agency's correspondence tracking system. Similarly, outside of contacting 311, language access requests or questions will similarly go to NYC Aging's Correspondence Inbox and the Correspondence Manager, or staff monitoring the inbox will forward the request or question to the Language Access Coordinator who will coordinate the response. While NYC Aging has not yet received any formal complaints directly to the agency, the process would follow a similar path.

Fiscal Year 2025 Language Access Complaints and Requests:

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$ 25,703.63

Vendor name	Language Line Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$ 18,361.50

Language service accessed through another agency in Fiscal Year 2025:

None.

Business Integrity Commission (BIC)

Language Access Coordinator:

Christy Capolongo
Director of Licensing

Language Access Plan:

<https://www.nyc.gov/site/bic/about/language-access-plan.page>

Language Access Complaints and Requests Process:

Members of the public can submit language access complaints to BIC by emailing the BIC Language Access or calling 311. Either through 311 or otherwise, all staff are trained in how to triage Language Access complaints. If the front-line staff are unable to resolve the issue immediately, then they will seek assistance from their immediate supervisor. Additionally, all staff are trained in how to triage Language Access requests or questions made via 311 or otherwise. If front-line staff are unable to resolve the question or request, then they will seek assistance from their immediate supervisor.

Fiscal Year 2025 Language Access Complaints and Requests:

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Services
Total value of the contract	\$1,328.80

Vendor name	Legal-World Interpreting Ltd.
Total value of the contract	\$855.00

Vendor name	International Language Services
Total value of the contract	\$298.00

Language service accessed through another agency in Fiscal Year 2025:

None.

City Commission on Human Rights (CCHR)

Language Access Coordinator:

Taiwo Onabanjo

Executive Director of Human Resources, Agency 55a Program Coordinator, Agency Career Counselor

Language Access Plan:

<https://www.nyc.gov/site/bic/about/language-access-plan.page>

Language Access Complaints and Requests Process:

311 complaints are received by CCHR via email to the agency's Deputy Commissioner of Administrative Services. The complaint is reviewed and forwarded to appropriate agency unit for follow up. Since it's related to language access, the Language Access Coordinator would be looped in for awareness or additional support. Follow up could provide interim relief, or the scheduling of appointments with interpretation services. Requests and questions received via 311 or processed the same way.

Members of the public should contact the Language Access Coordination with any complaints or requests or questions received outside of 311. Once a complaint or requestions or requests are received by the Language Access Coordinator, they are routed to the appropriate department for resolution. If language services are needed, CCHR first uses internal resources; if unavailable, we engage one of our contracted language service vendors

Fiscal Year 2025 Language Access Complaints and Requests:

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	B&N Legal Interpreting
Total value of the contract	\$7,067.56

Vendor name	LM Language Services, Inc.
Total value of the contract	\$3,119.65

Vendor name	LM Language Services, Inc.
Total value of the contract	\$18,838.40

Vendor name	Accurate Communications
Total value of the contract	\$200.00

Vendor name	Languagers, Inc.
Total value of the contract	\$276.00

Vendor name	LC Interpreting Services, LLC
Total value of the contract	\$380.00

Vendor name	LH Reporting Services, Inc.
Total value of the contract	\$6,933.75

Language service accessed through another agency in Fiscal Year 2025:

None.

Civilian Complaint Review Board (CCRB)

Language Access Coordinator:

Edwin Peña

Investigations Manager, Language Access Coordinator

<https://www.nyc.gov/site/ccrb/about/language-access-plan.page>

Jessica Peña

Investigations Manager, Language Access Coordinator

<https://www.nyc.gov/site/ccrb/about/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/site/ccrb/about/language-access-plan.page>

Language Access Complaints and Requests Process:

Members of the public can make a complaint regarding an agency's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that a City agency or office provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help or by emailing the CCRB Language Access Coordinators at language.access@ccrb.nyc.gov. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests:

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Services
Language service	Telephonic interpretation
Total value of the contract	\$15,000.00
Period of performance	7/1/2024 - 6/30/2025
Method of procurement	Micro purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Legal Interpreting Services, Inc.
Language service	Translation review
Total value of the contract	\$10,000.00
Period of performance	7/1/2024 - 6/30/2025
Method of procurement	Micro purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LC Interpreting Services, LLC
Language service	ASL
Total value of the contract	\$12,150.00
Period of performance	7/1/2024 - 6/30/2025
Method of procurement	Micro purchase
Community-based organization	No
Languages for which services were provided	Other – ASL

Vendor name	LH Reporting Services, Inc.
Language service	Transcription
Total value of the contract	\$6,777.00
Period of performance	7/1/2024 - 6/30/2025
Method of procurement	Micro purchase
Community-based organization	No
Languages for which services were provided	10 designated languages

Vendor name	LIS-Translations Group, Inc.
Language service	Transcription
Total value of the contract	\$2,790.00
Period of performance	7/1/2024 - 6/30/2025
Method of procurement	Micro purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Geneva Worldwide, Inc.
Language service	Transcription
Total value of the contract	\$20,000.00
Period of performance	7/1/2024 - 6/30/2025
Method of procurement	Micro purchase

Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Services, Inc.
Total value of the contract	\$12,510.00

Vendor name	Legal Interpreting Services, Inc.
Total value of the contract	\$4,735.00

Vendor name	LC Interpreting Services LLC.
Total value of the contract	\$12,150.00

Vendor name	LH Reporting Services, Inc.
Total value of the contract	\$6,777.00

Vendor name	LIS-Translations Group, Inc.
Total value of the contract	\$ 2,790.00

Vendor name	Geneva Worldwide, Inc.
Total value of the contract	\$ 40,860.00

Language service accessed through another agency in Fiscal Year 2025:

None.

Civic Engagement Commission

Language Access Coordinator:

JP Wojciechowski

Language Access Coordinator

<https://www.nyc.gov/site/civicengagement/about/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/site/civicengagement/about/language-access-plan.page>

Language Access Complaints and Requests Process:

Members of the public can visit 311 or our website where they can submit feedback:

<https://www.nyc.gov/site/civicengagement/about/contact.page>. Members of the public can visit that same page on our website to submit requests for language services. The CEC also provides interpretation as needed for public commissioner meetings. Meeting announcements include information on how to request interpretation services.

When we receive a complaint via the website or 311, we will investigate. If the issue is with translated material, it will be sent back to the translation vendor for correction. If the issue is with interpretation services, feedback will be sent to vendor to ensure that future services will be provided by a different interpreter to ensure quality. This information will be stored in the Language Access file system on Teams. Lastly, we communicate the findings with the complainant and explain steps taken to ensure it will not reoccur.

The CEC is not a direct services agency. If we receive a request for language services, it will be reviewed and received by LAC. Language access services will be provided in collaboration with the CEC program lane associated with the request.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	TheBigWord
Language service	In-person/onsite interpretation
Total value of the contract	\$2,631,342
Period of performance	9/2024-9/2027
Method of procurement	Negotiated acquisition
Community-based organization	No

Languages for which services were provided	LL30 languages plus Yiddish and Italian
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Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Eriksen Translations
Cumulative payments made in Fiscal Year 2025	\$70,000

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$6.54

Vendor name	TheBigWord
Cumulative payments made in Fiscal Year 2025	\$876,000

Language service accessed through another agency in Fiscal Year 2025:

None.

Campaign Finance Board

Language Access Coordinator:

Associate Director of Language Access

Santiago Torres

<https://www.nyccfb.info/cfb-accessibility>

Language Access Plan:

<https://www.nyccfb.info/PDF/about/language-access-implementation-plan-2024.pdf>

Language Access Complaints and Requests Process:

Members of the public can submit language access complaints by phone, email and through our website. They can also submit language access requests or questions by emailing us at info@nyccfb.info.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$14,040
Period of performance	4/1/2025-4/1/2026
Method of procurement	DCAS Task Order
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Smartling
Language service	Website localization
Total value of the contract	\$57,529.85
Period of performance	6/1/2025-5/31/2026
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	Other

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Eriksen Translations
Cumulative payments made in Fiscal Year 2025	\$872,336.93

Vendor name	Eriksen Translations
Cumulative payments made in Fiscal Year 2025	\$29,940

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$14.35

Vendor name	Smartling
Cumulative payments made in Fiscal Year 2025	\$57,529.95

Vendor name	SignNexus
Cumulative payments made in Fiscal Year 2025	\$71,802.50

Language service accessed through another agency in Fiscal Year 2025:

None.

Commission on Racial Equity

Wesley Brown

Senior Compliance Associate, EEO Officer, Language and Disability Access Coordinator

<https://www.nyc.gov/content/core/pages/accessibility-statement-and-services>

Language Access Plan:

https://www.nyc.gov/assets/core/downloads/pdf/06_30_25_CORE%20LAIP%20Complete%20Final.pdf

Language Access Complaints and Requests Process:

Members of the public can make a complaint regarding an agency's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that a City agency or office provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

CORE does not contract with any external language services providers at this time. MOIA provides interim language access services support while CORE establishes its own language services capacity.

Language service vendor contracts issued payments in Fiscal Year 2025:

CORE does not contract with any external language services providers at this time. MOIA provides interim language access services support while CORE establishes its own language services capacity.

Language service accessed through another agency in Fiscal Year 2025:

CORE does not contract with any external language services providers at this time. MOIA provides interim language access services support while CORE establishes its own language services capacity.

Department of Citywide Administrative Services

Language Access Coordinator:

Latesha Parks

Director of Agency Support Services

<https://www.nyc.gov/site/dcas/about/language-access-plan.page>

Language Access Plan:

https://www.nyc.gov/assets/dcas/downloads/pdf/about/agency_language_access_plan.pdf

Language Access Complaints and Requests Process:

Members of the public can submit language access complaints by contacting the DCAS Language Access Coordinator via email or phone. Complaints can also be submitted through 311. When a language access complaint is submitted, the Language Access Coordinator reviews the details of the complaint, consults with the relevant line of service, if necessary, and follows up to address the issue. Appropriate steps are taken to resolve the matter, which may include providing the requested language service, retraining staff, or updating procedures. The agency also ensures that the complainant receives a timely response when contact information is provided.

Members of the public can submit language access requests or questions to any DCAS staff member, who will assist them or refer the inquiry to the appropriate point of contact. They may also contact the DCAS Language Access Coordinator directly by phone or email for assistance. When a language access service request or question is submitted, the Language Access Coordinator reviews the request, determines the appropriate action such as providing translation or interpretation services and coordinates with the relevant line of service, if needed. The agency responds directly to the requester, when contact information is available, to ensure the issue is resolved in a timely and appropriate manner.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephonic interpretation

Total value of the contract	\$1,000
Period of performance	7/2024 - 6/2025
Method of procurement	Small purchase
Community-based organization	No
Languages for which services were provided	10 designated languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Eriksen
Cumulative payments made in Fiscal Year 2025	\$3,953.69

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$5

Language service accessed through another agency in Fiscal Year 2025:

None.

Department of City Planning

Language Access Coordinator:

Shavvone Jackson

Civic Engagement Associate

<https://www.nyc.gov/content/planning/pages/>

Language Access Plan:

<https://www.nyc.gov/content/planning/pages/about-us/policies-notices#language-access>

Access Complaints and Requests Process:

Members of the public can make a complaint regarding an agency's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that a City agency or office provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help, or reach out to AccessibilityInfo@planning.nyc.gov. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$18,320

Vendor name	Interpreters Unlimited, Inc
Cumulative payments made in Fiscal Year 2025	\$4,025

Vendor name	Geneva Worldwide, Inc
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Cumulative payments made in Fiscal Year 2025	\$1,657.22
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Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$36.92

Language service accessed through another agency in Fiscal Year 2025:
None.

Department of Consumer and Workforce Protection

Language Access Coordinator:

Kristen Johnson

Human Capital Manager

<https://www.nyc.gov/site/dca/about/dca-language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/assets/dca/downloads/pdf/about/DCWP%20Language%20Access%20Plan.pdf>

Language Access Complaints and Requests Process:

Members of the public can submit language access requests or questions by emailing the agency at LanguageAccess@dcwp.nyc.gov or contacting 311. This procedure outlines the steps agency staff must follow to resolve Language Access service complaints, requests, or questions received via 311. It ensures compliance with Title VI of the Civil Rights Act, Local Law 30 of 2017, and agency-specific Language Access policies.

- Auto-acknowledgement
- Initial triage and classification
- Assignment to service owner
- Response plan and timeline set
- Perform service and document actions
- Quality check and sign-off
- Final response to requestor and 311 closure
- Escalation (if not resolved within 10 business days)
- Post-resolution review (within 10 business days of closure)

This procedure outlines the steps agency staff must follow to resolve Language Access service requests or questions received via channels other than 311. It ensures compliance with Title VI of the Civil Rights Act, Local Law 30 of 2017, and agency-specific Language Access policies.

- Acknowledge and Document the Request
- Identify Language Needs
- Determine Type of Request
- Connect to Language Services
- Follow-Up and Deliver Service
- Escalate Unresolved Issues
- Close Out Request and Track Completion

- Report and Review

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$23,595
Period of performance	7/2024-6/2025
Method of procurement	Subscription
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Solutions
Language service	Written translation
Total value of the contract	\$48,989
Period of performance	7/2024-6/2026
Method of procurement	DCAS Task Order
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Accurate Communication
Language service	In-person/onsite interpretation
Total value of the contract	\$1,740
Period of performance	7/2024-6/2026
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Geneva Worldwide, Inc.
Language service	Transcription
Total value of the contract	\$2,106
Period of performance	7/2024-6/2027
Method of procurement	Micropurchase
Community-based organization	No

Languages for which services were provided	100+ languages
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Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$38,460.09

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$23,595.80

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$1,740

Vendor name	Geneva Worldwide, Inc.
Cumulative payments made in Fiscal Year 2025	\$2,106

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	Language Line Solutions
Contract holding agency	DCAS
Languages for which services were provided	100+ languages

Department of Design and Construction

Language Access Coordinator:

Dalela Harrison

Associate Commissioner, EEO Officer

<https://www.nyc.gov/site/ddc/about/EEO.page>

Language Access Plan:

<https://www.nyc.gov/site/ddc/about/LAIP.page>

Language Access Complaints and Requests Process:

The public can submit complaints, questions, or requests by emailing Accessibility@ddc.nyc.gov or DDCEEO@ddc.nyc.gov or call (718) 391-1776. They can submit complaints via 311.

When in receipt of complaints, DDC EEO will investigate the concern, address any compliance issues, and follow up with the complainant regarding corrective and remedial actions.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Translation review
Total value of the contract	\$5,158.57
Period of performance	7/1/2024-6/30/2025
Method of procurement	Other
Community-based organization	No
Languages for which services were provided	10 designated languages

Vendor name	LM Language Services, Inc.
Language service	In-person/onsite interpretation
Total value of the contract	\$700
Period of performance	7/1/2024-6/30/2025
Method of procurement	M/WBE noncompetitive small purchase
Community-based organization	No

Languages for which services were provided	Other
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Vendor name	Language Testing International
Language service	Language testing
Total value of the contract	\$4,710
Period of performance	7/1/2024-6/30/2025
Method of procurement	Other
Community-based organization	No
Languages for which services were provided	10 designated languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$3,158.57

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$700

Vendor name	Language Testing International
Cumulative payments made in Fiscal Year 2025	\$2,145

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	Language Line Solutions
Contract holding agency	DCAS
Languages for which services were provided	10 designated languages

Department of Environmental Protection

Language Access Coordinator:

Sara Pecker

Director of Special Projects & Initiatives

Colin Murphy

Deputy Director of Special Projects & Initiatives

<https://www.nyc.gov/site/dep/about/language-access.page>

Language Access Plan:

<https://www.nyc.gov/assets/dep/downloads/pdf/about/language-access/language-access-plan.pdf>

Language Access Complaints and Requests Process:

Members of the public submit language access complaints to the agency by contacting 311.

Members of the public submit language access requests or questions to the agency by contacting 311 or by contacting the Language Access Coordinators via the contact details on the agency's language access webpage. When receiving a request, DEP reviews the nature of the request—whether it involves providing translated materials, arranging interpretation, or addressing a complaint. If contact information was provided, DEP responds directly to the requester with updates or resolution steps. DEP may take corrective action, such as updating materials, providing staff guidance, or coordinating with external vendors.

When receiving a complaint, DEP investigates the complaint, which may include reviewing staff conduct, service records, and whether interpretation or translated materials were properly offered. If contact information is provided, DEP will send a written response detailing the steps taken to address the issue. DEP may update translated materials, or improve interpretation protocols to prevent recurrence.

Language access requests received outside of 311—via email, phone, or in person—are forwarded to the appropriate bureau. DEP’s Language Access Coordinators are notified, assess the request, arrange necessary services such as translation or interpretation, and respond directly to the individual. All interactions are documented to ensure compliance with Local Law 30.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	5
Language access requests from 311	5

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Geneva Worldwide, Inc.
Language service	Written translation
Total value of the contract	\$44,000
Period of performance	7/2024-6/2025
Method of procurement	M/WBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	NYS 12 languages

Vendor name	Voiance Language Services, LLC
Language service	Telephonic interpretation
Total value of the contract	\$20,000
Period of performance	7/2024-6/2025
Method of procurement	M/WBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	NYS 12 languages

Vendor name	Eriksen Translations, Inc.
Language service	Translation review
Total value of the contract	\$25,0000
Period of performance	7/2024-6/2025
Method of procurement	M/WBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	NYS 12 languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Geneva Worldwide, Inc.
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Cumulative payments made in Fiscal Year 2025	\$35,586.21
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Vendor name	Eriksen Translations, Inc.
Cumulative payments made in Fiscal Year 2025	\$23,683.94

Vendor name	Voiance Language Services
Cumulative payments made in Fiscal Year 2025	\$2,312.24

Language service accessed through another agency in Fiscal Year 2025:

None.

Department of Buildings

Language Access Coordinator:

Lisa Lewis

Chief Customer Service Officer

<https://www.nyc.gov/site/buildings/dob/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/site/buildings/dob/language-access-plan.page>

Language Access Complaints and Requests Process:

Members of the public submit language access complaints to the agency via 311 or by sending an email to dobcustomerservice@buildings.nyc.gov. The complaints are forwarded to the Language Access Coordinator/Liaison. The complainant is contacted if contact information is provided. Once resolved 311 is notified.

Members of the public submit language access requests or questions to the agency via 311 or by calling the public facing number 212-393-2550 and/or submitting an email to dobcustomerservice@buildings.nyc.gov. The questions or requests are forwarded to the Language Access Coordinator/Liaison. The requester is contacted if contact information is provided. Once resolved 311 is notified.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Languagers, Inc.
Language service	Written translation, Translation review, Telephonic interpretation, Transcription, ASL
Total value of the contract	\$10,000
Period of performance	7/1/2024-6/30/2025
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Languagers, Inc.
Cumulative payments made in Fiscal Year 2025	\$3,275

Language service accessed through another agency in Fiscal Year 2025:

None.

Department of Correction

Language Access Coordinator:

Sharif Nelson

Executive Director of Program Operations

<https://www.nyc.gov/site/doc/about/language-access.page>

Language Access Plan:

https://www.nyc.gov/assets/doc/downloads/pdf/Languag_Access_Implementation_Plan_FY2025-2027.pdf

Language Access Complaints and Requests Process:

Members of the public submit language access complaints to the agency by submitting a 311 complaint or e-mailing the language access e-mail. The public can submit language access requests or questions to the agency via a dedicated e-mail which is languageaccess@doc.nyc.gov, call 718 546-8302 or call 311. This information is available on the agency's website for their reference.

Service requests and complaints filed through 311 go through a tracking system that is managed by the Department's Office of Constituent and Grievance Services (OCGS). The Language Access Coordinator (LAC) is notified once a complaint is made pertaining to Language Access. The LAC then assesses and confirms whether it is indeed a language access issue. We review the details provided and identify the individual in custody, including the facility where the complainant is housed. Once confirmed, we coordinate with facility staff to ensure the individual receives the necessary support. This may involve visiting the facility in person to address the issue directly, or requesting facility staff to connect the individual to the Language Line or appropriate personnel who can meet their language access needs. All steps taken to resolve the issue/complaint are documented in the management tracking system. Once the matter is fully resolved, it is categorized as completed in the tracking system.

Outside of 311 calls, the Department has a formal grievance process for people in custody. They can submit a grievance form which is either submitted to grievance boxes throughout facilities or hand delivered to the grievance officer themselves. This then is transferred to the Department's Office of Constituent and Grievance Services (OCGS) who is responsible for logging the grievance in a central database for processing. These are then filtered to the appropriate commands, divisions or units for them to conduct their investigations and resolve the grievances. The LAC sometimes receives e-mails from staff members who are assisting someone and need additional information on the

language services we provide. In this instance, we provide the information to the staff member via email or a phone call. We also visit the staff or person in custody if needed.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	10

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Written translation
Total value of the contract	\$16,358.64
Period of performance	7/2024-6/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	4 of the 12 NYS languages

Vendor name	Voiance
Language service	Telephonic interpretation
Total value of the contract	\$5,000
Period of performance	7/2024-6/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$16,358.64

Vendor name	Voiance
Cumulative payments made in Fiscal Year 2025	\$1,014.28

Language service accessed through another agency in Fiscal Year 2025:

None.

Department of Finance

Language Access Coordinator:

Jacqueline Gold

Assistant Commissioner External Affairs

<https://www.nyc.gov/site/finance/about/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/site/finance/about/language-access-plan.page>

Access Complaints and Requests Process:

Members of the public can make a complaint regarding an agency's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that a City agency or office provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	2
Language access requests from 311	1

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Accurate Communications
Language service	American Sign Language (ASL)
Total value of the contract	\$9,328
Period of performance	7/2024-6/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	American Sign Language

Vendor name	Language Line Solutions
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Language service	Telephonic Interpretation
Total value of the contract	\$6,252
Period of performance	6/1/2025-6/30/2025
Method of procurement	Other
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Solutions
Language service	Written translation
Total value of the contract	\$324,620
Period of performance	6/2/2025-6/30/2028
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	10 designated languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$63,140.68

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$84,377.83

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$7,666.36

Vendor name	Language Line Solutions
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Cumulative payments made in Fiscal Year 2025	\$5,737.66
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Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$4,848.44

Language service accessed through another agency in Fiscal Year 2025:
None.

Department of Health and Mental Hygiene

Language Access Coordinator:

Anton Kuzmin

Assistant Director of Language Access and Research

<https://www.nyc.gov/site/doh/about/about-doh/language-services.page>

Language Access Plan:

<https://www.nyc.gov/assets/doh/downloads/pdf/language-access/language-access-implementation-plan.pdf>

Language Access Complaints and Requests Process:

Complaints and requests are forwarded to corresponding divisions and programs to address. The constituents receive responses within 3 weeks.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	1
Language access requests from 311	18

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Accurate Communications
Language service	In-person/onsite interpretation
Total value of the contract	\$20,000
Period of performance	7/1/2024-6/330/2025
Method of procurement	M/WBE Noncompetitive Small Purchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Alanguagebank
Language service	Transcription
Total value of the contract	\$166,666
Period of performance	7/1/2024-6/330/2025
Method of procurement	M/WBE Noncompetitive Small Purchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Alanguagebank
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Language service	In-person/onsite interpretation
Total value of the contract	\$20,000
Period of performance	8/15/2024 - 12/31/2024
Method of procurement	M/WBE Noncompetitive Small Purchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	CQ Fluency
Language service	Translation review
Total value of the contract	\$125,000
Period of performance	5/1/2025 - 6/30/2025
Method of procurement	M/WBE Noncompetitive Small Purchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Eriksen Translations Inc.
Language service	Language Testing
Total value of the contract	\$20,000
Period of performance	7/1/2024 -6/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Eriksen Translations Inc.
Language service	Written translation
Total value of the contract	\$220,000
Period of performance	11/1/2024 - 6/30/2025
Method of procurement	M/WBE Noncompetitive Small Purchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Human Touch Translations
Language service	ASL
Total value of the contract	\$83,334
Period of performance	7/1/2024-6/30/2025
Method of procurement	M/WBE Noncompetitive Small Purchase
Community-based organization	No

Languages for which services were provided	Other
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Vendor name	Human Touch Translations
Language service	Translation Review
Total value of the contract	\$700,000
Period of performance	7/1/2024-11/30/2024
Method of procurement	M/WBE Noncompetitive Small Purchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Language Line Solutions
Language service	Telephonic Interpretation
Total value of the contract	\$32,000
Period of performance	7/1/2024-6/30/2025
Method of procurement	DCAS Task Order
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Totalcaption
Language service	CART
Total value of the contract	\$20,000
Period of performance	7/1/2024-6/30/2025
Method of procurement	M/WBE Noncompetitive Small Purchase
Community-based organization	No
Languages for which services were provided	Other

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$115,460.50

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$19,003.75

Vendor name	Alanugagebank
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Cumulative payments made in Fiscal Year 2025	\$10,317
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Vendor name	ALanguageBank
Cumulative payments made in Fiscal Year 2025	\$12,450

Vendor name	ALanguageBank
Cumulative payments made in Fiscal Year 2025	\$4,374.28

Vendor name	Eriksen Translations Inc
Cumulative payments made in Fiscal Year 2025	\$209,486

Vendor name	Eriksen Translations Inc
Cumulative payments made in Fiscal Year 2025	\$6,375

Vendor name	Human Touch Translations
Cumulative payments made in Fiscal Year 2025	\$36,265

Vendor name	Human Touch Translations
Cumulative payments made in Fiscal Year 2025	\$187,667.78

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$27,061.72

Vendor name	Totalcaption
Cumulative payments made in Fiscal Year 2025	\$600

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	Language Line Solutions
Contract holding agency	DCAS

Department of Probation

Language Access Coordinator:

Christelle N. Onwu

EEO Officer/Director; Disability Services Facilitator; Digital Inclusion Officer, Career Counselor & 55-a Coordinator

<https://www.nyc.gov/site/probation/about/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/assets/probation/pdf/policies/2024-language-access-plan.pdf>

Language Access Complaints and Requests Process:

You can file a complaint if you did not receive service from the NYC Department of Probation because of the language you speak. You can file a complaint anonymously regardless of your immigration status.

You are not required to leave your name if you want to be anonymous. You can file complaints by emailing the NYC Department of Probation's Language Access Coordinator at language_access@probation.nyc.gov or by calling 311 or 212-NEW-YORK (212-639-9675). It helps if you can provide this information: what the problem was, when it happened, who you spoke with, office address you went to or the phone number you called, and language you speak. When DOP receives a complaint, the Language Access Coordinator works with the complainant to resolve the issue upon receipt.

Members of the public can submit language access requests or questions to the agency by emailing the Language Access Coordinator at language_access@probation.nyc.gov. The Language Access Coordinator reviews the complaints from the public and reviews it for a resolution.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
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Cumulative payments made in Fiscal Year 2025	\$94,260.71
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Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$4,821.25

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$926.60

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$2,700

Language service accessed through another agency in Fiscal Year 2025:

None.

Department of Records and Information Services

Language Access Coordinator:

Gerald Rosero

Special Assistant to the Commissioner, Disability Service Facilitator, Veteran Liaison

<https://www.nyc.gov/site/records/about/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/assets/records/pdf/DORIS%20Language%20Access%20Plan%206042024.pdf>

Language Access Complaints and Requests Process:

The public can easily file a complaint by calling 311. All 311 complaints will be forwarded to the Language Access Coordinator for resolution. The Language Access Coordinator receives all 311 complaints to a dedicated email address CustomerCare@records.nyc.gov. The LAC will then review, investigate and resolve the complaint.

The public can request language access services by navigating to the agency's website at <https://www.nyc.gov/site/records/exhibits-education/events.page> and contacting the agency at least 3 days prior to the date of request.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	CQFluency
Language service	Telephonic interpretation
Total value of the contract	On demand
Period of performance	7/2024-6/2025
Method of procurement	Other
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	CQFluency
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Cumulative payments made in Fiscal Year 2025	\$21.70
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Language service accessed through another agency in Fiscal Year 2025:

None.

Department of Transportation

Language Access Coordinator:

Yashwant (Neil) Sahadeo

Executive Director of Customer Service, Language Access, and Commissioner's Correspondence Unit (CSLACU)

https://www.nyc.gov/html/dot/html/about/dot_lap.shtml

Language Access Plan:

<https://www.nyc.gov/html/dot/downloads/pdf/dot-language-access-plan.pdf>

Language Access Complaints and Requests Process:

Members of the public, including individuals with Limited English Proficiency (LEP), can submit language access complaints, requests, or questions through the following channels:

- In person: Visit a NYC DOT Public Service Center (PSC) and speak with a DOT manager
- In writing: Submit complaints via email, regular mail, or through the NYC DOT website using the Contact the Commissioner form
- By phone or direct contact: Call 311 or 212-NEW-YORK (212-639-9675) and by submitting a request online through 311's portal
- Reach out to the appropriate NYC DOT Borough Commissioner

For complaints specifically related to NYC DOT's Language Access Program, constituents may also contact the agency directly at 212.839.7100 or visit the DOT website at www.nyc.gov/dot for more information.

The Customer Service, Language Access, and Correspondence Unit (CSLACU) is responsible for receiving, tracking, and resolving Language Access complaints and inquiries submitted through 311 or other internal channels.

All complaints and inquiries received by NYC DOT are entered into the Agency Response Tracking System (ARTS). When a complaint or question is submitted via 311, it is first reviewed and translated into English. The complaint or question is then assigned to the appropriate operational group for further study and review.

Once the review is complete, the response is translated back into the client's preferred language. A written reply is then sent to the individual who submitted the complaint or question.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Written translation
Total value of the contract	\$560,000.00
Period of performance	07/2024 - 06/2025
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	Besides the 10 Citywide designated languages, other languages requested were: Punjabi, Italian, Ukrainian, Hindi, Wolof, Pulaar, Greek, Hebrew, Yiddish, and Thai

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$34,346.00
Period of performance	07/2024 - 06/2025
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	Besides the 10 Citywide designated languages, other languages requested were: Wolof, Swahili, Ukrainian, Albanian, Hindi, Italian, Kinyarwanda, Kamani, Farsi, Punjabi, Greek, Portuguese, Uzbek, Dari, Armenian, Ghag, Rohingya and Bosnian

Vendor name	Accurate Communications
Language service	ASL
Total value of the contract	\$115,172.00
Period of performance	04/2025 - 04/2028
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	American Sign Language(ASL)

Vendor name	Accurate Communications
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Language service	Communication Access Realtime Translation (CART)
Total value of the contract	\$20,000.00
Period of performance	07/2024 - 04/2026
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	CART reporter listens to speech during an event/meeting and using captioning software instantaneously translate all the speech to text

Vendor name	Eriksen Translations Inc.
Language service	Translation review
Total value of the contract	\$20,000.00
Period of performance	01/2025 - 06/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	Besides the 10 Citywide designated languages, other languages requested were: Hebrew and Yiddish

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$62,505.11

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$8,249.43

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$228,127.50

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$9,062.40

Vendor name	Accurate Communications
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Cumulative payments made in Fiscal Year 2025	\$4,167.48
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Vendor name	Eriksen Translations Inc.
Cumulative payments made in Fiscal Year 2025	\$2,942.50

Language service accessed through another agency in Fiscal Year 2025:
None.

Department of Parks and Recreation

Language Access Coordinator:

Ariana Arancibia

Chief of Staff for Strategic Community Engagement

<https://www.nycgovparks.org/accessibility>

Language Access Plan:

<https://www.nycgovparks.org/pagefiles/199/NYC-Parks-LAIP-June-2024-FINAL-667c251e2b635.pdf>

Language Access Complaints and Requests Process:

Members of the public can make a complaint regarding DPR's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that DPR provides additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$75,973.48

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	NA
Contract holding agency	NA
Languages for which services were provided	NA

Department of Sanitation

Language Access Coordinator:

Antonio Whitaker

Assistant Director, Bureau of Public Affairs

<https://www.nyc.gov/site/dsny/about/about-dsny/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/assets/dsny/downloads/about/language-access/dsny-language-access-plan-2025.pdf>

Language Access Complaints and Requests Process:

Members of the public can file a language access complaint via 311 and DSNY will continue to work with NYC311 to identify what may be possible for the future of complaint submission. As for submitting language service requests, the public can email the language access coordinator via the language access link on the DSNY website. Once received, DSNY employees either reach out to our translation vendor, or if there is a member of staff who speaks the language requested, he/she may be asked to provide assistance. If customer info is available, DSNY would call the client in their preferred language, and respond to any incoming message in their preferred language.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	164
Language access requests from 311	164

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Eriksen Translations Inc. (BRS/RRD)
Language service	Written translation
Total value of the contract	\$20,000.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	10 designated languages

Vendor name	Accurate Communications
Language service	Telephonic interpretation
Total value of the contract	\$10,000.00
Period of performance	07/01/2024 – 06/30/2025

Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	10 designated languages

Vendor name	Langalo, Inc.
Language service	Written translation
Total value of the contract	\$10,000
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	10 designated languages

Vendor name	Eriksen Translations Inc. (BCW)
Language service	Written translation
Total value of the contract	\$20,000.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	10 designated languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Eriksen Translations Inc. (BRS/RRD)
Cumulative payments made in Fiscal Year 2025	\$4,300.03

Vendor name	Eriksen Translations Inc. (BCWD)
Cumulative payments made in Fiscal Year 2025	\$7,567.00

Language service accessed through another agency in Fiscal Year 2025:

None.

Department of Social Services/Human Resources Administration

Language Access Coordinator:

Cheryl Wertz

Director of Language Access

<https://www.nyc.gov/site/dhs/about/language-law-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/assets/hra/downloads/pdf/services/language/accessplan/DSS-2024-LAIP.pdf>

Language Access Complaints and Requests Process:

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

- Call 311
- Call the One Number at 718-577-1399
- Call the DHS Ombudsman Unit at 800-994-6494
- Walk into the Ombudsman Office at 106 E 16th Street, 8th floor
- Call ASL Direct (video phone only) at 347-474-4231
- Click on “contact us” at nyc.gov/hra or nyc.gov/dhs
- Email ORIA at oria@dss.nyc.gov

If a client alleges that a staff member has not provided interpretation services, ORIA and program leadership remind the staff of the Agency policies and procedures on language services. Depending on the circumstances, supervisors may counsel individual staff members, require additional training or provide a reminder to the entire unit. ORIA also follows up directly with the client to reiterate our commitment to providing language services.

Language access questions or requests for spoken language services are generally resolved by ORIA calling the client to clarify Agency policy and service options. ORIA will then work with the program area to ensure that the client’s service options are implemented appropriately. Requests for signed language services are shared directly with the Agency’s sign language services vendor and ORIA, who informs program staff of the request for services.

The process for resolving language access requests or complaints is the same, whether the complaint or request was received via 311 or other channels. If a client alleges that

a staff member has not provided interpretation services, ORIA and program leadership remind the staff of the Agency policies and procedures on language services. Supervisors may counsel individual staff members, require additional training or provide a reminder to the entire unit. ORIA usually follows up directly with the client. Language access questions or requests are generally resolved by ORIA calling the client to clarify Agency policy and service options. ORIA will then work with the program area to ensure that the client's service options are implemented appropriately.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	40
Language access requests from 311	3

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephonic Interpretation-DHS
Total value of the contract	\$2,636,250.00
Period of performance	01/01/2025 to 05/31/2027
Method of procurement	Task Order
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Solutions
Language service	Telephonic Interpretation-HRA
Total value of the contract	\$21,133,750.00
Period of performance	01/01/2025 to 05/31/2027
Method of procurement	Task Order
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$4,957,610.62

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$1,317,793.70

Vendor name	Geneva Worldwide, Inc.
Cumulative payments made in Fiscal Year 2025	\$1,061,247.34

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$210,951.43

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$10,380.00

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$1,675.00

Vendor name	Vanguard Direct Inc.
Cumulative payments made in Fiscal Year 2025	\$20,494.64

Vendor name	CQ Fluency Inc.
Cumulative payments made in Fiscal Year 2025	\$7,711.76

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$6,867,154.01

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$406,530.12

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$2,231,136.55

Language service accessed through another agency in Fiscal Year 2025:
None.

Department of Veterans Affairs

Language Access Coordinator:

Curtis Dorval

Digital Communications Manager, CineVet Showcase Director

<https://www.nyc.gov/site/veterans/about/public-reporting.page>

Language Access Plan:

<https://www.nyc.gov/assets/veterans/downloads/pdf/dvs-2023-language-implementation-plan.pdf>

Language Access Complaints and Requests Process:

Members of the public can make a complaint regarding DVS' provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that DVS provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt. Upon receipt of the complaint or service request, DVS will assess the need, respond with appropriate resources, and follow-up with additional trainings as necessary.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

DVS does not contract with any external language services providers at this time. MOIA provides language access services support to DVS as needed.

Language service vendor contracts issued payments in Fiscal Year 2025:

DVS does not contract with any external language services providers at this time. MOIA provides language access services support to DVS as needed

Language service accessed through another agency in Fiscal Year 2025:

DVS does not contract with any external language services providers at this time. MOIA provides language access services support to DVS as needed

Department of Youth and Community Development

Language Access Coordinator:

Andrew Miller

Assistant Commissioner for External Relations, EEO Counselor, Language Access Coordinator

https://www.nyc.gov/site/dycd/about/about-dycd/language_access.page

Language Access Plan:

https://www.nyc.gov/assets/dycd/downloads/pdf/DYCD_Language_Access_Plan_2024-accessible-ver.pdf

Language Access Complaints and Requests Process:

Members of the public may make complaints or service requests concerning Language Access through 311, Community Connect, the DYCD Commissioner's office or directly through the Language Access Coordinator. The Language Access Coordinator is responsible for keeping a log of all complaints and ensuring that all are addressed in a timely fashion. This generally consists of suggestions for the transition of additional materials which would be immediately reviewed and if applicable be immediately implemented. Language service requests can be made by contacting the Language Access Coordinator, whose contact information is available on the DYCD website.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$2,570.05

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$16,899.20

Vendor name	Contreras Translation & Interpretation Services Inc.
Cumulative payments made in Fiscal Year 2025	\$8,662.42

Language service accessed through another agency in Fiscal Year 2025:
None.

District Attorney - Bronx

Language Access Coordinator:

Violeta Sambula

Director of Language Services

<https://www.bronxda.nyc.gov/html/statistics/language-web-accessibility.shtml>

Language Access Plan:

<https://www.bronxda.nyc.gov/downloads/pdf/Language-Access-Plan-6.01.23.pdf>

Access Complaints and Requests Process:

Language access requests are addressed directly by the language Access Coordinator. The LAC reviews each request and provided a response within 48 hours.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$18,109.87
Period of performance	07/2024-06/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$23,329.88
Period of performance	07/2024-06/2025

Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	Other

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	18,109.87

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	23,329.88

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	Language Line Solutions
Name of agency holding the contract	DCAS

District Attorney - Brooklyn

Language Access Coordinator:

Joseb Gim

Chief of Criminal Court

<https://www.brooklynda.org/languageaccess/>

Language Access Plan:

<https://www.brooklynda.org/wp-content/uploads/2024/10/KCDA-Language-Access-Plan-2024-V2-5.10.24.pdf>

Access Complaints and Requests Process:

Members of the public can make a complaint regarding an agency's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that a City agency or office provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephonic translation and interpretation
Total value of the contract	\$76,374.83
Period of performance	7/2024-6/2025
Method of procurement	Contract for services/requirements contract
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$76,374.83

Language service accessed through another agency in Fiscal Year 2025:

None.

District Attorney - Manhattan

Language Access Coordinator:

Juan Pablo Gutierrez

Deputy Chief Operating Officer for Support Services, Disability Service Facilitator

<https://manhattanda.org/accessibility/>

Language Access Plan:

<https://manhattanda.org/accessibility/>

Access Complaints and Requests Process:

Members of the public submit language access complaints, requests, and questions to the agency by email at LAC@dany.nyc.gov or mail to Language Access Coordinator, New York County District Attorney's Office, 1 Hogan Place, New York, NY 10013. DANY is not registered with the 311 system and cannot receive complaints or requests via 311.

To address complaints or questions, DANY will speak to all parties involved to understand the request or question. review internally to determine the answer or solution, respond to parties who initiated the request or question, and implement a solution if applicable.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Accents Language Services Inc.
Cumulative payments made in Fiscal Year 2025	\$11,545

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$285

Vendor name	Accurate Communications
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Cumulative payments made in Fiscal Year 2025	\$1,377.50
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Vendor name	Dynamics Multilingual Interpreting and Translating
Cumulative payments made in Fiscal Year 2025	\$1,125

Vendor name	Individual per diem Interpreters/Translators
Cumulative payments made in Fiscal Year 2025	\$125,178.62

Vendor name	Eriksen Translations Inc.
Cumulative payments made in Fiscal Year 2025	\$8,063.92

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$29,992.21

Language service accessed through another agency in Fiscal Year 2025:

None.

District Attorney - Queens

Language Access Coordinator:

Tyear K. Middleton

Chief Diversity/EEO Officer/Disability Service Facilitator

<https://queensda.org/language-access-plan/>

Language Access Plan:

<https://queensda.org/language-access-plan/>

Language Access Complaints and Requests Process:

Members of the public can make a complaint regarding an agency's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that a City agency or office provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Propio LS LLC
Language service	Telephonic interpretation, written translation
Total value of the contract	\$20,000
Period of performance	7/2024-6/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Solutions
Language service	Telephonic interpretation, written translation
Total value of the contract	\$25,000

Period of performance	4/2025-6/2025
Method of procurement	Small purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$19,222.10

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$71,711.13

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$65.83

Vendor name	Individual interpreters
Cumulative payments made in Fiscal Year 2025	\$191,269.77

Vendor name	Propio LS LLC
Cumulative payments made in Fiscal Year 2025	\$5,859.73

Language service accessed through another agency in Fiscal Year 2025:

None.

District Attorney - Office of Richmond County

Language Access Coordinator:

Andrew Sterrer

Disability Service Facilitator, Assistant District Attorney, and Counsel for Special Projects

<https://www.statenislandda.org/accessibility/>

Language Access Plan:

<https://www.statenislandda.org/accessibility/>

Language Access Complaints and Requests Process:

Members of the public can submit language access complaints, requests, or questions via email to disabilityservices@rcda.nyc.gov or by contacting RCDA's Language Access Coordinator, Andrew Sterrer, at 718-524-0567. If RCDA receives any complaints, requests, or questions, they will be routed to RCDA's Language Access Coordinator who will work across agency bureaus and units to resolve complaints.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Court Approved per diem interpreters
Cumulative payments made in Fiscal Year 2025	\$74,285

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$58,404.50

Vendor name	Geneva Worldwide, Inc.
Cumulative payments made in Fiscal Year 2025	\$585.40

Language service accessed through another agency in Fiscal Year 2025:

None.

Mayor's Office to End Domestic and Gender Based Violence

Language Access Coordinator:

Sara Gonzalez

Director of Equity and Accessibility, Language Access Coordinator, Disability Service Facilitator

<https://www.nyc.gov/content/core/pages/accessibility-statement-and-services>

Language Access Plan:

https://www.nyc.gov/assets/core/downloads/pdf/06_30_25_CORE%20LAIP%20Complete%20Final.pdf

Language Access Complaints and Requests Process:

Language access complaints can be submitted using the city's online form, where as requests and questions about language access can be emailed (accessendgbv@endgbv.nyc.gov). Depending on the complaint, the language access coordinator addresses it with the respective vendor. If it is interpretation they let the vendor know. If it is translation of a document, they provide the feedback to the vendor for correction. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$93,000.00
Period of performance	07/01/2024-06/30/2025
Method of procurement	Competitive procurement
Community-based organization	No
Languages for which services were provided	100+languages

Vendor name	Human Touch
Language service	ASL
Total value of the contract	\$27,125.00
Period of performance	07/01/2024-06/30/2025
Method of procurement	Competitive procurement
Community-based organization	No
Languages for which services were provided	Other

Vendor name	CQ Fluency
Language service	Communication Access Realtime Translation (CART)
Total value of the contract	\$25,000.00
Period of performance	07/01/2024-06/30/2025
Method of procurement	Competitive procurement
Community-based organization	No
Languages for which services were provided	Other

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	LanguageLine
Cumulative payments made in Fiscal Year 2025	\$86,209.30

Vendor name	Human Touch Translations
Cumulative payments made in Fiscal Year 2025	\$870.00

Vendor name	CQ Fluency
Cumulative payments made in Fiscal Year 2025	\$25,000.00

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	Language Line Solutions
Contract holding agency	DCAS
Languages for which services were provided	100+ languages

Vendor name	Human Touch Translations
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Contract holding agency	DCAS
Languages for which services were provided	Other (ASL)

Vendor name	CQ Fluency
Contract holding agency	DCAS
Languages for which services were provided	Other (CART)

New York City Fire Department

Language Access Coordinator:

Aja Janel Cox

Administrative Staff Analyst

<https://www.nyc.gov/site/fdny/about/resources/policy-and-agreements/language-access-program.page>

Language Access Plan:

<https://www.nyc.gov/assets/fdny/downloads/pdf/about/laip-final.pdf>

Language Access Complaints and Requests Process:

Members of the public can make a complaint regarding FDNY's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that FDNY provide additional language access services to the public, including translations of agency materials. For either, the public may call 311, 212-NEW-YORK (212-639-9675), or FDNY Business for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Written translation
Total value of the contract	\$250,000.00
Period of performance	11/01/2024 - 10/31/2027
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$96,962.47

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$4041.81

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$19,192.49

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	Language Line Solutions
Contract holding agency	DCAS
Languages for which services were provided	100+ languages

Vendor name	Language Line Solutions
Contract holding agency	DCAS
Languages for which services were provided	100+ languages

Department of Housing Preservation and Development

Language Access Coordinator:

Evan Carrozza

Director of Procurement

<https://www.nyc.gov/site/hpd/about/language-access.page>

Language Access Plan:

<https://www.nyc.gov/assets/hpd/downloads/pdfs/about/hpd-language-access-plan.pdf>

Language Access Complaints and Requests Process:

Members of the public can make a complaint regarding an agency's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that a City agency or office provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt. This applies to requests or questions received via channels other than 311 as well.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	10
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Written translation
Total value of the contract	\$425,000.00
Period of performance	04/18/2025 – 05/17/2026
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Accurate Communications
Language service	In-person/onsite interpretation
Total value of the contract	\$20,000.00

Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$112,001.28

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$15,924.55

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$3,000.00

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$20,000.00

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	Language Line Solutions
Contract holding agency	DCAS
Languages for which services were provided	100+ languages

Law Department

Language Access Coordinators:

Shanel Spence

Agency EEO Officer, DV/GBV Liaison, Disability Rights Coordinator

Celina K. Fletcher-Serrant

Diversity Training Liaison, Assistant EEO Officer

cefletch@law.nyc.gov

<https://www.nyc.gov/site/law/about/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/assets/law/downloads/pdf/LAW%20LAIP%202024.pdf>

Language Access Complaints and Requests Process:

Members of the public may submit language access complaints and requests through a centralized inbox/email address (LanguageAccess@law.nyc.gov). To the best of our knowledge, we have not received any 311 complaints regarding language access. Should any complaints come to our attention, they are referred to the Language Access Coordinators who will investigate the complaint and respond accordingly. The precise procedure for handling requests or questions made via channels other than 311 depends on the Division that fields the request or question. Language access requests are sent electronically to the Operations Division to process or provide an interpreter, translation, etc. Language access questions are forwarded to the agency's language access coordinators

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Eiber Translation Services
Language service	Other
Total value of the contract	\$1,050,000.00
Period of performance	07/01/2024 – 06/30/2026
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No

Languages for which services were provided	100+ languages
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Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Eiber Translation Services
Cumulative payments made in Fiscal Year 2025	\$348,018.20

Vendor name	Geneva Worldwide, Inc.
Cumulative payments made in Fiscal Year 2025	\$90,900.25

Language service accessed through another agency in Fiscal Year 2025:

None.

Landmarks Preservation Commission

Language Access Coordinator:

Courtney Clark Metakis

Director of Communications

<https://www.nyc.gov/site/lpc/about/language-access.page>

Language Access Plan:

<https://www.nyc.gov/assets/lpc/downloads/pdf/Language-Access-Implementation-Plan.pdf>

Language Access Complaints and Requests Process:

Members of the public may submit language access complaints to the agency via email to access@lpc.nyc.gov or call 311 and say “language access” to register a complaint. The same process can be used to make a language access request in addition to calling LPC at 212-669-7817. We have never received a complaint (via 311 or non-311 channels), but we would address the complaint and ensure the person who submitted the complaint received the information in the language required by using our contracted translation providers

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Accurate Communications
Language service	In-person/onsite interpretation
Total value of the contract	\$2,500.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	10 Designated languages

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$500
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No

Languages for which services were provided	10 Designated languages
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Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$2,500.00

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$500.00

Language service accessed through another agency in Fiscal Year 2025:

None.

Mayor's Office of Immigrant Affairs

Language Access Coordinator:

Young Kwon

Deputy Director, Interagency Partnerships

<https://www.nyc.gov/site/immigrants/language-needs/language-access-implementation-and-compliance.page>

Language Access Plan:

<https://www.nyc.gov/site/immigrants/language-needs/language-access-implementation-and-compliance.page>

Language Access Complaints and Requests Process:

Members of the public can send complaints to the Mayor's Office through 311 or by contacting the Mayor's Office Language Access Coordinator. MOIA's process for resolving complaints needs to be redefined. MOIA receives copies of 311 language access complaints labeled as a language access issue wherein we reach out to the appropriate offices within 14 days of receipt to check on resolution and any appropriate next steps.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	12
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Eriksen
Language service	Written translation
Total value of the contract	\$529,460.00
Period of performance	07/01/2025 – 06/30/2027
Method of procurement	Competitive procurement
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Eriksen
Language service	Language testing
Total value of the contract	\$2,090.00
Period of performance	07/01/2025 – 06/30/2026
Method of procurement	Small purchase

Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LTI
Language service	Language testing
Total value of the contract	\$2,000.00
Period of performance	07/01/2025 – 06/30/2026
Method of procurement	Small purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Smartling
Language service	Website localization
Total value of the contract	\$30,993.00
Period of performance	07/01/2025 – 06/30/2026
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	10 designated languages

Vendor name	Trados Studio
Language service	Other
Total value of the contract	\$148,962.00
Period of performance	07/01/2025 – 06/30/2027
Method of procurement	Small purchase
Community-based organization	No
Languages for which services were provided	Other

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Eriksen
Cumulative payments made in Fiscal Year 2025	\$475.00

Vendor name	LTI
Cumulative payments made in Fiscal Year 2025	\$242.00

Language service accessed through another agency in Fiscal Year 2025:
None.

Mayor's Office of Criminal Justice

Language Access Coordinator(s):

Niurka Crespo: Office Manager

Candice Julien

Chief Operating Officer, Chief Performance Officer, Agency Personnel Officer, Chief Business Diversity Officer, MBBE Officer

<https://criminaljustice.cityofnewyork.us/language-and-disability-access/>

Language Access Plan:

<https://www.nyc.gov/assets/immigrants/downloads/pdf/MO-LAIP-2023.pdf>

Language Access Complaints and Requests Process:

Members of the public may submit language access complaints to 311. The Language Access Coordinator will acknowledge, investigate, render a decision, and follow up with the complainant if applicable.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	2

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$242.00

Language service accessed through another agency in Fiscal Year 2025:

None.

Mayor's Office of Media and Entertainment

Language Access Coordinator:

Stephanie Roth

Executive Director, Administration

<https://www.nyc.gov/site/mome/about/language-access.page>

Language Access Plan:

<https://www.nyc.gov/assets/mome/pdf/MOME-Language-Access-Plan-FY24-FINAL-signed.pdf>

Language Access Complaints and Requests Process:

Members of the public can submit language access complaints and requests through email (language@media.nyc.gov), direct phone number (212-740-7400), and via 311. Complaints will be reviewed by an Office Manager, shared with the Language Access Coordinator who communicates with the relevant department. MOME follows up with the person who submitted the complaint and resolves the issue as needed. Requests and questions are reviewed by an Office Manager, shared with the Language Access Coordinator who communicates with the relevant department. MOME follows up with the person who submitted the request/question and addresses the issue as needed. MOME's Office Managers receive direct phone calls and email from the public. A request made through phone call or email are resolved using the same process as requests/questions received via 311. The request/question is shared with the Language Access Coordinator who communicates with the relevant department. MOME follows up with the person who submitted the request/question and addresses the issue as needed.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

None.

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$8,080.03

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	LM Language Services, Inc.
Contract holding agency	MOME
Languages for which services were provided	10 designated languages

New York City Emergency Management

Language Access Coordinator:

Iskra Killgore

Assistant Commissioner, Community Engagement Bureau

<https://www.nyc.gov/site/em/about/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/assets/em/downloads/pdf/NYCEM-LAIP-2024.pdf>

Language Access Complaints and Requests Process:

For both language access complaints and service requests, members of the public can call 311 or email NYCEM at languageaccess@eom.nyc.gov. Members of the public can make a complaint regarding NYCEM's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that NYCEM provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Accurate Communications
Language service	In-person/onsite interpretation
Total value of the contract	\$3,000,000
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Emergency Procurement
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Language Bank, Inc.
Language service	Written translation

Total value of the contract	\$750,000
Period of performance	09/01/2024 – 08/31/2029
Method of procurement	Competitive procurement
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	ALanguageBank
Cumulative payments made in Fiscal Year 2025	\$46,492.61

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$0

Vendor name	Language Testing International (LTI)
Cumulative payments made in Fiscal Year 2025	\$1,202.00

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$2,305,599.92

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$3,505.25

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$1,500.00

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$2,60.32

Language service accessed through another agency in Fiscal Year 2025:
None.

New York City Police Department

Language Access Coordinator:

Maria Otero

Assistant Commissioner

<https://www.nyc.gov/site/nypd/bureaus/administrative/equity-inclusion.page>

Language Access Plan:

<https://www.nyc.gov/assets/nypd/downloads/pdf/eeo/2024-nypd-language-access-implementation-plan.pdf>

Language Access Complaints and Requests Process:

Members of the public can submit their language access complaints through the Americans with Disabilities Act (ADA) Coordinator, Civilian Complaint Review Board (CCRB), and Internal Affairs Bureau (IAB). The process is handled through Internal Affairs Bureau and CCRB protocol.

Requests for language access services refer to new ways in which the agency can make its services for information available to those who do not read or speak English fluently. For example, translating a specific brochure into additional languages or providing bilingual staff at a particular service facility. This does not include individual requests for interpretation. Requests for language access vary by unit within the agency. For example, an individual may call in advance to request an interpreter, or request that paperwork be translated into their preferred language.

Submitted complaints and service requests will be reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	7
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Berlitz Language Inc.
Language service	Language testing

Total value of the contract	\$750,000.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Subscription
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Accurate Communications
Language service	In-person/onsite interpretation
Total value of the contract	\$50,023.27
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Accurate Communications
Language service	Written translation
Total value of the contract	\$50,023.27
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	10 designated languages

Vendor name	Accurate Communications
Language service	Communication Access Realtime Translation (CART)
Total value of the contract	\$50,023.27
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	Other

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Belitz Language Inc.
Cumulative payments made in Fiscal Year 2025	\$145,500.00

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$50,023.27

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$50,023.27

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$50,023.27

Language service accessed through another agency in Fiscal Year 2025:
None.

Office of Administrative Trials and Hearings

Language Access Coordinator:

Marisa Senigo

Deputy Commissioner for Public Affairs and Communications

<https://www.nyc.gov/site/oath/about/language-access-plan.page>

Language Access Plan:

<https://www.nyc.gov/assets/oath/downloads/pdf/OATH-LAIP-2024.pdf>

Language Access Complaints and Requests Process:

Members of the public can submit language access complaints by calling 311 or contact us directly through an online form. Instructions on how to submit complaints are listed on our website (<https://www.nyc.gov/site/oath/about/language-access-plan.page>). They can submit language access requests through the Help Center, by contacting the LAC or just by showing up and needing the service. Our staff is trained to immediately get a translator should someone come in who is struggling with communicating in English. OATH addresses all complaints and requests in the language we were contacted in.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	1
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Bank, Inc.
Language service	Transcription
Total value of the contract	\$9,109.80
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LM Language Services, Inc.
Language service	In-person/onsite interpretation
Total value of the contract	\$19,852.00

Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LM Language Services, Inc.
Language service	Written translation
Total value of the contract	\$71,904.00
Period of performance	06/03/2025 – 06/02/2028
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Accurate Communications
Language service	ASL
Total value of the contract	\$2,050.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Geneva Worldwide, Inc.
Language service	Transcription
Total value of the contract	\$3,553,939.42
Period of performance	07/01/2024 – 06/30/2027
Method of procurement	Other
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Accurate Communications
Language service	Other; In-person/onsite interpretation
Total value of the contract	\$3,225.00
Period of performance	07/01/2024 – 04/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Accurate Communications
Language service	Transcription
Total value of the contract	\$20,000.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Accurate Communications
Language service	ASL
Total value of the contract	\$2,775.00
Period of performance	05/01/2025 – 06/30/2025
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LM Language Services, Inc.
Language service	Written translation
Total value of the contract	\$73,895.51
Period of performance	08/25/2024 – 08/24/2025
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LM Language Services, Inc.
Language service	Telephonic interpretation
Total value of the contract	\$3,263.00
Period of performance	07/01/2024 – 06/02/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LM Language Services, Inc.
Language service	Transcription
Total value of the contract	\$228,870.83
Period of performance	09/01/2024 – 08/31/2025
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No

Languages for which services were provided	100+ languages
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Vendor name	LM Language Services, Inc.
Language service	Transcription
Total value of the contract	\$43,000
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Accurate Communications
Language service	ASL
Total value of the contract	\$8,925.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LM Language Services, Inc.
Language service	Written translation
Total value of the contract	\$46,235.00
Period of performance	07/01/2024 – 08/24/2024
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	100+ language

Vendor name	LM Language Services, Inc.
Language service	Transcription
Total value of the contract	\$45,774.17
Period of performance	07/01/2024 – 08/31/2024
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Services, Inc.
Language service	Video remote interpretation (VRI)

Total value of the contract	\$54,740.35
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$4,004.58
Period of performance	07/01/2024 – 06/02/2025
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$2,272.44
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$90,000.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LC Interpreting Services LLC
Language service	ASL
Total value of the contract	\$1,488.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	LM Language Services, Inc.
Language service	Transcription review
Total value of the contract	\$1,040.04
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+

Vendor name	Langalo Inc.
Language service	Transcription
Total value of the contract	\$6,325.00
Period of performance	07/01/2024 – 04/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$1,489.95

Vendor name	Langalo Inc.
Cumulative payments made in Fiscal Year 2025	\$2561.49

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$2,387.96

Vendor name	Geneva Worldwide, Inc.
Cumulative payments made in Fiscal Year 2025	\$1,023,642.1

Vendor name	Accurate Communications
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Cumulative payments made in Fiscal Year 2025	\$470.00
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Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$13,782.50

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$405.00

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$9,433.75

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$35,553.53

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$316.80

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$45,773.5

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$14,996.55

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$3,977.50

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	\$10,758.49

Vendor name	LM Language Services, Inc.
Cumulative payments made in Fiscal Year 2025	45773.5

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$53,915.83

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$3,400.58

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$70,486.30

Vendor name	LC Interpreting Services LLC
Cumulative payments made in Fiscal Year 2025	\$316.80

Vendor name	Langalo Inc
Cumulative payments made in Fiscal Year 2025	\$4,896.54

Language service accessed through another agency in Fiscal Year 2025:

Vendor name	Language Line Solutions
Contract holding agency	DCAS
Languages for which services were provided	100+ languages

Office of the Chief Medical Examiner

Language Access Coordinator:

Alison Nixon

Counsel, Language Access Coordinator, Records Access Officer, Attorney for Research

<https://www.nyc.gov/site/ocme/about/freedom-of-information-law.page>

Language Access Plan:

<https://www.nyc.gov/site/ocme/about/language-access.page>

Language Access Complaints and Requests Process:

Members of the public can make a complaint regarding OCME's provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that OCME provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephonic Interpretation
Total value of the contract	\$21,918.79
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	Other

Vendor name	FCI Multiple Services Corp
Language service	Written translation
Total value of the contract	\$20,000
Period of performance	07/01/2024 – 06/30/2027
Method of procurement	Micropurchase

Community-based organization	No
Languages for which services were provided	Other

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$21,918.79

Vendor name	FCI Multiple Services Corp
Cumulative payments made in Fiscal Year 2025	\$3,560.66

Language service accessed through another agency in Fiscal Year 2025:

None.

Office of Technology and Innovation

Language Access Coordinator:

Elizabeth Lundi (OTI)

Assistant Commissioner, EEO & Diversity Management

Natashia Townsend (311)

311 Vendor Manager

Ntownsend@oti.nyc.gov

<https://www.nyc.gov/content/oti/pages/language-access-plan>

Language Access Plan:

<https://www.nyc.gov/assets/oti/downloads/pdf/about/oti-311-language-access-plan-2024.pdf>

Language Access Complaints and Requests Process:

311 is available for the public to make complaints and to provide information and referral services to other city, state, and federal agencies while completing service requests for members of the public. It serves as a conduit to receive complaints about all city agencies. 311 can receive complaints, questions, and requests pertaining to language access from the public via all its channels. A customer may choose to submit these through any of 311's online channels (e.g., NYC.gov, social media, mobile applications) or may call 311 directly. 311 forwards all language access complaints and requests pertaining to 311 to MOIA's language access complaint mailbox and to the Language Access Coordinator. [311 Online](#) contains multilingual information about Language Access feedback that's accessible to users with limited English proficiency and can be used by the public to submit requests or questions to the agency.

All complaints and requests from customers are tracked via 311's CRM system and monitored by the Language Access Coordinator. It is the responsibility of the Language Access Coordinator to assure the timely resolution of any complaints or requests from customers regarding OTI or 311 specifically. 311 reports the number of complaints received in its Language Access Plan annually and reports the number of language access requests as well.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	7
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephonic interpretation
Total value of the contract	\$2,031,529.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	DCAS task order
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Solutions
Language service	Written translation
Total value of the contract	\$20,000.00
Period of performance	06/01/2025 – 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Language Line Academic
Language service	Language testing
Total value of the contract	\$19,890.00
Period of performance	10/01/2024 – 10/31/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Language Service Associates
Language service	Telephonic interpretation
Total value of the contract	\$20,000.00
Period of performance	06/03/2025 – 06/02/2026
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	Other

Vendor name	Transperfect
Language service	Machine translation
Total value of the contract	\$176,500.00
Period of performance	01/01/2025 – 06/02/2026

Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	Other

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$1,585,317.21

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$4,043.34

Language service accessed through another agency in Fiscal Year 2025:

None.

Small Business Services

Language Access Coordinator:

Maria Leon Reyes

Special Assistant to the Cannabis NYC Team

<https://www.nyc.gov/site/sbs/about/language-access-plan.page>

Language Access Plan:

https://www.nyc.gov/assets/sbs/downloads/pdf/about/sbs_lap.pdf

Language Access Complaints and Requests Process:

Members of the public can make a complaint regarding SBS' provided language access for a failure to provide interpretation when necessary, excessive wait time, or poor quality of interpretation or translation. The public may also request that SBS provide additional language access services to the public, including translations of agency materials. For either, the public may call 311 or 212-NEW-YORK (212-639-9675) for help. Submitted complaints and service requests are then reviewed by the agency's Language Access Coordinator and will subsequently be addressed within 14 days of receipt.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	LM Language Services, Inc.
Language service	Telephonic interpretation
Total value of the contract	\$50,367.00
Period of performance	07/01/2024 – 06/30/2025
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Accurate Communications
Cumulative payments made in Fiscal Year 2025	\$101,300.92

Vendor name	Geneva Worldwide, Inc.
Cumulative payments made in Fiscal Year 2025	\$65,221.97

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$3,498.88

Vendor name	Voiance Language Services
Cumulative payments made in Fiscal Year 2025	\$5,616.06

Vendor name	International Language Services
Cumulative payments made in Fiscal Year 2025	\$142.38

Language service accessed through another agency in Fiscal Year 2025:
None.

Taxi and Limousine Commission

Language Access Coordinator:

Jim Moon

Community Coordinator, Staff Analyst, COOP Liaison

https://www.nyc.gov/site/tlc/about/language_access.page

Language Access Plan:

[https://www.nyc.gov/assets/tlc/downloads/About/language_access/language %20access_implementation_plan_2024.pdf](https://www.nyc.gov/assets/tlc/downloads/About/language_access/language_%20access_implementation_plan_2024.pdf)

Language Access Complaints and Requests Process:

Members of the public maybe submit language complaints to TLC by emailing the Language Access Coordinator (Jin.Moon@tlc.nyc.gov), calling 311 or 212-NEW-YORK (212-639-9675) or using by using 311 online. The same process should be used by member of the public to submit language access requests or questions.

To resolve all complaints or requests made via 311 or other avenues, TLC's Language Access Coordinator reaches out to the Language Services vendors to address the various issues, and the vendors sent an email response regarding the findings, containment, and any corrective action plans.

Fiscal Year 2025 Language Access Complaints and Requests

Language access complaints from 311	0
Language access requests from 311	0

Language service vendor contracts registered in Fiscal Year 2025:

Vendor name	Language Line Solutions
Language service	Telephone interpretation
Total value of the contract	\$75,000.00
Period of performance	07/01/2024 - 06/30/2025
Method of procurement	Requirement Contract
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	Voiance
Language service	Telephone interpretation

Total value of the contract	\$100.00
Period of performance	07/01/2024 - 06/30/2025
Method of procurement	Micropurchase
Community-based organization	No
Languages for which services were provided	100+ languages

Vendor name	International Language Services
Language service	Written translation; Translation review; In-person/onsite interpretation; Transcription; American Sign Language
Total value of the contract	\$450,000.00
Period of performance	07/01/2022 - 06/30/2025
Method of procurement	MWBE noncompetitive small purchase
Community-based organization	No
Languages for which services were provided	100+ languages

Language service vendor contracts issued payments in Fiscal Year 2025:

Vendor name	Language Line Solutions
Cumulative payments made in Fiscal Year 2025	\$61,750.28

Vendor name	Voiance
Cumulative payments made in Fiscal Year 2025	\$27.30

Vendor name	International Language Services
Cumulative payments made in Fiscal Year 2025	\$133,190.05

Language service accessed through another agency in Fiscal Year 2025:

None.

APPENDIX A:
DESIGNATED CITYWIDE LANGUAGES AND DATA SOURCE USED

Nisha Agarwal
Commissioner

Memorandum

253 Broadway
14th Floor
New York, NY 10007

212-788-7654 tel
212-788-9389 fax

www.nyc.gov/immigrants

To: Mayor Bill de Blasio and Speaker Melissa Mark-Viverito

From: Nisha Agarwal, Commissioner, Mayor's Office of Immigrant Affairs
Mindy Tarlow, Director, Mayor's Office of Operations

Date: May 15, 2017

Subject: Preliminary Assessment of Designated Citywide Languages for Local Law 30 of 2017

Submitted by the Mayor's Office of Immigrant Affairs and the Mayor's Office of Operations in compliance with Local Law 30

Summary:

Local Law 30 requires MOIA to produce a preliminary report on the ten citywide languages. This memo outlines the basis for selecting the top ten languages, and presents the data. It also raises some considerations going forward.

1. Requirements

Section 6 of Local Law 30 requires the Office of the Language Services Coordinator (OLSC) [in effect, the Mayor's Office of Immigrant Affairs, in collaboration with the Mayor's Office of Operations] to "make a preliminary assessment, based on the best available data, of the ten limited English proficiency languages likely to be the designated citywide languages when section 2 of this local law takes effect, and report the results of that preliminary assessment to the speaker and the mayor."¹

LL30 further designates how the "Designated citywide languages" are to be determined:

- The top six limited English proficiency languages spoken by the population of New York city as determined by the department of city planning and the office of the language services coordinator, based on United States census data; and
- The top four limited English proficiency languages spoken by the population served or likely to be served by the agencies of the city of New York as determined by the office of the language services coordinator, based on language access data collected by the department of education, excluding the languages designated based on United States census data.

¹ NYC City Council, Local Law 30, available at:
<http://legistar.council.nyc.gov/LegislationDetail.aspx?ID=2735477&GUID=D0A0ECA1-4D71-47EB-B44D-5919777ED818>

2. Top six languages

As noted by City Council, Local Law 30 represents a codification and expansion of Executive Order 120 (2008).² LL30 effectively applies the standard established under EO120 for determining the top six LEP languages.

Based on its analysis of 2011-15 American Community Survey data from the Census Bureau, the Department of City Planning released the table, “Top Languages Spoken at Home by Limited English Proficiency (LEP),” in February 2017.³ The top six LEP languages are:

1. Spanish
2. Chinese*⁴
3. Russian
4. Bengali
5. Haitian Creole⁵
6. Korean

According to the Census numbers, there is a significant gap between the numbers of LEP speakers for the sixth and seventh LEP languages.

3. Additional four languages

The four languages added by LL30 are determined by the Office of the Language Services Coordinator, based on Department of Education (DOE) data, specifically the Parent’s Preferred Language report.

As part of its annual registration process, DOE collects data from parents about language spoken at home and preferred language for written and spoken communications. The result is a dataset of over a million records, capturing language communities in which children attend the City’s public school system across the five boroughs.

Based on an average of DOE’s data from school years 2011-2012 through 2015-2016 for preference for written communications from the Parent’s Preferred Language Report, the top four languages that are not included in the top six languages are:

7. Arabic
8. Urdu
9. French
10. Polish

² NYC City Council, Summary of Int. No. 1181, available at:

<http://legistar.council.nyc.gov/LegislationDetail.aspx?ID=2735477&GUID=D0A0ECA1-4D71-47EB-B44D-5919777ED818>

³ NYC Department of City Planning, “Top Languages Spoken at Home by Limited English Proficiency (LEP)” (February 2017), available at: http://www1.nyc.gov/assets/planning/download/office/data-maps/nyc-population/acs/top_lang_2015pums5yr_nyc.xlsx

⁴ Census Bureau specifies that this language category includes Chinese, Mandarin, Cantonese, Taiwanese. See note about spoken language.

⁵ The Census data specified French Creole, which is a Census language category. In the NYC context, this effectively means Haitian Creole.

4. List of 10 languages

Therefore, based on averages of five-year data from the Census Bureau's American Community Survey and the DOE, the 10 covered languages under Local Law 30 are:

1. Spanish
2. Chinese
3. Russian
4. Bengali
5. Haitian Creole
6. Korean
7. Arabic
8. Urdu
9. French
10. Polish

5. Discussion

- The two datasets on which the language determination is based are relatively robust, collected on a regular basis across all communities of the City. Guidance from the Federal Department of Justice notes school records as a potential source of language data.⁶
- The data from DOE captures a younger demographic of New Yorkers with school-aged children. This dataset may therefore identify more recent or emerging LEP communities.
- We apply the five-year average for both Census and DOE data to ensure comparability as well as stability of language data. In this way, the data represent language trends, but do not overweight data from an individual year.
- DOE provided annual data from the Parent's Preferred Language report over the school years 2011-12 through 2016-17. MOIA produced a five-year average of the school years 2011-12 through 2015-16, in order to base the four additional languages on the same period as the City Planning data.
- Over the period 2011-15, DOE data indicates that approximately 33% of the parents preferred written communication in a language other than English. Note that DOE data do not technically identify limited English proficiency, unlike the Census.
- Given the City's communication needs for service provision, the designated citywide languages largely apply to the translation of written communications. The Census language data, however, are technically based on three questions on the Census form that address spoken language.⁷ The selection

⁶ U.S. Department of Justice, Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 67 Fed. Reg. 117 (June 18, 2002). *Federal Register: The Daily Journal of the United States*. Available at: <https://www.gpo.gov/fdsys/pkg/FR-2002-06-18/pdf/02-15207.pdf>

⁷ Questions from Census form [<https://www.census.gov/topics/population/language-use/about/faqs.html>]

- a. Does this person speak a language other than English at home?
 - Yes
 - No
- b. What is this language? (For example: Korean, Italian, Spanish, Vietnamese)
- c. How well does this person speak English?
 - Very well
 - Well
 - Not well
 - Not at all

of languages is based on the assumption that one's written language needs generally mirrors one's spoken language. Through both internal and contracted language services – telephonic interpretation, in particular – City agencies have more capacity to support language access for oral communications.

- Note that there are two forms of written Chinese: traditional characters and simplified characters. Given the lack of data on whether readers of Chinese prefer traditional or simplified characters, MOIA/OLSC does not currently have the basis to require a specific written form or both forms of Chinese through Local Law 30.
- While this memo addresses the determination of the designated Citywide languages, we also highlight that Local Law 30 requires that agencies consider other data sources, including internal records, during the process of developing their respective language access implementation plans and when providing services.

Resources

U.S. Census Bureau

<https://www.census.gov/topics/population/language-use.html>

<https://www2.census.gov/programs-surveys/acs/about/qbyqfact/2016/Language.pdf>

<https://www.census.gov/library/working-papers/2015/demo/SEHSD-WP2015-18.html>

Tables

NYC Department of City Planning, Top Languages Spoken at Home by Limited English Proficiency (LEP)

http://www1.nyc.gov/assets/planning/download/office/data-maps/nyc-population/acs/top_lang_2015pums5yr_nyc.xlsx

New York City, 2011-15			
		Total	Percent
	Total LEP	1,817,339	100.0
1	Spanish	888,936	48.9
2	Chinese*	317,693	17.5
3	Russian	116,172	6.4
4	Bengali	51,276	2.8
5	French Creole	50,231	2.8
6	Korean	43,796	2.4
7	Italian	27,565	1.5
8	Yiddish	27,445	1.5
9	Arabic	26,635	1.5
10	Polish	25,169	1.4
11	Urdu	21,072	1.2
12	French	20,885	1.1

NYC Department of Education, Data from the Citywide Parent's Preferred Language Report, based on data tables provided to MOIA by DOE

New York City, 2011-15			
		Avg. Total	Percent
1	Spanish	341524	62.8%
2	Chinese, Any	92356	17.0%
3	Bengali	24566	4.5%
4	Arabic	14146	2.6%
5	Russian	13518	2.5%
6	Urdu	9481	1.7%
7	Haitian Creole	6641	1.2%
8	Korean	6406	1.2%
9	French	4319	0.8%
10	Polish	3783	0.7%
11	Punjabi	3401	0.6%
12	Albanian	3185	0.6%

Top languages combining City Planning/Census and DOE data

		City Planning/Census data		DOE data
		Total	Percent of LEP	% of non-English
		1,817,339	100.0	
1	Spanish	888,936	48.9	62.8
2	Chinese*	317,693	17.5	17
3	Russian	116,172	6.4	2.5
4	Bengali	51,276	2.8	4.5
5	Haitian Creole	50,231	2.8	1.2
6	Korean	43,796	2.4	1.2
7	Arabic	26,635	1.5	2.6
8	Urdu	21,072	1.2	1.7
9	French	20,885	1.1	0.8
10	Polish	25,169	1.4	0.7
Other languages for comparison				
	Punjabi			0.6
	Albanian			0.6
	Italian	27,565	1.5	0.1
	Yiddish	27,445	1.5	~0

APPENDIX B:
GUIDANCE ON TEMPORARY LANGUAGES

Guidance on Temporary Languages

New York City Administrative Code § 23-1105

1. Executive Summary

[Local Law 13 of 2023](#) amends the New York City Administrative Code by adding a new section, [23-1105](#). This document outlines guidance for Section 23-1105. It provides background on both the requirements and the best practices on implementing Section 23-1105 for the agencies providing City services to “individuals whose primary language is not English arriving in the city and seeking city services.”

Key points:

- The Mayor’s Office of Immigrant Affairs (MOIA) has designated Wolof and Pulaar/Fulani as the current “temporary languages” in New York City, as required by Local Law 13, based on citywide data gathered by the Office of Asylum Seeker Operations (OASO).
- Wolof and Pulaar/Fulani are both considered oral languages with limited use of the written format. MOIA recommends that agencies refer to MOIA’s [“Best Practices,”](#) to plan ways to utilize video and audio whenever possible, and to prioritize interpretation services for these languages.
- Agencies under OASO’s coordination, including NYC Health + Hospitals, NYC Department of Homeless Services, NYC Housing Recovery and other relevant agencies are all required to provide translation and interpretation in “temporary languages.”
- The list of “temporary languages” will be updated at least quarterly.

2. Requirements Under Section 23-1105

- The Office of the Language Services Coordinator must designate and post on its website the City’s “temporary languages”: these languages are chosen due to global events/ trends leading to an increase in the number of individuals arriving in New York City who speak those languages and are seeking urgent City services.
- Agencies providing those City services, such as shelter, food, or other urgent assistance, must then translate all relevant documents and provide interpretation services in the designated “temporary languages.”
- Any temporary locations for providing services must also post multilingual signage, including in the “temporary languages,” about the availability of interpretation services.

3. “Temporary Languages” Designation

3.1 Data source and rationale

Section 23-1105 does not specify the data source for how the City needs to determine “temporary languages.” MOIA identified several data and proxy measures, including telephonic interpretation requests, country of origin data from the U.S. Department of Homeland Security (DHS), and the preferred languages of people in care.

While these datasets provide valuable insights, they have limitations in terms of scope, timeliness, and granularity.

Based on an analysis of existing data, MOIA chose this dataset to determine the “temporary languages” to fulfill Section 23-1105 requirements because it provides the most current and relevant information on newly arrived individuals seeking City services. However, it's important to note that this data does not capture a citywide representative sample. Lack of operational language data, especially in emergencies and crises, poses challenges that can exacerbate equity gaps.¹ All agencies are urged to work together to strengthen their collection and use of language data.

3.2 Current designation

The current “temporary languages” come from preferred language data from NYC Health + Hospitals, NYC Department of Homeless Services, and NYC Housing Recovery.

Determining “Temporary Languages”:

- **Federal guidance:** The “safe harbor” guidelines set by the U.S. Department of Health and Human Services state that recipients of federal funds should provide written translations into languages spoken by 5% or 1,000, whichever is less, of the population.²
- **City-specific threshold:** Given that 1,000 people represent about 1% of the overall current population in OASO’s care, MOIA adopted an approximate 1% threshold for designating “temporary languages.” This threshold may be revisited as population changes and more data becomes available.
- **Exclusion of designated Citywide languages:** The languages already designated under Local Law 30 (2017) (Spanish, Chinese, Russian, Bengali, Haitian-Creole, Korean, Arabic, Urdu, French, and Polish) are excluded from the “temporary languages” list to avoid duplication. These designated Citywide languages are determined based on a rubric using the U.S. Census data and the NYC Department of Education data.

Based on this approximate 1% threshold and omitting the designated Citywide languages, Wolof and Pulaar/Fulani are currently designated as New York City’s “temporary languages.” Based on MOIA’s research and conversations with language experts and community members, Wolof and Pulaar/Fulani are considered oral languages with limited use of the written format. Over the past year, MOIA has recommended that agencies refer to our recommended “[Best Practices](#),” utilize video and audio when possible, and prioritize interpretation services for these languages.

FY25 Q4 update: As the number of individuals arriving in the city decreases, there has also been a trend of decrease for certain languages. The language data presented in section 3.4 shows fluctuations in usage patterns, with Wolof decreasing from 3.0% in FY24 Q4 to 1.0% in FY25 Q4, and Fulani ranging from 0.8% to 1.4% across the same period. If these percentages continue to drop and if the trend persists, MOIA will consider redesignating temporary languages based on the Local Law 13 requirements and the established 1% threshold.

It is also important to note that the 1% threshold only applies to the written translation of documents for temporary language designation. Under Local Law 30, covered agencies are required to provide telephonic

¹ [Why We Need to Collect Data on the Languages of Crisis-Affected People](#) (Translators without Borders)

² [Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons](#) (U.S. Department of Health and Human Services)

interpretation services in at least 100 languages, including both common and esoteric languages.³ This ensures that even if a language falls below the temporary language threshold for written materials, interpretation services remain available to meet the diverse needs of all city residents and service users.

3.3 Required Actions

Agencies under OASO's coordination, including NYC Health + Hospitals, NYC Department of Homeless Services, NYC Housing Recovery, and other relevant agencies providing urgent City services to newly arrived individuals are all required to provide translation and interpretation in "temporary languages."

- Document Translation:
 - Translate essential documents into designated "temporary languages"
 - Focus on documents related to shelter, food, and other urgent assistance
 - Consider alternatives for oral languages (e.g., audio recordings)
- Interpretation Services:
 - Provide interpretation in "temporary languages" for all client interactions
 - Ensure availability of telephonic interpretation in at least 100 languages
- Signage:
 - Post multilingual signage at all service locations
 - Include information about the availability of free interpretation services
- Language Identification:
 - Implement a process to verify an individual's preferred language, dialect, or variant
 - Utilize MOIA-provided language identification tools (e.g., "I Speak" cards)

3.4 Language Data

Below is a list of preferred languages shown in OASO's data. The percentage is an average from FY24 Q4 (April – June 2024), FY25 Q1 (July – September 2024), FY25 Q2 (October 2024 – December 2024), FY25 Q3 (January 2025 – March 2025), and FY25 Q4 (April 2025 – June 2025) data.

		FY24 Q4	FY25 Q1	FY25 Q2	FY25 Q3	FY25 Q4
#	Preferred Language	Percent	Percent	Percent	Percent	Percent
1	Spanish	75.5%	75.2%	74.5%	75.0%	75.0%
2	French	9.2%	9.1%	9.4%	9.0%	8.8%
3	Wolof	3.0%	2.7%	2.3%	1.4%	1.0%
4	English	2.6%	2.6%	2.8%	3.6%	4.5%
5	Russian	2.2%	2.0%	1.9%	2.1%	2.0%
6	Arabic	2.1%	2.4%	2.8%	2.8%	2.3%
7	Fulani (aka Peul, Pulaar, Fula, Fulah, Fulfulde)	1.1%	1.4%	1.2%	0.9%	0.8%
8	Chinese	0.8%	0.9%	1.0%	1.0%	1.1%
9	Haitian Creole	0.5%	0.5%	0.5%	0.5%	0.6%
10	Portuguese	0.5%	0.5%	0.4%	0.4%	0.4%
11	Creole and pidgins	0.5%	0.5%	0.6%	0.4%	0.2%

³ [The New York City Administrative Code § 23-1102](#)

12	Turkish	0.3%	0.2%	0.2%	0.3%	0.2%
13	Persian (Farsi)	0.2%	0.2%	0.2%	0.2%	0.1%
14	Ukrainian	0.1%	0.1%	0.1%	0.1%	0.03%
15	Urdu	0.02%	0.02%	0.03%	0.04%	0.01%
16	Georgian	0.02%	-	0.01%	-	-
17	Uzbek	0.02%	-	0.02%	-	-
18	Mandinka (aka Mandingo)	0.01%	0.03%	0.04%	0.04%	0.03%
19	Pashto Pushto	0.01%	0.02%	0.02%	0.01%	-
20	All others	1.5%	1.6%	1.9%	2.2%	2.9%

3.5 Utilizing OASO Language Data

It is crucial to understand that the OASO's language data is a tool for informed decision-making, not a prescriptive checklist. Language needs can vary across agencies and service types. Therefore, we recommend that agencies:

- **Use the language data as a starting point:** OASO's language data provides a simple overview. Use it to anticipate potential language needs, but do not limit planning to just these languages or only in this order.
- **Contextualize language strategy:** Supplement "temporary languages" with agency-specific language data. Track the preferred languages of your specific service users.
- **Consider language marginalization:** The order of the "temporary languages" listed reflect reported frequency, not importance. Languages spoken by smaller communities may appear lower on the list but they are still vital for those individuals. Ensure that these language needs aren't overlooked.
- **Ensure meaningful access:** Meaningful access is not about the number of languages covered, but thoughtful communication planning. Consider factors like literacy levels, cultural nuances, dialects and variants, and the appropriateness of written and oral communication. Please refer to the "[Best Practices](#)" section for further guidance.

3.6 Future Updates

Section 23-1105 does not specify how often the "temporary languages" designation must be updated. However, to be responsive to demographic changes and evolving language needs, MOIA will revisit and potentially refine the temporary language list, threshold standard, and guidance on a quarterly basis.

4. Best Practices

4.1 Importance of Language Variants and Dialects

- When providing services in "temporary languages," carefully consider variants, dialects and regional differences within each language. Do not make assumptions based solely on country of origin.
- Implement a process to verify an individual's preferred language, dialect, or variant.
 - Utilize language identification tools, such as "I Speak" cards and "notification of free interpretation services" posters, provided by MOIA. Please contact MOIA to further customize these tools.

- For languages that have multiple variants (e.g., Fulani/ Pulaar), ask for an individual's country of origin to help narrow down the specific variant.
- During interpreted conversations, regularly check for comprehension to ensure correct identification of language variants and adjust as needed.
- **For lingua francas⁴** (Spanish, French, Arabic, Portuguese), note regional variations. Especially for Arabic, some lingua franca dialects may not be easily understood by speakers of other dialects.⁵
- **For oral languages** (Fulani/Pulaar⁶, Mandinka/Mandingo⁷), there are various dialects that are not always easily understood by speakers of other dialects. Utilize country of origin data to ensure that the correct dialect is identified.
- **For Chinese**, there are two primary Chinese writing systems: Traditional and Simplified Chinese. There are also many oral Chinese dialects, the most common of which are Mandarin and Cantonese. Readers of the two writing systems and the speakers of different dialects may not be able to understand each other easily.

4.2 Considerations for Regional, Indigenous, and Oral Languages

Speakers of regional or indigenous languages are often multilingual, with different preferred written and spoken languages. It is imperative to correctly identify the languages in which individuals are most proficient in and most comfortable reading and speaking.

- Identify both the **preferred written and spoken languages** for multilingual individuals in culturally resonant ways.
- **For oral languages with written forms not widely used by the population** (e.g., Wolof, Fulani/Pulaar, and Mandinka/Mandingo), translated written materials are not the best means of communication. Instead, prioritize interpretation services and utilize alternative methods, such as video or audio recordings. Additionally, in order to ensure “meaningful access,” it is imperative for agencies to ask how the population would like to receive information.
- Be mindful of **varying literacy levels**. Provide alternatives to written materials, such as audio or visual, to ensure wide access.

4.3 Translation best practices

While Wolof and Fulani/ Pulaar are primarily oral languages, Local Law 13 requires written materials to be translated. This presents unique challenges that agencies must navigate carefully. The following guidelines aim to maximize the effectiveness of written translations while prioritizing meaningful access for the target population.

⁴ Lingua franca is a language used as a form of communication between populations who speak different languages.

⁵ [Language Factsheet – Arabic](#) (Translators without Borders)

⁶ [Fulfulde Language Family Report](#) (SIL International)

⁷ [About the Manding Languages](#) (University of Wisconsin)

- Prioritize interpretation services and audio/visual materials (as detailed in section 4.2). Use written translations as a supplement to, but not a replacement for these more accessible formats. Consider multiple communication channels for maximum reach.
- For Wolof and Fulani/ Pulaar, use Latin script for written translations, as it is more widely recognized. Arabic script is also used, but it is less common in most contexts.
- For Fulani/ Pulaar, which also has multiple dialects, label translated materials as “Language (Country)” to clarify the specific variant. (Example: “Pulaar (Senegal)” or “Pulaar (Guinea)”
- To increase meaningful access, create bilingual documents pairing Wolof and Pulaar with more widely written languages, such as pairing Wolof or Pulaar with French.

4.4 Machine Translation Tools Usage

Machine translation tools like Google Translate can be useful when communicating simple information. However, their use presents both quality and security concerns that agencies must carefully consider. The quality of machine translation depends on the availability of training data, which is not equitable across languages, especially for oral languages like Wolof and Fulani/Pulaar. Utilizing machine translation tools haphazardly can contribute to miscommunication, misinformation, and misunderstanding. Additionally, free machine translation tools may pose data security risks when handling sensitive information.

- Use machine translation tools cautiously, recognizing their limitations, especially for oral languages like Wolof and Fulani/ Pulaar.
- Restrict machine translation to basic, non-critical information.
- For legal, medical, financial, or other vital information, always use professional interpretation services.
- Never input sensitive personal information into free, public machine translation tools.

Agencies should make informed decisions about when and how to use machine translation tools, ensuring both effective communication and data security across language barriers.

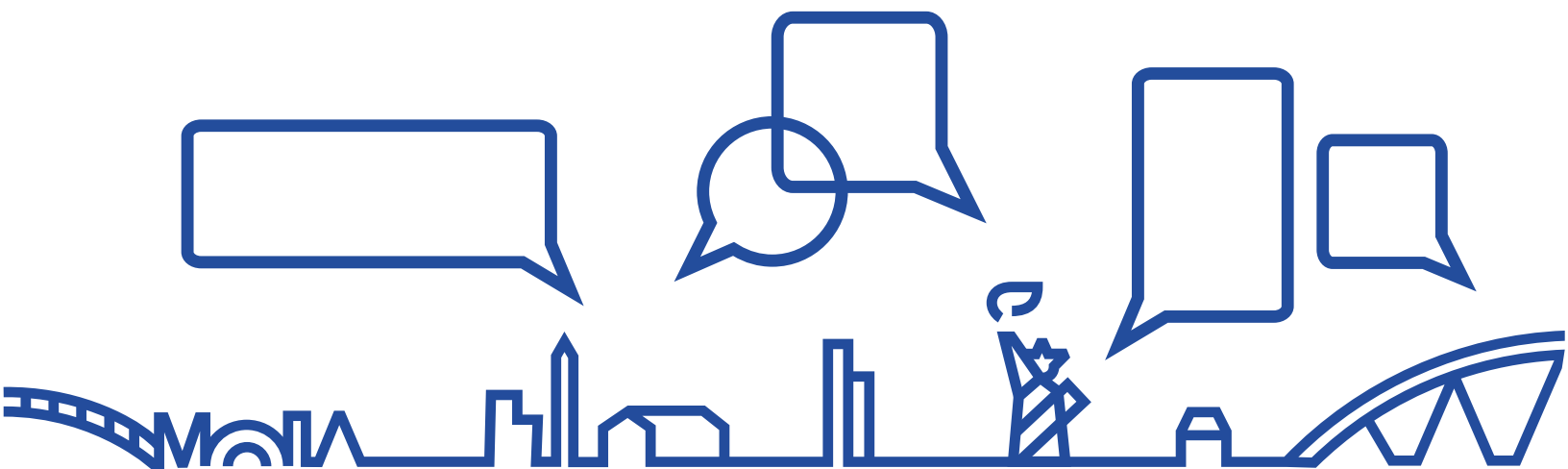
5. Contact Information

MOIA provides guidance and technical assistance to agencies in implementing language access and services. Please contact MOIA’s Language Access team at languageaccessnyc@moia.nyc.gov for further guidance.

APPENDIX C:
LOCAL LAW 6 UPDATE

Local Law 6 Update

May
2025



Acknowledgment

The New York City Mayor's Office of Immigrant Affairs (MOIA) expresses its profound gratitude to the community leaders and City partners whose invaluable insights and contributions have been instrumental in shaping the focus group and the findings presented in this report.

We also thank the community-based organizations (CBOs) that participated in this initiative. Their willingness to candidly share their firsthand experiences, challenges, and innovative ideas has enriched our understanding of the language access landscape in New York City. Their expertise and perspective are the cornerstone of this report and will guide our future efforts.

MOIA also acknowledges with appreciation our partners from the Service Design Studio (SDS) at the Mayor's Office for Economic Opportunity. Their partnership to design and implement the focus groups, as well as their commitment to equitable community engagement provided a vital collaborative foundation for this project.

The insights gathered through this collaborative process are invaluable in our ongoing efforts to enhance language access across New York City. MOIA looks forward to continuing our partnership with these organizations and individuals as we work towards implementing the recommendations highlighted in this report.

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Executive Summary

The Mayor's Office of Immigrant Affairs (MOIA) conducted focus groups with 14 community-based organizations (CBOs) to deepen understanding of their potential role in providing language services under Local Law 6 of 2023 (LL6). This study builds upon MOIA's initial survey of 68 CBOs, which identified challenges and opportunities in integrating CBOs into the City's language access ecosystem.

Key Findings

Our focus groups revealed that CBOs offer unique strengths in language access delivery while facing distinct challenges:

1. **CBOs fill critical language access gaps** but require appropriate resources and support to sustain these services.
2. **Deep community relationships** position CBOs to deliver culturally responsive language services built on established trust.
3. **Preserving linguistic diversity** requires supporting marginalized languages and dialects often overlooked by larger providers.
4. **Career pathways for interpreters/translators** need development through training and certification opportunities.
5. **Structural collaboration opportunities** exist for CBOs to enhance the City's language access through multiple roles beyond direct service provision.

Recommendations

Based on these findings, MOIA proposes three strategic initiatives:

1. **Target small CBOs for specialized language services** by piloting contracting opportunities for languages beyond the ten designated Citywide languages and providing technical assistance.
2. **Tailor contracting infrastructure** by developing CBO-specific quality standards and establishing a pre-qualified list of community-based language service providers for City agencies.
3. **Develop a career pipeline for language professionals** by expanding training opportunities and supporting CBOs in building capacity for professional development.

These initiatives aim to create a more inclusive, responsive language access ecosystem that leverages the unique strengths of community partners while addressing critical service gaps for New York City's diverse population.

1. Introduction

In December 2022, the New York City Council demonstrated its commitment to enhancing language access for all New Yorkers by passing [Local Law 6 of 2023](#) (LL6). This legislation aims to involve community-based organizations (CBOs) in the ecosystem of language service delivery, to support City services. Specifically, LL6 mandates that the administering agency conduct a survey of CBOs to assess their capacity to provide translation, interpretation, and other language-related services.

Initial Survey Findings

In response to the mandate, the Mayor's Office of Immigrant Affairs (MOIA) conducted an initial survey and analysis of this issue, submitting a [report](#) to the City Council in January 2024. This report, based on responses from 68 CBOs across all five boroughs, revealed several key insights:

- Many CBOs utilize bi/multilingual staff to deliver vital in-language services, but they face constraints in scaling up to professional translation/interpretation operations.
- While some in-house capabilities and foundations to provide language services exist within CBOs, there is a clear need for additional resources and training to build up their capacity as quality language service providers.
- CBOs face significant challenges in navigating the complexities of securing contracts with the City, exacerbated by a lack of internal capacity. These challenges include difficulties in finding out about contracting opportunities and navigating bureaucratic processes and paperwork.
- CBOs expressed strong interest in partnering with the City to leverage community linguists' talents in enhancing overall language access.

Based on these findings, the initial report recommended:

- Continuing the City's nonprofit contracting reforms, as recommended by the [Joint Task Force to Get Nonprofits Paid on Time](#)
- Increasing outreach regarding contracting opportunities
- Exploring procurement models to engage with community linguists
- Supporting professional development pathways for linguists

Focus Group Study

To gain a deeper understanding of these initial findings and to explore potential solutions, MOIA conducted focus group discussions with 14 CBOs. While not required by LL6, MOIA felt these discussions were crucial to fully comprehend the challenges and opportunities to creating an inclusive language service ecosystem. This approach allowed for a more nuanced exploration of the survey results and fostered dialogue that could inform both policy and practices.

Key takeaways from the focus groups:

- CBOs play a vital role in filling language access gaps but require appropriate resources and support.

- CBOs possess deep community understanding and trust, crucial for effective language access.
- There is a strong emphasis on preserving linguistic diversity, including support for marginalized languages and dialects.
- Developing a career pipeline for interpreters/translators is imperative.
- CBOs identified several opportunities for collaboration with the City in language service delivery.

This second report analyzes the findings from these focus groups, aiming to further inform and refine strategies for strengthening language access across New York City. The collaborative and participatory approach of this research underscores MOIA's commitment to supporting and enhancing language access services, recognizing the vital role that CBOs play in serving New York's diverse communities.

2. Focus Group Study

To gain deeper insights into the survey results from the first report, MOIA designed and conducted two focus group discussions with select CBOs. The focus groups were designed to gather more nuanced information about the challenges and opportunities in providing language services to the City, while also fostering dialogue that could inform both policies and practice.

Methodology

Out of the 68 organizations that completed the survey, MOIA identified 24 that met the following criteria:

- Provided in-house translation and/or interpretation services
- Expressed interest in providing services to City government Indicated a willingness to participate in focus group discussions

These criteria helped identify organizations with both relevant experience in language services and readiness to engage in detailed discussions about strengthening the language access ecosystem in New York City.

Based on our analysis of their language service capacity, two distinct focus groups were organized:

	Focus Group #1	Focus Group #2
Goal	To explore how the City might support the organizational or technical systems of CBOs, to better deliver services at the appropriate scale	To explore the ways CBOs can be integrated into the City's process of delivering translation and interpretation services
Participants	Representatives from five CBOs	Representatives from nine CBOs
Organizational characteristics of selected CBOs	<ul style="list-style-type: none"> • Translation and/or interpretation services are at the core function of the organization 	<ul style="list-style-type: none"> • The primary focus of the organizations was on community-focused services

	<ul style="list-style-type: none"> • Has promising in-house language service capabilities • Many of the participants themselves are certified interpreters/translators with vast experience in providing language services 	<ul style="list-style-type: none"> • The CBO provides language services as an ancillary function
List of the languages that the CBOs provide for in-house language services *	<ul style="list-style-type: none"> • Urdu, Punjabi, Bengali, Pashto, Dari, Spanish, Tamil, Uzbek, Turkish and Ukrainian • Chinese (Translation - Simplified and Traditional; Interpretation - Cantonese, Mandarin, Fuzhounese, Toisanese) • Arabic, Bangla, Burmese, Chinese, Dari/Persian, French, German, Greek, Haitian Creole, Hindi, Hmong, Khmer, Kurdish (Sorani), Pashto, Portuguese, Punjabi, Russian, Somali, Spanish, Swahili, Swedish, Tigrinya, Turkish, Ukrainian, and Urdu. • Wolof, Pulaar, Soninke, Hassaniya, French, Arabic • Mixteco, Nahuatl, Me'phaa-Tlapanec, Mam, Mixe, K'ichwa, K'iche', Garifuna, Kaqchiquel, Totonaco 	<ul style="list-style-type: none"> • Arabic • Bangla • Chinese • Korean • Khmer, Vietnamese • Nepali • Spanish

** The list of languages for Focus Group #1 reflects the exact languages reported by the participating CBOs in the initial survey, as these organizations provide translation and/or interpretation services as their core function. For Focus Group #2, the list represents a summary of the languages offered by the nine participating organizations, as these CBOs provide language services as an ancillary function to their primary community-focused services. This difference in presentation reflects the distinct nature and scope of services provided by the two groups of organizations.*

MOIA collaborated closely with the Service Design Studio (SDS) at the Mayor's Office for Economic Opportunity to design and implement the focus groups. This partnership ensured that the sessions were tailored to their respective goals and aligned with the best practices in community engagement.

Focus Group #1:

- This session was conducted virtually, to accommodate participants who could not attend in person, ensuring broader participation and inclusivity.
- To ensure linguistic accessibility, MOIA and SDS took proactive steps in planning and hosting the focus groups. For Focus Group #1, Spanish interpretation and translation was provided. Three professional Spanish interpreters and a technical assistant were all

involved in order to facilitate smooth communication among participants and with facilitators. Written materials were provided in both English and Spanish to ensure all participants had access to information, both before and after the session.

Focus Group #2:

- This session was conducted in person, allowing for direct interaction among participants.
- As part of the discussion, MOIA provided participants with a worksheet, designed in collaboration with the SDS, that explained the common translation and interpretation processes undertaken by the City. By providing this visual information as a foundation, this worksheet helped participants gain a base understanding of current practices, and also encouraged creative thinking about how their own organizations could fit into and enhance these processes.

By offering both virtual and in-person options, and providing appropriate language support and contextual information, MOIA ensured that a diverse range of CBOs could participate fully in these discussions. This approach demonstrates MOIA's commitment to inclusive engagement and its recognition of the varied needs of participants.

Limitations

While the focus groups provided valuable insights, it is also important to acknowledge some limitations of the focus group discussions:

- **Time Constraints:** Given the complex nature of language access issues and the diverse experiences of participating organizations, the 90-minute sessions may have restricted the depth of the discussion on some topics. Participants' willingness to extend beyond planned time and continue the discussion indicated high engagement. Additionally, for each focus group, one participant was unable to attend due to scheduling conflicts. To mitigate this, MOIA conducted separate interviews with these participants. While this ensured that their input was captured, it also meant these perspectives were not part of the group dynamic, potentially limiting the synergistic exchange of ideas that often occurs in focus group settings.
- **Virtual vs. In-Person Format:** Different formats may have affected the dynamics of discussions, with virtual settings potentially limiting spontaneous interactions and nonverbal cues. However, the virtual option did allow for broader participation.
- **Language Considerations:** While efforts were made to accommodate linguistic diversity, such as providing Spanish language support for the first focus group, MOIA acknowledges that operating in English-dominant spaces may have impacted the full expression of ideas from non-English dominant speakers.

These limitations should be considered when interpreting the findings. Despite these constraints, however, the focus groups provided a wealth of valuable information and perspectives that will inform MOIA's strategies for improving language access services in New York City in the future.

3. Key Findings

The focus group discussions yielded valuable insights into the current landscape of language access services provided by CBOs, as well as potential avenues for collaboration with the City. These findings are organized into five main themes.

1. CBOs can fill some gaps in language access

- Both groups noted that despite strengthened requirements under City law, significant gaps still remain for people with limited English proficiency in accessing language services.
- Participants reported that they often step in when translation and interpretation services are unavailable or perceived as inadequate in city services.
- However, CBOs face capacity constraints, and they emphasized the importance of receiving the appropriate resources to support their role in providing these essential services.

"Obviously people who don't speak English and that's not their first language, they are the ones that were having the most difficulties. And unfortunately, when tragedies strike, they are the ones who get left out of that mix" - Focus Group #2 Participant

2. CBOs have deep relationships with communities

- Participants emphasized that CBOs have a deep understanding of community needs.
- The importance of community trust was also highlighted as crucial for effective language access. Several participants emphasized that CBOs often serve as trusted intermediaries and understand the cultural nuances that are crucial to effective communication.
- One Focus Group #1 participant noted that their CBO prioritizes hiring linguists with both translation/interpretation skills and lived experiences. They mentioned that having lived experiences, such as navigating our country's complex immigration system themselves, provides an added level of understanding and depth in communication.

"We see the community members who would be receiving the information and we want it to be understood in the way that it's intentional but also actually comes across as 'this is for you.'" - Focus Group #1 Participant

3. Achieving full language access requires preserving linguistic diversity

- Both groups stressed the importance of preserving mother languages and supporting marginalized languages and dialects as well.
- Participants noted the need for dialect-specific services, citing examples like regional Spanish variations and less dominant Chinese dialects like Fuzhounese and Toisanese.
- There was particular emphasis on supporting indigenous languages and variants. One Focus Group #1 participant mentioned that there is a general lack of awareness of indigenous languages and their needs, and that interpreters have taken on roles to advocate and educate the public.

"We are neglecting mother languages." - Focus Group #1 Participant

"I think that just across the board, all languages deserve the care." - Focus Group #1 Participant

4. Developing a career pipeline for interpreters/translators is imperative

- Participants expressed concerns over the perceived utilization of bi/multilingual speakers as interpreters instead of qualified language professionals, noting potential impacts on service quality.
- Both focus groups highlighted the need for City-sponsored training for interpreters/translators. Several participants expressed interest in getting CBOs involved in this effort.
- Participants also suggested creating a city-level certification system for quality control and a database of qualified and vetted interpreters and translators.

"The bottom line is creating a pipeline to the language workforce." - Focus Group #2 Participant

5. Collaboration opportunities with the City

The participants explored the structural collaboration opportunities between CBOs and the City. Focus group #1, comprised of CBOs with established language services capabilities, identified systemic barriers to formal partnerships with the City to provide their services. Meanwhile, focus group #2 explored complementary roles CBOs can play in strengthening the overall language access ecosystem beyond direct service provision.

Focus group #1 perspectives:

- Several participants mentioned a lack of administrative capacity, as well as the burdens of bureaucracy as major constraints in working with the City. They noted that CBOs often lack the cash flow to perform advance work and then have to wait for reimbursement from the City.
- A couple of participants mentioned that their CBOs provide interpretation trainings to build up the skills of bi/multilingual community members. They mentioned the need for more staff capacity and enough funding to provide trainings to meet the interests and needs of the community members.
- Participants also expressed concerns about the current language service contracting landscape. Several participants noted that language service contracts predominantly go to a few large for-profit language service providers. One suggested scaling down language service funding to allow CBOs to compete more effectively. Another suggested exploring ways to include "boutique" language service organizations that specialize in specific communities or languages in the ecosystem, rather than relying solely on a few large for-profit providers. These suggestions highlight a desire for a more diverse and inclusive contracting approach that invests in the local economy.

Focus group #2 perspectives:

Participants suggested several ways CBOs can collaborate with the City:

- By becoming involved in vendor selection and monitoring, leveraging their community knowledge to evaluate language service providers' cultural appropriateness and expertise.
- By creating or reviewing agency-specific glossaries, through community-based approaches. Glossaries serve as an important quality control tool in the language service industry. Glossaries can also help with accuracy and consistent use of terminology across different translations and interpretations.
- By participating in a quality assurance process, such as reviewing translated materials to ensure that nuances and context-specific language are accurately captured.
- By utilizing their established networks to distribute multilingual communication to the appropriate target population.
- By leading community education and outreach about language access rights and to inform and empower community members about available language services.

4. Recommended Next Steps

The focus group discussions provided deeper insights into the challenges and opportunities identified in our initial survey, allowing us to refine and expand our recommendations from the first report.

As one participant from Focus Group #2 aptly noted:

“Even if we bring up hundred different ideas, it’s not going to work out because of the system... the infrastructure is your call, and you have to open up so that those ideas can be seeded.”

With this perspective in mind and drawing on the collective insights from both focus groups, MOIA proposes the following evolved recommendations.

1. Target small CBOs for specialized language services

Initial findings: CBOs face challenges in navigating the City contracting process.

Focus group insight: CBOs face constraints in administrative capacity when navigating the current City procurement processes, which can be complex and resource-intensive, particularly for smaller organizations.

Recommended next steps:

The focus group discussions further highlighted the critical need for procurement reform, and it is imperative to continue implementing the recommendations of the Joint Task Force to Get Nonprofits Paid on Time.

Aligning with MOIA’s broader strategies, MOIA will also continue conversations with the Mayor’s Office of Nonprofit Services (MONS) and the Mayor’s Office of Contract Services (MOCS) to explore ways to integrate small CBOs into the City’s language access efforts and within the broader nonprofit ecosystem.

Given the size of the population with limited English proficiency and diversity of languages, the City has relied heavily on contracting with language service providers. However, there are areas the City can allocate some portions of language services funding to contracts specifically tailored for CBOs, particularly for specialized or marginalized language needs.

Recognizing the existing contracting challenges, the MOIA Language Service team will explore ways to contract with CBOs as language service vendors, particularly for languages that are beyond the designated ten Citywide languages. MOIA, in collaboration with MONS and MOCs, will also explore ways to provide technical assistance support to help CBOs navigate the administrative challenges.

2. Tailor contracting infrastructure

Initial finding: There is a need to explore procurement models to engage community linguists.

Focus group insight: CBOs suggested more flexible and responsive contracting approaches that acknowledge their unique position in the language access ecosystem.

Recommended next steps:

Over the years, the City has developed a foundation for contracting with language service vendors. Learning from best practices in the language service industry, MOIA will explore ways to establish quality standards specifically tailored to community-based providers, recognizing their distinctive strengths and operational models.

MOIA plans to work with the Mayor's Office of Contract Services (MOCS) and the Mayor's Office of Nonprofit Services (MONS) to launch a Request for Information (RFI) to create a comprehensive central repository of CBOs that provide language services. This systematic approach will facilitate better matching between agency needs and community language expertise, particularly for languages beyond the designated citywide languages.

Ultimately, MOIA aims to establish a Citywide pre-qualified list (PQL) of community-based language service providers that City agencies and offices can easily access and contract with. This streamlined procurement mechanism will reduce administrative burdens for both CBOs and City agencies, while maintaining quality standards and expanding language coverage to better serve New York City's diverse communities.

3. Develop a career pipeline for language professionals

Initial finding: There's a need to expand opportunities and resources for local translators and interpreters.

Focus group insight: CBOs emphasize the critical need to support the developing career pipeline for language professionals. They noted some current barriers, such as lack of investment in training opportunities and certification options, particularly for marginalized languages.

Recommended next steps:

To address the need for creating career pipelines for linguists and enhancing the overall quality and breadth of language services, MOIA will expand and explore new pathways to support professional development in this field.

In 2024, MOIA has already demonstrated the value of this approach through its initiative for languages of limited diffusion. With support from the Rockefeller Brothers Fund and the Mayor's Fund, MOIA partnered with the International Child Program and Refugee Translation Project to upskill community members who speak West African languages of limited diffusion, including Amazigh, Bambara, Dioula, Hassaniya Arabic, Hausa, Pulaar, Soninke, Twi, and Wolof. These trained interpreters provided critical language capacity during emergency situations, including at shelter sites for new arrivals to New York City.

Building on this foundation, MOIA's future career pipeline development will include:

- Investigating opportunities to establish training programs through partnerships with educational institutions, professional associations, and industry partners.

- Exploring potential collaborations with philanthropic organizations and other funding sources to support building up language access initiatives.
- Supporting CBOs in building up their capacity to provide training for bilingual/multilingual community members interested in joining the expanding language services field as translators, interpreters, project manager, technologists, or other positions.
- Fostering connections between CBOs, educational institutions, and industry partners to create sustainable pathways for language professionals in New York City.

By implementing these recommendations, MOIA aims to create a more robust, inclusive, and effective language access ecosystem in New York City. These recommended next steps aim to leverage the vital role that CBOs play in bridging linguistic gaps.

MOIA is committed to ongoing collaboration with CBOs, City agencies, and other stakeholders to refine and expand these initiatives as we work towards a more linguistically accessible New York City.

Glossary

Acronyms and Terms	Definition
Community-based organization (CBO)	Nonprofit, mutual aid, collective, or volunteer group that provides services and support for a local community.
Certification (for interpreters/ translators)	A formal process, offered through a government body or professional organization, by which interpreters or translators demonstrate their professional competence and adhere to industry standards. Certification typically involves passing standardized exams that test language proficiency, translation/ interpretation skills, and knowledge of professional ethics.
Glossary	A list of specialized terms in a particular field or industry, along with their definitions or translations. In language services, a glossary is often created and used to ensure consistency in terminology across different translations or interpretations, especially for technical or domain-specific content.
In-language service	Services provided directly in the language(s) that clients speak or reads, rather than translating or interpreting from or to English.
Interpretation	The process of transferring meaning between languages in spoken words.
Language service	Service provided to aid communication across language barriers, including translation and interpretation.
Language Service Provider (LSP)	An organization that offers professional language-related services such as translation, interpretation, localization, or other linguistic support. LSPs can range from freelance translators or interpreters to large international companies.
Quality Assurance (QA)	In language services, Quality Assurance (QA) refers to the systematic process of evaluating translations or interpretations to ensure they meet specified quality standards. This may include reviewing for accuracy, consistency, cultural appropriateness, and adherence to style guides. QA processes may involve peer review, editing, or the use of specialized QA tools.
Translation	The process of transferring ideas expressed in writing from one language to another language.