

Annual Report on Implementation of Language Access

**Department of Design and
Construction**

10/14/2020



This annual report provides an update on the agency's implementation of its Language Access Implementation Plan, as required by Local Law 30 (2017). The report covers activity during Calendar Year 2019. This report also addresses updates for agencies covered by Local Law 73 (2003).

Section 1: Agency Information

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| Agency name | New York City Department of Design and Construction |
| Name of the agency's Language Access Coordinator (LAC) and all office titles held by this individual. | Craig M. Greene, Director of Equal Employment Opportunity |
| Link to the agency's Language Access Implementation Plan (LAIP) posted on the agency's website. | https://www1.nyc.gov/site/ddc/index.page |
| Year the LAIP was last updated | 2018 |

Section 2: Agency language access policy

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

Our Language Access Policy and plan is disseminated to staff via our agency website, as well as on our agency intranet. The purpose of our Language Access policy is to establish guidelines, for ensuring equitable services and access for individuals with limited English proficiency (LEP). DDC recognizes the importance of effective and accurate communication between our agency and the city we serve. As part of our policy, we are committed to taking steps to provide timely and meaningful access to information and to ensure that language is never a barrier to opportunity as it relates to the services and information that we provide the public. DDC has designated the Director of Equal Employment Opportunity, Craig M. Greene, as the Language Access Coordinator ("LAC"). The Equal Employment Opportunity Director and his staff serve as the primary point of contact, for compliance efforts, plan implementation, language services, including interpretation and translation, and ongoing procedural, and programmatic assessments.

Section 3: Language Access Accomplishments

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

DDC continues to enhance the efforts of its Office of Community Outreach and Notification by regularly assessing translation and language updates prior to planned distributions of Project Information Cards (PIC), quarterly newsletters, and advisories to the businesses and residents in the neighborhoods where construction projects take place. These publications are used to inform the public about project status and the impact and duration of construction and are published on an as-need basis. DDC previously translated business and residential survey forms in Arabic, Bengali, French, Haitian Creole, Korean, Polish, Russian, Simplified Chinese, Spanish, Traditional Chinese and Urdu, in order to meet the ongoing language access needs of New Yorkers impacted by our construction projects. This was a one-time only endeavor that has advanced our Language access goals immensely. Requests for community advisory notices and cover letter and claim forms were made for Simplified and Traditional Chinese in 2018, however we did not have any requests this year. DDC will continue to incorporate plain language principles in the development of these and other essential documents, prior to proceeding with the translation process. In addition, DDC will ensure the quality of final translations through staff and contracted services

Section 4: Language Access Goals

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

One of DDC's Language access goals was to ensure that our citizen outreach surveys were successfully translated into various languages. DDC translated our agency business and residential survey forms in Arabic, Bengali, French, Haitian Creole, Korean, Polish, Russian, Simplified Chinese, Spanish, Traditional Chinese and Urdu in 2018. As part of that process, we vetted the translations using our internal language bank participants. DDC will continue to ensure the quality of final translations through staff and contracted services

Section 5: Provision of language services

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

1.- Subcategory: Translation

(§23-1102 a.(1))

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

DDC successfully translated our business and residential survey forms in Arabic, Bengali, French, Haitian Creole, Korean, Polish, Russian, Simplified Chinese, Spanish, Traditional Chinese and Urdu. DDC will continue to incorporate plain language principles in the development of these and other essential documents, prior to proceeding with the translation process.

2 - Subcategory: Telephonic Interpretation

(§23-1102 a.(2) and §23-1102 c.)

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

When an individual's preferred language is not easily identifiable, DDC Community Construction liaisons (CCL's) can utilize our Language Identification Guide to help identify the primary or preferred language of individuals with LEP and contact Language line telephonic interpretation services, as needed.

3 - Subcategory: In-Person Interpretation

(§23-1102 a.(2))

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

DDC provides in-person interpretation as needed, including at outreach events and public hearings. Although No in-person interpretation was required or requested during CY19, DDC will continue to make in-person interpretation available as needed in CY 2020.

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

(§23-1102 a.(3))

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

Information about language services is available on the agency's website.

5 - Subcategory: Emergency Preparedness and Language Access

(§23-1102 b.(5))

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

DDC has made efforts to provide agency related translation and interpretation services, as part of our emergency response, to the extent possible. In the event that access to our work site is restricted, DDC has updated our agency website which has a language translation feature for optimal access.

6 - Subcategory: Multilingual Agency Communications

(§23-1102 b.(6))

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

DDC has updated signage at our construction sites to reflect multilingual communication options and the provision of free interpretation services related to project inquiries. Our website remains available for translation in more than 30 languages through the "Translate This Page" option. In addition, the public can now submit complaints and requests for translations or inquiries through our website email link: "<https://www1.nyc.gov/site/ddc/about/EEO.page>

7 – Subcategory: Plain Language

(§23-1102 b.(7))

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

DDC utilizes business and residential surveys, also known as project profiles, for canvassing neighborhoods and assessing needs during the pre-construction phase and beyond. Our business and residential surveys have been translated to ensure

optimal efficacy for neighborhoods with significant LEP populations. In addition, the documents have been assessed to ensure that they are written in plain language. DDC's Language Access Coordinator regularly evaluates language usage to ensure clarity of communication.

8 – Subcategory: Licenses, Permits, and Registrations

(\$23-1102 b.(12))

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

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

DDC does not issues licenses or permits.

Section 6: Training

(Refer to §23-1102 b.(8))

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

DDC's efforts in developing training on Language Access is ongoing. Our Director of Training and Staff Development will be working with the Director of EEO to assist in developing language access training for our outreach teams in the coming year .

Section 7: Record keeping and evaluation

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

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

DDC formulated guidelines and procedures for tracking and reporting telephonic interpretation calls, location of site, language translation frequency, and length of call. This data helps assess trends and evaluate service needs and efficacy. In addition, the Language Access Coordinator tracks the language service usage by monitoring the charges detailed on monthly invoices to DDC. DDC utilizes our Voluntary Language Bank participants to quality check translated materials, with specific focus on documents that include esoteric words and industry specific terminology.

Section 8: Resource analysis and planning

(Refer to §23-1102 b.(11))

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

DDC leverages bilingual CCL's and staff for community translations at construction sites; we supplement those measures with Language Line's translation and interpretation services in more than 240 languages, for additional language assistance support, when on-site translation is otherwise unavailable. We utilize our Language Identification Guide to identify the primary language of LEP. DDC will provide training to staff on the procedures of identifying the primary languages and then connecting with Language Line. DDC will continue to develop our Voluntary Language Bank, as well as, and solicit assistance in reviewing translated documents.

Section 9: Outreach and public awareness of language access services

(Refer to §23-1102 b.(9))

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

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

Our Office of Community Outreach and Notification (OCON) ensures that communities are heard and informed throughout the construction process. For most projects, a dedicated construction liaison is assigned to help the resident engineer address any community issues and concerns. They also prepare and distribute brochures, at the beginning of our projects, that provide specific information, including what's being accomplished, when and where the construction will occur, and who to call if there are concerns.

Section 10: Language Access complaints

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

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

The public may contact the Office of Equal Employment Opportunity telephonically or via email.

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

We received 0 complaints via 311 during CY19.

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

We received 0 complaints via channels other than 311 during CY19.

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

We received 0 requests for language access services through 311 during CY19.

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

We received 0 requests for language access services through channels other than 311 during CY19.

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

Although DDC is not out-facing, the agency has and will continue to post information about 311 Language access complaint services prominently throughout our internal offices and we can leverage our agency social media to get the word out about this 311 offering.

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

Section 11: Language Access Goals

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

DDC plans to organize a language access campaign with the help of our Creative Services Team . In addition, DDC plans to outline and develop a Language access training presentation for all outreach staff as well as senior staff members. This will include updates and provide more indepth information regarding the requirement. Lastly, our goal is to increase participation in our volunteer language bank.

Addendum: Reporting questions for Local Law 73

(Refer to §8-1007 and §8-1008 d. of the Administrative Code)

***Note:** This section applies only to those agencies covered under Local Law 73: ACS, DHS/HRA, DOHMH.

1 - Record the number of LEP individuals served during Calendar Year 2019, disaggregated by primary language; agency contractor, contractor, or agency office *[HRA only]*; and assistance type required. *[Add rows as needed]*

| Language | Agency contractor, contractor or agency office <i>[HRA only]</i> | Type of assistance required (<i>translation; telephonic interpretation; onsite interpretation</i>) | 2019 Language Services instances (<i>number</i>) |
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2 - Record the number of bilingual and interpreter personnel employed by the agency, broken down by language translated or interpreted. *[Add rows as needed]*

| Language | Number of staff |
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3 – How does the agency assess whether primary language determinations are properly recorded?

Enter text here.

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

Enter text here.