

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

**Department of Design and  
Construction**

**May 10, 2019**



**This annual report provides an update on the agency's implementation of its Language Access Implementation Plan, as required by Local Law 30 (2017). The report covers activity during calendar year 2018.**

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

## Section 1: Agency Information

<b>Agency name</b>	<b>Department of Design &amp; Construction</b>
<b>Name of the agency's Language Access Coordinator (LAC) and all office titles held by this individual.</b>	<b>Dalela Harrison, Associate Commissioner of Human Resources &amp; Staff Development</b>
<b>Link to the agency's Language Access Implementation Plan (LAIP) posted on the agency's website.</b>	<a href="https://www1.nyc.gov/assets/ddc/downloads/LanguageAccessImplementationPlan6-29-18.pdf">https://www1.nyc.gov/assets/ddc/downloads/LanguageAccessImplementationPlan6-29-18.pdf</a>
<b>Year the LAIP was last updated</b>	<b>2018</b>

## Section 2: Agency language access policy and goals

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

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 Associate Commissioner of HRSD, Dalela Harrison, as the Language Access Coordinator ("LAC"). The Associate Commissioner of HRSD, and her 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. Our LAP is prominently displayed on our agency website, as well as on our agency Intranet.

## Section 3: 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))

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

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

DDC's Office of Community Outreach and Notification regularly distribute 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. So far, DDC has translated business and residential survey forms in Arabic, Bengali, French, Haitian Creole, Korean, Polish, Russian, Simplified Chinese, Spanish, Traditional Chinese and Urdu. Requests for community advisory notices and cover letter and claim forms were made for Simplified and Traditional Chinese as well. 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.

### *2 - Subcategory: Telephonic Interpretation*

(§23-1102 a.(2) and §23-1102 c.)

**Describe the progress the agency has made providing telephonic interpretation during the previous calendar year.**

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

When an individual's preferred language is not easily identifiable, 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))

**Describe the progress the agency has made providing in-person interpretation during the previous calendar year.**

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

We have worked to provide in-person interpretation as needed, including at outreach events and public hearings. DDC will continue to make in-person interpretation available as needed.

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

(§23-1102 a.(3))

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

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

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

*5 - Subcategory: Emergency Preparedness and Language Access*

(§23-1102 b.(5))

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

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

DDC has made efforts to provide agency related translation and interpretation services, 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: Language Access Considerations in Agency Communications*  
(§23-1102 b.(6))

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

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

DDC has updated signage at our construction sites to reflect multilingual communication options and the provision of free interpretation services related to project inquiries. This information is also available on our agency website. 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, "accessibility@ddc.nyc.gov."

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

**Describe the agency's progress in ensuring that communications with the public are in plain language. Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

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 into Arabic, Bengali, Chinese (simplified and traditional), French, Haitian Creole, Korean, Polish, Russian, Spanish and Urdu 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, describe its progress toward providing language access when issuing licenses, permits, and registrations.**

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

DDC does not issues licenses or permits



## **Section 4: Training**

(Refer to §23-1102 b.(8))

**Describe the agency's progress in developing training on laws and agency policies and protocols on language access, and in training staff.**

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

DDC's efforts in developing training on Language Access is ongoing.

## **Section 5: Record keeping and evaluation**

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

**Describe 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."**

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

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 6: Resource analysis and planning**

(Refer to §23-1102 b.(11))

**Describe 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."**

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

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 provided 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 7: Outreach and public awareness of language access services**

(Refer to §23-1102 b.(9))

**Describe the progress your agency has made in implementing strategies and outreach activities that will create public awareness of your agency's language assistance services. Include any updates regarding public awareness of the 311 Language Access complaint system.**

**Identify any relevant goals from the agency's most recent LAIP, progress toward those goals, and any related accomplishments.**

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. We also prepare and distribute brochures for 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 8: 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.**

Complaints may be submitted through 311. In addition, the public can also submit language access requests through our agency website, via e-mail.

**2 - How many *language access complaints* did the agency receive via 311 during the previous calendar year? How were they handled?**

0

**3 - How many *requests for language access services*\* did the agency receive through 311 during the previous calendar year? How were they handled?**

0

**\*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 9: Language Access Goals**

**List your agency's language access goals for Calendar Year 2019.**

Our goals include increasing the number of employees in our volunteer language bank and to increase overall awareness of our offerings in the communities we serve.

## 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 2018, 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> )	2018 Language Services instances ( <i>number</i> )

**2 - Record the number of bilingual and interpreter personnel employed by the agency, broken down by language translated or interpreted. *[Add rows as needed]***

Language	Number of staff

**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.