

LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS

State Agency: New York State Department of Labor

Effective Date of Plan: 5/31/2017

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PART 1 – INTRODUCTION

Pursuant to Executive Order No. 26 (“Statewide Language Access Policy”), we have prepared this Language Access Plan (“Plan”) that sets forth the actions we will take to ensure that limited English proficient (“LEP”) individuals have meaningful access to agency services, programs, and activities.

Statement of Agency Services to the Public:

The mission of the New York State Department of Labor (DOL) is to protect workers, assist the unemployed, and connect job seekers to jobs. It does this through several divisions and offices, which are listed below.

- The **Division of Labor Standards** enforces State labor laws including minimum wage, wage payment, and child labor laws through office and field investigations.
- The **Bureau of Public Work** administers and enforces Article 8 (Construction) and Article 9 (Building Services) of the New York State Labor Law.
- The **Unemployment Insurance Division** administers the State’s Unemployment Insurance Law, including the Unemployment Insurance Benefit Payment Program and the Unemployment Contribution Program.
- The **Unemployment Insurance Appeal Board** decides issues of Unemployment Insurance benefit eligibility and Unemployment Insurance contribution liability. The Board and its administrative law judges who conduct hearings are independent of the DOL in making these decisions.
- The **Office of Special Investigations** investigates Unemployment Insurance fraud and makes referrals to criminal law enforcement agencies to protect the integrity of the Unemployment Insurance Fund.
- Counsel’s Office** provides legal advice and counsel to the Commissioner of Labor and to programs within the Department. Attorneys in Counsel's Office represent the Commissioner in administrative hearings relating to underpayments of wages and overtime, safety and health violations, license suspension or revocation, and other matters. The Counsel's Office is also responsible for promulgating regulations on behalf of the Department. It coordinates the Department's legislative program, developing Departmental legislation and working with the Governor's Office and the Legislature on bills that will impact the Department and working men and women in the State.

- The **Division of Safety and Health** protects employers, workers, and the public from dangers at work and other health hazards.
- The **Division of Employment and Workforce Solutions** provides employment assistance and career counseling to job seekers and other interested customers through the Career Centers.
- The **Office of Administrative Adjudications** holds hearings concerning Prevailing Wage Law, Asbestos Law, and other similar laws.
- The **Office of Communications** informs the public about the mission and achievements of the DOL.
- The **Division of Research and Statistics** obtains various data from businesses and is the premier source of labor market information in the State.
- The **Contact Center** is a single point of contact for individuals, businesses and government/research organizations, who need assistance navigating the DOL other than Unemployment Insurance inquiries.
- The **Division of Equal Opportunity Development** ensures that all DOL programs, activities and facilities operate in a non-discriminatory manner in accordance with State and Federal Equal Employment Opportunity and Anti-Discrimination Laws, through the conduct of discrimination complaint investigations, reasonable accommodation assessments, and Equal Employment Opportunity Monitoring and Compliance Reviews.
- The **Division of Immigrant Policies and Affairs** works inside and outside the DOL to serve the needs of immigrant workers (including migrant and seasonal farmworkers) and employers. The Division also helps victims of human trafficking by providing a variety of services including referrals to community organizations.
- The **Industrial Board of Appeals** holds formal administrative hearings to review orders of the Commissioner of Labor.
- The **Division of Personnel** plays a strategic role in guiding and supporting the staffing of agency programs. In addition, the Personnel Office administers a wide range of employee benefits and services for our employees and supervisors.
- The remaining divisions and offices (**Administrative Finance Bureau, Office of Staff and Organizational Development, and Office of Intergovernmental Affairs**) provide services only internally.

In developing this plan, we have understood LEP individuals to be persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. We will reassess language needs periodically as needed, but at least every two years starting from the effective date of this plan.

PART 2 – ASSESSING LEP POPULATION LANGUAGE NEEDS

The estimated total number of individuals in our service area is: Approximately 19,795,791- the NYS population in 2015

The top six languages spoken by LEP individuals that our agency serves or could potentially serve are as follows:

Language	Estimated Number of LEP Individuals Who Speak this Language
Spanish	1,240,490
Chinese	350,976
Russian	130,296
Haitian Creole	68,509
Korean	61,833
Italian	58,200

Source: U.S. Census Bureau, 2010-2014 American Community Survey

We use the following resources to determine the top six languages spoken by LEP individuals:

- U.S. Census data (including American Community Survey data)
- Agency data on client contacts
- School system data
- Information from community organizations that serve LEP individuals

Names of organizations: [Click here to enter text.](#)

- Information from other government agencies

Names of agencies: [Click here to enter text.](#)

- Other (describe) [Click here to enter text.](#)

We have determined the frequency of our contacts with LEP individuals as follows:

The frequency with which DOL divisions encounter LEP individuals varies widely, and also depends on each division's own tracking method. The DOL overall uses several different, separate, internal databases that note individuals' language needs. The DOL also collects data from our telephonic interpreting service provider.

PART 3 – PUBLIC OUTREACH AND NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

We inform LEP individuals, in the languages indicated in the chart in Part 2 of this plan, about their right to free language assistance services by using the following measures:

- LEP individuals are informed directly by our staff

In what ways? When staff encounters an individual in need of language assistance, they are directed to make the individual aware of services available. This occurs in the field, in the office, by mail (where applicable), and by telephone.

Brochures or flyers about language assistance services

In public areas of the agency

Elsewhere in the agency's service areas

Signs posted about language assistance services

In public areas of the agency

Elsewhere in the agency's service areas

Outreach and presentations at schools, faith-based groups, and other community organizations

What are the LEP populations targeted? The DOL does outreach to the population speaking the six most common languages and more. The Division of Immigrant Policies and Affairs (“DIPA”), for example, frequently conducts outreach to immigrant communities about their workplace rights, legal responsibilities under the NYS Labor Law, and our agency’s services and programs in various languages. Interpreters for outreach event are arranged in advance.

Local, non-English language media directed at LEP individuals in their languages

Telephonic voice menu providing information in non-English languages

In which languages: The two most frequent initial points of contact are the Telephone Claims Center and the Contact Center. The Telephone Claims Center of the Unemployment Insurance Division has English, Spanish, Russian, Cantonese, Mandarin, Haitian Creole, Korean, and Polish voice prompts recordings available directly from the main menu that callers hear first. The Contact Center (which is for all other general inquiries) has English, Spanish, Mandarin, Cantonese, Russian, Polish, Korean, Haitian Creole, French, Italian, Arabic, Urdu, Bengali, Tagalog, Hindi, and Vietnamese voice prompts recordings available from the main menu.

Other (describe) The DOL’s website contains information about language assistance services.

PART 4 – PROVISION OF LANGUAGE ASSISTANCE SERVICES

We use the following resources to determine when an individual is LEP, and what the individual's primary language is, when the encounter is *in person*:

- "I Speak" posters or visual aids
- Reception staff makes those determinations based on experience, with the assistance of bilingual staff members where available
- Other (describe) An LEP individual will very often express his or her preferred language in English, or a third party will communicate the preferred language on the customer's behalf.

We use the following resources to determine when an individual is LEP, and what the individual's primary language is, when the encounter is *by telephone*:

- Reception staff makes those determinations based on experience, with the assistance of bilingual staff members where available
- Telephonic interpreting service
- Other (describe) An LEP individual will very often express his or her preferred language in English, or a third party will communicate the preferred language on the customer's behalf.

We record and maintain documentation of each LEP individual's language assistance needs as follows:

The DOL's various offices and divisions document language assistance provisioning differently. As described above, the different tracking methods include the use of central databases, an on-line ticketing system, and/or data provided by our language assistance vendors.

A. Oral Interpreting Services

Our protocol(s) for assessing whether an LEP individual needs oral interpreting services is as follows:

For in-person encounters: The LEP individual asks for an interpreter, or a staff member offers interpreting services if the individual is (i) not able to answer basic questions, or (ii) appears more comfortable speaking another language.

By telephone: The LEP individual asks for an interpreter, or a staff member offers interpreting services if the individual is (i) not able to answer basic questions, or (ii) appears more comfortable speaking another language.

At initial contact in the field: The LEP individual asks for an interpreter or a staff member offers interpreting services if the individual is not able to answer basic questions.

For pre-planned appointments with LEP individuals: With pre-planned appointments, language preference should be already recorded in the individual's file. Prior to the appointment, the staff member reviews the file and schedules an interpreter accordingly.

Other (describe): [Click here to enter text.](#)

Our protocol(s) for informing LEP individuals that they do not need to provide their own interpreters and that free interpreting services will be provided is as follows:

For in-person encounters: The staff member informs the LEP individual at the time of contact. The Language Identification Tool, which informs of free interpretation services, is available in all offices that are open to the public.

By telephone: At the time of contact, the staff member who takes the call should inform the LEP individual of free interpreting services.

At initial contact in the field: At the time of contact, the staff member informs an LEP individual who appears to need language assistance that free interpreting services are available. Staff in the field are equipped with the pocket size version of the Language Identification tool which informs of free interpretation services.

For pre-planned appointments with LEP individuals: With pre-planned appointments, language preference should be recorded in the individual's file. Prior to the appointment, the staff member reviews the file and schedules an interpreter accordingly.

Other (describe): [Click here to enter text.](#)

If an LEP individual insists on using a family member, friend, or other person as an interpreter, our protocol(s) for determining whether to accept or decline such an arrangement is as follows:

LEP individuals that come into contact with our agency will be informed of the availability of free interpreting services. Generally, an LEP individual may not use a family member, friend, or a minor as an interpreter. However, **during emergencies** an LEP individual will be permitted to use a minor, a family member or friend as an interpreter. Upon request, an LEP individual may also be permitted to use a minor, a family member or friend as an interpreter for routine matters, such as asking the location of the office, hours of operation or rescheduling an appointment. Where the interaction with the LEP individual occurs at the agency's office, and an individual is permitted to use an interpreter of his or her choosing, he or she must fill out a written consent/waiver form.

Where an LEP individual is engaged in official business with the agency, the agency will provide an independent interpreter at all times. An LEP individual will not be permitted to use an independent interpreter of his or her choosing when filling out applications or when involved in other legal matters.

Our protocol(s) for obtaining interpreter services in a timely manner is as follows:

LEP Individuals, once identified as requiring language assistance, are offered interpreting services either through qualified bilingual staff or state-approved interpreting vendors. In addition, DOL staff members can use the DOL's internal *Language Bank*, which contains the names, contact information, and language abilities of DOL employees who volunteer for brief interpreting or translation assistance. For most encounters, however, the DOL uses a professional telephonic interpreting service.

We record and maintain documentation of oral interpreting services provided to LEP individuals at each encounter as follows:

The DOL's multiple divisions document delivery of language assistance services differently. The different tracking methods include the use of central databases, an online ticketing system, and/or data collection provided by our language assistance vendors.

Competency and confidentiality

The linguistic and cultural competence of interpreters is addressed as follows:

DOL has language-parenthetic positions (i.e., those for which fluency in another language is a requirement of the position) in the following languages: Spanish, Chinese, Korean, Polish and Russian. To ensure fluency, the DOL administers Language Proficiency Examinations or may contact the interpreting vendor for language proficiency test administration. For those staff members, internal training covers cultural competence issues. For outside interpreters, the vendor will implement quality assurance standards to guarantee that its interpreters are trained and are linguistically and culturally competent.

The issue of confidentiality pertaining to the use of interpreters is addressed as follows:

The training provided to staff addresses the importance of confidentiality. Furthermore, independent interpreters will enforce standards of confidentiality in accordance with NYS Law.

Maintaining a list of oral interpreting resources

We use, or have available for oral interpreting, the following resources:

- Bilingual staff members who work directly with LEP individuals

Number of staff and languages spoken: [Click here to enter text.](#)

Language Parenthetic Report as of September 2016 (SL = Spanish, CL = Chinese, KL = Korean, PL = Polish, RL = Russian):

Administrative Finance Bureau (AFB)

Title	Number of Staff
Security Officer SL	1

Contact Center

Title	Number of Staff
Senior Employment Security Clerk SL	7
Senior Employment Security Clerk CL	2
Principal Employment Security Clerk SL	1

Division of Employment and Workforce Solutions (DEWS)

Title	Number of Staff
Employment Counselor SL	2
Labor Services Rep CL	7
Labor Services Rep KL	2
Labor Services Rep SL	43
Supervising Labor Services Rep SL	2
Workforce Programs Specialist 3 SL	1

Office of Special Investigations (OSI)

Title	Number of Staff
Senior Employment Security Clerk SL	1

Division of Labor Standards (LS)

Title	Number of Staff
Investigator Officer 1 CL	9
Investigator Officer 1 KL	2
Investigator Officer 1SL	29
Senior Employment Security Clerk SL	1
Investigator Officer 2 LS CL	3
Investigator Officer 2 LS SL	5

Unemployment Insurance Division (UID)

Title	Number of Staff
Labor Services Rep CL	2
Labor Services Rep KL	1
Labor Services Rep SL	24
Principal Employment Security Clerk SL	1
Senior Employment Security Clerk CL	5
Senior Employment Security Clerk RL	1
Senior Employment Security Clerk SL	15
Supervising Labor Services Rep CL	3
Supervising Labor Services Rep SL	10
Unemployment Insurance Program Manager 1 SL	1

- Bilingual staff members who provide oral interpreting when necessary

Number of staff and languages spoken: The current number of volunteers in the DOL's Language Bank is 137. The languages spoken are: Arabic, Belarus, Bengali, Cantonese, Catalan, Dutch, Ewe, French, Garifuna, German, Gujarati, Hebrew, Hindi, Ibo, Japanese, Korean, Malay, Malayalam, Mandarin, Marathi, Polish, Portuguese, Punjabi, Russian, Sanskrit, Shanghainese, Spanish, Tagalog, Taiwanese, Toishanese, Ukrainian, Urdu, Wolof, Yiddish, and Yoruba.

- Telephonic interpreting service

Names of vendors: Any vendor under the NYS Office of General Services (OGS) Statewide Administrative Services Contract.

- Contracts or other arrangements with community organizations or individuals for oral interpreting services

Names of individuals/organizations and languages: [Click here to enter text.](#)

- Other (describe) [Click here to enter text.](#)

The agency's Language Access Coordinator maintains the list of oral interpreting resources that are available to staff, which includes:

- Names and contact information for all resources
- Names and locations of staff members who are available to act as interpreters or provide services directly in the LEP individual's primary language
- Languages in which each interpreter or service is qualified
- Procedure for accessing each interpreter or service

We inform all staff members who have contact with the public how to obtain oral interpreting services as follows:

Staff is informed by mandatory annual training from the Governor's Office of Employee Relations. Some front line employees receive additional refresher training. Language Assistance resources are available on the agency Intranet.

B. Translations of Written Documents

The process to determine and reassess, at least every two years starting from the effective date of this plan, those vital documents (including website content) which must be translated is as follows:

The DOL has a Language Access Work Group, which consists of Language Access Coordinators assigned from each DOL division or office. The Work Group will convene at least semi-annually to reassess vital documents (i.e., to delete old ones or add new ones) and update the languages available for each.

The process to timely translate documents that LEP individuals submit in their primary languages is as follows:

Documents received from an LEP individual in his or her native language are reviewed by staff and submitted for translation in consultation with the staff’s supervisor. Documents are forwarded within a reasonable timeframe.

The process for ensuring that documents are written in plain language before they are translated into other languages is as follows:

Before a document is translated into other languages, it must first be written in plain language. Program staff will work with the Communications Office to review forms, publications and web content and make sure they are written in plain language.

The Communications office has also placed on the Intranet various plain language resources including checklists, tip sheets, videos, and a Plain Language handbook available to all staff.

Whenever possible, the DOL will strive to translate vital documents into the six most commonly spoken non-English languages in the state and Polish.

The following documents are currently translated by the agency in the languages indicated:

Form #	Name	Top Six Languages						Additional Languages
		Spanish	Chinese	Russian	Haitian Creole	Korean	Italian	
DEWS								
ES 100	Customer Registration Form	✓	✓	✓	✓	✓	✓	Polish
ES 834	Customer Complaint Information Form	✓	✓	✓	✓	✓	✓	Polish
P 239 (Formerly ES 699.3)	Federal Bonding Program Fact Sheet	✓	✓	✓	✓	✓	✓	Polish

WS1	REA UI Eligibility Questionnaire	✓	✓	✓	✓	✓		Polish
WS2	REA Work Search Agreement	✓	✓	✓	✓	✓		Polish
P 13	New York State Career Centers (No Addresses)	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali Burmese French Polish Ukrainian
Counsel								
n/a	Settlement Agreements							Customized per case
n/a	Stipulations							Customized per case
DEOD								
DEOD 310	Equal Opportunity is the Law	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali Bosnian French Polish Vietnamese
DIPA								
P-704	Minimum Wage Card	✓						
P 740	DIPA Fact Sheet	✓	✓	✓	✓	✓	✓	Arabic Bengali Burmese French Hindi Karen Nepali

								Polish Somali Swahili Ukrainian Urdu
P 741	Know Your Rights: Language Services at the NYSDOL	✓	✓	✓	✓	✓	✓	
P 744	Human Trafficking Tri-fold Fact Sheet	✓	✓	✓	✓	✓	✓	Arabic Bengali Burmese French Hindi Karen Nepali Polish Ukrainian Urdu
P 745	Human Trafficking Resource Card	✓	✓	✓	✓	✓	✓	Arabic Bengali Burmese French Hindi Karen Nepali Polish Ukrainian Urdu
DOSH								
SH 86	Daily Inspection & Test of Amusement Equipment	✓						
P-906	PESH Act (Employees) Fact Sheet							
PW								
PW 4	Claim for Wage and/or	✓	✓	✓	✓	✓	✓	

	Supplement Underpayment on a PW Project Labor Law Section 220							
P 738	New York State Construction Industry Fair Play Act Fact Sheet	✓	✓	✓	✓	✓	✓	
P-897	Bureau of Public Work Guide for Employees	✓	✓	✓	✓	✓	✓	Polish
IA 999	Fair Play Poster	✓						
OSI								
412.2R	Notice of Determination	✓	✓	✓	✓	✓		Polish
OSI 13	Due Process Letter	✓						
LS								
LS 11	Letter of Representation	✓	✓	✓	✓	✓	✓	Polish
LS 13	The Division of Labor Standards and Your Business	✓	✓	✓	✓	✓	✓	
LS 48	Sample Pay Notice – Hospitality Industry	✓	✓	✓	✓	✓	✓	Polish
LS 51 Pay Notice	Notice and Acknowledgement of Wage Rate(s) for Temporary Help Firms	✓	✓	✓	✓	✓	✓	Polish

LS 53 Instructions for Notices of Pay Rates and Pay Days under Section 195.1	✓	✓	✓	✓	✓	✓	✓	Polish
LS 54 Pay Notice	✓	✓	✓	✓	✓	✓	✓	Polish
LS 55 Pay Notice	✓	✓	✓	✓	✓	✓	✓	Polish
LS 56 Pay Notice	✓	✓	✓	✓	✓	✓	✓	Polish
LS 57 Pay Notice	✓	✓	✓	✓	✓	✓	✓	Polish
LS 58 Pay Notice	✓	✓	✓	✓	✓	✓	✓	Polish
LS 59 Pay Notice	✓	✓	✓	✓	✓	✓	✓	Polish
LS 70	✓	✓	✓	✓	✓	✓	✓	
LS 177	✓	✓	✓	✓	✓	✓	✓	
LS 203	✓	✓	✓	✓	✓	✓	✓	Polish

Part 141	Building Service Industry Minimum Wage Order Summary	✓	✓	✓	✓	✓	✓	Polish
LS 223	Unpaid Wages Claim Form [This claim form is used to file for unpaid wages].	✓						
LS 425	Unpaid Wage Supplements Claim Form [This form is used to file for unpaid wage supplements].	✓						
LS 110	Farm Minimum Wage Poster	✓	✓	✓	✓	✓	✓	Polish
LS 113.1	Application For Farm Labor Contractor Certificate of Registration/Application for Farm Labor Camp Commissary Permit [Use this to apply for an application for Farm Labor Contractor Certificate of Registration and/or for applying for an application for Farm Labor Camp Commissary Permit].	✓	✓	✓	✓	✓	✓	Polish
LS 114.1	Contractor Instruction Letter [Instructions for completing Farm Labor Contractor	✓	✓	✓	✓	✓	✓	Polish

	Registration Application].							
LS 121	Fingerprint Screening Instructions for New Applicants for Farm Labor Contractor Registration Certificates [Instructions for fingerprinting and background check required as part of the application for Farm Migrant Labor Contractor Registration].	✓	✓	✓	✓	✓	✓	Polish
LS 122	Finger Print Cards for Farm Contractors [Guidelines]	✓	✓	✓	✓	✓	✓	Polish
LS 171	Working Hours for Minors	✓	✓	✓	✓	✓	✓	Polish
LS 177	Information about a Division of Labor Standards Compliance Conference	✓	✓	✓	✓	✓	✓	
LS 207	Minimum Wage Poster (Miscellaneous Industries and Occupations)	✓	✓	✓	✓	✓	✓	Polish
LS 207.2	Minimum Wage Poster (Building Services Industry)	✓	✓	✓	✓	✓	✓	Polish
Part 190	Farm Workers Minimum Wage Order Summary	✓	✓	✓	✓	✓	✓	Polish
Part 146	Hospitality Industry Minimum Wage Order Summary	✓	✓	✓	✓	✓	✓	Polish

LS 207.3	Minimum Wage Poster (Hospitality Industry)	✓	✓	✓	✓	✓	✓	Polish
Part 142	Miscellaneous Industries and Occupations Minimum Wage Order Summary	✓	✓	✓	✓	✓	✓	Polish
LS 309	Farm Work Agreement [This form illustrates a sample farm work agreement that employers should use to notify each employee in writing of conditions of employment at time of commitment to hire].	✓	✓	✓	✓	✓	✓	Polish
LS 355	Application for an Employment Agency License	✓	✓	✓	✓	✓	✓	
LS 355.1	Application for an Employment Agency License Renewal	✓	✓	✓	✓	✓	✓	
LS 355.2	Application for an Employment Agency Manager Permit	✓	✓	✓	✓	✓	✓	
LS 392	Supplementary Application by Registered Contractors Whose Services Are Utilized for 5 Days or Less [Supplemental Application by Registered	✓	✓	✓	✓	✓	✓	Polish

	Contractors (Farm Labor)]							
LS 400	Guidance for the New York State Hospitality Industry on Uniforms	✓	✓	✓	✓	✓	✓	Polish
LS 428.1	Notice to Farm Labor Contractors [Notice to Farm Labor Contractors and Farm Labor Camp Commissary Operators regarding workers' compensation and disability].	✓	✓	✓	✓	✓	✓	Polish
LS 602	Small Claims Court Flyer [Informational posting on filing a claim with the Small Claims Court].	✓	✓	✓	✓	✓	✓	Polish
LS 621	Notification of Labor Standards Enforcement Process - English/Spanish (Trifold) [Notification of Labor Standards Enforcement Process - English/Spanish: Tells people making complaints whether or not the Labor Department has the legal authority to intervene].	✓						

LS 650	Parent/Guardian Statement of Consent [Must be submitted by the parent(s) of 16 and 17 year old minors if they wish to give permission for their children to work between 10:00 PM and 12:00 Midnight].	✓	✓	✓	✓	✓	✓	Polish
LS 680	Mandatory Overtime Complaint Form [Mandatory Overtime Complaint Form].							
P 100	New Minimum Wage Poster	✓	✓	✓	✓	✓	✓	Polish
P 101	New York State is on the Path to a \$15 Minimum Wage	✓	✓	✓	✓	✓	✓	Polish
P 102	New Minimum Wage Palm Card	✓	✓	✓	✓	✓	✓	Polish
P 103	New Minimum Wage Palm Card (Employers)	✓	✓	✓	✓	✓	✓	Polish
P-117	What Are My Rights When Applying for a Job?							
P-700	Minimum Wage Fact Sheet	✓	✓	✓	✓	✓	✓	Polish
P-705	Notice of Pay Rate and Paydays Fact Sheet							
P-706	Retaliation Against Employees Fact Sheet							

P-711	Know Your Rights as a Worker	✓	✓	✓	✓	✓	✓	Arabic Bengali French Hindi Polish Ukrainian Urdu
P-712	Domestic Workers Rights Fact Sheet	✓	✓		✓			French Hindi Nepali Polish Portuguese Tagalog
P-713	Domestic Workers Rights Palm Card/poster	✓						
P-715	Wage Theft Fact Sheet							
P 716	Minimum Wage for Fast Food Workers	✓	✓	✓	✓	✓	✓	Polish
P 717	Minimum Wage for Tipped Workers	✓						
P-882	Laws Governing the Employment of Minors	✓						
UI								
TC 10	Notice to Claimant of Important Document		✓	✓	✓	✓	✓	Albanian Arabic Bengali Bosnian–Latin Croatian French Greek Hindi Japanese

								Polish Portuguese Serbian– Cyrillic Vietnamese
E403RA	Request for Alternate Base Period	✓						*
E403RR	Request for Reconsideration	✓						*
IA133	Notice to Employers	✓	✓	✓	✓	✓		Polish
LO343.4	Notice of Suspension or Payment of UI							*
LO346	Letter to claimant to actively search for work	✓						*
LO347	Letter to claimant to actively search for work	✓						*
LO348	Letter to claimant to actively search for work	✓						*
LO403.5	Request for Rate Based on Weeks of Employment	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali French Polish **
LO 412	Notice of Determination to Claimant							*
LO424.4	List of Attorney and Authorized Agents	✓						
LO 435	Claimant Request for Hearing	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali French Polish

LO 436	Employer Request for Hearing	✓	✓	✓	✓	✓	✓	Polish
IA 998	NYSDOL Required Notice under Article 25-C of the Labor Law – Commercial Good Transportation Industry Fair Play Act	✓	✓	✓	✓	✓	✓	Polish Portuguese
IA 999	New York State Construction Industry Fair Play Act Poster	✓	✓	✓	✓	✓	✓	Polish Portuguese
SI412.2R	Special Investigations							*
SW2.1	Shared Work Program Application	✓	✓	✓	✓	✓	✓	
SW2.2	Shared Work Plan Participant Listing	✓	✓	✓	✓	✓	✓	
SW330	Application for Benefits, Shared Work Plan							
SW330.2	Continuation of Employment Record	✓						
SW4	Shared Work Continued Claim Form	✓						
SW4.1	Shared Work Continued Claim Form	✓						
SW4.2	Important Information Regarding your Income Tax Withholding Options	✓						
T402B	Monetary Benefit Determination	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali French Polish

								**
T402N	Monetary Benefit Determination (non-entitled)	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali French Polish **
TC 318.3	Claimant Handbook	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali French Polish
TC334	Registration for work and claim for Benefits							*
TC403HA	Request for Alternate Base Period	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali French Polish **
TC403HR	Request for Reconsideration	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali French Polish **
TC418ia	Request for Verification of Work	✓						*
TC418IA2	Secondary Verification	✓						*
TC418id	Request for Identification or other information	✓						*
TC 424.1	Hearings before Unemployment Insurance Law Judges	✓	✓	✓	✓	✓	✓	Polish
TC 424.2	Q & A About your UIB Hearing	✓	✓	✓	✓	✓	✓	Polish
TCC406L	Certification coupon	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali

								French Polish **
TCC418.1	Check Replacement	✓						*
TCC418IA	Request for Alien Employment Verification	✓						*
TCC418IA	Request for Identification	✓						*
TCC418ID	SSA Request for Identification	✓						*
TCC418R	Entitlement	✓						*
WS 5	Work Search Record Form	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali French Polish
P 800	Applying for UIB	✓	✓	✓	✓	✓	✓	Albanian Arabic Bengali French Hindi Japanese Polish Punjabi Urdu Vietnamese
P-808	UI Agent Fact Sheet (Do you help others apply or file for Unemployment Insurance?)							
P 812	Work Search is Required to Collect UI Benefits	✓	✓	✓	✓	✓	✓	
P 821	Unemployment Insurance State Information Data Exchange System	✓	✓	✓	✓	✓	✓	

P 822	Unemployment Insurance Reform for Employers	✓	✓	✓	✓	✓	✓	
P 823	UI Reform for Claimants	✓	✓	✓	✓	✓	✓	
P 825	Dismissal or Severance Pay and Your UI Benefits	✓	✓	✓	✓	✓	✓	
P 826	Receiving a Pension and Your UI Benefits	✓	✓	✓	✓	✓	✓	
P 831	What is the Claimant Advocate Office	✓	✓	✓	✓	✓	✓	
P 833		✓	✓	✓	✓	✓	✓	
UIAB								
AB-AppILtr	Appeal Letter (hard copy letter)	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type05	Copy Enclosed/No Reply Permitted	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type08	Closed Enclosed/Reply Permitted By Deadline	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type15	Decision is Final/ Section 624 - Right of Appeal to Courts	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type10	Denial Letter/ 7 Options	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type11	Extension Request Denied	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type07	Extension Request Granted	✓	✓	✓	✓	✓	✓	Polish

AB-AL_Type04	Transcript In/ Copy of Transcript Enclosed	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type02	Transcript In/ Minutes in Appeal Board	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type03	Transcript In/ Minutes in Local Office	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type05	Transcript In/ No Reply Permitted	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type19	Untimely Appeal Letter	✓	✓	✓	✓	✓	✓	Polish
AB-AL_Type20	Untimely Appeal Statement	✓	✓	✓	✓	✓	✓	Polish
AB-2LR	Letter Remand	✓	✓	✓	✓	✓	✓	Polish
AB-2LR_Rev	Revised Letter Remand	✓	✓	✓	✓	✓	✓	Polish
AB-1	Notice of (Board) Hearing	✓	✓	✓	✓	✓	✓	Polish
AB 202	Notice of Hearing - Letter Remand	✓	✓	✓	✓	✓	✓	Polish
AB-4	Notice of Receipt of Appeal to Court	✓	✓	✓	✓	✓	✓	Polish
AB-100R	Notice of Receipt of Application to Reopen Decision	✓	✓	✓	✓	✓	✓	Polish
MLC-3C	Notice of Reopening	✓	✓	✓	✓	✓	✓	Polish
AB 666	Notice of Hearing	✓	✓	✓	✓	✓	✓	Polish

AB 100	Notice of Receipt of Appeal	✓	✓	✓	✓	✓	✓	Polish
IBA								
n/a	Notice of Hearing							
n/a	Letter to petitioner informing petition is insufficient because it does not include the Order to Comply subject to appeal, and requesting an amended petition with the OTC attached or the petition will be dismissed							
Comm.								
P 12	DOL Overview Fact Sheet	✓	✓	✓	✓	✓	✓	Arabic Bengali French Hindi Polish Portuguese Ukrainian Urdu

*, **= This document is sent to a claimant in English, it is accompanied by a “Notice to Claimant of Important Document” (TC 10). The Notice to Claimant of Important Document contains the following statement in 18 languages other than English. **This is an important document about your claim for unemployment insurance benefits. If you need help to understand it, please contact the Telephone Claim Center at: 1-888-209-8124. An interpreter will be provided free.**

**= This form is not available independently in the languages listed. Rather, a blank copy of the form in the respective language is contained within the Unemployment Insurance Claimant Handbook, which is translated into that language.

Any additional documents determined to be vital during the course of this plan will be timely translated.

The process for ensuring that translations are accurate and incorporate commonly used words is as follows:

The DOL, through its vendor (where applicable), will ensure that proofing/editing for correctness and cultural sensitivity are a component of the translation services provided by any vendor under contract as part of the publication process. The DOL will also ensure that plain language is used in materials produced before translation to ensure that information is accessible to a range of literacy levels.

We use, or have available for translating, the following resources:

- Contracts with language service vendors

Names of vendors: Any vendor under the NYS OGS Statewide Administrative Services Contract.

- Contracts or other arrangements with community organizations or individuals for oral interpreting services

Names of individuals/organizations and languages: [Click here to enter text.](#)

- Oral translations of written documents by bilingual staff members

- Oral translations of written documents by other individuals or community organizations

- Other (describe) [Click here to enter text.](#)

The agency's Language Access Coordinator maintains the list of written translation resources that are available to staff, which includes:

- Names and contact information for all resources

- Names and locations of staff members who are available to provide oral translations of written documents

- Languages in which each translation service is qualified

- Procedure for accessing each translation service

PART 5 – STAFF TRAINING

The person(s) in the agency who is responsible for the provision of training to staff in language access issues is: Eric Denk, DOL Language Access Coordinator.

The staff training includes the following components:

- The legal obligations to provide meaningful access to benefits and services to LEP individuals
- How to access language assistance services
- How to work with interpreters
- Cultural competence and cultural sensitivity
- Documenting the language needs of LEP individuals and the language services provided to them by the agency
- How to obtain written translation services

The methods and frequency of training are as follows:

The Governor’s Office of Employee Relations provides mandatory training for all staff members who have contact with the public. Staff is required to take this training annually. The Division of Labor Standards and the Division of Employment and Workforce Solutions have periodic conference calls, webinars, conferences, and in-person trainings during which additional Language Access training can be given.

PART 6 – ADMINISTRATION

Monitoring

To ensure compliance with the Plan, the LAC will monitor its implementation as follows:

The LAC will use project management methodology to ensure the Plan will be followed and delivered effectively. The LAC will obtain regular feedback on our Plan from supervisors and staff, who will report performance metrics on the use of all DOL’s language assistance services. Suggestions from LEP individuals and other stakeholders, including community-based organizations, will also be taken into consideration for Plan enhancement and efficacy.

Complaints

We provide information to the public in at least the top six languages, advising them of the right to file a complaint if they feel that they have been the subject of discrimination. The information we provide describes how and/or where to file a complaint. We do not retaliate or take other adverse action because an individual has filed a complaint alleging discrimination based on LEP status or needs.

