

LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS

State Agency: New York State Department of State

Effective Date of Plan: 5/30/2019

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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 New York State Department of State (NYS DOS), one of the oldest and most diverse agencies in state government, works to make New York State a more welcoming, equitable, and prosperous place. By the broad nature of its work, the agency touches the lives of nearly every person living and working in the Empire State.

The NYS DOS works to reinvigorate the State’s economy and spur business growth. The NYS DOS services benefit and assist communities across the State and protect the State’s environment. Through its Division of Licensing, the NYS DOS regulates more than 30 professional occupations, such as real estate professionals, security guards, and home inspectors; making it easier to enable more of our New Yorkers to engage in these occupations; as well as handling corporate filings, and regulating professional boxing/wrestling contests and the State’s not-for-profit cemeteries.

From educating the public on marketplace scams prevention to advocating consumer’s interests before legislative and regulatory bodies, the Division of Consumer Protection protects the interests of New York State consumers by overseeing a wide range of consumer issues, from investigating questionable business practices, to product recalls, to helping residents mitigate the consequences of identity theft. The NYS DOS also resolves thousands of consumer complaints through voluntary mediation between the public and businesses. Strategic investments are also made to create opportunities for all New Yorkers; the Department oversees the States’ Community Action Agencies that provide services to address the causes of poverty.

The NYS DOS also houses, by reason of legislative appropriation, two independent commissions that perform diverse governmental functions. These are the Committee on Open Government and the Authorities Budget Office.

More recently, the NYS DOS created the Empire State Fellows Program, which is a full-time leadership training program that prepares the next generation of talented professionals for careers as New York State policy-makers. The Department also hosts the New York State Office for New Americans, which helps immigrants fully participate in the State’s civic and economic life, and the New York State Athletic Commission.

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 19,798,228- the NYS population in 2017.

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	1,249,541
Chinese	386,290
Russian	122,150
Haitian Creole	63,615
Bengali	62,219
Korean	60,405

Source: U.S. Census Bureau, 2013-2017 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 NYS DOS based its frequency of contacts with LEP individuals using information gathered by staff. The telephonic interpreting service vendor also provides the NYS DOS with an ongoing summary of frequency of use, type of interpreter service utilized, and usage cost.

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? NYS DOS staff informs individuals about their right to free language assistance services either verbally or in writing. Additionally, materials such as ‘I Speak’ cards are used, which contain this information.

- 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? Individuals who speak Spanish, Chinese, Russian, Haitian Creole, Bengali, and Korean. Additional languages are incorporated when the program and/or community requires them.

- 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 Division of Consumer Affairs has voice prompts in Spanish, Chinese, Russian, Korean, Haitian Creole and Italian. The NYS ONA Hotline also features prompts advertising the availability of language services into those languages.

- Other (describe) The NYS DOS uses its Twitter feed and public website to highlight and inform individuals of its Language Access Plan including a 'Free Language Assistance' message in the top six languages and Italian. The NYS DOS website guide to telephone access is also available in the top six languages. The NYS DOS also reaches out to community-based organizations that provide information of services to LEP individuals to make them aware of the language services provided at/by the Department. When tabling at events throughout the state, the 'I Speak' card is made available to all.

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) [Click here to enter text.](#)

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) [Click here to enter text.](#)

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

Division representatives, who provide services for an LEP individual in the person's preferred non-English language, keep a record of the service provided each month. As appropriate, use of an interpreter is recorded in the clients' files to assure consistent communication in the appropriate language. The telephonic interpreting service vendor also provides NYS DOS with an ongoing summary of frequency of use, type of interpreting service provided, and usage cost.

A. Oral Interpreting Services

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

For in-person encounters: ‘I Speak’ signs are placed in areas in and around our customer service counters in our six offices located in Albany, New York City, Binghamton, Buffalo, Hauppauge and Utica. Our customer service staff is trained to direct all customers to a smaller ‘I Speak’ sign at the counter. Upon a customer pointing to a non-English language indicating need for oral interpreting services, the customer service representative directs the customer to a qualified staff member who speaks the language chosen. If a staff member is unavailable, a telephonic interpreting service will be engaged to provide interpreting services. The use of volunteers for interpretation services is limited to non-athletic events. For athletic events (professional boxing matches and professional mixed martial arts matches) athletes self-identify as needing oral interpretation services. Only staff trained in interpretation/translation or independent certified third-party providers can be used.

By telephone: Staff ask the individual’s preferred language. If the individual speaks a language for which staff is not available, staff contacts the vendor providing oral interpretation services to identify language and provide interpretation.

At initial contact in the field: Field inspectors from the Licensing Division carry ‘I Speak’ cards to allow individuals to point to the language they speak. The ‘I Speak’ cards describe that the interpreting services are provided for free. The field inspectors then use a telephonic interpreter or an in-person interpreter to communicate with the customer. The use of volunteers for translation or interpretation services is limited to non-athletic events. For athletic events (professional boxing matches and professional mixed martial arts matches), only staff trained in interpretation/translation or independent certified third-party providers can be used.

For pre-planned appointments with LEP individuals: As an appointment is being scheduled, NYS DOS staff correspond in writing or, if scheduling by telephone, ask whether the LEP individual will need a free interpreter. If the LEP individual does not indicate whether they would like access to the free interpreting services prior to the appointment, the LEP individual has the option to access a telephonic interpreting service on the day of the appointment. The use of volunteers for translation or interpretation services is limited to non-athletic events. For athletic events (professional boxing matches and professional mixed martial arts matches), only staff trained in interpretation/translation or independent certified third-party providers can be used.

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: ‘I Speak’ signs are placed in areas in and around our customer service counters in our six offices. The signs, posters, and video screens in the customer service areas inform LEP individuals that they do not need to bring their own interpreters and that free interpreting services are provided. Staff also verbally informs individuals at first contact.

By telephone: NYS DOS staff verbally informs the individual that free interpreter services are available. If there is no staff member available who speaks the language, staff accesses a telephonic interpreter to assist with the call.

At initial contact in the field: Field inspectors carry 'I Speak' cards to allow the individual to point to the language they speak. The 'I Speak' cards describe that interpreting services are provided for free. The field inspectors then use a telephonic interpreter or an in-person interpreter to communicate with the customer.

For pre-planned appointments with LEP individuals: As an appointment is being scheduled, NYS DOS staff correspond in writing or, if scheduling by telephone, ask whether the LEP individual will need a free interpreter. If the LEP individual does not indicate whether they would like to access the free interpreting services prior to the appointment, the LEP individual has the option to access a telephonic interpreting service on the day of the appointment.

Other (describe): The NYSDOS website contains information accessible from the homepage about the right to free language access services.

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:

NYS DOS staff is trained to connect to the selected interpreting vendor in a timely manner.

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

The Department of Taxation and Finance (DTF) call center handles certain phone calls from the public that are addressed to the NYS DOS. In the case that a client needs an interpreter for a hearing, the Office of Administrative Hearings records the use of an interpreter in the individual's file. DOS also tracks the use for oral interpreting services for athletes at boxing and mixed martial arts events under the NYS Athletic Commission that is housed at DOS. The telephonic interpreting service vendor also

provides NYS DOS with an ongoing summary of frequency of use, type of interpreter service utilized, language needed and usage cost by all DOS divisions.

Competency and confidentiality

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

On a case-by-case basis, the NYS DOS uses multilingual staff volunteers who are self-assessed in their own language competency. Where the NYS DOS utilizes independent services, the vendor implements quality assurance standards to guarantee that its interpreters are trained and are linguistically and culturally competent. The use of volunteers for translation or interpretation services is limited to non-athletic events. For athletic events (professional boxing matches and professional mixed martial arts matches), only staff trained in interpretation/translation or independent certified third-party providers can be used.

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 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.](#)

- Bilingual staff members who provide oral interpreting when necessary

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

LANGUAGE SKILLS ROSTER (Languages & Employees)	
LANGUAGE	No. NYS DOS Staff
Albanian	1
Chinese	2
French	1
Korean	1
Polish	2
Russian	3
Spanish	17
Swedish	1
Hindi	1

TOTAL:	9 Languages	29 staff members
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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:

All employees who routinely come in contact with LEP individuals attend training at least once a year. The training educates the employee on how to access the telephonic interpreting services, as well as direct employees to the NYS DOS intranet and internet domains, where translated vital documents can be accessed.

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 NYS DOS' internal Language Access team meets once a month to discuss needs and issues related to the Department's Language Access Plan. During these sessions a determination and reassessment of vital documents is made. The determining factors include, but are not limited to, core statutory functions of the NYS DOS and frequently accessed services by LEP individuals.

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

All documents in need of translation are sent to the selected vendor in a timely manner or to bilingual staff where applicable.

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

The NYS DOS' internal review looks for and ensures all materials are written in plain language prior to translation.

The following table contains a non-exhaustive list of translated documents by the agency in the languages indicated:

Form #	Name	Top Six Languages						Additional Languages
		Spanish	Chinese	Russian	Haitian Creole	Korean	Bengali	
DOS-1939	Access to Services in Your Language: Complaint Form	✓	✓	✓	✓	✓	✓	IT
DOS-0321-a	Professional Boxer License Application	✓	✓	✓	✓	✓	In progress	IT
DOS-0323-a	Application for Professional Second License	✓	✓	✓	✓	✓	In progress	IT
DOS-0324-a	Application for Professional Boxing Manager License	✓	✓	✓	✓	✓	In progress	IT
DOS-0335-a	Application for Professional Boxer License Renewal	✓	✓	✓	✓	✓	In progress	IT
DOS-0761	History and Physical Examination Record for a License as a Judge or Referee	✓	✓	✓	✓	✓	In progress	IT

DOS-0780 & 2000	Official Bout Contract for Professional Boxing and Rider	✓	✓	✓	✓	✓	In progress	IT
DOS-0793	Drug Notice and Combatant Acknowledgment Form	✓	✓	✓	✓	✓	In progress	FR, JA, IT, PT
DOS-0963	Application for Professional Combative Sport Gym/Training Facility License	✓	✓	✓	✓	✓	In progress	FR, JA, PT, IT
DOS-1893	Authorization for Release of Health Information Pursuant to HIPAA	✓	✓	✓	✓	✓	In progress	IT
DOS-1959	Application for Renewal of Seconds, Trainers, Managers, Matchmakers, Announcers and Timekeepers License	✓	✓	✓	✓	✓	In progress	IT
DOS-1996-f	Preliminary Statement of Complaint	✓	✓	✓	✓	✓	In progress	IT
DOS-2001	Boxer Medical Releases and Disclosure Sections	✓	✓	✓	✓	✓	In progress	IT
DOS-2002	Medical Information Release form	✓	✓	✓	✓	✓	In progress	IT
DOS-2047-a	Application for Combative Sport Second/Trainer or Matchmaker License	✓	✓	✓	✓	✓	In progress	IT
DOS-2048-a	Application for Professional Combative Sport Official License (Referee, Judge or	✓	✓	✓	✓	✓	In progress	IT

	Timekeeper License)							
DOS-2049-a	Application for Professional Combative Sport Manager or Promoter License	✓	✓	✓	✓	✓	In progress	IT
DOS-2056-a	Application for Combative Sport Authorized Sanctioning Entity License	✓	✓	✓	✓	✓	In progress	IT
DOS-2063-a	Amateur Mixed Martial Arts Sanctioning Entity License Application Supplement	✓	✓	✓	✓	✓	In progress	IT
DOS-2064-a	Muay Thai Sanctioning Entity License Application Supplement	✓	✓	✓	✓	✓	In progress	IT
DOS-2065-a	Kickboxing Sanctioning Entity License Application Supplement	✓	✓	✓	✓	✓	In progress	IT
DOS-2068-a	Create New Mixed Martial Arts Identification Application	✓	✓	✓	✓	✓	In progress	IT
	Electronic Fingerprint / Applicant Instructions	✓	✓	✓	✓	✓	In progress	IT
DOS-2111-f	Complaint Against a Code Enforcement Official or Building Safety Inspector	✓	✓	✓	✓	✓	In progress	IT
DOS-1483	Cemetery Complaint	✓	✓	✓	✓	✓	In progress	IT

DOS-1483 Inst	Instructions for Cemetery Comp.	✓	✓	✓	✓	✓	In progress	IT
DOS-0204	Approval to Transfer Cem. Prop. IN COUNSEL'S OFFICE	✓	✓	✓	✓	✓	In progress	IT
DOS-0204 Inst.	Inst. for App. To Trans.Cem. Prop. IN COUNSEL'S OFFICE	✓	✓	✓	✓	✓	In progress	IT
DOS-2098-f	Consumer Complaint Form	✓	✓	✓	✓	✓	In progress	IT
DOS-0022	Real Estate Salesperson Application	✓	✓	✓	✓	✓	In progress	IT
DOS-0026	Notary Public Renewal	✓	✓	✓	✓	✓	In progress	IT
DOS-0030	Barber Operator Application	✓	✓	✓	✓	✓	✓	IT
DOS-0033	Notary Public Application	✓	✓	✓	✓	✓	In progress	IT
DOS-0034	Cosmetology Application	✓	✓	✓	✓	✓	✓	IT
DOS-0035	Appearance Enhancement Business or Area Renter Application	✓	✓	✓	✓	✓	✓	BO, NE, VI, FR, IT
DOS-0722	Examination Application - Translated INTRANET Guides	✓	✓	✓	✓	✓	In progress	IT
DOS-0999	Request for Certification/Certified Copies of Records	✓	✓	✓	✓	✓	✓	IT
DOS-1029	Appearance Enhancement Area Renter Renewal	✓	✓	✓	✓	✓	In progress	IT

DOS-1066	Appraiser Admission Notice	✓	✓	✓	✓	✓	In progress	IT
DOS-1206	Employee Statement and Security Guard Application	✓	✓	✓	✓	✓	In progress	IT
DOS-1246	Security Guard Renewal Application-w/Annual Armed Training Record Notice (IT form)	✓	✓	✓	✓	✓	In progress	IT
DOS-1321	Natural Hair Styling Application	✓	✓	✓	✓	✓	✓	FR, IT
DOS-1322	Nail Specialty Application	✓	✓	✓	✓	✓	✓	BO, NE, VI, FR, IT
DOS-1323	Esthetics Application	✓	✓	✓	✓	✓	✓	IT
DOS-1351	Armored Car Guard Application	✓	✓	✓	✓	✓	In progress	IT
DOS-1353	Examination Review Request	✓	✓	✓	✓	✓	✓	IT
DOS-1354	Request for Photo ID	✓	✓	✓	✓	✓	✓	IT
DOS-1384	Waxing Application	✓	✓	✓	✓	✓	✓	IT
DOS-1398	DMV Consent Form	✓	✓	✓	✓	✓	In progress	IT
DOS-1402	Barber Shop Renewal	✓	✓	✓	✓	✓	In progress	IT
DOS-1432	State Licensed/Certified Real Estate Appraiser Application	✓	✓	✓	✓	✓	In progress	IT
DOS-1433	Hearing Aid Dispenser Application — Individual Registrant	✓	✓	✓	✓	✓	In progress	IT

DOS-1435	Hearing Aid Dispenser Original Practical Test (Admission Notice) (IT Form)	✓	✓	✓	✓	✓	In progress	IT
DOS-1444	Barber Apprentice Application	✓	✓	✓	✓	✓	✓	IT
DOS-1450	Credit Card Authorization	✓	✓	✓	✓	✓	✓	IT
DOS-1473	Change Notice	✓	✓	✓	✓	✓	✓	IT
DOS-1507	Preliminary Statement of Complaint	✓	✓	✓	✓	✓	In progress	BO, NE, VI, FR, IT
DOS-1508	Duplicate License/Registration Request	✓	✓	✓	✓	✓	✓	IT
DOS-1543	Experience Statement	✓	✓	✓	✓	✓	In progress	IT
DOS-1552	Apprentice Barber Time Record	✓	✓	✓	✓	✓	✓	IT
DOS-1591	Special Testing Arrangements Request	✓	✓	✓	✓	✓	In progress	IT
DOS-1619	Security Guard Change of Status	✓	✓	✓	✓	✓	In progress	IT
DOS-1640	Athlete Agent Application	✓	✓	✓	✓	✓	In progress	IT
DOS-1694	Home Inspector Application	✓	✓	✓	✓	✓	In progress	IT
DOS-1699	Home Inspector Examination Application (IT Form)	✓	✓	✓	✓	✓	In progress	IT
DOS-1735	New York State Disclosure Form for Landlord and Tenant	✓	✓	✓	✓	✓	In progress	IT
DOS-1736	New York State Disclosure Form for Buyer and Seller	✓	✓	✓	✓	✓	In progress	IT

DOS-1776	Real Estate Appraiser Examination Application / Re-Application	✓	✓	✓	✓	✓	In progress	IT
DOS-1781	Barber Operator Renewal (IT Form)	✓	✓	✓	✓	✓	In progress	IT
DOS-1917	Apostille/Certificate of Authentication Request	✓	✓	✓	✓	✓	✓	IT
DOS-1919	Appearance Enhancement Temporary License Renewal Application	✓	✓	✓	✓	✓	✓	IT
DOS-1948	Health Certification Form	✓	✓	✓	✓	✓	✓	IT
DOS-1961	Change of Supervising Barber for Barber Apprentice Form	✓	✓	✓	✓	✓	✓	IT
DOS-1969	Credit Card Authorization Form (Appearance Enhancement and Barber Only)	✓	✓	✓	✓	✓	✓	IT
DOS-2006	Military Spouse Waiver Application	✓	✓	✓	✓	✓	✓	IT
DOS-2012	Security Guard Renewal Application - w/Annual Training Record Notice (IT form)	✓	✓	✓	✓	✓	In progress	IT
DOS-2013	Security Guard Renewal Application - w/o Annual Training Record Notice (IT form)	✓	✓	✓	✓	✓	In progress	IT

DOS-2028	Nail Specialty Trainee Application	✓	✓	✓	✓	✓	✓	BO, NE, VI, FR, IT
DOS-2029	Change of Supervising Nail Specialist and/or Employer Nail for Specialty Trainee	✓	✓	✓	✓	✓	✓	BO, NE, VI, FR, IT
DOS-2030	Nail Specialty Trainee Time Record	✓	✓	✓	✓	✓	✓	BO, NE, VI, FR, IT
DOS-2031	Nail Specialty Business Inspection Process Check List	✓	✓	✓	✓	✓	✓	BO, NE, VI, MY, PL, IT
DOS-2040	Nail Specialty Trainee Renewal Application	✓	✓	✓	✓	✓	In progress	BO, NE, VI, IT
DOS-2066	Ventilation Certificate	✓	✓	✓	✓	✓	In progress	BO, NE, VI, MY, PL, IT
	Cosmetology Exam 262	✓	✓	✓	✓	✓	✓	AR, SQ, IT, JA
	Cosmetology Exam 272	✓	✓	✓	✓	✓		IT, JA
	Esthetics Exam 261						✓	IT
	Esthetics Exam 361	✓	✓	✓	✓	✓		JA
	Esthetics Exam 363	✓	✓	✓		✓		JA
	Nail Specialty Exam 561	✓	✓			✓	✓	BO, VI, IT
	Nail Specialty Exam 571	✓	✓	✓	✓	✓		JA, IT, BO, VI
	Nail Specialty Exam 565	✓	✓	✓	✓	✓		IT, NE, BO, VI
	Nail Specialty Exam 575	✓	✓	✓	✓	✓		JA, IT, NE, BO, VI
	Natural Hair Styling Exam 261	✓	✓	✓	✓	✓	✓	FR, IT
	Waxing Exam 261				✓		✓	

	Waxing Exam 361	✓	✓	✓		✓		IT, JA
	Waxing Exam 362	✓	✓	✓		✓		IT, JA
	Notary Public Exam 261	✓	✓	✓	✓	✓		IT
	Private Investigator Exam 261	✓	✓	✓	✓	✓		IT
	Home Inspection Exam 371	✓	✓	✓	✓	✓		IT
	Real Estate Sales Exam 871	✓	✓	✓		✓		
	Watch Guard Patrol Exam 261	✓	✓	✓		✓		

Note: AR: Arabic, BO: Tibetan, NE: Nepalese, VI: Vietnamese, FR: French, PL: Polish, JA: Japanese, MY: Burmese, IT: Italian, SQ: Albanian.

Any 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 NYS DOS, 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 NYS DOS will also ensure that plain language is used in materials produced before translation to ensure 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: Jenny Munoz, Assistant Language Access Coordinator, and Dr. Laura Gonzalez-Murphy, 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:

All employees who routinely come in contact with LEP individuals attend an in-person, webinar or video conference/telephonic training at least once a year. Currently, the NYS DOS provides the annual mandatory Language Access training through the Statewide Learning Management System. The training includes and addresses all components listed above. Refresher courses are given periodically as needed and new employees are given training upon hire. Training materials are also available through the NYS DOS intranet and internet domains as well. In addition, the Department maintains a

‘training registry’ that records the names, dates, and type of LEP program-related employee training received.

The Language Access Team has also implemented individual division trainings as needed to address access to telephonic interpretation and written translation procedures and best practices.

PART 6 – ADMINISTRATION

Monitoring

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

The Department conducts trainings and annual needs assessment with Language Access liaisons in each DOS division to determine whether changes to the Plan are required.

The LAC monitors as follows:

- Ensure that all staff members are trained on the Language Access Plan;
- Ensure proper posting of ‘I Speak’ posters;
- Require periodic reports from all program areas on language assistance provided;
- Review and evaluate all the LAP related complaints; and
- Review and evaluate data acquired from the NYS DOS’ website

Any revisions made to the Plan are communicated to the NYS Secretary of State and an updated version of the plan will be posted on the NYS DOS intranet site and its public website.

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.

We display information on the right to file a complaint, and the procedures to file a complaint, in the following manner:

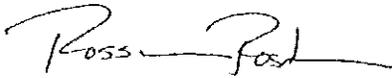
The standardized complaint forms are available to the public upon request in all six languages and through our website. The complaint form is also located in the NYS DOS intranet. Additionally, information on the right to file a complaint is posted in the top six languages in areas where the public easily sees it.

We handle complaints made to the agency regarding the provision of language assistance services in the following manner:

Each division within the NYS DOS has Language Access liaisons who are instructed to contact the Language Access Coordinator with any questions, comments and/or complaints received from the public. All complaints are handled by the NYS DOS Language Access Coordinator.

All complaints must be timely forwarded to the Statewide Language Access Coordinator.

PART 7 – SIGNATURES



NY Secretary of State

5/16/2019

Head of Agency

Title

Date



DOS Director of Immigration Policy

5/16/2019

Agency LAC

Title

Date



Deputy Secretary for Civil Rights

5/30/19
Date