

# LANGUAGE ACCESS PLAN FOR LEP INDIVIDUALS

**State Agency:** New York State Office of Children and Family Services (OCFS)

**Effective Date of Plan:** April 1, 2015

**Language Access Coordinator (LAC):** Mery Rosendorn, Children and Family Services Manager 1

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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 persons with limited English proficiency (“LEP”) have meaningful access to agency services, programs, and activities.

### **Statement of Agency Services to the Public:**

The Office of Children and Family Services serves New York's public by promoting the safety, permanency and well-being of our children, families and communities. We will achieve results by setting and enforcing policies, building partnerships, and funding and providing quality services.

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:** Potentially the entire population of the State of New York.

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

<b>Language</b>	<b>Estimated Number of LEP Individuals Who Speak this Language</b>
Spanish	1,230,302
Chinese	329,482
Russian	130,961
Italian	65,243
Korean	64,426
French (Haitian) Creole	64,046

Source: U.S. Census Bureau, 2008-2012 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:** OCFS contracts with several hundred community-based organizations.

Information from other government agencies

**Names of agencies:**

Other (describe) OCFS's 2007 Report: *The Needs and Services for Persons with Limited English Proficiency*

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

To determine the languages spoken by the LEP population with which OCFS front-line staff interacts requires a survey through its Division of Child Welfare and Community Services (including the Statewide Central Register of Child Abuse and Maltreatment), Division of Legal Affairs (Special Hearings), Division of Child Care Services, New York State Commission for the Blind, and Division of Juvenile Justice and Opportunities for Youth, the last of which includes residential care for adjudicated youth.

Frequency of contacts with the LEP population by language is estimated through a formal survey and the results are as follows: Spanish continues to be the most frequently encountered language throughout all programs. The frequency of other languages identified by OCFS staff include: Russian, Chinese (Mandarin), and French (Haitian) Creole.

### **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?** By communicating this information to potential LEP clients through available bilingual staff, contacting an oral interpreter when needed, and/or by showing LEP individuals LEP posters and desk aids that include a notice of free language assistance.

- 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?** OCFS has been involved mainly in outreach activities through community and public events, where we inform our audience of our programs and services. We normally include Spanish materials at those events and alert our audience of the availability of important information in other languages. The language groups targeted at public events vary according to the region of the state.

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

- Telephonic voice menu providing information in non-English languages

**In which languages:** Telephonic voice menu at OCFS is available in Spanish, Chinese, Russian, French (Haitian) Creole, Korean, and Italian. Access to 180 other languages is available via an OGS contracted vendor.

- Other (describe) The public OCFS's website and our intranet currently include numerous language assistance resources. To view available resources on our public site, click here: [ocfs.ny.gov](http://ocfs.ny.gov) and scroll down to **Language Assistance Resources**. This site includes a link to our Language Access Plan, our Language Identification Tool, Language Assistance forms and links to all of our translated publications in the top six languages and in Arabic.

#### **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 make those determinations based on experience, with the assistance of bilingual staff members where available
- Other (describe) When other methods are unsuccessful, staff uses a telephonic interpreting service to identify the primary language.

**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 make those determinations based on experience, with the assistance of bilingual staff members where available
- Telephonic interpreting service
- Other (describe)

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

Program staff is expected to record language needs of LEP individuals in case files, if applicable. The CONNECTIONS child welfare system, the Juvenile Detention Automation System, and the CBVH Consumer Information System track primary language, if identified by the LEP person or family.

**A. Oral Interpreting Services**

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

**For in-person encounters:** All OCFS staff who are likely to encounter LEP persons served by this agency are trained in identifying whether a person may have limited English proficiency. To assist staff, OCFS has developed Language Identification Tools (poster and desk aid). If a staff member determines that an LEP person is in need of language assistance, the staff person contacts either appropriate bilingual staff or an oral interpreting service to assist the LEP individual.

**By telephone:** When a language other than English is detected or conveyed by a caller, the staff person seeks immediate assistance, either through bilingual staff or an oral interpreting service. If a staff person is unable to determine the primary language spoken, staff uses the assistance of an oral interpreting service, which is trained to assist in these circumstances and identify the LEP person's primary language.

**At initial contact in the field:** OCFS has developed posters and desk aids that cover 35 languages to help LEP individuals identify their spoken language. OCFS uses available language resources to assess language needs and communicate with an LEP person, which include bilingual staff and/or the use of an oral interpreting service, which is available on a 24/7 basis.

**For pre-planned appointments with LEP individuals:** Arrangements are made for on-site interpreters in advance.

**Other (describe):**

**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:** OCFS has developed posters and desk aids that cover 35 languages that inform LEP individuals of their right to free language assistance. OCFS staff informs English-speaking family members, if applicable, of the LEP person's right to free language assistance. OCFS staff reaches out to bilingual staff or a telephonic interpreter for assistance.

**By telephone:** LEP individuals often state their spoken language and that they are seeking free interpreting assistance. Alternatively, bilingual staff and/or an oral interpreting service advise the LEP person that he/she is eligible for free interpreting assistance.

**At initial contact in the field:** OCFS has developed posters and desk aids that cover 35 languages, to help LEP individuals identify their spoken language. OCFS uses available language resources to communicate the availability of free language assistance to an LEP person, which includes bilingual staff or the use of a 24/7 oral interpreting service.

**For pre-planned appointments with LEP individuals:** OCFS staff requests an on-site interpreter ahead of time to communicate with an LEP individual.

**Other (describe):**

**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, which is available on our Language Assistance Resources web page, under Language Assistance Forms.

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:**

OCFS staff who have access to telephonic interpreting services are assigned an identification code that allows for immediate access to interpreters in over 180 languages. Staff without authorization for direct access to telephonic interpretation is instructed to contact the OCFS Public Information Office (PIO) for immediate assistance in providing Spanish and any other language assistance needed. Interpreting services via our vendor are available 24/7 from any location. Depending on the circumstances, a three-way call may be established or the use of a speaker phone in a private area may be sufficient if a client is on-site. In addition, interpreters can be contacted to assist staff and clients on-site for scheduled visits.

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

Every encounter should be documented by program staff or an OCFS employee in the client's case file, if applicable. In addition, program staff should follow any other record keeping protocol established by the respective office to track the use of oral interpreting services and to verify vendor charges prior to payment.

**Competency and confidentiality**

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

OCFS has developed an operating agency definition for cultural competence and has offered training in cultural competence to OCFS staff. The OGS-approved oral interpreting vendor OCFS uses requires its interpreters to complete comprehensive linguistic and cultural competence training.

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

The mandatory annual training provided to staff addresses the importance of confidentiality. Furthermore, independent interpreters will enforce standards of confidentiality in accordance with New York State 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:** 35 Spanish; 1 Polish; and 1 Hebrew/Yiddish.

- Bilingual staff members who provide oral interpreting when necessary

**Number of staff and languages spoken:** 44 (1 Amharic, 1 Arabic, 1 Bengali, 4 French, 1 Georgian, 2 German, 1 Hindi, 1 Igbo, 4 Italian, 1 Latvian, 1 Lingala, 1 Panjabi, 3 Portuguese, 2 Russian, 1 Sinhalese , 15 Spanish, 1 Telugu, 3 Urdu).

- Telephonic interpreting service

**Names of vendors:** Language Line Solutions, Inc. and other vendors under the OGS Statewide Administrative Services Contract.

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

**Names of individuals/organizations and languages:**

- Other (describe)

**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:**

We publicize the availability of interpreting services and language identification tools on the OCFS intranet. E-mails are regularly sent to supervisory staff to remind them of their responsibility to share language access information with staff as necessary and appropriate.

## **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:**

OCFS follows the U.S. Department of Justice definition of vital documents (*"A document will be considered vital if it contains information that is critical for obtaining the federal services and/or benefits, or is required by law."* *Commonly Asked Questions and Answers Regarding Executive Order 13166, last updated April 2011*) when identifying documents to be translated. Form Liaisons are responsible for the submission of new and/or updated forms to the LAC on an ongoing basis. The OCFS PIO is responsible for reviewing and evaluating all submissions for translation. In addition, PIO also evaluates and reassesses online and printed outreach materials to be considered for translation.

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

Translation requests are submitted to the attention of the OCFS Language Access Coordinator (LAC) in PIO via Form OCFS-3507, "Request for Translation and Related Services," either electronically or via regular mail. Upon receipt of the request, the LAC decides whether to either perform the translation in-house or process the translation through another OGS-approved vendor or language resource, taking into consideration the language(s) needed, length of the document(s), requested completion date(s), and other relevant factors.

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

OCFS form/publication developers are cognizant of recommended reading levels prior to developing forms and outreach materials. OCFS will explore the feasibility of obtaining and using plain language software during the development of new materials.

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

OCFS continues to coordinate the translation of vital documents, which includes forms and outreach materials that are either considered "vital," as per the U.S. Department of Justice's definition (see above in B. Written Translations) or otherwise deemed important in protecting our vulnerable populations. The following chart lists the documents that OCFS considers vital. The list includes the documents that have already been translated into the top six languages under each division/office (33), the documents that have been translated into some of the top six languages (17), and the documents that have either been submitted to vendors for translation (10) or are in the process of doing so (22). Please note some vital documents are also undergoing revision, and will be submitted for translation when finalized (12).

**OFFICE OF CHILDREN AND FAMILY SERVICES  
LIST OF VITAL DOCUMENTS**

**I. Translated into the Top 6 Languages (Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.**

**Division of Legal Affairs**

Article 78 Notice (*accompanies Special Hearing Decisions*)

Notice of Hearing to Youth, Parent and Youth's Law Guardian (*specific to OCFS customer and translated into customer's primary language*)

Special Hearing Decisions (*specific to OCFS customer and translated into customer's primary language*)

**New York State Commission for the Blind (NYSCB)**

Handbook for Vocational Rehabilitation(Pub. 5148) (*currently under revision*)

Equipment Loan Fund for the Disabled (Pub. 1407)

Application for Service (OCFS-1002)

State Rehabilitation Council Application Form (OCFS-2150)

Handbook for Children's Services

A Guide to Services for Individuals Who Are Blind (Pub. 4748)

A Guide to Services for Older Adults Who Are Blind (Pub. 5149A)

A Guide to Services for Youth Transition (Pub. 5149B)

A Guide to Services for Individuals Who Are Deaf-Blind (Pub. 4805)

Medical Professionals/Facts (Pub. 5154)

**Division of Child Care Services (DCCS)**

Approval of Your Application for Child Care Benefits (OCFS-4779)

Denial of Your Application for Child Care Benefits (OCFS-4780)

Notice of Intent to Change Child Care Benefits (OCFS-4781)

Notice of Intent to Discontinue Child Care Benefits (OCFS-4782)

Delinquent Family Share for Child Care Benefits (OCFS-4783)

Approval of Your Redetermination for Child Care Benefits (OCFS-LDSS-4784)

Approval of Your Transitional Child Care Benefits (OCFS-LDSS-4785)

**Division of Child Welfare and Community Services**

Report of Suspected Child Abuse of Maltreatment (LDSS-2221A)

Notification of Social Service Law 424-a Procedures (LDSS-3371A) (*currently under revision*)

Notification of Social Service Law 424-a Procedures (LDSS-3371B) (*currently under revision*)

Adoption Subsidy and Non-Recurring Adoption Expenses Agreement - Initial Application (LDSS-4623A) (*currently under revision*)

Adoption Subsidy and Non-Recurring Adoption Expenses Agreement – Post Finalization Application (LDSS-4623B) (*currently under revision*)

Adoption Subsidy and Non-Recurring Adoption Expenses Agreement - Technical Amendment (LDSS-4623C-1) (*currently under revision*)

LDSS-4623C-2 Adoption Subsidy and Non-Recurring Adoption Expenses Agreement - Upgrade or Substantive Amendment (LDSS-4623C-2) (*currently under revision*)

Adoption Subsidy and Non-Recurring Adoption Expenses Agreement - Non-Recurring Adoption Expenses Reimbursement Form (LDSS-4623D) <i>(currently under revision)</i>
Adam Walsh Child Protective and Safety Act of 2006( (OCFS-7067)
Notice of Intent to Claim Paternity of a Child Born Out of Wedlock (LDSS-2724)
Instrument to Acknowledge Paternity of an Out-of-Wedlock Child (OCFS-3780)
Protecting Adults from Abuse and Neglect (Pub. 1326)
Financial Exploitation of Elderly and Impaired Adults (Pub. 4664)
Pregnant? Scared? Need Help? (Abandoned Infant Protection Act) (Pub. 4745)
Recognizing and Reporting Child Abuse and Neglect: Questions Often Asked (Pub. 5055)
Safe Babies New York State (5161S)
Authorization for Release of Health Information (OCFS-8001)
Notice of Decision-Denial of Enrollment (OCFS-8010A)
Notice of Decision-Discontinuance from Waiver Program (OCFS-8011)
<b>Division of Juvenile Justice and Opportunities for Youth (DJJOY)</b>
Visitor Roster ( OCFS-4824) <i>(currently under revision)</i>
Resident Food Allergy Questionnaire ( OCFS-4531a) <i>(currently under revision)</i>
Food Allergy Questionnaire (OCFS-4531b) <i>(currently under revision)</i>
Dental Care Notification and Consent ( OCFS-HS11) <i>(currently under revision)</i>
<b>Office of the Ombudsman</b>
Office of the Ombudsman (Pub. 4764)
<b>II. Pending Translation</b>
<b>New York State Commission for the Blind (NYSCB)</b>
Equipment Loan Fund Application (OCFS-4584) <i>(Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Confidential Release (OCFS-3446) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Individualized Services Plan (OCFS-3440) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
<b>Division of Child Welfare and Community Services</b>
Organization for Completing Statewide Central Register Database Check Form (LDSS-3370) <i>(Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Instructions for Completing the Statewide Central Register Database Check Form (LDSS-3370a) <i>(Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Request for Information Guardianship Form for Court Use Only (OCFS-3909) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Request for Information - Private Adoption -For use by Courts or Disinterested Persons Only (OCFS-3937) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Order of Adoption Family Court - Surrogate Court Request Form (OCFS-4156) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Inquiry Concerning Visitation Statewide Central Register Database Form (OCFS-4190) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>

Hague International Adoption Request (OCFS-4937) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
B2H Consent Form <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
B2H Disenrollment and Denial Notification Letters <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Refusal of Medical Care—Evaluation and/or Treatment (OCFS-4528) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Notice of Unfounding <i>(Italian and Korean)</i>
Notice of Existence (Familial)-Alleged Subject <i>(Italian and Korean)</i>
Notice of Existence (Familial)-Other Person Named in the Report <i>(Italian and Korean)</i>
Notice of Existence (Day Care/Foster Care)-Alleged Subject <i>(Italian and Korean)</i>
Notice of Existence (Day Care/Foster Care)-Other Person Named in the Report <i>(Italian and Korean)</i>
Notice of Existence (Day Care/Foster Care)-Parent <i>(Italian and Korean)</i>
Notice of Indication (Familial)-Subject <i>(Italian and Korean)</i>
Notice of Indication (Familial)-Other Person Named in the Report <i>(Italian and Korean)</i>
Notice of Indication (Day Care/Foster Care)-Subject <i>(Italian and Korean)</i>
Notice of Indication (Day Care/Foster Care)-Other Person Named in the Report <i>(Italian and Korean)</i>
<b>Division of Juvenile Justice and Opportunities for Youth (DJJOY)</b>
Family Engagement and Assessment Tool (OCFS-4952) <i>(Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Integrated Treatment Plan (OCFS-4953) <i>(Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Integrated Assessment (OCFS-4954) <i>(Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Authorization for Release of Information (OCFS-4603) <i>(Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Parent or Guardian Consent for Psych Medication Witnessed Verbal Consent (OCFS-4645) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Admission Screening Interview (OCFS-1448) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Conditions of Release - Grounds For Release Revocation (OCFS-1083) <i>(Spanish, Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Request to Change Religion (OCFS-1480) <i>(Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>
Refusal of Medical Care (OCFS-4528) <i>(Chinese, Russian, Italian, Korean, and French (Haitian) Creole.)</i>

The language links below provide access to materials that OCFS has translated into various languages, which may include documents the agency deems vital. These links can be found at the top of every web page on our website (ocfs.ny.gov) under their respective language.

**Spanish:**

[http://ocfs.ny.gov/main/documents/docs\\_languages.asp?document\\_type=4&document\\_type=1&language=1](http://ocfs.ny.gov/main/documents/docs_languages.asp?document_type=4&document_type=1&language=1)

**Chinese:**

[http://ocfs.ny.gov/main/documents/docs\\_languages.asp?document\\_type=4&document\\_type=1&language=2](http://ocfs.ny.gov/main/documents/docs_languages.asp?document_type=4&document_type=1&language=2)

**Russian:**

[http://ocfs.ny.gov/main/documents/docs\\_languages.asp?document\\_type=4&document\\_type=1&language=3](http://ocfs.ny.gov/main/documents/docs_languages.asp?document_type=4&document_type=1&language=3)

**Haitian Creole:**

[http://ocfs.ny.gov/main/documents/docs\\_languages.asp?document\\_type=4&document\\_type=1&language=6](http://ocfs.ny.gov/main/documents/docs_languages.asp?document_type=4&document_type=1&language=6)

**Korean:**

[http://ocfs.ny.gov/main/documents/docs\\_languages.asp?document\\_type=4&document\\_type=1&language=8](http://ocfs.ny.gov/main/documents/docs_languages.asp?document_type=4&document_type=1&language=8)

**Italian:**

[http://ocfs.ny.gov/main/documents/docs\\_languages.asp?document\\_type=4&document\\_type=1&language=7](http://ocfs.ny.gov/main/documents/docs_languages.asp?document_type=4&document_type=1&language=7)

**Arabic (not required by EO 26):**

[http://ocfs.ny.gov/main/documents/docs\\_languages.asp?document\\_type=4&document\\_type=1&language=4](http://ocfs.ny.gov/main/documents/docs_languages.asp?document_type=4&document_type=1&language=4)

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

OCFS, 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. OCFS will also ensure that plain language is used in materials produced before translation to ensure information is accessible to a range of literacy levels.

All translations are edited and reviewed carefully against their original English versions, and translators are encouraged to contact OCFS's LAC when needing terminology and/or content clarification.

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

- Contracts with language service vendors

**Names of vendors:** Language Line Solutions, Inc. and potentially any other vendor under the OGS Statewide Administrative Services Contract.

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

**Names of individuals/organizations and languages:** We have informal arrangements with appropriate community groups in several communities.

- Oral translations of written documents by bilingual staff members
- Oral translations of written documents by other individuals or community organizations
- Other (describe)

**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:** At this time, the Language Access Coordinator (currently Mery Rosendorn) assists with the presentation of webinars and any follow-up questions or assistance that may be required.

**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:**

OCFS front-line staff are required to view the online language access training developed by GOER once a year. In addition, OCFS developed a supplementary language access webinar that all OCFS employees are also required to view annually. Both webinars are available to employees throughout the year to help them refresh their knowledge at any time. All new OCFS hires will be required to view these webinars within 30 days of hiring. OCFS will update its webinar as appropriate.

**PART 6 – ADMINISTRATION**

**Monitoring**

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

OCFS has developed a Language Services Tracking Form for In-Person Encounters that we distribute to Language Access liaisons in OCFS Regional/District offices and other program areas to assist with monitoring. Our Language Access Coordinator also monitors activities that may include, but not be limited to: verifying the posting of language access posters and use of language identification tools; verifying the availability of oral interpreting services and staff's knowledge of how to obtain oral and written translation services; best practices; and availability of complaint forms as well as information on the complaint process.

**Complaints**

**We provide information to the public, including to LEP individuals in languages regularly encountered in this service area, 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:**

OCFS posted the standardized complaint form that was translated in the top six languages to the agency's website (ocfs.ny.gov) and the intranet to assist staff with the complaint process.

