

LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS

State Agency: New York State Department of Health

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This document is our agency’s **Language Access Plan**.

A **Language Access Plan** explains how we provide services to people who have limited English proficiency.

This **Language Access Plan** includes information about:






	<p>The Limited English Proficient (“LEP”) population in our service area.</p>
	<p>How we notify the public about language access services.</p>
	<p>Our resources and methods for providing language access services.</p>
	<p>How we train our staff to provide language access services to the public.</p>
	<p>How we monitor language access services and respond to complaints.</p>

Table of Contents

PART 1 – Our Agency’s Services	3
PART 2 – The Limited English Proficient Population in Our Service Area.....	3
PART 3 – Public Outreach About the Availability of Language Access Services ...	4
PART 4 – Provision of Language Access Services	5
PART 5 – Staff Training.....	24
PART 6 – Monitoring the Plan and Responding to Complaints	25
PART 7 – Signatures.....	27



PART 1 – Our Agency’s Services

We prepared this Language Access Plan (“Plan”) to comply with Executive Order No. 26, as amended by Executive Order No. 26.1, which established New York’s [Statewide Language Access Policy](#).¹ This Plan explains how we make sure that Limited English Proficient (“LEP”) individuals have meaningful access to agency services, programs, and activities.

In this Plan, LEP individuals are understood as people who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.

Our agency’s services to the public include:

The New York State Department of Health (Department) protects and promotes the health of the people of New York by preventing epidemics and the spread of disease; promoting healthy lifestyles for children and families; protecting against hazards in homes, work, communities and the environment; assuring access to high quality health care; and preparing for and responding to emergencies. As part of the Department’s mission to promote healthy lifestyles and to protect the health of the people of this state, the Department seeks to ensure that all individuals, including those with limited ability to read, speak, write or understand English, are able to access our services, programs and activities.



PART 2 – The Limited English Proficient Population in Our Service Area

Our agency uses U.S. Census data (including data from the American Community Survey) to determine the top ten languages most commonly spoken by LEP individuals in New York State.

The estimated total number of LEP individuals in our service area is: Approximately 2.5 million LEP individuals in New York State.

The top ten languages spoken by LEP individuals in New York State are:

#	Language	Estimated Number of LEP Speakers
1	Spanish	1,201,322

¹ For additional information about our agency’s obligations to provide language access services, please visit: <https://www.ny.gov/language-access-policy>

2	Chinese	379,745
3	Russian	119,380
4	Yiddish	64,070
5	Bengali	64,020
6	Korean	55,506
7	Haitian Creole	54,746
8	Italian	46,431
9	Arabic	40,781
10	Polish	34,840

Our agency will reassess the public’s language needs at least every two years after the effective date of this Plan.

Our agency tracks encounters with LEP individuals in the following ways:

Upon initial contact with any of the Department program areas providing direct public services, language needs are determined and documented by program staff. Additional data is gathered from: contact with social workers that assist the LEP individual; advocacy groups; Department contractors; and local municipal staff. Frequency of contact is based on the LEP individual’s level of need and may occur in various settings or circumstances. Some examples of contacts with LEP individuals include, but are not limited, to the following: (1) contacts occurring when the LEP individual applies to obtain services or benefits under programs administered by the Department; (2) contact with LEP individuals through the AIDS Institute wherein the Department staff contact known partners of persons infected with HIV or AIDS, or conduct HIV/STD testing in the field; (3) contact with LEP individuals when such individuals seek information or documentation maintained by the Department, including birth, death or marriage certificates; and (4) during the course of the Department’s monitoring and oversight role, which includes home/health care facility visits, surveillance, and inspections, such as inspections of summer camps and restaurants.



PART 3 – Public Outreach About the Availability of Language Access Services

Our agency informs LEP individuals about their right to free language assistance services in the following ways, using at least the top ten languages shown in Part 2 of this Plan:

- LEP individuals are directly informed by our staff

In which ways? If an individual indicates a need for language assistance at any point of public contact (in person or by phone), staff informs them of the services that are available with the assistance of the “I Speak” tool, contracted vendors, or bilingual staff if available.

- Signs posted about language assistance services
 - In areas operated by the agency and open to the public

Other (describe)

The Department’s website informs the public about free language assistance services. It also offers translated links to current public and community health concern announcements, emergency disease notifications, the New York State of Health, the AIDS Institute and Rape Crisis and Sexual Violence Prevention Bill of Rights and Emergency Information, COVID-19, and COVID-19 Vaccination information.

Information is published on our agency’s website in at least the top ten languages spoken by LEP individuals in New York State

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

What are the LEP populations targeted? In addition to the languages indicated in the chart in Part 2 of this Plan, outreach may be conducted to LEP populations based on community need.

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

What are the LEP populations targeted?

Social media posts directed at LEP individuals in their languages

What are the LEP populations targeted? COVID-19 vaccination social media resources are available in Spanish. Social media graphics to promote the fair and equitable distribution of the COVID-19 vaccine are available in Spanish, Chinese, Haitian Creole, Korean, Russian and Bengali.

Telephonic voice menu providing information in non-English languages

In which languages? The New York State Dept. of Health has individual telephonic prompts for Arabic, Bengali, Chinese, Haitian Creole, Italian, Korean, Polish, Russian, Spanish and Yiddish and an additional prompt for all other languages.

Other (describe)

Information regarding NYS Relay 711 or (1-800-421-1220) is shared with DOH staff for COVID-19 initiatives to serve the deaf and hard of hearing community.



PART 4 – Provision of Language Access Services

A. Determining the Need for Services

During *in person* encounters, our agency uses the following tools to determine whether an individual is LEP, and what their primary language is:

“I Speak” posters or visual aids that provide information about free interpreting services in multiple languages

Reception staff make those determinations based on training and experience

Bilingual staff members, where available, assist in identifying LEP individual’s language

Other (describe) Self-identification by the individual during the encounter; referral from an outside source.

On telephone calls, our agency uses the following tools to find out if an individual is LEP, and what their primary language is:

Reception staff make those determinations based on training and experience

Bilingual staff members, where available, assist in identifying an LEP individual’s language

Telephonic interpreting service

Other (describe) Self-identification by the individual during the encounter; referral from an outside source.

Our agency’s protocols for assessing whether an individual needs oral interpreting services in different service situations is as follows:

During office in-person encounters: The need for an interpreter may be determined by reception staff with the assistance of bilingual staff members, “I Speak” posters, self-identification by the LEP individual, or through a referral from outside sources. “I Speak” posters have been distributed to staff.

At initial contact in the field: “I Speak” cards will be utilized by field staff and telephonic interpreting services can be employed through cell phones and other similar devices. In addition, bilingual staff may assist in the field, dependent on community need, when available.

When speaking on the telephone: Telephone contacts to programs from LEP individuals are handled by telephonic interpreting services under contract with the Department. In addition, bilingual staff may assist with calls when available.

For pre-planned appointments with LEP individuals: Information concerning language needs is gathered as appointments are made. The need for an interpreter may be determined by reception staff with the assistance of bilingual staff members, self-identification by the LEP individual, or through a referral from outside sources.

Other (describe):

Our agency records and maintains documentation of each LEP individual's language assistance needs as follows:

Programs within the NYS DOH identify the language which is needed for persons accessing their programs. Invoices which reflect the use of language assistance services are documented in a centralized database. The information derived from the database will assist the Language Access Coordinator in evaluating the effectiveness of the Plan and the services being provided.

B. Oral Interpreting Services

Our agency has made the following resources available for oral interpreting requests:

- Bilingual staff members who work directly with LEP individuals

Number of staff and languages spoken: A total of three staff are in parenthesis language titles, with the language being Spanish.

- Bilingual staff members who provide oral interpreting services on a volunteer basis

Number of staff and languages spoken: .

- Telephonic interpreting service

Name of vendors: Providers under the NYS Office of General Services (OGS) Statewide Administrative Services Contract.

- Contracts or other arrangements with school and community organizations

Number of staff and languages spoken:

- Other (Describe)

NYS DOH works within internal processes to secure an in-person interpreter outside of OGS vendors for unique situations when the contracted agency is not able to provide an interpreter.

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

During office in-person encounters: The need for an interpreter may be determined by reception staff with the assistance of bilingual staff members, "I Speak" posters, self-identification by the LEP individual, or through a referral from outside sources. "I Speak" posters have been distributed to staff. "I Speak" wallet cards have been disseminated to staff in the field to have available at COVID-19 vaccination points of distribution.

At initial contact in the field: Staff in the field utilize the "I Speak" card to assist in identifying the language of an LEP individual. Bilingual staff, if available in the field and fluent in the language of the LEP individual, will inform the LEP individual that he or she does not need to provide his or her own interpreter and that free interpreting services are provided.

☒ **When speaking on the telephone:** Staff will inform the LEP individual that he or she does not need to provide his or her own interpreter and that free interpreting services will be provided. Staff will also utilize telephonic interpreting service to notify LEP individuals.

☒ **For pre-planned appointments with LEP individuals:** Information concerning language needs is obtained as appointments are made. Reception staff with the assistance of telephonic interpreter or bilingual staff members when available will notify an LEP individual that free interpreting services are available.

☒ **Other (describe):** The NYS Department of Health website informs the public about the availability of free language assistance services. Staff provide this information onsite at the point of contact with the individual.

Our agency's protocols for obtaining interpreting services in a timely manner is as follows:

When it is determined that an interpreter is needed, programs arrange for interpreter services for scheduled appointments: telephonic, VRI or Remote interpreter services are utilized as needed; or bilingual staff who are available and have been identified who may assist the LEP individual, with the understanding that they are communicating in the individual's preferred language and not interpreting.

If an LEP individual insists on using a family member, friend, or other person as an interpreter, our protocols for deciding 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 interpreting services provided at no cost to them. Generally, an LEP individual may not use a family member, friend, or a minor as an interpreter. However, **during emergencies** an LEP individual may 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 provide an interpreter of his or her choosing when filling out applications or when involved in other legal matters.

Our agency provides information to all staff members who have contact with the public about how to obtain oral interpreting services. Our protocol in this regard is as follows:

Mandatory annual training is required for all staff. Training is administered through the Statewide Learning Management System with both a general training course and a NYS DOH-specific course. The NYS DOH SharePoint site provides contact information to the NYS DOH LAC and instructions to access interpreting and translation services.

The agency’s Language Access Coordinator (“LAC”) maintains a list of oral interpreting resources that are available to staff. This resource list 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 an LEP individual’s primary language
- Languages in which each interpreter or service is qualified
- Procedures for accessing each interpreter or service

Our agency records and maintains documentation of oral interpreting services provided to LEP individuals at each encounter. Our protocol in this regard is as follows:

Programs within the NYS DOH identify the language which is needed for persons accessing their programs. Invoices which reflect the use of language assistance services are documented in a centralized database. The information derived from the database will assist the Language Access Coordinator in evaluating the effectiveness of the Plan and the services being provided. The Department also utilizes interpreting services obtained through a statewide contract, which provides monthly detailed reporting on the services provided to LEP individuals.

Cultural Competence and Confidentiality

Our agency makes sure interpreters are culturally competent² in the following ways:

The Department utilizes interpreting services obtained through a statewide contract and works with the vendors to ensure the vendor implements quality assurance standards to guarantee that its interpreters are trained and are linguistically and culturally competent.

Our agency makes sure interpreters follow state and federal confidentiality protocols in the following ways:

All Department staff in programs identified as covered programs under Health Insurance Portability and Accountability Act (HIPAA) are trained in HIPAA and confidentiality compliance. Interpreters under contract with the State must comply with confidentiality requirements, including applicable HIPAA requirements. The training provided to staff will address the importance of confidentiality. Furthermore, independent interpreters will enforce standards of confidentiality in accordance with NYS Law. Vendors are also asked to submit information for policies and trainings regarding confidentiality and their Code of Ethics.

C. Translations of Documents

² Cultural Competence is defined as *a set of congruent behaviors, attitudes, and policies that come together in a system or agency or among professionals that enables effective interactions in a cross-cultural framework*. U.S. Department of Health and Human Services, Office of Minority Health. 2000. Assuring Cultural Competence in Health Care: Recommendations for National Standards and an Outcomes-Focused Research Agenda. Extracted from: https://minorityhealth.hhs.gov/Assets/pdf/checked/Assuring_Cultural_Competence_in_Health_Care-1999.pdf

At least every two years after the effective date of this Plan, our agency determines and reassesses vital documents (including website content) that must be translated. This process is accomplished in the following ways:

Documents determined to be vital include intake and consent forms; notice of rights, requirements, and responsibilities; and such others that contain pertinent information to assist in accessing program benefits. Programs within the Department will determine which documents are vital and in need of translation. The Public Affairs Group will review all forms and documents the program has identified as being vital prior to translation. All translated documents will be reviewed and monitored as part of our Language Access Plan. In addition, individual requests for translation of confidential materials are also addressed. Upon receiving a document or correspondence from an LEP individual in their primary language, the said document or correspondence will be sent to the selected vendor for translation in a timely manner.

Our agency's process for making sure documents are written in plain language³ before they are translated into other languages is as follows:

NYS Department of Health is recognized nationwide for its plain language and health literacy efforts. The NYS DOH LAC has led activities which resulted in the following: DOH is the first state department of health in the nation to hold a health literacy summit to ensure the principles of health literacy and plain language are infused across all state and academic organizations, the first state dept of health to conduct an organization wide health literacy survey and program assessment to identify and support health literacy and plain language principles in its work. Materials are developed and assessed via staff representation of multiple programs to ensure clear and effective communication.

Our agency has the following resources available for translation of documents:

Contracts with vendors for translation services

Names of vendors: Geneva WorldWide, LanguageLine Solutions, and potentially any vendor under the OGS Statewide Administrative Services Contract.

Contracts or other arrangements with schools and community organizations

Names of schools/organizations and languages:

Translation of documents by bilingual staff members

Other (describe)

Partner with other state agencies who have vendor approved language service providers.

³ The [Plain Writing Act of 2010](https://www.govinfo.gov/app/details/PLAW-111publ274) defines plain language as writing that is clear, concise, well-organized, and follows other best practices appropriate to the subject or field and intended audience. Extracted from: <https://www.govinfo.gov/app/details/PLAW-111publ274>

The agency’s Language Access Coordinator (“LAC”) maintains a list of translation resources that are available to staff. This resource list includes:

- Names and contact information for all resources
- Names and locations of staff members who are available to provide translations of documents
- Languages in which each translation service is qualified
- Procedures for accessing each translation service

Our agency translates documents that LEP individuals submit in their primary languages in a timely manner. Our protocol in this regard is as follows:

Upon receiving a document or correspondence from an LEP individual in their primary language, the said document or correspondence will be sent to the selected vendor for translation in a timely manner.

The following non-exhaustive list of documents are currently translated by our agency in the languages indicated:

In compliance with Executive Order 26.1, our agency will complete translations of the below list of documents in the newly added top languages (Arabic, Italian, Polish, and Yiddish) by August 1, 2022.

- *AR: Arabic*
- *BE: Bengali*
- *CH: Chinese*
- *HA: Haitian-Creole*
- *IT: Italian*
- *KO: Korean*
- *PO: Polish*
- *RU: Russian*
- *SP: Spanish*
- *YI: Yiddish*

	Name	Top Ten Languages										Additional Languages
		SP	CH	RU	HA	KO	BE	YI	AR	IT	PO	
1.	HIV Uninsured Care Programs	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	✓
2.	New York State Confidentiality Law & HIV	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	✓
3.	Need Help Paying for	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	French

	Prep (AIDS Institute)												
4.	Prep Yourself Against HIV (Brochure)	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	French	
5.	ADAP Privacy Notice	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process		
6.	ADAP Language Sheet	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process		
7.	PrEP- AP (ADAP)	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	French	
8.	PrEP – AP Card (ADAP)	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	French,	
9.	Expect The Test - Brochure	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process		
10.	Early Intervention Program: A Parent’s Guide (58-pages Booklet)	✓	✓	✓	✓	✓	✓	✓	✓	✓	Need to translate	French, Greek, Hmong, Japanese, Khmer, Laotian, Punjabi, Vietnamese	
11.	Newborn Screening	✓	✓	✓	✓	✓	✓			✓		Vietnamese French	
12.	Ready, Set, Grow with WIC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Farsi, French, Hindi, Karen, Nepali, Somali, Turkish, Urdu, Vietnamese	

13.	WIC Participants Rights and Responsibilities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Farsi, French, Hindi, Karen, Nepali, Somali, Turkish, Urdu, Vietnamese
14.	WIC Benefits Discontinued Letter	✓	✓	✓	✓	✓	✓	Need to translate		✓	✓	Burmese, Farsi, French, Hindi, Karen, Nepali, Somali, Turkish, Urdu, Vietnamese
15.	WIC Graduation Letter	✓	✓	✓	✓	✓	✓	Need to translate		✓	✓	Burmese, French, Hindi, Urdu
16.	WIC – No Longer Eligible Letter	✓	✓	✓	✓	✓	✓	Need to translate		✓	✓	Burmese, French, Hindi, Urdu
17.	Handling Concerns About Care & Services in Nursing Homes	✓	✓	✓	✓	✓	In process			✓		
18.	Managed Care Bill of Rights	✓	✓	✓	✓	✓	In process			✓		
19.	NYS Proxy Law: Appointing Your Health Care Proxy	✓	✓	✓	✓	✓	In process			✓		
20.	Your Rights as a Hospital Patient In New	✓	✓	✓	✓	✓	In process			✓		

	York State (available on DOH website only)											
21.	Your Rights as a Nursing Home Resident in New York State	✓	✓	✓	✓	✓	In process			✓		
22.	NYS Immunization Information System	✓	✓	✓	✓	✓	Under review	Need to translate		Need to translate	Need to translate	
23.	New York State Requirements for School Entrance/ Attendance	✓	✓	✓	✓	✓	In process	Need to translate		Need to translate	Need to translate	
24.	How to Choose a Medicaid Managed Care Health Insurance Plan	✓	✓	✓	✓	✓	In process				✓	Hebrew, Hindi, Laotian, Urdu, Vietnamese
25.	Medicaid Enrollment Submission of Application on Behalf of Applicant	✓	✓	✓	✓	✓	In process			✓		
26.	Office of Professional Medical Conduct Complaint Form English	✓	✓	✓	✓	✓	In process			✓	✓	
27.	Organ Donors Save Lives Brochure	✓	✓	✓	✓	✓	✓					Italian
28.	Pulse Oximetry Screening for	✓	✓	✓	✓	✓	In process			✓		French,

	Critical Congenial Heart Disease Information for Parents and Guardians											
33.	Pulse Oximetry Screening for Critical Congenial Heart Disease. What does a low result mean?	✓	✓	✓	✓	✓	In process			✓		French
29.	Access NY Office of Health Insurance Programs	✓	✓	✓	✓	✓	In process			✓		
30.	Medical Marijuana Patients Brochure (NYS Patient Information)	✓	✓	✓	✓	✓	✓			✓		
31.	Zika Virus Fact Sheet	✓	✓	✓	✓	✓	In process	Need to translate		✓	Need to translate	Portuguese
32.	Partner Services Let's Talk About You!	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	
33.	Hepatitis C Testing Law. Consumer Fact Sheet	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	
34.	Hepatitis C Screening, Diagnosis & Linkage to Care	Document revision in process	Document revision in process	Document revision in process	Document revision in process	Document revision in process	Document revision in process	Document revision in process	Document revision in process	Document revision in process	Document revision in process	Document revision in process

35.	Medical Orders for Life-Sustaining Treatment	✓	In process	In process	In process	In process	In process					
36.	Essential Plan Fact Sheet	✓	✓	✓	✓	✓	✓	✓		✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
37.	Enrollment Period Fact Sheet	✓	✓	✓	✓	✓	✓	✓		✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
38.	How to Select a Health Care Plan Fact Sheet	✓	✓	✓	✓	✓	✓	✓		✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
39.	Immigrant Fact Sheet	✓	✓	✓	✓	✓	✓	✓		✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
40.	NY State of Health –	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	French

	Poster (You Deserve Affordable Health Care in 3 sizes)											
41.	NY State of Health – Rack Card (You Deserve Affordable Health Care)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
42.	DACA Rescission Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
43.	At a Glance Cards (Medicaid, Child Health Plus, Essential Plan, Qualified Health)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
44.	NY State of Health - Postcard	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese

45.	NY State of Health – Young Adults	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
46.	A Guide to the Appeals Process – Individuals and Families	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
47.	NY State of Health- Why you Need Health Insurance Fact Sheet	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	In process	French
48.	Guide to Form 1095-A Brochure	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	In process	French
49.	Facts About Temporary Agricultural Workers (H-2A Visa Holders) and Health Insurance	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	In process	French
50.	Facts About Student Visa Holders and Health Insurance	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	In process	French
51.	Common Health Insurance	✓	✓	✓	✓	✓	✓	In process	In process	✓	In process	In process	French

	Terms & Definitions											
52.	Benefits Before Deductibles Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
53.	Family Dental Coverage Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
54.	Pediatric Dental Coverage Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
55.	COVID-19 Insurance Options Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali, Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
56.	COVID-19 Insurance Changes Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, French, Hindi, Japanese, Karen, Nepali,

													Somali, Swahili, Tigrinya, Twi, Urdu, Vietnamese
57.	NYSOH COVID-19 Grace Period and Special Enrollment Periods QA's	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	In process	NYSOH COVID-19 Grace Period and Special Enrollment Periods QA's
58.	Public Charge Fact Sheet	✓	✓	✓	✓	In process	In process	In process	In process	In process	In process	In process	
59.	OHIP Fact Sheet EVV and You	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	In process	
60.	OHIP Fact Sheet HIV, PrEP, and You	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	In process	
61.	OHIP Fact Sheet Asthma Control and You	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	In process	
62.	Public Charge Fact Sheet	✓	✓	✓	✓	In process	In process	In process	In process	In process	In process	In process	
63.	OHIP Fact Sheet High Blood Pressure, Prevention, and You	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	In process	
64.	OHIP Fact Sheet Medicaid Telehealth Services During the Coronavirus Emergency - May 2020	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	In process	
65.	NY Donate Life Registry Enrollment	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process	In process	French

	Form Modification and Removal Forms												
66.	NYS Donate Life Registry Enrollment Form	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process		French
67.	NYS Donate Life Registry Change and Modification Form	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process		French
68.	NYS Donate Life Registry Removal Form	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process		French
69.	WIC – No Longer Eligible Letter Certification Letter	✓	✓	✓	✓	✓	✓	Need to translate		✓	✓		Burmese, French, Hindi, Urdu,
70.	WIC - Re-Certification Letter	✓	✓	✓	✓	✓	✓	Need to translate		✓	✓		Burmese, French, Hindi, Urdu
71.	WIC - Temporary 30-Day Benefit Letter	✓	✓	✓	✓	✓	✓	Need to translate		✓	✓		Burmese, French, Hindi, Urdu
72.	WIC - Thank You Letter	✓	✓	✓	✓	✓	✓	Need to translate		✓	✓		Burmese, French, Hindi, Urdu
73.	NYS WIC Acceptable Foods Card	✓	✓	✓	✓	✓	✓	✓		✓	✓		Burmese, Farsi, French, Hindi, Karen, Nepali, Somali, Turkish, Urdu, Vietnamese
74.	WIC Fair Hearing	✓	✓	✓	✓	✓	✓	✓		✓	✓		Burmese, Farsi,

	Request Form (DOH-5249)												French, Hindi, Karen, Nepali, Somali, Turkish, Urdu, Vietnamese
75.	WIC Self Declaration Form (DOH5284)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Farsi, French, Hindi, Karen, Nepali, Somali, Turkish, Urdu, Vietnamese
76.	What to Bring to Your WIC Appointment Brochure (DOH-19044)	✓	✓	✓	✓	✓	✓			✓	✓		Burmese, Farsi, French, Hindi, Karen, Nepali, Somali, Turkish, Urdu
77.	Infant Meal Pattern (1260)	✓	✓	✓	✓	✓	Need to translate	Need to translate		✓	Need to translate		
78.	Child Meal Pattern (1259)	✓	✓	✓	✓	✓	Need to translate	Need to translate		Need to translate	Need to translate		
79.	Adult Meal Pattern (1258)	✓	✓	✓	✓	✓	Need to translate	Need to translate		Need to translate	Need to translate		
80.	Crediting Foods in CACFP (19148)	✓	✓	✓	✓	✓	Need to translate	Need to translate		✓	Need to translate		
81.	Good Nutrition Pays (4359) (for Day Care Centers)	✓	Need to translate	Need to translate	Need to translate	Need to translate	Need to translate	Need to translate		Need to translate	Need to translate		
82.	Good Nutrition Pays (4364) (for Day Care Homes)	✓	✓	✓	Need to translate	Need to translate	Need to translate	Need to translate		Need to translate	Need to translate		
83.	Letter to Households	✓	✓	✓	✓	✓	Need to translate	Need to translate		✓	Need to translate		

	(CACFP-3673)												
84.	Income Eligibility Form for Child Care (DOH 3688)	✓	✓	✓	✓	✓	Need to translate	Need to translate		✓	Need to translate		
85.	Adult Care Income Eligibility Application (DOH 3834)	✓	✓	✓	Need to translate	Need to translate	Need to translate	Need to translate		Need to translate	Need to translate		
86.	Asthma Action Plan (Publication 4850)		Need to translate	Need to translate	Need to translate	Need to translate	Need to translate	Need to translate	Need to translate	Need to translate	Need to translate		
87.	Consent for Cancer Services Program Participation	✓	✓	✓	✓	✓	Need to translate	Need to translate	Need to translate	Need to translate	Need to translate	Need to translate	French
88.	Expect The Test - Poster	✓	✓	✓	✓	✓	✓	In process	In process	In process	In process		Urdu, Uzbek
89.	Maternity Information Leaflet (DOH-2901)	✓	✓	✓	✓	✓	In process	Need to translate	Need to translate	✓	Need to translate		
90.	Pregnancy Complications (DOH-2943)	In process	In process	In process	In process	In process	In process	Need to translate	Need to translate	Need to translate	Need to translate		
91.	Gestational Surrogacy Fact Sheet	In process	In process	In process	In process	In process	In process	Need to translate	Need to translate	Need to translate	Need to translate		
92.	Surrogates' Bill of Rights	In process	In process	In process	In process	In process	In process	Need to translate	Need to translate	Need to translate	Need to translate		
93.	Sexual Assault Victim Bill of Rights	✓	✓	✓	✓	✓	✓	✓	✓	✓			
94.	Can your baby hear you? Brochure	✓	✓	✓			✓	Need to translate	Need to translate	Need to translate			French, Japanese, Urdu

95.	Your baby passed the hearing screening- Brochure	✓	✓	✓			✓	Need to translate	Need to translate	Need to translate		French, Japanese, Urdu
96.	Your baby needs another screening- Brochure	✓	✓	✓			✓	Need to translate	Need to translate	Need to translate		French, Japanese, Urdu
97.	Child Insurance Information – Form B, Instructions, Parent Notice Regarding Insurance and Authorization to Release Health Insurance Information, Form C	✓	✓	✓	✓	✓	✓	Need to translate	Need to translate	Need to translate	Need to translate	
98.	Early Help Makes a Difference Brochure	✓	✓	✓	✓	✓	✓	Need to translate	✓	✓	Need to translate	Croatian, French, German, Greek, Hebrew, Hindi, Hmong

New documents identified for translation after the signing of this Plan and before the 2-year reassessment will be translated in a timely manner.

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

The Department, 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 Department will also ensure that plain language is used in materials produced before translation to ensure information is accessible to a range of reading and health literacy levels.



PART 5 – Staff Training

The person in the agency who is responsible for training staff in language access services is:
The NYS DOH Language Access Coordinator who also supports the Division of Administration Training Director

The staff training includes the following components:

- The agency's legal obligations to provide language access services
- The agency's resources for providing language access services
- How to access and work with interpreters
- Cultural competence and cultural sensitivity
- How to obtain translation services
- Maintaining records of language access services provided to LEP individuals

The methods and frequency of training are as follows:

Mandatory online training will be provided for all employees within 90 days of being hired and annually thereafter. Staff will have to complete Governor's Office of Employee Relation's Language Access Training and the Department's agency specific Language Access Plan training. On and after September 30, 2014, employees newly assigned to functions that bring them into contact with the public must complete the computer-based training within 90 days of assignment to the program. As changes occur in the program, the training will be updated, designated program liaisons will be informed of changes to communicate to relevant staff and updates will be posted on the Department's News Site.



PART 6 – Monitoring the Plan and Responding to Complaints

A. Monitoring

Our agency's Language Access Coordinator ("LAC") will monitor implementation of the Plan to make sure we are in compliance. Our protocols in this regard are as follows:

The Department provides onsite education and information via email, conference calls, the Department's News Site and SharePoint site. Internal controls are developed to ensure accuracy with completion of requests in a timely fashion, review progress, identify gaps and develop work plans to resolve any gaps. Internal and Department wide meetings are determined by priorities set and the plan is updated as needed.

B. Complaints

We provide information to the public in at least the top ten most commonly spoken non-English languages in the state, advising members of the public of their right to file a complaint if they feel that they have not been provided adequate language access services or have been denied access to services because of their limited English proficiency. We do

not retaliate or take other adverse action because an individual has filed a language access complaint.

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

In addition to its website, the Department requires that all programs identified by the Department as providing direct public services place notifications in reception areas indicating the availability of a complaint form in the languages indicated in Part 2. The Department utilizes the Statewide Language Access Complaint Form that provides information on the right to file a complaint and procedures to do so. The complaint form is available in the languages described in Part 2 and is found on the NYS DOH website for download or online submission, and internally on the NYS DOH SharePoint site. It is also available at NYS Department of Health COVID-19 Vaccination Points of Distribution sites. Additionally, the Department requires that hospitals in the State adopt and make available the "Patient's Bill of Rights" available in Arabic, English, Spanish, Italian, Russian, Greek, Yiddish, Haitian Creole, Korean and Chinese. The following are inserts is from the Patient's Bill of Rights:

As a patient in a hospital in New York State, you have the right, consistent with law, to: Understand and use these rights. If for any reason you do not understand, or you need help, the hospital MUST provide assistance, including an interpreter.

Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.

Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request ii, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department's telephone number.

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

Program staff will respond to complaints received regarding the provisions of language assistance services and submit to the DOH LAC via email, complaint form or phone call. The LAC will address complaints received that cannot be resolved by program staff.

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

PART 7 – Signatures



Lia Shro Executive Deputy Commissioner *08/02/21*
 Head of Agency Title Date
 ON BEHALF OF THE Commissioner, Dr. Howard Zucker.

W. Zucker

Associate Commissioner, New York State Department of Health
 Director, Office of Minority Health & Health Disparities Prevention 7/29/2021

Agency LAC Title Date

Della Alligood Forte
 Deputy Secretary for Civil Rights

8/2/2021

Date