

LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS

State Agency: New York Department of State

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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:

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

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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 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, and 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

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

the Authorities Budget Office. 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 policymakers. The Department also hosts the New York State Office for New Americans, which supports the participation of new Americans in the State’s civic and economic life, including through the Ramirez June Initiative for new Americans with intellectual or developmental disabilities which seeks to connect immigrants with disabilities to state and local services. DOS also oversees the New York State Athletic Commission and regulates mixed martial arts and boxing bouts in the State.



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
2	Chinese	378,745
3	Russian	119,380
4	Yiddish	67,581
5	Bengali	64,020
6	Korean	55,506
7	Haitian Creole	54,746
8	Italian	46,746
9	Arabic	40,781
10	Polish	38,840

**Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates*

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:

- U.S. Census data (including American Community Survey data)
- Agency data on client contracts



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

- Signs posted about language assistance services

- In areas operated by the agency and open to the public

- Other (describe)

- 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? At a minimum, individuals who speak Spanish, Chinese, Russian, Haitian Creole, Bengali, Yiddish, Arabic, Italian, Polish 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

What are the LEP populations targeted? At a minimum, individuals who speak Spanish, Chinese, Russian, Haitian Creole, Bengali, Yiddish, Arabic, Italian, Polish and Korean. Additional languages are incorporated when the program and/or community requires them.

- Social media posts directed at LEP individuals in their languages

What are the LEP populations targeted? At a minimum, individuals who speak Spanish, Chinese, Russian, Haitian Creole, Bengali, Yiddish, Arabic, Italian, Polish and Korean. Additional languages are incorporated when the program and/or community requires them.

- Telephonic voice menu providing information in non-English languages

In which languages? Callers reaching out to the Licensing and Corporation call center are prompted when reaching the IVR to select their language of choice through their phone keypad. They are then placed in the same queue as all other callers. Once a call center rep answers the non-English call, it will indicate the language of choice through the call center representative’s phone display. The call center representative will reach

out to our interpreter vendor and choose the appropriate language choice to assist the caller.

Other (describe)

The NYS DOS also reaches out to community-based organizations that provide information or 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 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)

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)

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:** ‘I Speak’ signs are placed in and around DOS customer service counters in the six offices located in Albany, New York City, Binghamton, Buffalo, Hauppauge and Utica. DOS 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 interpretation, 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 interpretation. The use of volunteers for interpretation services is limited to non-athletic events.

At initial contact in the field: Field inspectors from the Licensing Division carry ‘I Speak’ cards to allow their customers to point to the language they speak. The field inspectors then use a telephonic interpreter or an in-person interpreter to communicate to the customer that free interpretation services are available to them. 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. Combatants self-identify as needing an interpreter in paperwork they submit prior to contact in the field. If DOS staff notices a combatant is limited English proficient and the combatant did not self-identify, then DOS staff uses the ‘I Speak’ card to confirm the primary language of the combatant before engaging interpretation services.

When speaking on the telephone: If a customer calls who is limited English proficient and DOS staff can identify the language spoken by the customer, the DOS staff will add to the call a staff person proficient in the customer’s language. If the customer speaks a language outside of staff proficiency, the staff contacts the vendor providing over the phone interpretation to identify the language spoken by the limited English proficient customer and to provide interpretation services.

For pre-planned appointments with LEP individuals: As an appointment is being scheduled, NYS DOS staff correspond in writing or, if scheduling by telephone, verbally 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):

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

The Department of State call center for the divisions of Licensing, Corporations and Consumer Protection receives calls requiring over-the-phone interpretation. The vendor providing over-the-phone interpretation submits timely reports on these calls. In the case that a client needs an interpreter for a hearing, the Office of Administrative Hearings (OAH) records the use of an interpreter in the individual’s file. DOS also tracks the use of oral interpreting services for athletes

at boxing and mixed martial arts events under the NYS Athletic Commission (NYSAC). The telephonic interpreting service vendor, as well as the vendors for in-person interpretation and for video remote interpretation, provide NYS DOS with an ongoing summary of frequency of use, type of interpreter service utilized, language needed and usage cost by all DOS divisions.

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: Division of Consumer Protection (DCP) added a Consumer Services Representative 1 -Spanish Language (CSR-1 SL) in February 2020 to expand its consumer mediation and assistance to Spanish speaking community. The CSR1 provides direct assistance to Spanish speaking consumers and interprets any complaints received in Spanish.

The Division of Licensing has three bilingual customer service employees in the NYC office (two who are Spanish speaking and one who is Chinese speaking), and one customer service employee in Albany who speaks Spanish. There are five bilingual investigators who assist the licensees (4 who are Chinese speaking and one who is Korean speaking).

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

Number of staff and languages spoken: 25 individuals who are proficient in another language, including Spanish, Cantonese, Mandarin, Russian, Hindi, French, Swahili, Albanian, and Malayan.

Telephonic interpreting service

Number of staff and languages spoken: The Division of Consumer Protection (DCP) Consumer Helpline Level 1 calls are answered by Department of Tax and Finance Call Center representatives, who provide free interpreting services. For all Level 2 calls, DCP utilizes the language access services, unless the caller is Spanish speaking, in which case they are directed to DCP's CSR1-SL for assistance.

Contracts or other arrangements with school and community organizations

Number of staff and languages spoken:

Other (Describe)

DCP Outreach and Education program routinely provides presentations in English and Spanish. Additionally, the DCP Outreach and Education program works with the Language Access Coordinator at DOS to make all presentations available and subject to interpretation upon request. Publications are made available in at least the top ten languages also.

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: ‘I Speak’ signs are placed in and around DOS customer service counters in the six offices located in Albany, New York City, Binghamton, Buffalo, Hauppauge and Utica. DOS customer service staff is trained to direct all customers to a smaller ‘I Speak’ sign at the counter. The language identification tool or “I Speak” signs provide information about free interpreting services being offered. Upon a customer pointing to a non-English language indicating a need for oral interpretation, 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 interpretation.

At initial contact in the field: Field inspectors from the Licensing Division carry ‘I Speak’ cards to allow their customers to point to the language they speak. The field inspectors then use a telephonic interpreter or an in-person interpreter to communicate to the customer that free interpretation services are available to them. 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. Combatants self-identify as needing an interpreter in paperwork they submit prior to contact in the field. If DOS staff notices a combatant is limited English proficient and the combatant did not self-identify, then DOS staff uses the ‘I Speak’ card to confirm the primary language of the combatant before engaging interpretation services.

When speaking on the telephone: If a customer calls who is limited English proficient and DOS staff can identify the language spoken by the customer, the DOS staff will add to the call a staff person proficient in the customer’s language to inform them that free interpreting services are provided. If the customer speaks a language outside of staff proficiency, the staff contacts the vendor providing over the phone interpretation to identify the language spoken by the limited English proficient customer and to provide interpretation.

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):

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

NYS DOS staff is trained to connect to the selected interpreting vendor in a timely manner. DOS supplies the vendor with a DOS Vendor/Interpreter Rights and Responsibilities document at each request.

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 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 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:

The DOS LAC provides an annual Language Access training to each division that provides direct services to the public. Divisions are asked to identify a language access liaison that will communicate routinely with the Language Access coordinator regarding requests, issues and training needs. The annual Language Access training is for the designated language access liaisons and covers how to submit a request, ensure proper delivery of the service and report any issues. Also, the DOS LAC issues a language access guide, which is updated on a routine basis.

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:

In cases where oral interpretation services are offered virtually, DOS Language Access has the option to record if the information provided by the LEP individual is public and does not threaten our commitment to privacy. DOS is initiating an online system to track each request for interpretation in order to have a comprehensive overview of all interpretation services.

Cultural Competence and Confidentiality

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

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.

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

The training provided to staff addresses the importance of confidentiality. DOS issues Vendor/Interpreter Rights and Responsibilities to secure the interpreters' commitment to DOS' confidentiality protocols. Furthermore, independent interpreters enforce standards of confidentiality in accordance with NYS law.

C. Translations of Documents

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:

The Department of State assesses whether the document released by a division provides access to the provision of a service or benefit. Divisions requesting specific translations also provide a justification explaining the need for translation for a particular document.

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

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

Divisions within the Department of State have established glossaries of key terms that help translation vendors in ensuring documents are written in clear language.

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

Contracts with vendors for translation services

Names of vendors/languages: Language Today, Language Line Solutions, and potentially any other vendor under the NYS Office of General Services Statewide Administrative Services contract. The main languages for translation are those directed by the Executive Order #26.1. However, DOS also translates to other languages as needed by the division requesting the translation.

Contracts or other arrangements with schools and community organizations

Names of schools/organizations and languages:

Translation of documents by bilingual staff members

Other (describe)

DOS volunteer staff when able, review vendor issued translations to confirm accuracy.

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:

The Division of Licensing has strict confidentiality protocols it follows when individuals submit documentation required to apply for one of its licenses. The documents in need of translation are only shared with the vendor and the Language Access team. Copies of the documents are stored in secure file cabinets in accordance with established record disposition schedules. Upon destruction, they are destroyed with confidential shredder services.

The protocols for licensure applications is to first determine if in-house staff can assist in translations. If assistance is not available, staff will send the documents needed for translation to

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>

a vendor for a cost estimate. Once the cost estimate is obtained, final approval is requested. Once approved, we contact the vendor and request that they move forward with translation.

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*

Form #	Name	Top Ten Languages										Additional Languages
		AR	BE	CH	HA	IT	KO	PO	RU	SP	YI	
DOS-1939	Access to Services in Your Language: Complaint Form		✓	✓	✓		✓		✓	✓		
DOS-1930-f	Address Confidentiality Program (ACP) Application		✓	✓	✓		✓		✓	✓		
DOS-0139	Athlete-Manager Contract						✓			✓		
DOS-0321-a	Application for Combative Sport Professional License (Professional Boxer and Professional			✓	✓	✓	✓		✓	✓		

	Mixed Martial Artist)											
DOS-0761	History and Physical Examination Record for a License as a Judge or Referee			✓	✓	✓	✓		✓	✓		
DOS-0780	Official Bout Contract for Professional Boxing and Rider						✓					
DOS-0793	Drug Notice and Combatant Acknowledgment Form			✓	✓	✓	✓		✓	✓		French, Japanese, Portuguese
DOS-0963	Application for Professional Combative Sport Gym/Training Facility License			✓	✓	✓	✓		✓	✓		French, Japanese, Portuguese
DOS-1637-f	Application for Professional Combative Sport Gym/Training Facility License					✓	✓					French, Japanese, Portuguese
DOS-1893	Authorization for Release of Health Information Pursuant to HIPAA			✓	✓	✓	✓		✓	✓		
DOS-1996-f	Preliminary Statement of Complaint			✓	✓	✓	✓		✓	✓		

DOS-2001	Boxer Medical Releases and Disclosure Sections			✓	✓	✓	✓		✓	✓		
DOS-2047-a	Application for Combative Sport Second/Trainer or Matchmaker License			✓	✓	✓	✓		✓	✓		
DOS-2048-a	Application for Professional Combative Sport Official License (Referee, Judge or Timekeeper License)			✓	✓	✓	✓		✓	✓		
DOS-2049-a	Application for Professional Combative Sport Manager or Promoter License			✓	✓	✓	✓		✓	✓		
DOS-2056-a	Application for Combative Sport Authorized Sanctioning Entity License			✓	✓	✓	✓		✓	✓		
DOS-2063-a	Amateur Mixed Martial Arts Sanctioning Entity License Application Supplement			✓	✓	✓	✓		✓	✓		
DOS-2064-a	Muay Thai Sanctioning Entity License Application Supplement			✓	✓	✓	✓		✓	✓		

DOS-2065-a	Kickboxing Sanctioning Entity License Application Supplement			✓	✓	✓	✓		✓	✓		
DOS-2068-a	Create New Mixed Martial Arts Identification Application			✓	✓	✓	✓		✓	✓		
DOS-2072-f	Official Bout Contract for Professional Mixed Martial Arts (MMA)			✓	✓	✓	✓		✓	✓	✓	
DOS-2079-f	Combatant Discharge/Notice of Medical Suspension for Boxing/MMA											
DOS-2174-f	Required Disclosures by a Promoter to a Professional Boxer (Ali Disclosure)											
	Electronic Fingerprint / Applicant Instructions		✓	✓	✓	✓	✓		✓	✓		
DOS-2111-f	Complaint Against a Code Enforcement Official or Building Safety Inspector											
DOS-0204	Approval to Transfer Cem. Prop.											

DOS-1483	Cemetery Complaint		✓	✓	✓	✓	✓		✓	✓		
DOS-1982	Sample Contract (Home Improvement)											
DOS-2098-f	Consumer Complaint Form			✓	✓	✓	✓		✓	✓		
DOS-0722	Examination Application - Translated INTRANET Guides			✓	✓	✓	✓		✓	✓		
DOS-0999	Request for Certification/Certified Copies of Records		✓	✓	✓	✓	✓		✓	✓		
DOS-1353	Examination Review Request		✓	✓	✓	✓	✓		✓	✓		
DOS-1354	Request for Photo ID		✓	✓	✓	✓	✓		✓	✓		
DOS-1398	DMV Consent Form		✓	✓	✓	✓	✓		✓	✓		
DOS-1450	Credit Card Authorization		✓	✓	✓	✓	✓		✓	✓		
DOS-1473	Change Notice		✓	✓	✓	✓	✓		✓	✓		
DOS-1507	Preliminary Statement of Complaint		✓	✓	✓	✓	✓		✓	✓		Tibetan, French, Nepali
DOS-1508	Duplicate License/Registration Request		✓	✓	✓	✓	✓		✓	✓		
DOS-1543	Experience Statement		✓	✓	✓	✓	✓		✓	✓		

DOS-1591	Special Testing Arrangements Request		✓	✓	✓	✓	✓		✓	✓		
DOS-1948	Health Certification Form		✓	✓	✓	✓	✓		✓	✓		
DOS-1969	Credit Card Authorization Form (Appearance Enhancement and Barber Only)		✓	✓	✓	✓	✓		✓	✓		
DOS-2006	Military Spouse Waiver Application		✓	✓	✓	✓	✓		✓	✓		
DOS-0035	Appearance Enhancement Business or Area Renter Application		✓	✓	✓	✓	✓		✓	✓		Tibetan, French, Nepali, Vietnamese
DOS-1029	Appearance Enhancement Area Renter Renewal			✓	✓	✓	✓		✓	✓		
DOS-1321	Natural Hair Styling Application		✓	✓	✓	✓	✓		✓	✓		
DOS-1323	Esthetics Application		✓	✓	✓	✓	✓		✓	✓		
DOS-1384	Waxing Application		✓	✓	✓	✓	✓		✓	✓		
DOS-1919	Appearance Enhancement Temporary License Renewal Application		✓	✓	✓	✓	✓		✓	✓		

DOS-0034	Cosmetology Application		✓	✓	✓	✓	✓		✓	✓		
DOS-0022	Real Estate Salesperson Application		✓	✓	✓	✓	✓		✓	✓		
DOS-1066	Appraiser Admission Notice			✓	✓	✓	✓		✓	✓		
DOS-1432	State Licensed/Certified Real Estate Appraiser Application			✓	✓	✓	✓		✓	✓		
DOS-1735	New York State Disclosure Form for Landlord and Tenant			✓	✓	✓	✓		✓	✓		
DOS-1736	New York State Disclosure Form for Buyer and Seller			✓	✓	✓	✓		✓	✓		
DOS-1776	Real Estate Appraiser Examination Application / Re-Application			✓	✓	✓	✓		✓	✓		
DOS-2132-f	Appraisal Management Company Application											
DOS-2142-f	Cease and Desist Homeowner Complaint Form											
DOS-2156-f	NYS Housing Discrimination Consumer Disclosure Form											

DOS-0026	Notary Public Renewal			✓	✓	✓	✓		✓	✓		
DOS-0033	Notary Public Application			✓	✓	✓	✓		✓	✓		
DOS-1322	Nail Specialty Application			✓	✓	✓	✓		✓	✓		Tibetan, French, Nepali, Vietnamese
DOS-2028	Nail Specialty Trainee Application		✓	✓	✓	✓	✓		✓	✓		Tibetan, French, Nepali, Vietnamese
DOS-2029	Change of Supervising Nail Specialist and/or Employer Nail for Specialty Trainee		✓	✓	✓	✓	✓		✓	✓		Tibetan, French, Nepali, Vietnamese
DOS-2030	Nail Specialty Trainee Time Record		✓	✓	✓	✓	✓		✓	✓		Tibetan, French, Nepali, Vietnamese
DOS-2031	Nail Specialty Business Inspection Process Check List		✓	✓	✓	✓	✓	✓	✓	✓		Burmese, Nepali, Tibetan, Vietnamese
DOS-2040	Nail Specialty Trainee Renewal Application		✓	✓	✓	✓	✓		✓	✓		Nepali, Tibetan, Vietnamese
DOS-2066	Ventilation Certificate			✓	✓	✓	✓		✓	✓		Nepali, Tibetan, Vietnamese
DOS-1433	Hearing Aid Dispenser Application — Individual Registrant			✓	✓	✓	✓		✓	✓		
DOS-1434	Hearing Aid Dispenser Original Written Examination											

	(Admission Notice) (IT Form)											
DOS-1435	Hearing Aid Dispenser Original Practical Test (Admission Notice) (IT Form)			✓	✓	✓	✓		✓	✓		
DOS-0030	Barber Operator Application			✓	✓	✓	✓		✓	✓		
DOS-1402	Barber Shop Renewal			✓	✓	✓	✓		✓	✓		
DOS-1444	Barber Apprentice Application			✓	✓	✓	✓		✓	✓		
DOS-1552	Apprentice Barber Time Record		✓	✓	✓	✓	✓		✓	✓		
DOS-1781	Barber Operator Renewal (IT Form)			✓	✓	✓	✓		✓	✓		
DOS-1961	Change of Supervising Barber for Barber Apprentice Form		✓	✓	✓	✓	✓		✓	✓		
DOS-1640	Athlete Agent Application		✓	✓	✓	✓	✓		✓	✓		
DOS-1694	Home Inspector Application		✓	✓	✓	✓	✓		✓	✓		
DOS-1699	Home Inspector Examination Application (IT Form)		✓	✓		✓	✓		✓	✓		

DOS-1206	Employee Statement and Security Guard Application		✓	✓		✓	✓		✓	✓		
DOS-1246	Security Guard Renewal Application-w/Annual Armed Training Record Notice (IT form)		✓	✓		✓	✓		✓	✓		
DOS-1351	Armored Car Guard Application		✓	✓		✓	✓		✓	✓		
DOS-1619	Security Guard Change of Status			✓	✓	✓	✓		✓	✓		
DOS-2012	Security Guard Renewal Application - w/Annual Training Record Notice (IT form)			✓	✓	✓	✓		✓	✓		
DOS-2013	Security Guard Renewal Application - w/o Annual Training Record Notice (IT form)			✓	✓	✓	✓		✓	✓		
DOS-1917	Apostille/Certificate of Authentication Request		✓	✓	✓	✓	✓		✓	✓		
	The Key to Protecting Your Address			✓	✓		✓		✓	✓		
	Head Injury Signs and Symptoms			✓	✓	✓	✓		✓	✓		French, Japanese, Portuguese

	Medical/Hospita 1 Communication Information - Albany			✓	✓	✓	✓		✓	✓		French, Japanese, Portuguese
	Medical/Hospita 1 Communication Information - New York City			✓	✓	✓	✓		✓	✓		French, Japanese, Portuguese
	Medical/Hospita 1 Communication Information - Buffalo			✓	✓	✓	✓		✓	✓		French, Japanese, Portuguese
	What Are Sports Injuries?			✓	✓	✓	✓		✓	✓		French, Japanese, Portuguese
	What to Expect Fight Day			✓	✓	✓	✓		✓	✓		French, Japanese, Portuguese
	Your Right to Know			✓	✓	✓	✓		✓	✓		
	Avoiding Scams									✓		
	DCP Ready to Assist									✓		
	How to Respond to Identity Theft									✓		
	Do No Call Tips Card									✓		
	ID Theft Brochure									✓		
	Key Consumer Contacts (replacing Let the New York State Division of Consumer			✓	✓				✓	✓		

	Protection Give You a Hand!)											
	<i>Let the New York State Division of Consumer Protection Give You a Hand!</i>									✓		
	Looking to Buy or Rent Property in New York State?									✓		
	Protect Your Child's Identity									✓		
	S.A.F.E. Senior Anti-Fraud Education			✓	✓	✓	✓		✓	✓		
	Safe Guarding Your Child's Identity			✓	✓	✓	✓		✓	✓		
	The National Do Not Call Registry: Frequently Asked Questions											
	Tools to Protect Your Credit									✓		
	Barber Practical Examination Information			✓	✓	✓	✓		✓	✓		
	Barber Practical Examination Procedures			✓	✓	✓	✓		✓	✓		
	Barber Practical Examination Supply List			✓	✓	✓	✓		✓	✓		

	Barber Practical Task List for Examination Procedures			✓	✓	✓	✓		✓	✓		
	Consumer Guide to Beauty Salons & Spas									✓		
	Cosmetology Practical Examination Information			✓	✓	✓	✓		✓	✓		
	Cosmetology Practical Examination Procedures			✓	✓	✓	✓		✓	✓		
	Cosmetology Practical Examination Supply List			✓	✓	✓	✓		✓	✓		
	Cosmetology Practical Task List for Examination Procedures			✓	✓	✓	✓		✓	✓		
	Esthetics Practical Examination Information			✓	✓	✓	✓		✓	✓		
	Esthetics Practical Examination Procedures			✓	✓	✓	✓		✓	✓		
	Esthetics Practical Task List for Examination Procedures			✓	✓	✓	✓		✓	✓		
	Home Inspection			✓	✓	✓	✓		✓	✓		

	Walk-In Examination											
	Looking to Buy, Sell or Rent Property in New York State?									✓		
	Nail Specialty Practical Examination Information			✓	✓					✓	✓	Tibetan, Nepali, Vietnamese
	Nail Specialty Practical Examination Procedures			✓	✓					✓	✓	Tibetan, Nepali, Vietnamese
	Nail Specialty Practical Task List for Examination Procedures											
	Nail Specialty Ventilation - Important Tips & Information After an Inspection			✓	✓					✓	✓	Tibetan, Nepali, Vietnamese
	Natural Hair Styling Practical Examination Information			✓	✓					✓	✓	French
	Natural Hair Styling Practical Examination Procedures			✓	✓	✓	✓			✓	✓	French
	Natural Hair Styling Practical Task List for Examination Procedure			✓	✓	✓	✓			✓	✓	French

	Notary Public Walk-In Examination Exam Procedures			✓	✓	✓	✓		✓	✓		French
	Private Investigator Walk-In Examination Exam Procedures			✓	✓	✓	✓		✓	✓		
	Salon Owners' How-To Guide for Ventilation		✓	✓	✓	✓	✓		✓	✓		Nepali, Tibetan, Vietnamese
	Office for New Americans Brochure	✓	✓	✓	✓	✓	✓		✓	✓		French, Japanese, Nepali, Urdu, Vietnamese
	Naturalize NY			✓						✓		
	Cell-Ed: Learn English on the go									✓		
	New Americans Hotline Card	✓	✓	✓	✓		✓	✓	✓	✓		Bosnian, French, Hebrew, Hindi, Karen, Lingala, Nepali, Pashto, Kinyarwanda, Urdu
	Do you need immigration assistance?		✓	✓	✓		✓		✓	✓		Urdu
	Have questions on how receiving public benefits may impact your immigration status?									✓		
	Know Your Rights: What to		✓	✓	✓		✓		✓	✓		

	Do During an ICE/CBP Encounter											
	Public Charge” and Benefit Programs flyer	✓	✓	✓	✓		✓		✓	✓		Dari, Karen, Burmese, Nepali, Portuguese, Somali, Swahili, Turkish, Ukrainian
	Public Charge” and Immigrants with Disabilities	✓	✓	✓	✓		✓		✓	✓		Dari, Karen, Burmese, Nepali, Portuguese, Somali, Swahili, Turkish, Ukrainian
	Ramirez June Info Sheet	✓	✓	✓	✓		✓		✓	✓		Dari, Karen, Burmese, Nepali, Portuguese, Somali, Swahili, Turkish, Ukrainian
	Ramirez Development Disability Initiative Contact List		✓	✓	✓		✓		✓	✓		
DOS-1206	Employee Statement and Security Guard Application											
DOS-1246	Security Guard Renewal Application-w/Annual Armed Training Record Notice (IT form)											
DOS-1351	Armored Car Guard Application											

DOS-1619	Security Guard Change of Status											
DOS-2012	Security Guard Renewal Application - w/Annual Training Record Notice (IT form)											
DOS-2013	Security Guard Renewal Application - w/o Annual Training Record Notice (IT form)											
DOS-1917	Apostille/Certificate of Authentication Request											
Licensing Exam	COSMETOLOGY	✓	✓	✓	✓	✓	✓		✓	✓		Albanian, Japanese,
Licensing Exam	Esthetics		✓	✓	✓	✓	✓		✓	✓		Japanese,
Licensing Exam	Nail Specialty		✓	✓	✓	✓	✓		✓	✓		Japanese, Nepali, Tibetan, Vietnamese
Licensing Exam	Natural Hair Styling		✓	✓	✓	✓	✓		✓	✓		French,
Licensing Exam	Waxing		✓	✓	✓	✓	✓		✓	✓		Japanese,
Licensing Exam	Notary Public – 261			✓	✓	✓	✓		✓	✓		

Licensing Exam	Private Investigator			✓	✓	✓	✓		✓	✓		
Licensing Exam	Home Inspection -			✓	✓	✓	✓		✓	✓		
Licensing Exam	Real Estate Sales			✓			✓		✓	✓		
Licensing Exam	Watch Guard Patrol			✓			✓		✓	✓		

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:

It is the vendor’s responsibility to provide accurate translations. DOS engages its volunteer bank to confirm the accuracy of the vendor’s translations for their respective audience. DOS also shares with vendors a glossary of commonly used words and their translations.



PART 5 – Staff Training

The person in the agency who is responsible for training staff in language access services is:
The Language Access Coordinator oversees staff training on language access services.

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:

There is an annual training on language access services for each division’s language access liaison and a mandatory training for all frontline staff via the Statewide Learning Management

System (“SLMS”). There are also other trainings on an as-needed basis to share language access news.



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 Language Access Coordinator develops yearly goals to assess successful implementation of the Plan across the agency. The goals include providing training on language access services, monitoring delivery of language access services, and streamlining communication between divisions and the language access coordinator.

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:

The standardized complaint forms, along with the procedures for filing a complaint, are available in all ten languages in our public offices including licensing customer services counters across the state our upon request. The complaint forms are also available for download or online submission through our website. Additionally, information on the right to file a complaint is posted in the top ten languages on our website and in our offices in areas where it can be easily seen by the public.

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

The Language Access Coordinator reviews the issue with the Division receiving the complaint and develops a plan to improve the provision of language access and prevent future complaints of such nature.

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

