

LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS

State Agency: Department of Labor

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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 New York State Executive Law Section 202-a, which establishes New York’s Statewide Language Access Policy. 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 mission of the New York State Department of Labor is to protect workers, assist the unemployed, and connect job seekers to jobs. The Department does this through several divisions and offices:

The **Division of Labor Standards** enforces State labor laws including minimum wage, wage payment, and child labor laws through office and field investigations.

The **Bureau of Public Work** administers and enforces Article 8 (Construction) and Article 9 (Building Services) of the New York State Labor Law.

The **Unemployment Insurance Division** administers the State’s Unemployment Insurance Law, including the Unemployment Insurance Benefit Payment Program and the Unemployment Contribution Program.

The **Unemployment Insurance Appeal Board** is an independent board, which decides issues of Unemployment Insurance benefit eligibility and Unemployment Insurance contribution liability. The Board and its administrative law judges who conduct hearings are independent of the Department of Labor in making these decisions.

The **Office of Special Investigations** investigates Unemployment Insurance fraud and makes referrals to criminal law enforcement agencies to protect the integrity of the Unemployment Insurance Fund.

Counsel’s Office provides legal advice and counsel to the Commissioner of Labor and to programs within the Department. Attorneys in Counsel’s Office represent the Commissioner in administrative hearings relating to underpayments of wages and overtime, safety and health violations, license suspension or revocation, and other matters. The Counsel’s Office is also responsible for promulgating regulations on behalf of the Department. It coordinates the Department’s legislative program, developing Departmental legislation and working with the Governor’s Office and the Legislature on bills that will impact the Department and working New

Yorkers throughout the State.

The **Division of Safety and Health** (DOSH) provides services aimed at protecting the public, employees, and employers. DOSH conducts training, inspection, permitting and licensing to uphold many state laws relating to safety and health.

The **Division of Employment and Workforce Solutions** provides employment assistance and career counseling to job seekers and other interested customers through the Career Centers.

The **Office of Administrative Adjudications** holds hearings concerning Prevailing Wage Law, Asbestos Law, and other similar laws.

The **Office of Communications** informs the public about the mission and achievements of the Department of Labor.

The **Division of Research and Statistics** obtains various data from businesses and is the premier source of labor market information in the State.

The **Contact Center** is a single point of contact for individuals, businesses and governmental or research organizations who need assistance navigating the Department of Labor's services, other than Unemployment Insurance inquiries.

The **Division of Equal Opportunity Development** ensures that all Department of Labor programs, activities and facilities operate in a non-discriminatory manner in accordance with State and Federal Equal Employment Opportunity and Anti-Discrimination Laws through the conduct of discrimination complaint investigations, reasonable accommodation assessments, and Equal Employment Opportunity Monitoring and Compliance Reviews.

The **Division of Immigrant Policies and Affairs** works inside and outside the Department of Labor to serve the needs of immigrant workers (including migrant and seasonal farmworkers) and employers. The Division also helps victims of human trafficking by providing a variety of services including referrals to community organizations.

The **Industrial Board of Appeals** is an independent board, which holds formal administrative hearings to review orders of the Commissioner of Labor.

The remaining divisions and offices (Administrative Finance Bureau, Office of Personnel, Employee Development and Growth through Education, and Office of Intergovernmental Affairs) provide services only internally.

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



The Statewide Language Access Policy requires state agencies to translate vital agency documents into the top 12 most commonly spoken non-English language among limited English proficient New Yorkers. Our agency uses U.S. Census data (including data from the American Community Survey) to determine the top 12 languages most commonly spoken by LEP individuals in New York State.

The top 12 languages spoken by LEP individuals in New York State are:

#	Language	Estimated Number of LEP Speakers
1	Spanish	1,166,777
2	Chinese	375,924
3	Russian	119,160
4	Yiddish	71,740
5	Bengali	66,980
6	Haitian Creole	53,335
7	Korean	51,285
8	Italian	44,128
9	Arabic	41,632
10	Polish	33,125
11	French	30,770
12	Urdu	28,827

New York's language access law also provides agencies, in consultation with the Office of Language Access, the option to add up to four more languages of translation beyond the top 12. The assessment about whether to include additional languages must be based on factors that are identified in the language access law. Our agency, in consultation with the Office of Language Access, has made the following determination with regard to the addition of languages beyond the top 12:

The Department of Labor, in consultation with the Office of Language Access, added four additional languages of translation: Japanese, Hindi, Albanian and Greek.

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

Each division in the Department of Labor is asked to report encounters with LEP individuals quarterly. These data are combined into an annual report which is submitted to the Office of Language Access.



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 12 languages shown in Part 2 of this Plan:

☒ LEP individuals are directly informed by our staff

In which ways? Employees inform customers about their right to free language assistance services with the help of the New York State Language Identification Tool.

☒ 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 12 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? Immigrants, low wage workers in various industries, migrant and seasonal workers, including foreign guest workers.

☐ 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? Spanish language.

☒ Telephonic voice menu providing information in non-English languages

In which languages? The two most frequent initial points of contact are the Contact Center and the Unemployment Insurance Telephone Claims Center. The Contact Center has English, Spanish, Mandarin, Cantonese, Russian, Polish, Korean, Haitian Creole, French, Italian, Arabic, Urdu, Bengali, Tagalog, Hindi, Vietnamese, and Nepalese voice prompts recordings available from the main menu. The Unemployment Insurance Telephone Claims Center has greetings and other voice prompts in Spanish, Haitian Creole, Russian, Cantonese, Mandarin, Korean, Polish, Bengali, Arabic, French, Italian, Hindi, Vietnamese, Urdu, Nepali, and Tagalog.

☐ Other (describe)



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:** If the person does not ask for an interpreter but seems to be struggling to communicate, the employee should ask the person if they would like to use a different language. The “I Speak” poster is used to identify the customer’s preferred language.

☒ **At initial contact in the field:** If the person does not ask for an interpreter but seems to be struggling to communicate, the employee should ask the person if they would like to use a different language. The I Speak poster is used to identify the customer’s preferred language.

☒ **When speaking on the telephone:** If the person does not ask for an interpreter but seems to be struggling to communicate, the employee should ask the person if they would like to use a different language.

☒ **For pre-planned appointments with LEP individuals:** With pre-planned appointments, language preference should be already recorded in the individual’s file. We can arrange in advance to have an in-person interpreter be present or we can call the telephonic interpretation service at the time of the appointment.

☐ **Other (describe):**

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

- If the preferred language is known, the customer’s record is noted so that future communication can be made in the preferred language.

- Waivers of free language services are retained in the customer's file.
- The various divisions and offices within the Department of Labor report language usage including oral interpretation and translation to the LAC quarterly.
- The agency LAC reports on usage annually.

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: Language Parenthetic Report as of September 2022 (SL = Spanish, CL = Chinese, CrL = Creole, KL = Korean, PL = Polish, RL = Russian):

Business Administration (formerly Administrative Finance Bureau (AFB))

Title	Number of Staff PERM	Number of Staff HOURLY
Security Officer SL	1	0

Contact Center

Title	Number of Staff PERM	Number of Staff HOURLY
Senior Employment Security Clerk SL	5	1
Senior Employment Security Clerk CL	0	0
Principal Employment Security Clerk SL	1	0

Division of Employment and Workforce Solutions (DEWS)

Title	Number of Staff PERM	Number of Staff HOURLY
Employment Counselor SL	1	0
Labor Services Rep CL	8	2
Labor Services Rep KL	1	0

Labor Services Rep SL	38	12
Office Assistant 1 SL	1	0
Senior Employment Security Clerk SL	1	1
Supervising Labor Services Rep SL	3	0
Supervising Labor Services Rep CL	1	0
Workforce Programs Specialist 3 SL	1	0

Division of Safety and Health (DOSH)

Title	Number of Staff PERM	Number of Staff HOURLY
Office Assistant 1 SL	1	0

Office of Special Investigations (OSI)

Title	Number of Staff PERM	Number of Staff HOURLY
Investigative Officer 1 SL	3	0
Senior Employment Security Clerk SL	0	0
Supervising Labor Services Rep CL	1	0

Division of Labor Standards (LS)

Title	Number of Staff PERM	Number of Staff HOURLY
Investigator Officer 1 CL	4	0
Investigator Officer 1 KL	1	0
Investigator Officer 1SL	21	0
Investigator Officer 2 LS CL	2	0

Investigator Officer 2 LS SL	3	0
Office Assistant 1 SL	1	0

Unemployment Insurance Division (UID)

Title	Number of Staff PERM	Number of Staff Hourly
Labor Services Rep CL	6	1
Labor Services Rep CRL	0	0
Labor Services Rep KL	0	0
Labor Services Rep PL	0	0
Labor Services Rep RL	1	0
Labor Services Rep SL	20	1
OA 2 Cust Svc SL	0	0
Principal Employment Security Clerk SL	2	0
Senior Employment Security Clerk CL	6	1
Senior Employment Security Clerk CRL	1	0
Senior Employment Security Clerk KL	1	0
Senior Employment Security Clerk PL	1	0
Senior Employment Security Clerk RL	2	1
Senior Employment Security Clerk SL	16	9
Supervising Labor Services Rep CL	2	0
Supervising Labor Services Rep SL	8	0
Tax Compliance Rep SL	1	0
Unemployment Insurance Program Manager 1 CL	0	0
Unemployment Insurance Program Manager 1 SL	0	0

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

Number of staff and languages spoken: In our volunteer “Language Bank,” we have 65 volunteers with the following spoken languages represented: Arabic, Cantonese, French, German, Haitian Creole, Japanese, Korean, Malayalam, Mandarin, Polish, Russian, Spanish, Thai, Wolof.

☒ Telephonic interpreting service

Name of vendors: Our primary telephonic interpretation service is LanguageLine Solutions, and we may potentially utilize any vendor under the 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)

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:** Staff show LEP individuals the Language Identification Tool. The tool contains language that informs the individual that the interpreter will be provided at no cost to the customer.

☒ **At initial contact in the field:** We have reduced the Language Identification Tool to a wallet card size specifically for field staff. The tool contains language that informs the individual that the interpreter will be provided at no cost to the customer. Also, the customer may say the name of their preferred language in English.

☒ **When speaking on the telephone:** More often than not, the customer says the name of their preferred language in English. If they do not, the employee should attempt to determine the customer’s preferred language. Once determined, the interpreter can explain that the service is provided at no cost to the customer.

☒ **For pre-planned appointments with LEP individuals:** The preferred language is determined at the time the appointment is made. The customer is advised that an interpreter will be provided at no cost.

☐ **Other (describe):**

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

For telephonic interpreting, we have a pre-qualified vendor on stand-by for on-demand services. For Video Remote Interpreting, we have a pre-qualified vendor on stand-by for on-demand services.

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 their choosing, they 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 their 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:

Staff are informed by mandatory annual training from the state's Office of Employee Relations. Language Assistance resources are available on the agency Intranet.

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:

The various divisions and offices within the Department of Labor report language usage, including oral interpretation and translation, to the LAC quarterly. The LAC sends reminders by e-mail and provides additional guidance as necessary.

Cultural Competence and Confidentiality

Our agency makes sure interpreters are culturally competent¹ in the following ways:

¹ 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

Where the Department of Labor uses independent interpreting services, that vendor will implement 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:

Training provided to staff addresses the importance of confidentiality. Furthermore, independent interpreters will enforce standards of confidentiality in accordance with New York State Law.

C. Translations of Documents

At least every two years after the effective date of this Plan, our agency determines and reassesses vital documents² that must be translated. This process is accomplished in the following ways:

The agency's Language Access Coordinator has meetings with each division or office in the Department of Labor to discuss and assess their forms and publications.

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

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

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

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

☒ Contracts with vendors for translation services

Vendors: LinguaLinux and potentially any other vendor under the OGS Statewide Administrative Services Contract.

☐ Contracts or other arrangements with schools and community organizations

Names of schools/organizations:

☐ Translation of documents by bilingual staff members

☐ Other (describe)

² Vital Documents is defined as any paper or digital document that contains information that is critical for obtaining agency services or benefits or is otherwise required to be completed by law.

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:

Incoming forms and correspondence are sent out for translation promptly as needed and upon request.

The following non-exhaustive list of documents are currently translated or in the process of translation by our agency in the languages indicated. Documents with an asterisk (*) are determined by the agency to be vital documents.

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

Form #	Name	Top 12 Languages												Additional Languages
		AR	BE	CH	FR	HA	IT	KO	PO	RU	SP	UR	YI	
Communications														
P 12	Department of Labor Overview Fact Sheet	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese Portuguese Tagalog Traditional Chinese Ukrainian
DEOD														

DEOD 310*	Equal Opportunity is the Law	X	X	X	X	X	X	X	X	X	X	X	IP	Albanian Bosnian Vietnamese (Japanese, Hindi, and Greek IP)
DEOD 832*	Notice under the Americans with Disabilities Act	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
DEOD 834*	Discrimination Complaint Information Form	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
DEOD 835*	Americans with Disabilities Act Complaint Form	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
GA 816*	Grievance Procedure under the Americans with Disabilities Act	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
DEOD 840*	Workforce Innovation and Opportunity Act Equal Opportunity and Nondiscrimination Policy and Complaint Processing Procedures	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
LA 1*	Access to Services in Your Language: Complaint Form	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
LA 2*	Waiver of Rights to Free Interpretation Services	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
DEWS														
ES100*	Customer Registration Form	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese

[illegible]

														Hindi Japanese Traditional Chinese
DOCE														
AL 500	Field Registration Form				X						X			
AL 516	Terms and Conditions of Employment										X			
AL 790.11	Agricultural Employers and the Wage Theft Prevention Act			X							X			
FL 157	New Well Water Testing Requirements for H-2A Worker Housing			X							X			
HT 1	Questionnaire for Detection of Human Trafficking										X			
P 132	Agriculture Labor Program					X					X			
P 704	Minimum Wage Card										X			
P 711*	Know Your Rights as a Worker	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese Ki'che Mixteco Nahuatl Tagalog Ukrainian
P 730	Know Your Rights as an H-2A Worker										X			
P 734	Farm Worker Wallet Card (bi-lingual English and Spanish)										X			

P 735	Protection for Farm Workers		X	X		X		X		X	X			
P 737	Services and Protections for Farmworkers					X					X			
P 740	DIPA Fact Sheet	X	X	X	X	X	X	X	X	X	X	X		Burmese Hindi Karen Nepali Somali Swahili Ukrainian
P 741	Know Your Rights: Language Services at the New York State Department of Labor		X	X		X	X	X	X	X	X			
P 742	New Rights and Protections for All Farmworkers										X			
P 744	Human Trafficking Tri-fold Fact Sheet	X	X	X	X	X	X	X	X	X	X	X		Hindi Sinhala Tagalog Tamil Ukrainian Vietnamese
P 746	Human Trafficking poster “Forced Labor is a Crime” (11” x 17”)										X			
P 746.1	Human Trafficking poster “Forced Labor is a Crime” (8 ½” x 11”)										X			
P 746.2	Human Trafficking Resource Card	X	X	X	X	X	X	X	X	X	X	X		Hindi Sinhala Tagalog Tamil Ukrainian Vietnamese
P 746.3	Human Trafficking tri-fold wallet card	X	X	X	X	X	X	X	X	X	X	X		Hindi Sinhala Tagalog Tamil Ukrainian Vietnamese

P 748	Update to Farmworker Rights and Employer Responsibilities	X	X	X	X	X	X	X	X	X	X	X	X	Burmese
P 752*	Harassment and Workplace Violence	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
Labor Standards														
LS11*	Letter of Representation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 13*	The Division of Labor Standards and Your Business	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 51 Pay Notice*	Notice and Acknowledgement of Wage Rate(s) for Temporary Help Firms	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 53* Instructions	Instructions for Notices of Pay Rates and Pay Days under Section 195.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 54 Pay Notice*	Pay Notice for Hourly Rate Employees	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 55 Pay Notice*	Pay Notice for Multiple Hourly Rates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 56 Pay Notice*	Pay Notice for Employees Paid a Weekly Rate or Salary for a Fixed Number of Hours	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 57 Pay Notice*	Pay Notice for Employees Paid a Salary for Varying	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi

	Hours, Day Rate, Piece Rate, Flat Rate or Other Non-Hourly Pay													Japanese
LS 58 Pay Notice*	Pay Notice for Prevailing Rate and Other Jobs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 59 Pay Notice*	Pay Notice for Exempt Employees	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Burmese Greek Hindi Japanese
LS 62*	Pay Notice for Home Care Aides	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 70*	Written Authorization for Wage Advances	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 177*	Information about a Division of Labor Standards Compliance Conference	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 203*	Apparel Industry Minimum Wage Poster	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
Part 141*	Building Service Industry Minimum Wage Order Summary	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 223*	Unpaid Wages Claim Form [This claim form is used to file for unpaid wages].	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 110*	Farm Minimum Wage Poster	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 113.1*	Application For Farm Labor Contractor Certificate of Registration/Application	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese

	for Farm Labor Camp Commissary Permit													
LS 114.1*	Contractor Instruction Letter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 121*	Fingerprint Screening Instructions for New Applicants for Farm Labor Contractor Registration Certificates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 122*	Finger Print Cards for Farm Contractors [Guidelines]	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 171*	Working Hours for Minors	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 207*	Minimum Wage Poster (Miscellaneous Industries and Occupations)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 207.2*	Minimum Wage Poster (Building Services Industry)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
Part 190*	Farm Workers Minimum Wage Order Summary	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
Part 146*	Hospitality Industry Minimum Wage Order Summary	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 207.3*	Minimum Wage Poster (Hospitality Industry)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
Part 142*	Miscellaneous Industries and Occupations Minimum Wage Order Summary	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese

[illegible]

	Process - English/Spanish (Trifold)													Hindi Japanese
LS 650*	Parent/Guardian Statement of Consent	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 680*	Mandatory Overtime Complaint Form	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 710*	Farm Workers' Complaint Form	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 33*	Electronic Notice Option	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 138*	Application for Authorization to Pay Manual Workers Less Frequently Than Weekly	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 208*	Airport Workers in Miscellaneous Industries - Minimum Applicable Standard Hourly Wage Rates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 209*	Airport Workers in Hospitality Industry - Minimum Applicable Standard Hourly Wage Rates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
Bureau of Public Work														
P897*	Bureau of Public Work: A Guide for Employees	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese

PW4*	Employee Complaint	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
PW5*	Non-Employee Complaint	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
PW101*	Public Work Project Poster	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
P898*	Bureau of Public Work: A Guide for Employers	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
P899*	Bureau of Public Work: A Guide for Contracting Agencies	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
IBA														
*	IBA Information Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*	Guideline for Filing Petitions Electronically	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*	Guideline for Filing Correspondence Electronically	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*	Opt-In to Receive Service & Notice Electronically Form	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*	Notice of Appearance form	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese

*	Designation of Representative form	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	Albanian Greek Hindi Japanese
*	How to fill out a Subpoena	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*	Subpoena Duces Tecum	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*	Subpoena to Appear & Produce	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*	Subpoena Attachment A	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*	Affidavit of Service	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
OSI														
OSI 13	Due Process Letter	X	X	X	X	X	X	X	X	X	X	X	X	
OSI 13 EST	Due Process Letter (Estimated)	X	X	X	X	X	X	X	X	X	X	X	X	
OSI 17	Claimant Call-in letter	X	X	X	X	X	X	X	X	X	X	X	X	
DOSH														
SH 86	Daily Inspection and Test of Amusement Device	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese Traditional Chinese

P 906	Employee Rights and Responsibilities Under the New York State Public Employee Safety and Health Act	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
P 907	Employer Rights and Responsibilities Under the New York State Public Employee Safety and Health Act	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
UID														
TC 10	Notice to Claimant of Important Document	x	x	x	x	x	x	x	x	x	x	x	x	Albanian Bosnian Croatian Greek Hindi Japanese Portuguese Serbian– Cyrillic Vietnamese
H403AP	Appendix – Guide to Understanding the Monetary Benefit Determination	x	x	x	x	x	x	x	x	x	x	x	x	++
LO 21	Notice of Determination that Claimant is Eligible													+
LO 316.8 LO 316.8S LO 316.8R LO 316.8SR	Notice of Entitlement to Additional Benefits - 599										X			
LO 346 LO 346S LO 347 LO 347S LO 348 LO 348S	Work Search Random Audit Letter Work Search Plan Work Search Plan Non-										X			+

LO 403/ LO 403.4 LO 403S/ LO 403.4S	Monetary Determination Monetary Determination – Spanish (Multiple 403's, redets)										X			+
LO 424 LO 424S LO 424.41(S) LO 424.42(S) LO 424.43(S)	Notice of Receipt of Hearing Request List of Attorneys and Authorized Representatives										X			
*LO 424.1	Employer's Notice of Receipt of Request for Hearing or Appeal	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
ES161.1	The Self-Employment Assistance Program Individual Services Plan Form (ES 161.1)										X			
ES161.2	The Self-Employment Assistance Program Business Strategy Form (ES 161.2)										X			
ES161.3	The Self-Employment Assistance Program Individual Progress Report (ES 161.3)										X			
ES161.4	The Self-Employment Assistance Program Individual Services Verification Form (ES 161.4)										X			
ES161.5	The Self-Employment Assistance Program Withdrawal Form (ES 161.5)										X			

*IA132	Notice to Employees Poster Available in Foreign Languages	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*IA998	Attention All Drivers of Commercial Vehicles: If You Transport Goods, You are Covered by the Commercial Goods Transportation Industry Fair Play Act (IA 998)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*IA999	Attention All Employees, Contractors and Subcontractors: You are Covered by the Construction Industry Fair Play Act (IA 999)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*LO403.5	Request for Rate Based on Weeks of Employment (LO 403.5)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*LO403.5I	Instructions for Request for Rate Based on Weeks of Employment (LO403.5I)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
LO424.4	List of Attorneys and Authorized Agents (LO 424.4)										X			
*LO435	Claimant Request for Hearing (LO 435)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*LO436	Employer Request for Hearing (LO 436)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
SE612	Self-Employment Assistance Program Certification (SE 612)										X			

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*WS1	Unemployment Insurance Eligibility Questionnaire (WS 1)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*WS2	Work Search Plan for Unemployment Insurance (WS 2)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*WS3	Reemployment Plan (WS 3)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*WS5	Work Search Record Form (WS 5)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
P599	P599 Training Program										X			
P599.1	P599 Program Fast Facts										X			
*P800	Applying for UI Benefits	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Burmese Greek Hindi Japanese Punjabi Swahili Vietnamese
P803	Workforce Forward: Partial Unemployment FAQs	X	X	X		X	X	X	X		X		X	
*P808	Helping a Claimant With Unemployment Insurance	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*P812	Work Search is Required to Collect UI Benefits	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese Vietnamese

P813	UI Contact Information for Customers										X			
P816	What is Unemployment Insurance Fraud?										X			
P820	Trade Adjustment Assistance Benefits			X		X				X	X			Vietnamese
*P821	Unemployment Insurance State Information Data Exchange System (SIDES)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*P825	Dismissal or Severance Pay and Your UI Benefits	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese Vietnamese
*P826	Receiving a Pension and Your UI Benefits	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*P831	What is the Claimant Advocate Office?	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
P832	How Your Weekly Unemployment Insurance Benefit Payment is Calculated										X			
SW1	Shared Work Program: Your Layoff Alternative	X	X	X		X	X	X	X	X	X		X	
SW1.5	Shared Work Program: What You Should Know As An Employee	X	X	X		X	X	X		X	X		X	
*SW2.1	Shared Work Program Application	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*SW2.2	Shared Work Plan Participating Listing	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese

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														Hindi Japanese
*AB-2	Appeal Decision Document	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- ApplLtr	Appeal Letter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB-100R	Application to Reopen Decision	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB-9	Conforming order	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type05	Copy Enclosed	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type08	Copy Enclosed_Reply	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type10	Denial Letter-7 options	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type11	Extension Request Denied	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type07	Extension Request Granted	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB 322.1	Forward Transcript to LO for Inspection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB-2LR	Letter Remand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese

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														Hindi Japanese
*AB- AL_Type04	Transcript In_Copy of Transcript Enclosed	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type02	Transcript In_Minutes in Appeal Board	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type03	Transcript In_Minutes in Local Office	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type05	Transcript in_No Reply Permitted	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type19	Untimely Appeal Letter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB- AL_Type20	Untimely Appeal Statement	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese

IP = In process

+ = This document is sent to a claimant in English. It is accompanied by a “Notice to Claimant of Important Document” (TC 10). The Notice to Claimant of Important Document contains the following statement in 21 languages other than English. This is an important document about your claim for unemployment insurance benefits. If you need help to understand it, please contact the Telephone Claim Center at: 1-888-209-8124. An interpreter will be provided free.

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

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:

Before a document is sent for translation, it should be written in “plain language”.



PART 5 – Staff Training

The person in the agency who is responsible for training staff in language access services is:
Employee Development and Growth through Education (EDGE)

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:

Annual training via recorded web-based presentation offered by the Office of Employee Relations. Completion of the on-line course is monitored by the agency to ensure compliance.



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 agency Language Access Coordinator is in regular contact with the divisions and offices that serve the public. Compliance with the Plan is regularly monitored to ensure compliance.

B. Complaints

We provide information to the public in at least the top 12 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:

On our agency web site and via signage in offices open to the public:

The standardized complaint forms, along with the procedures for filing a complaint, are available in all twelve languages in our public offices. 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 twelve 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:

Complaints are routed to and reviewed by the agency Language Access Coordinator. The LAC reviews the complaint with the office or division that is the subject of the complaint. Remedial training is conducted as warranted.

Complaints are timely forwarded to the Office of Language Access.

PART 7 – Signatures



Robert Pardo

Commissioner

3/4/2024

Head of Agency

Title

Date

Mishal Hag

Language Access Coordinator

2/29/2024

Agency LAC

Title

Date

Margarita Larios, Executive Director, NYS Office of Language Access

3/8/2024

Executive Director, NYS Office of Language Access

Date