

LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS

State Agency: Department of State

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Language Access Coordinator: Dr. Laura V. Gonzalez-Murphy

LAC Phone / E-mail: (518) 408-3707 / Laura.GonzalezMurphy@dos.ny.gov



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 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 Services, 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. The Division of Corporations, UCC & State Records handles various business entity formations and filings, as well as service of process, and the filing of oaths of office, among other things regulating authorized combative sports contests and overseeing the State’s not-for-profit cemeteries.

From educating the public on marketplace scams prevention to advocating consumer’s interests before legislative and regulatory bodies, the Division of Consumer Protection protects the interests of New York State consumers by overseeing a wide range of consumer issues, from investigating questionable business practices, to product recalls, to helping residents mitigate the consequences of identity theft. The NYS DOS also resolves thousands of consumer complaints through voluntary mediation between the public and businesses. Strategic investments are also made to create opportunities for all New Yorkers. The Department’s Division of Community Services administers the federal Community Services Block Grant on behalf of the State and oversees the States’ network of Community Action Agencies that provide services to address the causes of poverty and foster upward economic mobility for low-income individuals and families throughout New York. Within the Department, the New York State Office for New Americans supports the civic and economic participation of new Americans in the State’s civic and economic life. Additionally, the New York State Athletic Commission regulates authorized

combative sports, such as professional boxing and mixed martial arts; the Division of Building Standards & Codes establishes the New York State Uniform Code, provides training and exercises oversight of codes officials and programs in the State; and the Division of Cemeteries oversees not-for-profit cemeteries in the State; and local governments, communities, and waterfront/coastal areas are served, revitalized and transformed through the work of the Department of State’s Division of Local Government Services and Office of Planning, Development & Community Infrastructure.

The NYS DOS also houses the Committee on Open Government and the State’s Authorities Budget Office, as well as the State’s Address Confidentiality Program.

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:

DOS's assessment as to the necessity of additional languages of translation beyond the top 12 remains ongoing at this time. DOS, in consultation with the Office of Language Access, will update this Plan when this assessment has been completed and a final determination reached. DOS will continue to reassess the need for additional languages of translation on an ongoing basis.

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

The DOS uses agency data on client contacts through vendor reports and outreach tracking efforts.



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? 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 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? At a minimum, individuals who speak Spanish, Chinese, Russian, Haitian Creole, Bengali, Yiddish, Arabic, Italian, Polish, Korean, French and Urdu. 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, Korean, French and Urdu. 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, Korean, French and Urdu. 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 interactive voice response (IVR) to select the language of choice through their phone keypad. They are then placed in the same queue as all other callers. Once a call center representative answers the non-English call, the call center representative's phone display will indicate the language spoken by the caller. The call center representative will then reach out to the interpreting services vendor and connect with an appropriate interpreter to assist the caller.

- ☒ Other (describe)

The NYS DOS also reaches out to community-based organizations that provide information about 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. Also, the NYS DOS Office of Administrative Hearings provides information in its notice of hearing regarding the availability of interpretation services to help LEP individuals effectively participate in their administrative hearings.



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 with 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 and engages interpretation services.

☒ **When speaking on the telephone:** If a customer who is limited English proficient calls 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.

☒ **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. For professional boxing and mixed martial arts events regulated by the New York State Athletic Commission (NYSAC), the licensed promoter(s) informs NYSAC of the licensed athlete's language needs prior to each event (weigh-ins and matches). All such interactions are in-person, and Commission staff work with the Language Access team to provide interpreters for each event to assist the identified LEP athlete(s). NYSAC, in coordination with the Language Access team, shall engage in reasonable efforts to secure staff trained in interpretation/translation or independent certified third-party providers for such interpretation services. **During emergencies** or instances of an unforeseeable unavailability of an interpreter, an LEP individual may be permitted to use a volunteer, a colleague, family member or friend as an interpreter. In such cases where an individual is permitted to use an interpreter of their choosing, the circumstances and determination should be documented in writing, and the Language Access team should be notified in writing within two business days of any such circumstance. The LEP individual requiring the interpretation must complete a written consent/waiver form attesting to their waving of the agency's interpretation services. The waiver form will be provided by the agency and, in the case that it is not available in the language of the LEP individual, the volunteer interpreter may translate the form to the LEP individual for their signature.

☐ **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 receive 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 for oral interpreting services for athletes at boxing and mixed martial arts events under the NYS Athletic Commission (NYSAC) that is housed at DOS.

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 added a Consumer Services Representative 1 -Spanish Language (CSR-1 SL) in May 2022 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 have two (2) bilingual customer service employees in the NYC office, one (1) – Spanish speaking, one (1) – Chinese speaking, and one customer service employee in Albany who speak Spanish. There are four bilingual investigators who assist the licensees, 3 – Chinese speaking, 1- Korean speaking.

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

Number of staff and languages spoken: 5 individuals who are proficient in another language, including Spanish, Cantonese, Mandarin, Russian and Bengali.

- ☒ Telephonic interpreting service

Vendors/number of staff and languages spoken: The Division of Consumer Protection (DCP) Consumer Helpline Level 1 calls are answered by Department of Taxation and Finance Call Center. They provide free interpreting services. For all Level 2 calls, DCP utilizes the language access services vendors on the OGS Administrative Services Contract, 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 in non-English languages upon request. DCP Outreach and Education program publications are currently available in English, Spanish and Chinese, and translations into the remaining languages in the top 12 are underway.

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 inform members of the public about the availability of free interpreting services. 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.

☒ **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 and engages 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 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. For example, for boxing and MMA matches, the Athletic Commission supplies the vendor with a DOS Vendor/Interpreter Rights and Responsibilities document for 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, upon request, an LEP individual may be permitted to use 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 an LEP individual is accessing information or a service from the agency, the agency will use reasonable efforts to provide an independent interpreter, such as staff trained in interpretation/translation or an independent certified third-party provider. **During emergencies** or instances of an unforeseeable unavailability of an interpreter, an LEP individual may be permitted to use a volunteer, a colleague, family member or friend as an interpreter. In such cases where an individual is permitted to use an interpreter of their choosing, the circumstances and determination should be documented in writing, and the Language Access team should be notified in writing within two business days of any such circumstance. The LEP individual requiring the interpretation, must complete a written consent/waiver form attesting to their waving the agency's interpretation services. The waiver form will be provided by the agency and, in the case that it is not available in the language of the LEP, the volunteer interpreter may translate the form to the LEP individual for their signature.

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. 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 liaison, the Division Director, and covers how to submit a request, ensure proper delivery of the services and report any issues. There is also a Language Access SharePoint Site that has information on how to request language services and report deficiencies. The Language Access SharePoint Site is updated on a routine basis. Additional language access trainings are coordinated responding to training needs.

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. The NYS DOS has initiated an online system to track each request for language services in order to have a comprehensive overview of all interpretation services.

Cultural Competence and Confidentiality

Our agency makes sure interpreters are culturally competent¹ 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 documents² that must be translated. This process is accomplished 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

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.

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

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 plain language.

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

☒ Contracts with vendors for translation services

Vendors: Language Today, Language Line Solutions, and potentially any other vendor under the NYS Office of General Services Statewide Administrative Services.

☐ Contracts or other arrangements with schools and community organizations

Names of schools/organizations:

☒ Translation of documents by bilingual staff members

☒ Other (describe)

When possible, DOS volunteer staff 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 DOS Language Access Program sends communications received in other languages out for translation and also translates the DOS responses into the language needed by the LEP individual.

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 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 Number	Form or Publication Title	12 Required Languages												Additional Languages Translated
		A	B	S	F	H	I	K	P	R	C	Y		
		R	N	E	R	T	T	O	L	U	S	I		
		(A	(B	(E	(F	(H	(I	(K	(P	(R	(C	(U	(Y	
		R	N	S	R	T	T	O	L	U	S	I	I	
* DOS-1930-f	Address Confidentiality Program (ACP) Application		X	X		X		X		X	X			
* DOS-1931	Instructions for Change/Withdrawal Notice													
* DOS-1937	Instructions for Adding Household Members (ACP) Application													
* DOS-1939	Access to Services in Your Language: Complaint Form	X	X	X	X	X	X	X	X	X	X	X	X	
* DOS-2193	Waiver of Rights to Free Interpretation Services	X	X	X	X	X	X	X	X	X	X	X	X	
* DOS-0139	Athlete-Manager Contract		X	X		X	X	X		X	X		X	
* DOS-0321-a	Application for Combative Sport Professional License (Professional Boxer and Professional Mixed Martial Artist)		X	X		X	X	X		X	X		X	
* DOS-0793	Drug Notice and Combatant Acknowledgment Form	X	X	X	X	X	X	X		X	X		X HINDI (HI) & PUSHTO (PS)	
* DOS-2047-a	Application for Combative Sport Second/Trainer or Matchmaker License			X		X	X		X		X			
* DOS-2048-a	Application for Professional Combative Sport Official License (Referee, Judge or Timekeeper License)			X		X	X	X		X	X			
* DOS-2049-a	Application for Professional Combative Sport Manager or Promoter License			X		X	X	X		X	X			
DOS-0963	Application for Professional Combative Sport Gym/Training Facility License			X		X	X	X		X	X		X HINDI (HI) & PUSHTO (PS)	
DOS-1893	Authorization for Release of Health Information Pursuant to HIPAA			X		X	X	X		X	X			
DOS-2063-a	Amateur Mixed Martial Arts Sanctioning Entity License Application			X		X	X	X		X	X			
DOS-2064-a	Muay Thai Sanctioning Entity License Application Supplement			X		X	X	X		X	X			
DOS-2065-a	Kickboxing Sanctioning Entity License Application Supplement			X		X	X	X		X	X			
DOS-2079-f	Combatant Discharge/Notice of Medical Suspension for Boxing/MMA													
DOS-1637-f & DOS-2174	Application for Professional Combative Sport Gym/Training Facility License & Required Disclosures by a Promoter to a Professional Boxer (Ali Disclosure)													
DOS-0761	History and Physical Examination Record for a License as a Judge or Referee			X		X	X	X		X	X			
DOS-0780	Official Bout Contract for Professional Boxing and Rider													
DOS-1996-f	Preliminary Statement of Complaint		X	X		X	X	X		X	X			
DOS-2001	Boxer Medical Releases and Disclosure Sections		X	X		X	X	X		X	X			
DOS-2056-a	Application for Combative Sport Authorized Sanctioning Entity License		X	X		X	X	X		X	X			
DOS-2068-a	Create New Mixed Martial Arts Identification Application		X	X		X	X	X		X	X			
DOS-2072-f	Official Bout Contract for Professional Mixed Martial Arts (MMA)		X	X		X	X	X		X	X			
	Electronic Fingerprint / Applicant Instructions		X	X		X	X	X		X	X			
DOS-2182	Combat Sport Athletic Participation Declaration													
* DOS- 2026	Manufactured Housing Complaint Form													
* DOS-2134-f	Complaint Against a Code Enforcement Official or Building Safety Inspector		X	X		X	X			X	X			
DOS-1956	Application for Energy Variance													
DOS-2078-f	Application for Variance or Appeal													
* DOS-1483	Cemetery Complaint			X		X	X	X		X	X			
DOS-0204	Approval to Transfer Cem. Prop.													
* DOS-2098-f	Consumer Complaint Form		X	X		X	X	X		X	X	X		
DOS-1982	Sample Contract (Home Improvement)		X											
DOS-2109-f	Outreach Request Form		X	X		X		X		X	X	X		
* DOS-0026	Notary Public Renewal			X		X	X	X		X	X	X		
* DOS-0030	Barber Operator Application													
* DOS-0033	Notary Public Application			X		X	X	X		X	X			
* DOS-0034	Cosmetology Application													
* DOS-0035	Appearance Enhancement Business or Area Renter Application		X	X		X	X	X		X	X		TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)	
* DOS-0036	Real Estate Broker Application													
* DOS-0070	Apartment Information Vendor/Apartment Sharing Agent Application													
* DOS-0075	Private Investigator, Bail Enforcement Agent, Watch, Guard or Patrol Agency Application													
* DOS-0613	Appearance Enhancement Area Renter Renewal													
* DOS-1029	Appearance Enhancement Area Renter Renewal													
* DOS-1206	Employee Statement and Security Guard Application			X		X	X	X		X	X			
* DOS-1322	Nail Specialty Application		X	X		X	X	X		X	X		TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)	
* DOS-1323	Esthetics Application		X	X		X		X		X	X			
* DOS-1353	Examination Review Request		X	X		X	X	X		X	X			
* DOS-1384	Waxing Application		X	X		X		X		X	X			
* DOS-1397	Coin Processor Application													

Form Number	Form or Publication Title	12 Required Languages												Additional Languages Translated
		A R A B I C (A R)	B E N G A L I (B N)	S P A N I S H (E S)	F R E N C H (F R)	H A I T I A N (H T)	I T A L I A N (I T)	K O R E A N (K O)	P O L I S H (P L)	R U S S I A N (R U)	C H I N E S E (S C)	U R D U (U R)	Y I D D I S H (Y I)	
DOS-1402	Barber Shop Renewal			X		X		X		X	X			
DOS-1434	Hearing Aid Dispenser Original Written Examination (Admission Notice) (IT Form)													
* DOS-1444	Barber Apprentice Application		X	X		X	X	X		X	X			
* DOS-1450	Credit Card Authorization		X	X		X	X	X		X	X			
* DOS-1473	Change Notice		X	X		X	X	X		X	X			
* DOS-1507	Preliminary Statement of Complaint		X	X		X	X	X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
* DOS-1508	Duplicate License/Registration Request		X	X		X	X	X		X	X			
* DOS-1543	Experience Statement		X	X		X	X	X		X	X			
* DOS-1552	Apprentice Barber Time Record		X	X		X	X	X		X	X			
* DOS-1619	Security Guard Change of Status		X	X		X	X	X		X	X			
* DOS-1735	New York State Disclosure Form for Landlord and Tenant		X	X		X	X	X		X	X		X	
* DOS-1736	New York State Disclosure Form for Buyer and Seller		X	X		X	X	X		X	X		X	
* DOS-1917	Apostille/Certificate of Authentication Request		X	X		X	X	X		X	X			
* DOS-1919	Appearance Enhancement Temporary License Renewal Application		X	X		X	X	X		X	X			
* DOS-1948	Health Certification Form	X	X	X		X	X	X		X	X			
* DOS-1969	Credit Card Authorization Form (Appearance Enhancement and Barber Only)		X	X		X	X	X		X	X			
* DOS-2028	Nail Specialty Trainee Application		X	X		X	X	X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
* DOS-2030	Nail Specialty Trainee Time Record		X	X		X	X	X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
* DOS-2031	Nail Specialty Business Inspection Process Check List		X	X		X	X	X		X	X			TIBETAN (BO), BURMESE (MY), NEPALI (NE) & VIETNAMESE (VI)
* DOS-2040	Nail Specialty Trainee Renewal Application		X	X		X	X	X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
* DOS-2066	Ventilation Certificate		X	X		X	X	X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
* DOS-2142-f	Cease and Desist Homeowner Complaint Form													
* DOS-2156-f	NYS Housing Discrimination Consumer Disclosure Form													
DOS-0022	Real Estate Salesperson Application			X		X	X	X		X	X			
DOS-0999	Request for Certification/Certified Copies of Records		X	X		X	X	X		X	X			
DOS-1354	Request for Photo ID		X	X		X	X	X		X	X			
DOS-1398	DMV Consent Form		X	X		X	X	X		X	X			
DOS-1432	State Licensed/Certified Real Estate Appraiser Application		X	X		X	X	X		X	X			
DOS-1435	Hearing Aid Dispenser Original Practical Test (Admission Notice) (IT Form)		X	X		X	X	X		X	X			
DOS-1591	Special Testing Arrangements Request		X	X		X	X	X		X	X			
DOS-1640	Athlete Agent Application		X	X		X	X	X		X				
DOS-1694	Home Inspector Application		X	X		X	X	X		X	X			
DOS-1699	Home Inspector Examination Application (IT Form)		X	X		X	X	X		X	X			
DOS-1776	Real Estate Appraiser Examination Application / Re-Application		X	X		X	X	X		X	X			
DOS-1961	Change of Supervising Barber for Barber Apprentice Form		X	X		X	X	X		X	X			
DOS-2029	Change of Supervising Nail Specialist and/or Employer Nail for Specialty Trainee		X	X		X	X	X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
DOS-2132-f	Appraisal Management Company Application													
DOS-2175	Right of Publicity Claim Registration													
DOS-0722	Examination Application - Translated INTRANET Guides			X		X	X	X		X	X			
DOS-1066	Appraiser Admission Notice			X		X	X	X		X	X			
DOS-1246	Security Guard Renewal Application- w/Annual Armed Training Record Notice (IT form)			X		X	X	X		X	X			
DOS-1321	Natural Hair Styling Application		X	X		X	X	X		X	X			
DOS-1351	Armored Car Guard Application		X	X		X	X	X		X	X			
DOS-1433	Hearing Aid Dispenser Application — Individual Registrant			X		X	X	X		X	X			
DOS-1781	Barber Operator Renewal (IT Form)			X		X	X	X		X	X			
DOS-2006	Military Spouse Waiver Application		X	X		X	X	X		X	X			
DOS-2012	Security Guard Renewal Application - w/Annual Training Record Notice (IT form)			X		X	X	X		X	X			
DOS-2013	Security Guard Renewal Application - w/o Annual Training Record Notice (IT form)			X		X	X	X		X	X			
	* The Key to Protecting Your Address		X	X		X		X		X	X			
	* Head Injury Signs and Symptoms	X	X	X	X	X	X	X	X	X	X		X	JAPANESE (JA) & PORTUGUESE (PT)

Form Number	Form or Publication Title	12 Required Languages												Additional Languages Translated
		A R A B I C	B E N G A L I	S P A N I S H	F R E N C H	H A I T I A N	I T A L I A N	K O R E A N	P O L I S H	R U S S I A N	C H I N E S E	U R D U	Y I D D I S H	
	* Medical/Hospital Communication Information - Albany, NYC & Buffalo	X	X	X	X	X	X	X	X	X	X	X	X	JAPANESE (JA) & PORTUGUESE (PT)
	* What Are Sports Injuries?	X	X	X	X	X	X	X	X	X	X	X	X	JAPANESE (JA) & PORTUGUESE (PT)
	* What to Expect Fight Day	X	X	X	X	X	X	X	X	X	X	X	X	JAPANESE (JA) & PORTUGUESE (PT)
	* NYSAC Approved List of Coagulants and Adjuvants		X	X		X		X		X	X		X	
	Sample Homeowner Written Notice to Home Heating Oil Supplier													
	Notice of Home Heating Oil System Conversion													
	* Outer Enclosures		X	X		X		X		X	X		X	
	* Final Disposition Options and Disinterment		X	X		X		X		X	X		X	
	* Buying a Final Resting Place		X	X		X		X		X	X		X	
	* Burial Arrangements and Memorialization		X	X		X		X		X	X		X	
	* Public Cemetery Regulations in New York State		X	X		X		X		X	X		X	
	* Cemetery Prices, Charges, Rules and Regulations		X	X		X		X		X	X		X	
	* Transferring a Final Resting Place		X	X		X		X		X	X		X	
	* Rights of Cemetery Lot Owners		X	X		X		X		X	X		X	
	* Endowed or Perpetual Care		X	X		X		X		X	X		X	
	* Your Right to Know	X	X	X	X	X	X	X	X	X	X	X	X	
	* A NY Consumers Guide to Weathering a Storm													
	* Div. Consumer Protection Consumer Services													
	* How to Respond to Identity Theft		X	X		X		X		X	X		X	
	* Key Consumer Contacts		X	X		X		X		X	X		X	
	* Protect Your Child's Identity		X	X		X		X		X	X		X	
	* Protect Your Home and Family - Fire Safety Tips													
	* The National Do Not Call Registry: Frequently Asked Questions		X	X		X		X		X	X		X	
	* Tools to Protect Your Credit		X	X		X		X		X	X		X	
	A Consumer Guide to ID Theft Brochure		X											
	Anchor It!		X											
	Avoiding Scams a Consumers Guide		X											
	Choosing and Using Credit Cards													
	Consumer Online Shopping Tips													
	DCP Outreach Workshops Flyer													
	Debts You Owe and Debts You Don't													
	Looking to Buy or Rent Property in New York State?		X											
	Privacy Basic Training For Armed Forces: Responding to Identity Theft													
	S.A.F.E. Senior Anti-Fraud Education			X		X		X		X	X			
	Tip Sheet: Drawstrings													
	* Barber Practical Examination Information			X		X		X		X	X			
	* Barber Practical Examination Procedures			X		X		X		X	X			
	* Barber Practical Examination Supply List			X		X		X		X	X			
	* Barber Practical Task List for Examination Procedures			X		X		X		X	X			
	* Cosmetology Practical Examination Information			X		X		X		X	X			
	* Cosmetology Practical Examination Procedures			X		X		X		X	X			
	* Cosmetology Practical Examination Supply List			X		X		X		X	X			
	* Cosmetology Practical Task List for Examination Procedures			X		X		X		X	X			
	* Nail Specialty Practical Examination Information			X		X		X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
	* Nail Specialty Practical Examination Procedures			X		X		X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
	* Nail Specialty Practical Examination Supply List			X		X		X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
	* Nail Specialty Practical Task List for Examination Procedures			X		X		X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
	* Nail Specialty Ventilation - Important Tips & Information After an Inspection			X		X		X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
	* Esthetics Practical Examination Supply List			X		X		X		X	X			
	* Notary Public Walk-In Examination Exam Procedures			X		X		X		X	X			
	* Salon Owners' How-To Guide for Ventilation			X		X		X		X	X			TIBETAN (BO), NEPALI (NE) & VIETNAMESE (VI)
	Consumer Guide to Beauty Salons & Spas			X										
	Esthetics Practical Examination Information			X		X		X		X	X			
	Esthetics Practical Examination Procedures			X		X		X		X	X			
	Esthetics Practical Task List for Examination Procedures			X		X		X		X	X			
	Home Inspection Walk-In Examination			X		X		X		X	X			

Existing vital documents will be translated into French and Urdu by July 2023. New documents identified for translation after the signing of this Plan and before the 2-year reassessment will be translated in a timely manner.

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 a glossary with vendors 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. There are also trainings on an on-needed basis for each division's language access liaisons. Additional trainings are offered on an as-needed basis to share language access updates.



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 an annual plan 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 language access in order to ensure timely delivery of services and payment.

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:

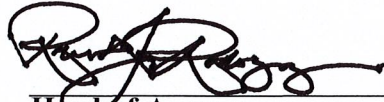
Notices are posted at licensing customer services counters across the state. Information on how to file a complaint is also found in the agency's language access webpage in the top twelve languages spoken by the limited English proficient. Complaint forms can be submitted in hard copy, by email, or through an online complaint form available through our website.

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.



PART 7 – Signatures



Head of Agency

Secretary of State

Title

9/23/22

Date



Agency LAC

DOS Language Access Coordinator

Title

9/19/2022

Date



Executive Director, NYS Office of Language Access

09/26/2022

Date