

LANGUAGE ACCESS PLAN FOR LIMITED ENGLISH PROFICIENT INDIVIDUALS

State Agency: Department of Taxation and Finance

Effective Date of Plan: October 1, 2022

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

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

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






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

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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:

During the fiscal year 2020-2021, the Department of Taxation and Finance (“Tax Department”) collected and distributed \$114 billion in State and local taxes and fees that support government services and programs. The Department of Taxation and Finance strives to administer the tax laws of New York State with integrity and fairness. The Tax Department’s core functions are: 1) Supporting the voluntary collection of taxes: providing guidance, instructions, and telephone assistance for taxpayers; administering tax filing processes; collection, accounting for and distributing State revenue; paying refunds; and administering programs that deliver social and economic benefits through the tax system, such as the Earned Income Tax Credit; 2) Supporting the collection of local taxes: overseeing local real property tax administration, establishing equalization rates and special property assessments, supporting local governments in performing their assessment responsibilities; and collecting, accounting for and distributing local sales, income and other taxes; and 3) Enforcing compliance with the tax laws: conducting audits for accuracy and compliance; identifying and investigating alleged evasion of the State tax code; and collecting delinquent taxes and other liabilities.

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
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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 Tax Department's assessment as to the necessity of additional languages of translation beyond the top 12 remains ongoing at this time. The Tax Department, in consultation with the Office of Language Access, will update this Plan when this assessment has been completed and a final determination reached. The Tax Department 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:

We track the number of Spanish language calls handled by the department’s Spanish-speaking representatives. We also track the number of calls handled using the telephonic interpreting service. Spanish speakers accounted for the most calls, followed by Chinese and Russian. We also track the number of requests for written translations.



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? Staff has material available for LEP individuals describing their right to free language assistance services. Where the encounter is made over the phone, staff will verbally inform individuals of their right to free language assistance services.

- 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?** The department assists taxpayers by providing free income tax assistance to low-to-moderate income people. Department volunteers who speak Spanish, Chinese, and Russian service targeted locations and provide print material that has been translated into the top twelve languages.
- 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?** We post on social media in Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Yiddish, Italian, Arabic, and Polish, whenever we have available translated content.
- Telephonic voice menu providing information in non-English languages
 - In which languages?** Our language access homepage provides a general telephone number with Interactive Voice Response (IVR) options in Spanish, Chinese, Russian, Bengali, Haitian Creole, Korean, Yiddish, Italian, Arabic, and Polish. Our IVR team will add French and Urdu to this list. Our personal income tax automated greetings include a Spanish greeting that is routed to a Spanish-speaking representative if one is available, otherwise the representative will request an interpreter.
- Other (describe)
 - We provide a link to our free language assistance services in the footer of every Tax Department webpage.



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) Field staff makes those determinations based on experience, with the assistance of contracted interpreting services and bilingual staff members where available.

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) Contact Center staff makes those determinations based on experience, with the assistance of contracted interpreting services and bilingual staff members where available.

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: Staff uses an “I Speak” poster to determine what type of assistance is needed. If bilingual staff is not available, a telephonic interpreting service is used.

At initial contact in the field: Staff uses an “I Speak” poster or card to determine what type of assistance is needed. If bilingual staff is not available, a telephonic interpreting service is used.

When speaking on the telephone: If bilingual staff is not available, a telephonic interpreting service is used to determine the language assistance needed.

For pre-planned appointments with LEP individuals: Information about the Tax Department’s language assistance services is offered when the appointment is made, either by phone or by mail.

Other (describe):

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

Tax Department staff records language assistance needs in case-contact notes, or the equivalent. The language assistance service vendors utilized by our agency also provide the

department with an ongoing summary of frequency of use, type of interpreter services utilized, and costs by program area.

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: We currently have 18 employees who interact directly with LEP individuals.

Language	#	Language	#
Spanish	12	Yoruba	1
Chinese	2	Fuzhou	1
Mandarin	1	Bulgarian	1

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

Number of staff and languages spoken: While we do not use our own staff to provide voluntary interpreting services, we currently employ more than 150 staff throughout New York State who self-identify as proficient in a language other than English and may be willing to assist LEP individuals. If an interpreter is not available, we may reach out to this staff, depending on their position and availability.

Language	#	Language	#	Language	#
Arabic	7	Italian	5	Spanish	30
Amharic	1	Korean	3	Swahili	1
Bengali/Bangla	7	Mandarin	19	Swedish	1
Burmese	1	Mongolian	1	Tagalog	3
Cantonese	6	Nepali	1	Taiwanese	1
French/French-Creole	8	Polish	4	Tamil	1
German	1	Punjabi	2	Thai	1
Greek	1	Romanian	2	Urdu	2
Haitian Creole	1	Russian	16	Vietnamese	2
Hebrew	1	Serbian (Cyrillic)	1	Yoruba	1
Hindi	17	Serbo-Croatian	1	Other	7

- Telephonic interpreting service

Vendors: Approved vendor under the NYS Office of General Services (OGS) Statewide Administrative Services contract.

- Contracts or other arrangements with school and community organizations

Number of staff and languages spoken:

- Other (Describe)

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: Material, including the “I Speak” poster, is provided to explain that LEP individuals do not need to bring their own interpreters and that free interpreting services will be provided. Staff will also verbally inform individuals of the availability of free interpreting services.

At initial contact in the field: Material, including the “I Speak” card, is provided to explain that LEP individuals do not need to bring their own interpreters and that free interpreting services will be provided.

When speaking on the telephone: A telephonic interpreting service is utilized to verbally explain that LEP individuals do not need to bring their own interpreters and that free interpreting services will be provided.

For pre-planned appointments with LEP individuals: Material, including the “I Speak” card, is provided to explain that LEP individuals do not need to bring their own interpreters and that free interpreting services will be provided. Information about the Tax Department’s language assistance services is offered when the appointment is made, either by phone or by mail.

Other (describe): We provide notice of free language assistance services in the footer of our website, on our Language Access page and on our Contact Us page.

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

Tax Department staff obtains interpreter services in a timely manner by calling the vendor’s toll-free number, providing the agency account code, and requesting the language needed (or assistance in identifying the language). When the interpreter is on the line with both the department’s staff and the taxpayer, the staff explains the objective of the call to the interpreter and proceeds by speaking directly to the taxpayer. The Tax Department publishes procedures for the department’s staff to access interpreter services on the department’s employee intranet and includes them in the Call Center’s Customer Response Management knowledgebase.

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 who 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 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 the agency permits the use of an interpreter authorized by the individual, the LEP individual must fill out a written consent/waiver form. Where an LEP individual is engaged in official business with the agency, the agency will always provide an independent interpreter. 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:

We provide this information through online training, a resource page on the Tax Department's employee intranet, and print material about Language Access services available to taxpayers.

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 if an interpreter is not available
- 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:

Department staff documents services in case-contact notes or the equivalent. The selected interpreting service vendor provides the Tax Department with an ongoing summary of frequency of use, type of interpreter services utilized and costs by program area.

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 Tax Department uses independent interpreting services, vendors will implement quality assurance standards to guarantee that its interpreters are trained and are linguistically and culturally competent. The work of contract interpreters is periodically sampled and reviewed by the department's bilingual employees.

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

Contract language provided to independent interpreters addresses the importance of our secrecy laws and prohibits divulging any tax-related information. Furthermore, independent interpreters are subject to tax secrecy and other confidentiality provisions of 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 (including website content) that must be translated. This process is accomplished in the following ways:

Our agency reviews our content every two years to identify any new or existing vital documents to be translated pursuant to Executive Law Section 202-a. Our agency convenes a cross-agency team that includes upper management, representatives from business areas, members of our diversity, equity, and inclusion team, and staff who are proficient in languages other than English.

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

The department has a well-established best practices process for review of documents and webpages to ensure they are written in direct and easy-to-understand language.

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

Contracts with vendors for translation services

Vendors: Approved vendor under the NYS 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

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>

Other (describe)

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:

Department employees submit documents to the Language Access Coordinator for translation services. The Language Access Coordinator works with the contracted vendor to obtain translation services requested.

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 or webpage name	URL	Top 12 Languages												Other
		AR	BE	CH	FR	HA	IT	KO	PO	RU	SP	UR	YI	
*Formally protest a department notice	https://www.tax.ny.gov/enforcement/bcms_protest.htm	X	X	X	X	X	X	X	X	X	X	X	X	
*Form CMS-1, Request for Conciliation Conference	https://www.tax.ny.gov/enforcement/bcms_request.htm	X	X	X	X	X	X	X	X	X	X	X	X	
*Nonobligated spouse relief (separate your part of the refund)	https://www.tax.ny.gov/pit/file/nonobligated_spouse_relief.htm	X	X	X	X	X	X	X	X	X	X	X	X	
*Register as a sales tax vendor	https://www.tax.ny.gov/bus/st/register.htm	X	X	X	X	X	X	X	X	X	X	X	X	
*E-ZRep Form TR-2000, Tax Information Access and Transaction Authorization information	https://www.tax.ny.gov/e-services/otc/tr_2000_info.htm	X	X	X	X	X	X	X	X	X	X	X	X	
*Offer in Compromise program	https://www.tax.ny.gov/enforcement/collections/oic.htm	X	X	X	X	X	X	X	X	X	X	X	X	

*Power of attorney and other authorizations	https://www.tax.ny.gov/poa/default.htm	X	X	X	X	X	X	X	X	X	X	X	X	X
*Innocent spouse (and separation of liability and equitable relief)	https://www.tax.ny.gov/pit/file/innocent_spouse.htm	X	X	X	X	X	X	X	X	X	X	X	X	X
*Pub 131, Your Rights and Obligations under the Tax Law	https://www.tax.ny.gov/pdf/publications/general/pub131.pdf	X	X	X	X	X	X	X	X	X	X	X	X	X
*TP-85, Free Interpretation Assistance	https://www.tax.ny.gov/language/tp-85.pdf	X	X	X	X	X	X	X	X	X	X	X	X	X
Language Access home page	https://www.tax.ny.gov/language/default.htm	X	X	X		X	X	X	X	X	X			X
Check your refund status online 24/7!	https://www.tax.ny.gov/pit/file/refund.htm	X	X	X		X	X	X	X	X	X			X
Child and dependent care credit (New York State)	https://www.tax.ny.gov/pit/credits/child_and_dependent_care_credit.htm	X	X	X		X	X	X	X	X	X			X
College tuition credit or itemized deduction	https://www.tax.ny.gov/pit/credits/college_tuition_credit.htm	X	X	X		X	X	X	X	X	X			X
Earned income credit (New York State)	https://www.tax.ny.gov/pit/credits/earned_income_credit.htm	X	X	X		X	X	X	X	X	X			X
Empire State child credit	https://www.tax.ny.gov/pit/credits/empire_state_child_credit.htm	X	X	X		X	X	X	X	X	X			X
Property tax relief credit	https://www.tax.ny.gov/pit/property/property-tax-relief.htm	X	X	X		X	X	X	X	X	X			X
Helpful Reminders for Sales Tax Vendors	https://www.tax.ny.gov/bus/st/helpful_reminders.htm			X		X	X	X		X	X			
Welcome new vendors	https://www.tax.ny.gov/bus/st/welcome_new_vendor.htm		X	X		X	X	X		X	X			X
Welcome new vendors	https://www.tax.ny.gov/bus/st/welcome_new_vendors.htm		X	X		X	X	X		X	X			X
View your fiduciary account summary in Online Services	https://www.tax.ny.gov/e-services/acvw/fid-acctsum.htm	X	X	X		X	X	X	X	X	X			X
View your business account summary in Online Services	https://www.tax.ny.gov/e-services/acvw/bus-acctsum.htm	X	X	X		X	X	X	X	X	X			X
View your account summary in Online Services	https://www.tax.ny.gov/e-services/acvw/ind-acctsum.htm	X	X	X		X	X	X	X	X	X			X
Direct deposit troubleshooting tips	https://www.tax.ny.gov/e-services/pris/direct-deposit-information.htm		X	X		X		X		X	X			
Refund amount requested	https://www.tax.ny.gov/e-services/pris/refund-requested.htm		X	X		X		X		X	X			
Understanding your refund status	https://www.tax.ny.gov/e-services/pris/understanding-refund-status.htm		X	X		X		X		X	X			
Technical support	https://www.tax.ny.gov/e-services/otc/help/tips_os.htm	X	X	X		X	X	X	X	X	X			X
Manage tax professional authorizations in Online Services	https://www.tax.ny.gov/e-services/otc/tax-pro-summary.htm	X	X	X		X	X	X	X	X	X			X

Wireless communications surcharge	https://www.tax.ny.gov/bus/wc/wcs.htm							x											
Office of the Taxpayer Rights Advocate	https://www.tax.ny.gov/tra/default.htm							x											
Filing Requirements for Sales and Use Tax Returns	https://www.tax.ny.gov/pubs_and_bulletins/st/filing-requirements							x											
Recordkeeping Requirements for Sales Tax Vendors	https://www.tax.ny.gov/pubs_and_bulletins/st/record-keeping							x											
Sales and Use Tax Penalties	https://www.tax.ny.gov/pubs_and_bulletins/st/salestax-penalties							x											
Taxable Receipt	https://www.tax.ny.gov/pubs_and_bulletins/st/taxable_receipt.htm							x											
Quick Reference Guide for Taxable and Exempt Property and Services	https://www.tax.ny.gov/pubs_and_bulletins/st/reference-guide								x	x									
Sales Tax Rates, Additional Sales Taxes, and Fees	https://www.tax.ny.gov/pubs_and_bulletins/st/sales-taxrates		x	x	x						x	x	x						x
Language Access Complaint Form	https://www.tax.ny.gov/language/df-29.pdf		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Get all the credit you deserve with EITC	https://www.tax.ny.gov/pit/credits/df215_2.pdf		x	x	x														x
Consumer bill of Rights regarding tax preparers	https://www.tax.ny.gov/pdf/publications/income/pub135.pdf		x	x	x														x
Register for the STAR credit	https://www.tax.ny.gov/pdf/star/rp-5310-fs.pdf		x	x	x														x
Convenient options for handling New York State Tax Business	https://www.tax.ny.gov/help/contact/tr24.pdf																		
Helpful Tax Information for NYS Immigrants and Residents with Limited English Proficiency	https://www.tax.ny.gov/language/co-4.pdf																		

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

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

The Tax Department, through its contracted vendor, will ensure that proofing and editing for correctness and cultural sensitivity are components of the translation service provided as part of the publication process. The department will also ensure that plain language is used in materials produced before translation to ensure information is accessible to a range of literacy levels.



PART 5 – Staff Training

The person in the agency who is responsible for training staff in language access services is: Meghan DiDiego, Director of Training. Language Access Services training is delivered as follows: All employees are required to complete the Language Access training provided by the Office of Employee Relations. The Training Resources Bureau delivers this training through our Annual Employee Development Program. Additionally, each business area that uses the telephonic interpretation tool delivers training on its use to its staff. This includes our contact centers which provide step-by-step instructions through their customer relationship management platforms.

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:

Familiarity with Language Access issues and procedures is required as part of the initial training for a customer contact position. Language Access training is a required training course for all Tax Department employees. It is offered to new employees upon hire and to all employees on an annual recertification basis.



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 reports at least annually to the Commissioner and Executive Deputy Commissioner and the Tax Department’s senior staff. In addition, the Language Access Coordinator meets at minimum bi-annually with the department’s Language Access Team on implementation of the Language Access Plan, including performance metrics. The Department also receive regular feedback on our Language Access services from LEP individuals, tax professionals, employees, and other stakeholders.

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:



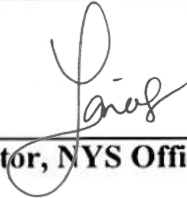
The standardized complaint forms, along with the procedures for filing a complaint, are available in all twelve languages in our public offices upon request. They are also available for download or online submission through our website. Additionally, information on the right to file a complaint is posted 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 referred by the Language Access Coordinator to the director of the division providing the service in question for review and response. If there is disagreement on the appropriate response, the Language Access Coordinator may refer the complaint to the Office of Internal Affairs, the Office of the Taxpayer Rights Advocate, or the Executive Deputy Commissioner. The Language Access Coordinator will report at least annually to the Commissioner and Executive Deputy Commissioner, department senior staff and the Language Access Team on the resolution of complaints. All complaints must be timely forwarded to the Office of Language Access.



PART 7 – Signatures

	Acting Commissioner	9/20/22
Head of Agency	Title	Date
	Language Access Coordinator	9/20/22
Agency LAC	Title	Date
	Executive Director, NYS Office of Language Access	02/28/2023
		Date