

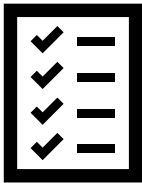
## LANGUAGE ACCESS PLAN FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

**State Agency:** Department of Labor

**Effective Date of Plan:** October 1, 2024

**Language Access Coordinator (LAC):** Jason Gibson






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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 population with Limited English Proficiency (“LEP”) 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 people with Limited English Proficiency (“LEP”) have meaningful access to agency services, programs and activities.

In this Plan, individuals with LEP 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 (UID)** administers the State’s Unemployment Insurance Law, including the Unemployment Insurance Benefit Payment Program and the Unemployment Contribution Program.

The **Unemployment Insurance Appeal Board (UIAB)** 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 (OSI)** 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 (DOSHS)** provides services aimed at protecting the public, employees, and employers. DOSHS conducts training, inspection, permitting and licensing to uphold many state laws relating to safety and health.

The **Division of Employment and Workforce Solutions (DEWS)** 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 **Office of Diversity, Equity, Inclusion, and Access (ODEIA)** 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 Compliance & Education (DOCE)** 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 (IBA)** 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 Population with Limited English Proficiency 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 New Yorkers with limited English proficiency. Our agency uses U.S. Census data (including data from the American Community Survey) to determine the top 12 languages most commonly spoken by individuals with LEP in New York State.

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

#	Language	Estimated Number of Speakers with LEP (ACS 2018-2022)
1	Spanish	1,198,032
2	Chinese	377,524
3	Russian	124,422
4	Yiddish	90,199
5	Bangla	74,342
6	Haitian Creole	51,947
7	Korean	48,581
8	Arabic	42,907
9	Italian	41,155
10	French	34,304
11	Polish	33,122
12	Urdu	29,983

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:

In addition to the top 12 languages spoken by New Yorkers with LEP, the Department of Labor translated vital documents into Japanese, Hindi, Albanian and Greek in consultation with the state Office of Language Access, as provisioned by the language access law. These additional



languages help the agency engage the general public as it relates to the services and benefits we provide.

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

Each division in the Department of Labor is asked to report encounters with individuals with LEP 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 individuals with LEP 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:**

- Individuals with LEP 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 individuals with LEP in New York State

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

**What are the populations with LEP targeted?** Immigrants, low wage workers in various industries, migrant and seasonal workers, including foreign guest workers.

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

**What are the populations with LEP targeted?**

- Social media posts directed at individuals with LEP in their languages

**What are the populations with LEP 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 has 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 the language of individuals with LEP
- Other (describe)

**On *telephone calls*, our agency uses the following tools to find out if an individual has 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 the language of individuals with LEP
- 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 language identification 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 language identification 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 of individuals with LEP:** 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 language assistance needs of individuals with LEP 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 individuals with LEP

**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):

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





**Contact Center**

<b>Title</b>	<b>Number of Staff PERM</b>	<b>Number of Staff HOURLY</b>
Senior Employment Security Clerk SL	5	1
Principal Employment Security Clerk SL	1	0

**Division of Employment and Workforce Solutions (DEWS)**

<b>Title</b>	<b>Number of Staff PERM</b>	<b>Number of Staff HOURLY</b>
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 (DOSHS)**

<b>Title</b>	<b>Number of Staff PERM</b>	<b>Number of Staff HOURLY</b>
Office Assistant 1 SL	1	0



**Office of Special Investigations (OSI)**

<b>Title</b>	<b>Number of Staff PERM</b>	<b>Number of Staff HOURLY</b>
Investigative Officer 1 SL	3	0
Supervising Labor Services Rep CL	1	0

**Division of Labor Standards (LS)**

<b>Title</b>	<b>Number of Staff PERM</b>	<b>Number of Staff HOURLY</b>
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)**

<b>Title</b>	<b>Number of Staff PERM</b>	<b>Number of Staff Hourly</b>
Labor Services Rep CL	6	1
Labor Services Rep RL	1	0
Labor Services Rep SL	20	1
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

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 82 volunteers with the following spoken languages represented: Arabic, Bangla, Cantonese, French, German, Haitian Creole, Hebrew, Hindi, Italian, Japanese, Korean, Malayalam, Mandarin, Polish, Punjabi, Russian, Spanish, Thai, Taishanese, Urdu, Wolof, and Yiddish.

Telephonic interpreting service

**Number of contractors and languages spoken:** One primary telephonic interpretation contractor that offers services in approximately over 240 languages and dialects. We may also potentially utilize any contractor under the Office of General Services (OGS) Statewide Administrative Services Contract.

Contracts or other arrangements with school and community organizations

**Number of contracts or other arrangements and languages spoken:**

Other (Describe)

**Our agency protocols for informing individuals with LEP 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 individuals with LEP 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:** Staff carry the “I Speak” cards in the field, which allows them to identify the preferred language of individuals with LEP.



**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 of individuals with LEP:** 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 contractor on stand-by for on-demand services. For Video Remote Interpreting, we have a pre-qualified contractor on stand-by for on-demand services.

**If an individual with LEP insists on having a family member, friend, or other person interpret, our protocols for deciding whether to accept or decline such an arrangement is as follows:**

Individuals with LEP that come into contact with our agency will be informed of the availability of free interpreting services. Generally, an individual with LEP may not have a family member, friend, or a minor interpret. However, during emergencies an individual with LEP may be permitted to have a minor, a family member or friend interpret. Upon request, an individual with LEP may also be permitted to have a minor, a family member or friend interpret for routine matters, such as asking the location of the office, hours of operation or rescheduling an appointment. Where the interaction with the individual with LEP occurs at the agency’s office, and an individual is permitted to have an interpreter of their choosing, they must fill out a written consent/waiver form. Where an individual with LEP is engaged in official business with the agency, the agency will provide an independent interpreter at all times.

**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 the primary language of an individual with LEP



- 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 individuals with LEP 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 competent<sup>1</sup> in the following ways:**

Where the Department of Labor uses independent interpreting services, that contractor 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 documents<sup>2</sup> 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 language<sup>3</sup> before they are translated into other languages is as follows:**

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<sup>1</sup> 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](https://minorityhealth.hhs.gov/Assets/pdf/checked/Assuring_Cultural_Competence_in_Health_Care-1999.pdf)

<sup>2</sup> 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.

<sup>3</sup> 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>



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:**

Contractors for translation services

**Number of contractors:** One primary translation contractor with approximately over 200 languages available, and potentially any other contractor 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)

**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 individuals with LEP 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
- BA: Bangla
- 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	X	Albanian Greek Hindi Japanese K'iche Mixteco Nahuatl Portuguese Tagalog Ukrainian
ODEIA															
DEOD 310*	Equal Opportunity is the Law	X	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	X	Albanian Greek Hindi Japanese
DEOD 834*	Discrimination Complaint Information Form	X	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	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
DEWS														
ES100*	Customer Registration Form	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese Turkish
ES101*	UI Supplemental Registration	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
ES 102*	Career Center Supplemental Questionnaire	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
ES834*	Customer Complaint Information Form	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
ES834*	Customer Complaint Flyer	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
WS1*	Unemployment Insurance Eligibility Questionnaire	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
WS2*	Work Search Plan for Unemployment Insurance	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
WS3*	Reemployment Plan	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese





WS5*	Work Search Record	X	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
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	X	Albanian Dari Greek Hindi Japanese Ki'che Mixteco Nahuatl Pashto 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	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 Burmese Greek Hindi Japanese



														Karen Karenni
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 Hours, Day Rate, Piece Rate, Flat Rate or Other Non-Hourly Pay	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi 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 for Farm Labor Camp Commissary Permit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
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
LS 309*	Farm Work Agreement	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 355*	Application for an Employment Agency License	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 355.1*	Application for an Employment Agency License Renewal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 355.2*	Application for an Employment Agency Manager Permit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese



LS 392*	Supplementary Application by Registered Contractors Whose Services Are Utilized for 5 Days or Less	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 400*	Guidance for the New York State Hospitality Industry on Uniforms	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 428.1*	Notice to Farm Labor Contractors	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 602*	Small Claims Court Flyer	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese Portuguese
LS 608.1*	Salary History Complaint Form	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 608.2*	Pay Equity Complaint Form	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
LS 621*	Notification of Labor Standards Enforcement Process - English/Spanish (Trifold)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek 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
P 906	Employee Rights and Responsibilities Under the New York State	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi



	Public Employee Safety and Health Act													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 403s, 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	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											X				



	Withdrawal Form (ES 161.5)													
*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			
sw2.1	Shared Work Program Application (SW2.1 English)	X	X	X	X	X	X	X	X	X	X	X	X	X	
SW2.2	Shared Work Plan Participant Listing (SW2.2 English)	X	X	X		X	X	X	X	X	X			X	
TC334	Registration for work and claim for Benefits														+
TC418ia	Request for Verification of Work Authorization											X			+
TC418IA2	Secondary Verification of Work Authorization											X			+
TC418id	Request for Identification or other information											X			+
*TC403HA	Request for Alternate Base Period (TC 403HA)	X	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese ++
*TC403HR	Request for Reconsideration (TC 403HR)	X	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese ++
*TC424.1	Hearings Before Unemployment Insurance Administrative Law Judges. (TC 424.1)	X	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*TC424.2	Questions and Answers About Your Unemployment	X	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese



	Insurance Benefits Hearing. (TC 424.2)													
TC 318.3	Claimant Handbook	X	X	X	X	X	X	X	X	X	X	X	X	Albanian
TCC406L	Certification coupon	X	X	X	X	X	X	X	X	X	X	X	X	Albanian
													++	
*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
*T402B	Monetary Benefit Determination	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese ++
*T402N	Monetary Benefit Determination (non- entitled)	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese ++
*IA133	Notice to Employees	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*TC 318.3	Claimant Handbook	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*TC10	Notice to Claimant of Important Document	X	X	X	X	X	X	X	X	X	X		X	Albanian Greek Hindi Japanese
*SW330	Application for Benefits, Shared Work Plan	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese
*SW330.2	Continuation of Employment Record	X	X	X	X	X	X	X	X	X	X	X	X	Albanian Greek Hindi Japanese



P738	Construction Industry Fair Play Act Factsheet	X	X	X		X	X	X	X	X	X		X	
*LO412	Notice of Determination to Claimant										X			+
Unemployment Insurance Appeal Board														
*AB-665	ABS_AB-665_HearingDecision			✓	✓	✓		✓	✓	✓	✓	✓		Albanian Greek Hindi Japanese
*AB-665	ABS_AB-665_HearingDecision	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB-2	Appeal Decision Document	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB-AppLtr	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
*AB-1	Notice of Board Hearing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB 666	Notice of Hearing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB 202	Notice of Hearing_Letter Remand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB-4	Notice of Receipt of Appeal to Court	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB 100R	Notice of Receipt Application to Reopen Decision	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese



*AB 100	Notice of Receipt of Appeal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB 948	Rcpt of Application by Clt for Reconsideration of Fee	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB 948	Receipt of Application By Claimant's Attorney For Reconsideration of Fee	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB 948	Receipt of Application By Claimant's Rep For Reconsideration of Fee	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB 2	Resettlement	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB-2LR_Rev	Revised Letter Remand	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek Hindi Japanese
*AB-AL_Type15	Right of Appeal to Courts 624	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Albanian Greek 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 individuals with LEP

**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 online 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**



X Roberta Rando

Commissioner of Labor Title Sept. 13, 2024 Date  
Head of Agency

X \_\_\_\_\_

[Signature] Language Access Coordinator Title 9/12/2024 Date  
Agency LAC

X \_\_\_\_\_

[Signature] Margarita Larios Title 10/29/2024 Date  
Executive Director, NYS Office of Language Access