



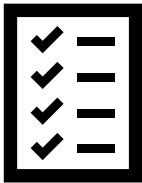
LANGUAGE ACCESS PLAN FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

State Agency: Department of Taxation and Finance

Effective Date of Plan: October 1, 2024

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

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

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

	The population with Limited English Proficiency (“LEP”) 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 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:

During fiscal year 2022-2023, the Department of Taxation and Finance (Tax Department) collected and distributed more than 155 billion in State and local taxes and fees that support the provision of government programs and services. The Tax Department strives to administer the tax laws of New York State with integrity and fairness. The 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. 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 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 Tax Department translated vital documents into Albanian, Hindi, Japanese, and Portuguese 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. We will continue expanding relevant web.

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

Our agency tracks the number of:

- Spanish language calls handled by our Spanish-speaking representatives.
- calls handled with an interpreter through the telephone interpreting service line.
- encounters during our public events such as job fairs and, during tax filing season, the Taxpayer Assistance Program (TAP).



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? Staff has material available for taxpayers with LEP 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)

We attach to every piece of mailed correspondence a flyer translated into the top 12 languages indicating telephonic interpreting services are available in all languages.

- 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? Every year, during tax filing season, the Tax Department provides free income tax filing assistance to low-to-moderate income taxpayers through TAP. Department volunteers, and partners who can speak a language other than English, assist taxpayers with LEP who need assistance with their income tax returns. During TAP, our volunteer staff and partners helped taxpayers with LEP who speak Bangla, Chinese, French, Hindi, Malayan, Korean, Russian, and Spanish.

- 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? We post on social media, mainly in Spanish.

- Telephonic voice menu providing information in non-English languages

In which languages? Our interpreting services telephone number operates with an Interactive Voice Response (IVR). Callers hear options 1 to 10 for Spanish, Chinese, Russian,



Bangla, Haitian Creole, Korean, Yiddish, Italian, Arabic, Polish, and option 11 for all other languages. 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)

The global footer of our public website contains a Language Access section. The Language Access webpage provides information about free language assistance in the 12 most commonly spoken non-English languages in the state.



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 that provide information about free interpretation 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) Field staff utilizes “I Speak” cards when interacting with taxpayers with LEP to identify their preferred language. Upon determining the language, field staff utilizes selected contractor interpreting service to communicate with taxpayers with LEP.

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 makes 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) Telephone Contact Center staff makes those determinations based on direct feedback from taxpayers with LEP. Staff asks taxpayers with LEP their preferred language. If a taxpayer with LEP is unable to identify their preferred language in English, our staff is trained to contact the interpreting services contractor to receive assistance identifying the language.

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 the “I Speak” poster to help taxpayers with LEP identify their preferred language. If bilingual staff in the identified language is not available, the staff member will call the interpretation services line.

At initial contact in the field: Staff uses the “I Speak” poster or card to help the taxpayer identify their preferred language. Upon identifying the language, the staff member will contact the interpreting service line.

When speaking on the telephone: If bilingual staff is not available, the staff member will contact the interpretation services line.

For pre-planned appointments of individuals with LEP: 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 language assistance needs of individuals with LEP as follows:

Tax Department staff records language assistance needs in case-contact notes. The language assistance service contractors utilized by our agency also provide the department with an ongoing summary of frequency of use, type of interpreter services utilized, and costs. Additionally, during TAP, which runs during income tax filing season, we keep a tally of interactions with taxpayers with LEP.

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: We currently have 23 bilingual employees who have volunteered to assist taxpayers with LEP during TAP, which runs during income tax filing season.



Language	#	Language	#	Language	#
Bangla	5	French	1	Korean	2
Chinese (Cantonese)	2	Hindi	1	Russian	1
Chinese (Mandarin)	2	Malayam	2	Spanish	7

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

Number of staff and languages spoken: While our own staff do not provide voluntary interpreting services, we currently employ more than 112 staff throughout New York State who self-identify as proficient in a language other than English and may be willing to assist taxpayers with LEP. If an interpreter is not available, we may reach out to this staff, depending on their position and availability.

Language	#	Language	#	Language	#
Arabic	8	Hindi	10	Romanian	2
Bangla	8	Hungarian	1	Russian	8
Burmese	1	Italian	3	Spanish	27
Cantonese	12	Korean	2	Swahili	1
Danish	1	Lingala	1	Swedish	1
French	10	Malayan	1	Tagalog	2
Fuzhou	1	Mandarin	15	Taiwanese	1
German	1	Mongolian	1	Tamil	1
Greek	1	Nepali	1	Urdu	2
Gujarati	2	Norwegian	1	Vietnamese	2
Haitian Creole	4	Polish	4	Yoruba	1
Hebrew	1	Punjabi	2		

Telephonic interpreting service

Number of contractors and languages spoken: One primary telephonic interpretation services contractor with approximately over 200 languages. If needed, we may utilize any other 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:** We provide materials such as the “I Speak” poster and cards to explain taxpayers with LEP that they do not need to bring their own interpreters and that free interpreting services will be provided by our agency. Staff will also verbally inform individuals of the availability of free interpreting services.

☒ **At initial contact in the field:** We provide printed materials such as the “I Speak” card, to inform taxpayers with LEP that they do **not** need to bring their own interpreter and that our agency will provide free interpreting services.

☒ **When speaking on the telephone:** We utilize telephonic interpreting services to explain to taxpayers with LEP that they do not need to bring their own interpreters and that our agency will provide free interpreting services.

☒ **For pre-planned appointments of individuals with LEP:** We provide printed materials such as the “I Speak” card, to inform taxpayers with LEP that they do not need to bring their own interpreter and that our agency will provide free interpreting services. When scheduling an appointment, we inform taxpayers with LEP that the department provides free language access services.

☒ **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 by calling the contractor’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 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:

Taxpayers with LEP who come into contact with our agency will be informed of the availability of free interpreting services. Generally, taxpayers with LEP may not have a family member, friend, or a minor interpret. However, **during emergencies** a taxpayer with LEP may be permitted to have a minor, a family member or friend interpret. Upon request, a taxpayer with LEP may be permitted to have a family member, friend, or a minor interpret for routine matters, such as asking the location of the office, hours of operation, or rescheduling an appointment. Where the interaction with the taxpayer with LEP occurs at the agency’s office, and the agency



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

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 train all new employees who will be interacting with the public on regular basis on how to handle interactions with taxpayers with LEP. We inform all staff of our requirement to provide language services and the available resources through online training, information on our employee intranet, and printed materials.

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:

Department staff documents services in case-contact notes or the equivalent. The selected interpreting service contractor 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:

Where the Tax Department uses contracted interpreting services, contractors will implement quality assurance standards to guarantee that its interpreters are trained and are linguistically and culturally competent.

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



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 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’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:

Contractors for translation services

Number of contractors: One primary translation services contractor. If needed, we may utilize any other contractor under the Office of General Services (OGS) Statewide Administrative Services Contract.

Contracts or other arrangements with schools and community organizations

Names of schools/organizations:

Translation of documents by bilingual staff members

Other (describe)

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

³ The [Plain Writing Act of 2010](https://www.govinfo.gov/app/details/PLAW-111publ274) defines plain language as writing that is clear, concise, well-organized, and follows other best practices appropriate to the subject or field and intended audience. Extracted from: <https://www.govinfo.gov/app/details/PLAW-111publ274>



The agency’s Language Access Coordinator (“LAC”) maintains a list of translation resources that are available to staff. This resource list includes:

- names and contact information for all resources
- names and locations of staff members who are available to provide translations of documents
- languages in which each translation service is qualified
- procedures for accessing each translation service

Our agency translates documents that individuals with LEP 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 selected contractor 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.

- | | |
|-----------------------------|----------------------|
| • <i>AR: Arabic</i> | • <i>KO: Korean</i> |
| • <i>BA: Bangla</i> | • <i>PO: Polish</i> |
| • <i>CH: Chinese</i> | • <i>RU: Russian</i> |
| • <i>FR: French</i> | • <i>SP: Spanish</i> |
| • <i>HA: Haitian-Creole</i> | • <i>UR: Urdu</i> |
| • <i>IT: Italian</i> | • <i>YI: Yiddish</i> |



Form # or Page title	URL	Top 12 languages												Additional languages			
		AR	BA	CH	HA	IT	KO	PO	RU	SP	YI	UR	FR	AL	HI	JA	PT
*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	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	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	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	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	X	X	X	X
*Power of attorney and other authorizations	https://www.tax.ny.gov/poa/	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
*Form CMS-1-MN, Request for Conciliation Conference	https://www.tax.ny.gov/protest/bcms-request.htm	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
*Protest a department notice	https://www.tax.ny.gov/protest/	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
*Publication 131	https://www.tax.ny.gov/pdf/publications/general/pub131.pdf	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Buying a business	https://www.tax.ny.gov/bus/doingbusiness/buy.htm									X							
Prepaid wireless communications seller	https://www.tax.ny.gov/bus/wc/prepaid.htm			X	X	X	X		X	X							
Postpaid wireless communications service supplier	https://www.tax.ny.gov/bus/wc/postpaid.htm			X	X	X	X		X	X							
Congestion surcharge	https://www.tax.ny.gov/bus/cs/csidx.htm									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						
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 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 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						
Refund amount requested	https://www.tax.ny.gov/e-services/pris/refund-requested.htm		X	X	X		X		X	X							
Start or expand a business	https://www.tax.ny.gov/bus/doingbusiness/starting_business.htm									X							
Direct deposit troubleshooting tips	https://www.tax.ny.gov/e-services/pris/direct-deposit-information.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							



Respond to a letter requesting additional information	https://www.tax.ny.gov/pit/letters/	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Additional Empire State child credit payments	https://www.tax.ny.gov/pit/empire-child-credit-payments.htm			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							
Filing Requirements for Sales and Use Tax Returns	https://www.tax.ny.gov/pubs_and_bullets/tg_bulletins/st/filing_requirements_for_sales_and_use_tax_returns.htm		X	X	X	X	X			X	X								
Quick Reference Guide for Taxable and Exempt Property and Services	https://www.tax.ny.gov/pubs_and_bullets/tg_bulletins/st/quick_reference_guide_for_taxable_and_exempt_property_and_services.htm		X	X	X	X	X			X	X								
Recordkeeping Requirements for Sales Tax Vendors	https://www.tax.ny.gov/pubs_and_bullets/tg_bulletins/st/record-keeping_requirements_for_sales_tax_vendors.htm			X	X	X	X			X	X								
Sales and Use Tax Penalties	https://www.tax.ny.gov/pubs_and_bullets/tg_bulletins/st/sales_and_use_tax_penalties.htm			X	X	X	X			X	X								
Taxable Receipt - How Discounts, Trade-Ins, and Additional Charges Affect Sales Tax	https://www.tax.ny.gov/pubs_and_bullets/tg_bulletins/st/taxable_receipt.htm			X	X	X	X			X	X								
Sales Tax Rates, Additional Sales Taxes, and Fees	https://www.tax.ny.gov/pubs_and_bullets/tg_bulletins/st/sales_tax_rates_and_additional_sales_taxes_and_fees.htm	X	X	X	X	X	X	X	X	X	X	X							
Consumer Bill of Rights Regarding Tax Preparers	https://www.tax.ny.gov/tp/cbr/	X	X	X	X	X	X	X	X	X	X	X							
Tax preparer and facilitator registration and continuing education	https://www.tax.ny.gov/tp/reg/tpreg.htm	X						X			X								
Wireless communications surcharge	https://www.tax.ny.gov/bus/wc/wcs.htm		X		X	X	X			X	X								
Posting requirements for tax return preparers and facilitators	https://www.tax.ny.gov/tp/posting-reqs.htm						X				X								
Office of the Taxpayer Rights Advocate	https://www.tax.ny.gov/tra/			X	X	X	X			X	X								
Language access	https://www.tax.ny.gov/language/	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X
Tips and reminders: Form IT-2104, Employee's Withholding Allowance Certificate	https://www.tax.ny.gov/pit/file/it2104-filing-tips.htm																		X
Tax tables for Form IT-201 (2022)	https://www.tax.ny.gov/pit/file/tax-tables/it201i-2022.htm																		X
Tax tables for Form IT-201 (2023)	https://www.tax.ny.gov/pit/file/tax-tables/it201i-2023.htm																		X
Instructions for Form IT-201 (2022)	https://www.tax.ny.gov/forms/html-instructions/2022/it/it201i-2022.htm																		X
Instructions for Form IT-215 (2022)	https://www.tax.ny.gov/forms/html-instructions/2022/it/it215i-2022.htm																		X
Instructions for Form IT-657 (2022)	https://www.tax.ny.gov/forms/html-instructions/2022/it/it657i-2022.htm																		X



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. 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.

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:

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 reviews and updates the agency's Language Access Plan and works with the different areas of the department involved in language access services to ensure awareness and implementation of the plan.

The LAC is also in charge of the following:

- receiving and reviewing language access complaints and referring them to the appropriate area to be resolved,
- reviewing the agency's public website to identify new content and materials that can be recommended for translation, or for vital document designation,
- reviewing, processing, and keeping track of requests for written translations,
- working with the department's Training Bureau to develop new or additional training if needed.
- reviewing collected data on interpretation and translation services, outreach and public events, and web traffic to identify areas where additional services and resources are needed.

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. 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:

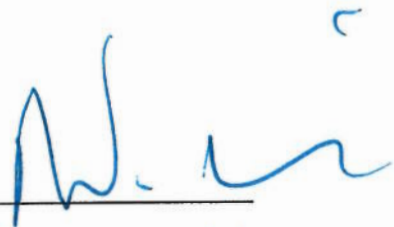
The Language Access Coordinator receives and reviews all complaints received by our agency. Complaints are then referred to the director of the division providing the service in question for review and response. If there is disagreement on the appropriate response, the Language Access



Coordinator may refer the complaint to the Office of Internal Affairs, the Office of the Taxpayer Rights Advocate, or the Executive Deputy Commissioner. All complaints must be forwarded to the Office of Language Access in a timely manner.

PART 7 – Signatures



X 

Amanda Herrera Acting Commissioner 8/25/24
Head of Agency Title Date

X 

Griselda Villegas Language Access Coordinator 8/29/24
Agency LAC Title Date

X 

Margarita Larios 10/23/2024
Executive Director, NYS Office of Language Access Date