

LANGUAGE ACCESS PLAN FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

State Agency: NY State Department of State

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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>


	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:

The New York State Department of State (NYS DOS), one of the oldest and most diverse agencies in state government, works to make New York State a more welcoming, equitable, and prosperous place. By the broad nature of its work, the agency touches the lives of nearly every person living and working in the Empire State.

The NYS DOS works to reinvigorate the State’s economy and spur business growth. The NYS DOS services benefit and assist communities across the State and protect the State’s environment. Through its Division of Licensing Services, the NYS DOS regulates more than 40 professional occupations, such as real estate professionals, security guards, and home inspectors, making it easier to enable more of our New Yorkers to engage in these occupations. The Division of Corporations, UCC & State Records handles various business entity formations and filings, as well as service of process, and the filing of oaths of office, among other things regulating authorized combative sports contests and overseeing the State’s not-for-profit cemeteries.

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



combative sports, such as professional boxing and mixed martial arts; the Division of Building Standards & Codes establishes the New York State Uniform Code, provides training and exercises oversight of codes officials and programs in the State; and the Division of Cemeteries oversees not-for-profit cemeteries in the State; and local governments, communities, and waterfront/coastal areas are served, revitalized and transformed through the work of the Department of State’s Division of Local Government Services and Office of Planning, Development & Community Infrastructure. The NYS DOS also contains an Office of Administrative Hearings, an independent unit of the agency which conducts fair and impartial quasi-judicial hearings for cases involving the professions and occupations regulated by the NYS DOS. The NYS DOS also houses the Committee on Open Government and the State’s Authorities Budget Office, as well as the State’s Address Confidentiality Program.



PART 2 – The 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:

Given the scope of DOS’s work, particularly as represented by the population served by its Office for New Americans, which assist all immigrants in the state irrespective of nation of origin, DOS has concluded that it will evaluate the additional language translation requests received from its customers with LEP accessing its services on an as requested basis, thus not limiting its language provision to any four additional languages.

At this time the agency hasn’t identified the need to add languages but will continue to monitor services, requests and relevant information to reassess if additional languages are needed.

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

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



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? DOS staff informs individuals about their right to free language assistance services either verbally or in writing through our contractors. Additionally, materials such as “I Speak” cards are used, which contain this information.

- Signs posted about language assistance services
 - In areas operated by the agency and open to the public
 - Other (describe)

Information is published on our agency’s website in at least the top 12 languages spoken by 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? At a minimum, individuals who speak Spanish, Chinese, Russian, Haitian Creole, Bengali, Yiddish, Arabic, Italian, Polish, Korean, French and Urdu. Additional languages are incorporated when the program and/or community requires them.

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

What are the populations with LEP targeted? At a minimum, individuals who speak Spanish, Chinese, Russian, Haitian Creole, Bengali, Yiddish, Arabic, Italian, Polish, Korean, French and Urdu. Additional languages are incorporated when the program and/or community requires them.

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

What are the populations with LEP targeted? At a minimum, individuals who speak Spanish, Chinese, Russian, Haitian Creole, Bengali, Yiddish, Arabic, Italian, Polish, Korean, French and Urdu. Additional languages are incorporated when the program and/or community requires them.

- ☒ Telephonic voice menu providing information in non-English languages

In which languages? Callers reaching out to the Licensing and Corporation call center are prompted when reaching the interactive voice response (IVR) to select the language of choice through their phone keypad. They are then placed in the same queue as all other callers. Once a call center representative answers the non-English call, the call center representative’s phone display will indicate the language spoken by the caller. The call center representative will then reach out to the interpreting services contractor and connect with an appropriate interpreter to assist the caller.

- ☒ Other (describe)

The NYS DOS also reaches out to community-based organizations that provide information about services to individuals with LEP to make them aware of the language services provided at/by the Department. When tabling at events throughout the state, the “I Speak” card is made available to all. Also, the NYS DOS Office of Administrative Hearings provides information in its notice of hearing regarding the availability of interpretation services to help individuals with LEP effectively participate in their administrative hearings.



PART 4 – Provision of Language Access Services

A. Determining the Need for Services

During *in person* encounters, our agency uses the following tools to determine whether an individual 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:** Language identification desktop displays and posters are placed in and around DOS customer service counters in the six offices located in Albany, New York City, Binghamton, Buffalo, Hauppauge and Utica. DOS customer service staff is trained to direct all customers to a language identification desktop display at the counter. Upon a customer pointing to a non-English language indicating need for oral interpretation, the customer service representative directs the customer to a qualified staff member who speaks the language chosen. If a staff member is unavailable, a telephonic interpreting service will be engaged to



provide interpretation. The use of volunteers for interpretation services is limited to non-athletic events.

☒ **At initial contact in the field:** Field inspectors from the Licensing Division carry “I Speak” cards to allow their customers to point to the language they speak. The field inspectors then use a telephonic interpreter or an in-person interpreter to communicate with the customer that free interpretation services are available to them. The use of volunteers for translation or interpretation services is limited to non-athletic events. For athletic events (professional boxing matches and professional mixed martial arts matches), only staff trained in interpretation/translation or independent certified third-party providers can be used. Combatants self-identify as needing an interpreter in paperwork they submit prior to contact in the field. If DOS staff notices a combatant is limited English proficient and the combatant did not self-identify, then DOS staff uses the “I Speak” card to confirm the primary language of the combatant and engages interpretation services.

☒ **When speaking on the telephone:** If a customer who has limited English proficiency calls and DOS staff can identify the language spoken by the customer, the DOS staff will add to the call a staff person proficient in the customer’s language. If the customer speaks a language outside of staff proficiency, the staff contacts the contractor providing over the phone interpretation to identify the language spoken by the customer with limited English proficiency and to provide interpretation.

☒ **For pre-planned appointments of individuals with LEP:** As an appointment is being scheduled, NYS DOS staff correspond in writing or, if scheduling by telephone, ask whether the individual with LEP will need a free interpreter. If the individual with LEP does not indicate whether they would like access to the free interpreting services prior to the appointment, the individual with LEP has the option to access a telephonic interpreting service on the day of the appointment. For professional boxing and mixed martial arts events regulated by the New York State Athletic Commission (NYSAC), the licensed promoter(s) informs NYSAC of the licensed athlete’s language needs prior to each event (weigh-ins and matches). All such interactions are in-person, and Commission staff work with the Language Access team to provide interpreters for each event to assist the identified athlete(s) with LEP. NYSAC, in coordination with the DOS Language Access team, shall engage in reasonable efforts to secure staff trained in interpretation/translation or independent certified third-party providers for such interpretation services. During emergencies or instances of an unforeseeable unavailability of an interpreter, an individual with LEP may be permitted to have a volunteer, a colleague, family member or friend interpret. In such cases where an individual is permitted to use an interpreter of their choosing, the circumstances and determination should be documented in writing, and the DOS Language Access team should be notified in writing within two business days of any such circumstance. The individual with LEP requiring the interpretation must complete a written consent/waiver



form attesting to their waving of the agency’s interpretation services. The waiver form will be provided by the agency and, in the case that it is not available in the language of the individual with LEP, the volunteer interpreter may translate the form to the individual with LEP for their signature.

Other (describe):

Our agency records and maintains documentation of language assistance needs of individuals with LEP as follows:

The Department of State call center for the divisions of Licensing, Corporations and Consumer Protection receive calls requiring over-the-phone interpretation. The contractor providing over-the phone interpretation submits timely reports on these calls. In the case that a client needs an interpreter for a hearing, the Office of Administrative Hearings (OAH) records the use of an interpreter in the individual’s file. DOS also tracks the use for oral interpreting services for athletes at boxing and mixed martial arts events under the NYS Athletic Commission (NYSAC) that is housed at DOS. The telephonic interpreting service contractor, as well as the contractors for in-person interpretation and for video remote interpretation, provide NYS DOS with an ongoing summary of frequency of use, type of interpreter service utilized, language needed and usage cost by all DOS divisions.

B. Oral Interpreting Services

Our agency has made the following resources available for oral interpreting requests:

- Bilingual staff members who work directly with individuals with LEP

Number of staff and languages spoken:

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

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

- Telephonic interpreting service

Number of contractors and languages spoken: DOS language access services use two contractors, a primary and secondary, both on the OGS centralized contract. They provide support in at least 18 languages. In addition, the Division of Consumer Protection (DCP) Consumer Helpline Level 1 calls are answered by Department of Taxation and Finance Call Center. They provide free interpreting services. For all Level 2 calls, DCP utilizes DOS’ language access services contractors, unless the caller is Spanish speaking, in which case they are directed to DCP’s CSR1-SL for assistance.

- Contracts or other arrangements with school and community organizations



Number of contracts or other arrangements and languages spoken:

Other (Describe)

CP Outreach and Education program routinely provides presentations in English and Spanish. Additionally, the DCP Outreach and Education program works with the Language Access Coordinator at DOS to make all presentations available in non-English languages upon request. DCP Outreach and Education program publications are currently available in English and Spanish, and translations into the remaining languages in the top 12 are underway.

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: Language identification posters and desktop displays are placed in and around DOS customer service counters in the six offices located in Albany, New York City, Binghamton, Buffalo, Hauppauge and Utica. DOS customer service staff is trained to direct all customers to the language identification desktop display at the counter. The language identification tool informs members of the public about the availability of free interpreting services. Upon a customer pointing to a non-English language indicating need for oral interpretation, the customer service 10 representative directs the customer to a qualified staff member who speaks the language chosen. If a staff member is unavailable, a telephonic interpreting service will be engaged to provide interpretation.

At initial contact in the field: Field inspectors from the Licensing Division carry “I Speak” cards to allow their customers to point to the language they speak. The field inspectors then use a telephonic interpreter or an in-person interpreter to communicate to the customer that free interpretation services are available to them. The use of volunteers for translation or interpretation services is limited to non-athletic events. For athletic events (professional boxing matches and professional mixed martial arts matches), only staff trained in interpretation/translation or independent certified third-party providers can be used. Combatants self-identify as needing an interpreter in paperwork they submit prior to contact in the field. If DOS staff notices a combatant is limited English proficient and the combatant did not self-identify, then DOS staff uses the Language Identification Tools Office of Language Access has provided to confirm the primary language of the combatant and engages interpretation services.

When speaking on the telephone: If a customer with limited English proficiency calls and DOS staff can identify the language spoken by the customer, the DOS staff will add to the call a staff person proficient in the customer’s language to inform that free interpreting services are provided. If the customer speaks a language outside of staff proficiency, the staff contacts the contractor providing over the phone interpretation to identify the language spoken by the customer with limited English proficiency and to provide interpretation.



For pre-planned appointments of individuals with LEP: As an appointment is being scheduled, NYS DOS staff correspond in writing or, if scheduling by telephone, ask whether the individual with LEP will need a free interpreter. If the individual with LEP does not indicate whether they would like access to the free interpreting services prior to the appointment, the individual with LEP has the option to access a telephonic interpreting service on the day of the appointment. The use of volunteers for translation or interpretation services is limited to non-athletic events. For athletic events (professional boxing matches and professional mixed martial arts matches), only staff trained in interpretation/translation or independent certified third-party providers can be used.

Other (describe):

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

NYS DOS staff is trained to connect to the selected interpreting contractor in a timely manner. For example, for boxing and MMA matches, the Athletic Commission supplies the contractor with a DOS contractor/Interpreter Rights and Responsibilities document for each request.

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 be permitted to have a minor, family member or friend interpret for routine matters, such as asking the location of the office, hours of operation or rescheduling an appointment. Where an individual with LEP is accessing information or a service from the agency, the agency will use reasonable efforts to provide an independent interpreter at all times, such as staff trained in interpretation/translation or an independent certified third-party provider. During emergencies or instances of an unforeseeable unavailability of an interpreter, an individual with LEP may be permitted to have a volunteer, a colleague, family member or friend interpret. In such cases where an individual is permitted to have an interpreter of their choosing, the circumstances and determination should be documented in writing, and the DOS Language Access team should be notified in writing within two business days of any such circumstance. The individual with LEP requiring the interpretation, must complete a written consent/waiver form attesting to their waving the agency’s interpretation services. The waiver form will be provided by the agency and, in the case that it is not available in the language of the individual, the volunteer interpreter may translate the form to the individual with LEP for their signature.

Our agency provides information to all staff members who have contact with the public about how to obtain oral interpreting services. Our protocol in this regard is as follows:



The DOS LAC provides an annual Language Access training to each division that provides direct services. Divisions are asked to identify a language access liaison that will communicate routinely with the Language Access Coordinator regarding requests, issues and training needs. The annual language access training is for the designated language access liaison, the Division Director, and covers how to submit a request, ensure proper delivery of the services and report any issues. There is also a Language Access SharePoint Site that has information on how to request language services and report deficiencies. The Language Access SharePoint Site is updated on a routine basis. Additional language access trainings are coordinated responding to training needs.

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

- Names and contact information for all resources
- Names and locations of staff members who are available to act as interpreters or provide services directly in 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:

In cases where oral interpretation services are offered virtually, DOS Language Access has the option to record if the information provided by the individual with LEP is public and does not threaten our commitment to privacy. The NYS DOS has initiated an online system to track each request for language services in order to have a comprehensive overview of all interpretation services.

Cultural Competence and Confidentiality

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

On a case-by-case basis, the NYS DOS uses multilingual staff volunteers who are self-assessed in their own language competency. Where the NYS DOS utilizes independent services, the contractor implements quality assurance standards to guarantee that its interpreters are trained and are linguistically and culturally competent. The use of volunteers for translation or interpretation services is limited to non-athletic events. For athletic events (professional boxing

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



matches and professional mixed martial arts matches), only staff trained in interpretation/translation or independent certified third-party providers can be used.

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

The training provided to staff addresses the importance of confidentiality. DOS issues contractor/Interpreter Rights and Responsibilities to secure the interpreters’ commitment to DOS’ confidentiality protocols. Furthermore, independent interpreters enforce standards of confidentiality in accordance with NYS law

C. Translations of Documents

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

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

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

Divisions within the Department of State have established glossaries of key terms that help translation contractors in ensuring documents are written in clear plain language.

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

Contractors for translation services

Number of contractors: Four primary translation contractors with approximately hundreds of languages available, and potentially any other contractor under the NYS Office of General Services Statewide Language 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 individuals with LEP submit in their primary languages in a timely manner. Our protocol in this regard is as follows:

The DOS Language Access Program sends communications received in other languages out for translation and also translates the DOS responses into the language needed by the individual with LEP.

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

- *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	BA	CH	FR	HA	IT	KO	PO	RU	SP	UR	YI	
*DOS-1781	Barber Operator or Barber	X	X	X	X	X	X	X	X	X	X	X	X	



	Apprentice Renewal													
*DOS-2013	Security Guard Renewal	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1444	Barber Apprentice Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1450	Credit Card Authorization	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1507	Preliminary Statement of Complaint	X	X	X	X	X	X	X	X	X	X	X	X	Nepali, Tibetan, Vietnamese
*DOS-1543	Experience Statement	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1619	Security Guard Change of Status	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1736	New York State Disclosure Form for Buyer and Seller	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1919	Appearance Enhancement Temporary License Renewal Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1969	Credit Card Authorization (Appearance Enhancement and Barber Only)	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-2030	Nail Specialty Trainee Time Record	X	X	X	X	X	X	X	X	X	X	X	X	



*DOS-2040	Nail Specialty Trainee Renewal	X	X	X	X	X	X	X	X	X	X	X	X	Nepali, Tibetan, Vietnamese
*DOS-2142	Cease and Desist Order - Homeowner Complaint Form	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-0999	Request for Certification/Certified Copies of Records	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1398	DMV Consent Form	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1591	Special Testing Arrangements Request	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1694	Home Inspector Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1776	Real Estate Appraiser Examination Application /Re-Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-2029	Change of Supervising Nail Specialist and/or Employer for Nail Specialty Trainee	X	X	X	X	X	X	X	X	X	X	X	X	Nepali, Tibetan, Vietnamese
*DOS-0722	Examination Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS 1066	Appraiser Admission Notice	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1321	Natural Hair	X	X	X	X	X	X	X	X	X	X	X	X	



	Styling Application													
*DOS-1433	Hearing Aid Dispenser Application — Individual Registrant Temporary Certification of Registration and Examination	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-2006	Military Spouse Waiver Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-2012	Security Guard Renewal w/ Annual Training Record Notice	X	X	X	X	X	X	X	X	X	X	X	X	
*2033	Appearance Enhancement Notice of Violation and Hearing & Opportunity to Cure													X
*1930	Address Confidentially Program Application	X			X		X				X		X	
*1931	“Instructions for Change/Withdrawal Notice	X	X	X	X	X	X	X	X	X	X	X	X	
*1937	Instructions for Adding Household Members Application	X	X	X	X	X	X	X	X	X	X	X	X	
*1423	Local Code Enforcement	X	X	X	X	X	X	X	X	X	X	X	X	



	nt Program Complaint Form													
*1956	Application for Energy Code Variance	X	X	X	X	X	X	X	X	X	X	X	X	
*2026	Manufactured Housing Complaint Form	X	X	X	X	X	X	X	X	X	X	X	X	
*2078	Application for Variance or Appeal	X	X	X	X	X	X	X	X	X	X	X	X	
*2134	Complaint Against a Code Enforcement Official or Building Inspector Form	X	X	X	X	X	X	X	X	X	X	X	X	
*1982	Sample Contract (Home Improvement)	X	X	X	X	X	X	X	X		X		X	
*2098	Consumer Complaint Form	X					X							
*2109	Outreach Request Form	X					X							
*139	Athlete-Manager Contract	X	X	X	X	X	X	X	X	X	X	X	X	
*321	Application for Combative Sport Professional License (Professional Boxer and Professional Mixed Martial Artist)	X	X	X	X	X	X	X	X	X		X		



*793	Drug Notice and Combatant Acknowledgment Form		X	X	X	X	X	X	X	X	X	X	X	
*2047	Application for Combative Sport Second/Trainer or Matchmaker License	X	X	X	X	X	X	X	X	X	X	X	X	
*2048	Application for Professional Combative Sport Official License (Referee, Judge or Timekeeper License)	X	X	X	X	X	X	X	X	X	X	X	X	
*2049	Application for Professional Combative Sport Manager or Promoter License	X	X	X	X	X	X	X	X	X	X	X	X	
*963	Application for Professional Combative Sport Gym/Training Facility License	X	X	X	X	X	X	X	X	X	X	X	X	
*1893	Authorization for Release of Health Information Pursuant to HIPAA	X	X	X	X	X	X	X	X	X	X	X	X	



*2063	Amateur Mixed Martial Arts Sanctioning Entity License Application Supplement	X	X	X	X	X	X	X	X	X	X	X	X	
*2064	Muay Thai Sanctioning Entity License Application Supplement	X	X	X	X	X	X	X	X	X	X	X	X	
*2065	Kickboxing Sanctioning Entity License Application Supplement	X	X	X	X	X	X	X	X	X	X	X	X	
*2079	Combatant Discharge/ Notice of Medical Suspension for Boxing/MMA	X	X	X	X	X	X	X	X	X	X	X	X	
*1637 & *2174	Application for Professional Combative Sport Gym/Training Facility License & Required Disclosures by a Promoter to a Professional Boxer (Ali Disclosure)	X	X	X	X	X	X	X	X	X	X	X	X	



*761	History and Physical Examination Record for a License as a Judge or Referee	X	X	X	X	X	X	X	X	X	X	X	X	
*780	Official Bout Contract for Professional Boxing and Rider	X	X	X	X	X	X	X	X	X	X	X	X	
*1996	Preliminary Statement of Complaint	X	X	X	X	X	X	X	X	X	X	X	X	
*2001	Boxer Medical Releases and Disclosure Sections	X	X	X	X	X	X	X	X	X	X	X	X	
*2056	Application for Combative Sport Authorized Sanctioning Entity License	X	X	X	X	X	X	X	X	X	X	X	X	
*2068	Create New Mixed Martial Arts Identification Application	X	X	X	X	X	X	X	X	X	X	X	X	
*2072	Official Bout Contract for Professional Mixed Martial Arts (MMA)	X	X	X	X	X	X	X	X	X	X	X	X	
*2182	Combat Sport Athletic	X	X	X	X	X	X	X	X	X	X	X	X	



	Participation Declaration													
*1483	Cemetery Complaint	X	X				X				X	X	X	
*1735	New York State Disclosure Form for Landlord and Tenant	X	X	X	X	X	X	X	X	X	X	X	X	
*2033	Appearance Enhancement Notice of Violation and Hearing & Opportunity to Cure													Vietnamese
*1930	Address Confidentially Program Application	X			X		X				X	X	X	
*1931	"Instructions for Change/Withdrawal Notice	X	X	X	X	X	X	X	X	X	X	X	X	
*1937	Instructions for Adding Household Members Application	X	X	X	X	X	X	X	X	X	X	X	X	
*1423	Local Code Enforcement Program Complaint Form	X	X	X	X	X	X	X	X	X	X	X	X	
*1956	Application for Energy Code Variance	X	X	X	X	X	X	X	X	X	X	X	X	
*2026	Manufactured Housing Complaint Form	X	X	X	X	X	X	X	X	X	X	X	X	
*2078	Application for	X	X	X	X	X	X	X	X	X	X	X	X	



	Variance or Appeal													
*2134	Complaint Against a Code Enforcement Official or Building Inspector Form	X	X	X	X	X	X	X	X	X	X	X	X	
*1982	Sample Contract (Home Improvement)	X	X	X	X	X	X	X	X		X	X	X	
*2098	Consumer Complaint Form	X					X					X	X	
*2109	Outreach Request Form	X					X					X	X	
*139	Athlete-Manager Contract	X	X	X	X	X	X	X	X	X	X	X	X	
*321	Application for Combative Sport Professional License (Professional Boxer and Professional Mixed Martial Artist)	X	X	X	X	X	X	X	X	X		X	X	
*793	Drug Notice and Combatant Acknowledgment Form		X	X	X	X	X	X	X	X	X	X	X	
*2047	Application for Combative Sport Second/Trainer or Matchmaker License	X	X	X	X	X	X	X	X	X	X	X	X	



*2048	Application for Professional Combative Sport Official License (Referee, Judge or Timekeeper License)	X	X	X	X	X	X	X	X	X	X	X	X	
*2049	Application for Professional Combative Sport Manager or Promoter License	X	X	X	X	X	X	X	X	X	X	X	X	
*963	Application for Professional Combative Sport Gym/Training Facility License	X	X	X	X	X	X	X	X	X	X	X	X	Japanese, Portuguese
*1893	Authorization for Release of Health Information Pursuant to HIPAA	X	X	X	X	X	X	X	X	X	X	X	X	
*2063	Amateur Mixed Martial Arts Sanctioning Entity License Application Supplement	X	X	X	X	X	X	X	X	X	X	X	X	
*2064	Muay Thai Sanctioning Entity License Application	X	X	X	X	X	X	X	X	X	X	X	X	



	Supplement													
*2065	Kickboxing Sanctioning Entity License Application Supplement	X	X	X	X	X	X	X	X	X	X	X	X	
*2079	Combatant Discharge/ Notice of Medical Suspension for Boxing/MM A	X	X	X	X	X	X	X	X	X	X	X	X	
*1637 & *2174	Application for Professional Combative Sport Gym/Training Facility License & Required Disclosures by a Promoter to a Professional Boxer (Ali Disclosure)	X	X	X	X	X	X	X	X	X	X	X	X	
*761	History and Physical Examination Record for a License as a Judge or Referee	X	X	X	X	X	X	X	X	X	X	X	X	
*780	Official Bout Contract for Profession	X	X	X	X	X	X	X	X	X	X	X	X	



	al Boxing and Rider													
*1996	Preliminary Statement of Complaint	X	X	X	X	X	X	X	X	X	X	X	X	
*2001	Boxer Medical Releases and Disclosure Sections	X	X	X	X	X	X	X	X	X	X	X	X	
*2056	Application for Combative Sport Authorized Sanctioning Entity License	X	X	X	X	X	X	X	X	X	X	X	X	
*2068	Create New Mixed Martial Arts Identification Application	X	X	X	X	X	X	X	X	X	X	X	X	
*2072	Official Bout Contract for Professional Mixed Martial Arts (MMA)	X	X	X	X	X	X	X	X	X	X	X	X	
*2182	Combat Sport Athletic Participation Declaration	X	X	X	X	X	X	X	X	X	X	X	X	
*1483	Cemetery Complaint	X	X				X				X	X	X	
*1735	New York State Disclosure Form for Landlord and Tenant	X	X	X	X	X	X	X	X	X	X	X	X	



*DOS-0030	Barber Operator Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-0035	Appearance Enhancement Business or Area Renter Application	X	X	X	X	X	X	X	X	X	X	X	X	Nepali, Tibetan, Vietnamese
*DOS-1029	Appearance Enhancement Area Renter Renewal	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1322	Nail Specialty Application	X	X	X	X	X	X	X	X	X	X	X	X	Nepali, Tibetan, Vietnamese
*DOS-1353	Requesting an Examination Review	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1397	Coin Processor Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1384	Waxing Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1323	Esthetics Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1206	Employee Statement and Security Guard Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-0070	Apartment Information Vendor/Apartment Sharing Agent Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-0034	Cosmetology Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1402	Barber Shop Renewal	X	X	X	X	X	X	X	X	X	X	X	X	



*DOS-1434	Hearing Aid Dispenser Original Written Examination	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1473	Change Notice	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1508	Duplicate License/Registration Request	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1552	Apprentice Barber Time Record	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1735	New York State Disclosure Form for Landlord and Tenant	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1917	Apostille/Certificate of Authentication Request	X	X	X	X	X	X	X	X		X	X	X	
*DOS-1948	Health Certification Form	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-2028	Nail Specialty Trainee Application	X	X	X	X	X	X	X	X	X	X	X	X	Nepali, Tibetan, Vietnamese
*DOS-2031	Self-Inspection Checklist for Appearance Enhancement Business Owners	X	X	X	X	X	X	X	X	X	X	X	X	Burmese, Nepali, Tibetan, Vietnamese
*DOS-2066	Ventilation Certification	X	X	X	X	X	X	X	X	X	X	X	X	Nepali, Tibetan, Vietnamese
*DOS-2156	New York State Housing and Anti-	X	X	X	X	X	X	X	X	X	X	X	X	



	Discrimination Disclosure Form													
*DOS-1354	Request for Photo ID	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1432	State Licensed/Certified Real Estate Appraiser Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1640	Athlete Agent Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1699	Home Inspector Examination Application	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1961	Change of Supervising Barber for Barber Apprentice	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-2132	Appraisal Management Company	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-2175	Right of Publicity Claim Registration	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1246	Security Guard Renewal w/ Armed Annual Training Record Notice	X	X	X	X	X	X	X	X	X	X	X	X	
*DOS-1351	Armored Car Guard Application	X	X	X	X	X	X	X	X	X	X	X	X	

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



It is the contractor’s responsibility to provide accurate translations. DOS engages its volunteer bank to confirm the accuracy of the contractor’s translations for their respective audience. DOS also shares a glossary with contractors of commonly used words and their translations.



PART 5 – Staff Training

The person in the agency who is responsible for training staff in language access services is:
The Language Access Coordinator oversees staff training on language access services.

The staff training includes the following components:

- The agency’s legal obligations to provide language access services
- The agency’s resources for providing language access services
- How to access and work with interpreters
- Cultural competence and cultural sensitivity
- How to obtain translation services
- Maintaining records of language access services provided to individuals with LEP

The methods and frequency of training are as follows:

There is an annual training on language access services for each division’s language access liaison. There are also trainings on an on-needed basis for each division’s language access liaisons. Additional trainings are offered on an as-needed basis to share language access updates.



PART 6 – Monitoring the Plan and Responding to Complaints

A. Monitoring

Our agency’s Language Access Coordinator (“LAC”) will monitor implementation of the Plan to make sure we are in compliance. Our protocols in this regard are as follows:

The Language Access Coordinator develops an annual plan to assess successful implementation of the Plan across the agency. The goals include providing training on language access services, monitoring delivery of language access services, and streamlining communication between divisions and language access in order to ensure timely delivery of services and payment.

B. Complaints

We provide information to the public in at least the top 12 most commonly spoken non-English languages in the state, advising members of the public of their right to file a



complaint if they feel that they have not been provided adequate language access services or have been denied access to services because of their limited English proficiency. We do not retaliate or take other adverse action because an individual has filed a language access complaint.

We display information on the right to file a complaint, and the procedures for filing a complaint, in the following manner:

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

We handle complaints made to the agency regarding the provision of language assistance services in the following manner:

The Language Access Coordinator reviews the issue with the Division receiving the complaint and develops a plan to improve the provision of language access and prevent future complaints of such nature.



PART 7 – Signatures

x _____
x *[Handwritten Signature]*

11/18/21

DOS Executive Deputy Secretary of State

Date



DOS Language Access Coordinator

10/17/24

Agency LAC

Title

Date

X

Margarita Larios

11/18/2024

Executive Director, NYS Office of Language Access

Date