

LANGUAGE ACCESS PLAN FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

State Agency: New York State Department of Health

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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 New York State Department of Health (the Department) has been overseeing the health, safety, and well-being of New Yorkers since 1901 – from vaccinations to utilizing new developments in science as critical tools in the prevention and treatment of infectious diseases. In the face of today's new public health challenges and evolving health care system, health equity is foundational to everything we do to help all people achieve optimal physical, mental, and social well-being. The New York State Department of Health (Department) protects and promotes the health of the people of New York by preventing epidemics and the spread of disease; promoting healthy lifestyles for children and families; protecting against hazards in homes, work, communities, and the environment; assuring access to high quality health care; and preparing for and responding to emergencies. As part of the Department’s mission to promote healthy lifestyles and to protect the health of the people of this state, the Department seeks to ensure that all individuals, including those with limited ability to read, speak, write, or understand English, are able to access our services, programs, and activities.



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: Japanese, Hindi, Nepali and Burmese.

The Office of Minority Health and Health Disparities Prevention conducted an analysis to determine which languages are most likely to be commonly identified as languages preferred for use by our populations across the state, using data from the following.

- The current 12 languages translated pursuant to the NYS Language Access Plan,
- The top 12 most common languages spoken by individuals with limited-English proficiency who are recent arrivals (within 5 years or less) to NYS according to the ACS,
- The top 16 languages spoken by NYS residents according to the ACS, and
- The top 16 languages spoken at home other than English in NYS according to the ACS.

In addition to the top 12 languages spoken by New Yorkers with LEP, DOH translated vital documents into Japanese, Hindi, Nepali and Burmese 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.

The most pertinent data is which languages are spoken by recent arrivals with LEP and whether there is any evidence indicating a need for translation of vital documents into those languages. The fact that there may be a larger population of NYS residents who speak other languages either generally or at home, but which are not used in the translation of vital docs does not necessarily disadvantage speakers of those languages as they may also be proficient in English. The NYS Department of Health will continue to reassess the need for additional languages of translation on an ongoing basis.

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

Upon initial contact with any of the Department program areas providing direct public services, language needs are determined and documented by program staff. Additional data is gathered from: contact with program staff who assist individuals with LEP; advocacy groups; Department contractors; and local municipal staff. Frequency of contact is based on the individual with LEP level of need and may occur in various settings or circumstances. Some examples of contacts with individuals with LEP include, but are



not limited to, the following: (1) contacts occurring when the individual with LEP applies to obtain services or benefits under programs administered by the Department; (2) contact with individuals with LEP through the AIDS Institute wherein the Department staff contact known partners of persons infected with HIV or AIDS, or conduct HIV/STD testing in the field; (3) contact with individuals with LEP when such individuals seek information or documentation maintained by the Department, including birth, death or marriage certificates; (4) during the course of the Department’s monitoring and oversight role, which includes home/health care facility visits, surveillance, and inspections, such as inspections of summer camps and restaurants; (5) communication with individuals and groups seeking written resources and social media for the public at large during a health crisis and (6) complaints which may be received via the Office’s designated language access email address.



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? If an individual indicates a need for language assistance at any point of public contact (in person or by phone), staff informs them of the services that are available with the assistance of the language identification tools, selected contractors, or bilingual staff if available who provide information as part of their duties and not as an interpreter.

- Signs posted about language assistance services

- In areas operated by the agency and open to the public

- Other (describe)

The Department’s website informs the public about free language assistance services. It also offers translated links to current public and community health concern announcements, emergency disease notifications, the New York State of Health, the AIDS Institute and Rape Crisis and Sexual Violence Prevention Bill of Rights and Emergency Information. Language access Toolkit Resources have been disseminated to DOH programs. They in turn, post this information at their events.

Note: While there is a statewide service apart from DOH that provides translation on the DOH website, the link is inconveniently located at the bottom of the page. Past DOH recommendations to ITS has been to move it to the top of the page for awareness and ease of access for linguistically diverse New Yorkers.

- 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? In addition to the languages indicated in the chart in Part 2 of this Plan, outreach may be conducted to populations with LEP based on community need. The Office of Minority Health and Health Disparities Prevention also awarded a local community organization funding to provide workshops focusing “Know Your Rights to Language Access Services” for non-English speakers and providers to ensure awareness of rights and responsibilities in accessing services.

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

What are the populations with LEP targeted? The ITS provided website translation had previously provided access to information in languages other than English. However, there have been challenges with accessing this resource. When accessible, select information is available in Arabic, Bengali, Chinese, Haitian-Creole, Italian, Korean, Polish, Russian, Spanish, Yiddish, Urdu, and French.

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

What are the populations with LEP targeted? The Department provides a Public Health Toolkit which is seasonal. They have assembled ready-to-use social media captions and graphics on key public health topics to support public health efforts. Topics include fish advisories, gun violence, immunization, pedestrian safety, rabies, summer safety, sun safety, swim safety, and ticks. Videos are available in Spanish. Social media graphics to promote the fair and equitable access to this information is available in Spanish, Simplified Chinese, Russian, Yiddish, Bengali, Korean, Haitian Creole, Italian, Arabic, Polish, French, and Urdu

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

In which languages? The New York State Dept. of Health has individual telephonic prompts for Arabic, Bengali, Chinese, Haitian Creole, Italian, Korean, Polish, Russian, Spanish, and Yiddish. Staff contacts the OPI Language Service Provider and requests interpreters for additional languages on an as needed basis. Currently, two language services providers each provide over 100 languages for use.

- ☒ Other (describe)

Information regarding NYS Relay 711 or (1-800-421-1220) is shared with Department staff to serve the deaf and hard of hearing community.



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) Self-identification by the individual during the encounter; referral from an outside source.

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) Menu options provided in languages other than English

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: The need for an interpreter may be determined by reception staff with the assistance of bilingual staff members, language identification posters, self-identification by the individual with LEP, or through a referral from outside sources. “I Speak” cards have been distributed to staff.

At initial contact in the field “I Speak” cards will be utilized by field staff and telephonic interpreting services can be employed through cell phones and other similar devices. In addition, bilingual staff may assist in the field, dependent on community need, when available.

When speaking on the telephone: Telephone contacts to programs from individuals with LEP are handled by telephonic interpreting services under contract with the Department. In addition, bilingual staff may assist with calls when available.

For pre-planned appointments of individuals with LEP: : Information concerning language needs is gathered as appointments are made. The need for an interpreter may be determined by reception staff with the assistance of bilingual staff members, self-identification by the individual with LEP, or through a referral from outside sources



Other (describe): Tablets provided by OGS Office of Language Access have been disseminated to select DOH programs. This resource provides additional opportunity for use during in person encounters by accessing VRI Interpreting services (both spoken and signed languages).

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

Programs within the Department identify which languages are needed for persons accessing their programs. Invoices, which reflect the use of language assistance services, are documented in a centralized database. The information derived from the database will assist the Language Access Coordinator in evaluating the effectiveness of the Plan and the services being provided.

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: There are currently five positions with one position staffed. All positions are for Spanish/English speakers.

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

Number of staff and languages spoken: Click here to enter text.

Telephonic interpreting service

Number of contractors and languages spoken: Two primary contractors that have been awarded under the NYS Office of General Services (OGS) Statewide Language Services Contract. Each provide services in over approximately 100 languages and dialects.

Contracts or other arrangements with school and community organizations

Number of contracts or other arrangements and languages spoken:

Other (Describe)

The Department works to secure in-person interpreters or translation services outside of OGS contractors for unique situations when the contracted contractor is not able to provide an interpreter, or the type of translation services requested.

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: The need for an interpreter may be determined by reception staff with the assistance of bilingual staff members, language identification posters, self-identification by the individuals with LEP, or through a referral from outside sources. Materials from the NYS Office of Language Access toolkit has been disseminated to DOH programs. Language identification posters have



been distributed to staff. “I Speak” cards have been disseminated to staff in the field and for community outreach initiatives.

☒ At initial contact in the field: Staff in the field utilize the “I Speak” card to assist in identifying the language of an individual with LEP. Bilingual staff, if available in the field and fluent in the language of the individual with LEP, will inform the individual with LEP that they do not need to provide their own interpreter and that free interpreting services are provided. Materials from the NYS Office of Language Access Toolkit have been provided to DOH programs.

☒ When speaking on the telephone: Staff inform the individual that they do not need to provide their own interpreter and that free interpreting services will be provided. Staff also utilize telephonic interpreting service to notify individuals with LEP.

☒ For pre-planned appointments of individuals with LEP: Information concerning language needs is obtained as appointments are made. Staff with the assistance of telephonic interpreter or bilingual staff members when available will notify an individual with LEP that free interpreting services are available.

☒ Other (describe): The NYS Department of Health website informs the public about the availability of free language assistance services. Staff provide this information onsite at the point of contact with the individual.

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

When it is determined that an interpreter is needed, programs arrange for interpreter services for scheduled appointments: telephonic, VRI or Remote interpreter services are utilized as needed; or bilingual staff who are available and have been identified who may assist the individual with LEP, with the understanding that they are communicating in the individual’s preferred language and not interpreting. VRI Tablets allow for interpreters to be accessed promptly for unscheduled appointments. VRI tablets allow programs to choose from over 100 languages and informs interpreters of the type of appointment for which they are being requested (e.g. Legal hearings, interviews, or interviews in the field).

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 interpreting services provided at no cost to them. Generally, an individual may not have a family member, friend, or a minor interpret. However, during emergencies individuals with LEP may 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 always 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:

Mandatory annual training is required for all staff. Training is administered through the Statewide Learning Management System (SLMS) with both a general training course and a Department-specific course. The NYS DOH SharePoint site provides contact information to the NYS DOH LAC and instructions to access interpreting and translation services. NYS DOH OMH-HDP provides staff training in addition to SLMS training to ensure awareness of the availability, accessibility, and appropriate utilization of translation and interpreting Department resources.

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:

Programs within the Department identify the languages needed for persons accessing their programs. Invoices, which reflect the use of language assistance services, are documented in a centralized database. The information derived from the database will assist the Language Access Coordinator in evaluating the effectiveness of the Plan and the services being provided. The Department also utilizes interpreting services obtained through a statewide contract, which provides detailed monthly reporting on the services provided to individuals with LEP.

Cultural Competence and Confidentiality

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

The Department utilizes interpreting services obtained through a statewide contract and works with the contractor to ensure the contractor implements quality assurance standards to ensure 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:

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

All Department staff in programs identified as covered programs under Health Insurance Portability and Accountability Act (HIPAA) are trained in HIPAA and confidentiality compliance. Interpreters under contract with the State must comply with confidentiality requirements, including applicable HIPAA requirements. The training provided to staff will address the importance of confidentiality. Furthermore, independent interpreters will enforce standards of confidentiality in accordance with NYS Law. Contractors are also asked to submit information for policies and trainings regarding confidentiality and their Code of Ethics.

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:

Documents determined to be vital include intake and consent forms; notice of rights, requirements, and responsibilities; availability and accessibility of resources during a pandemic, public safety and such others that contain pertinent information to assist in accessing program benefits. Programs within the Department will determine which documents are vital and in need of translation. The Public Affairs Group and /or the Office of Minority Health and Health Disparities Prevention will review these public facing forms and documents that the program has identified as being vital prior to translation. All translated documents will be reviewed and monitored as part of our Language Access Plan. In addition, individual requests for translation of confidential materials are also addressed. Upon receiving a document or correspondence from an individual with LEP in their primary language, the said document or correspondence will be sent to the selected contractor for translation in a timely manner.

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 is recognized nationwide for its plain language and health literacy efforts. The Department LAC has led activities which resulted in the following: the Department is the first state department of health in the nation to hold a health literacy summit to ensure the principles of health literacy and plain language are infused across all state and academic organizations, and the first state department of health to conduct an organization-wide health literacy survey and program assessment to identify and support health literacy and plain language principles in its work. In addition, NYS DOH is the first department of health at the state level to host a Healthy People 2030 remote event to discuss their newly adopted definition of Health Literacy, and the first department of health at the state level to host the Institute for Healthcare Advancement to provide an overview of the only Health Literacy Certificate Program currently in existence. In June 2023, the New York State Department of Health received an award from the Center for Disease Control and Prevention: CDC-RFA-OT21-2103: National Initiative to Address COVID-19 Health Disparities Among Populations at High-Risk and Underserved, Including

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>



Racial and Ethnic Minority Populations and Rural Communities. The Department was the first to include health literacy practices utilized by these awardees in a panel presentation to publicly disseminate information regarding the importance of health literacy among our diverse communities. Department materials are developed and assessed via staff representation of multiple programs to ensure clear and effective communication.

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

- Contractors translation services

Number of contractors: Two primary contractors with approximately over 180 languages covered, and potentially, any contractor under the OGS Statewide Language Services Contract.

- Contracts or other arrangements with schools and community organizations

Names of schools/organizations: [Click here to enter text.](#)

- Translation of documents by bilingual staff members

- Other (describe)

During a crisis or pandemic, partner with other state agencies who have contractor approved language service providers. For VRI/OPI, the Department utilizes two contractors. In-Person Consecutive/Simultaneous interpretation services are provided by two primary contractors. In-Person American Sign Language interpretation services are provided by three primary contractors.

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:

Upon receiving a document or correspondence from an individual with LEP in their primary language, the said document or correspondence will be sent to the selected contractor for translation in a timely manner. OMH-HDP staff also requests contractor to provide an estimated delivery date for the documents.

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

Japanese* Hindi* Nepali* Burmese*

Form #	Name	Top 12 Languages												Additional Languages
		AR	BA	CH	FR	HA	IT	KO	PO	RU	SP	UR	YI	
1	HIV Uninsured Care Programs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	In progress	✓	Burmese, Hindi, Japanese, Nepali
2	New York State Confidentiality Law & HIV	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Hindi, Japanese, Nepali
3	Need Help Paying for Prep (AIDS Institute)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	In progress	✓	Burmese, Hindi, Japanese, Nepali
4	Prep Yourself Against HIV (Brochure)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Hindi, Japanese, Nepali
5	ADAP Privacy Notice	✓	✓	✓	In progress	✓	✓	✓	✓	✓	✓	In progress	✓	
6	ADAP Language Sheet	✓	✓	✓	In progress	✓	✓	✓	✓	✓	✓	In progress	✓	
7	PrEP- AP (ADAP)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	In progress	✓	



8	PrEP – AP Card (ADAP)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	In progress	✓	
9	Expect The Test - Brochure	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Hindi, Japanese, Nepali
10	Early Intervention Program: A Parent's Guide (58-page Booklet)	✓	✓	✓	✓	✓	✓	✓		✓	✓		✓	Greek, Hmong, Khmer, Laotian, Punjabi, Vietnamese, Japanese
11	Newborn Screening	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Vietnamese, Burmese, Hindi, Japanese, Nepali
12	Ready, Set, Grow with WIC	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Farsi, Karen, Somali, Turkish, Vietnamese, Burmese, Hindi, Nepali
13	WIC Participants Rights and Responsibilities	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Farsi, Karen, Somali, Turkish, Vietnamese, Burmese, Hindi, Nepali
14	WIC Benefits Discontinued Letter		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Farsi, Karen, Somali, Turkish, Vietnamese, Burmese, Hindi, Nepali
15	WIC Graduation Letter		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Burmese, Hindi,
16	WIC – No Longer Eligible Letter		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		Burmese, Hindi
17	Handling Concerns About Care & Services in Nursing Homes			✓		✓	✓	✓		✓	✓			
18	Managed Care Bill of Rights			✓		✓	✓	✓		✓	✓			
19	NYS Proxy Law: Appointing Your Health Care Proxy			✓		✓	✓	✓		✓	✓			



20	Your Rights as a Hospital Patient In New York State (available on DOH website only)			✓		✓	✓	✓		✓	✓			
21	Your Rights as a Nursing Home Resident in New York State NYS Immunization Information System			✓		✓	✓	✓		✓	✓			
22	NYS Immunization Information System			✓		✓		✓		✓	✓			
23	New York State Requirements for School Entrance/ Attendance			✓		✓		✓		✓	✓			
24	How to Choose a Medicaid Managed Care Health Insurance Plan			✓		✓		✓	✓	✓	✓	✓		Hebrew, Laotian, Vietnamese, Hindi
25	Medicaid Enrollment Submission of Application on Behalf of Applicant			✓		✓	✓	✓		✓	✓			
26	Office of Professional Medical Conduct Complaint Form			✓		✓	✓	✓	✓	✓	✓			
27	Organ Donors Save Lives Brochure		✓	✓		✓	✓	✓		✓	✓			
28	Pulse Oximetry Screening for Critical Congenial Heart Disease Information for Parents and Guardians			✓	✓	✓	✓	✓		✓	✓			



29	Pulse Oximetry Screening for Critical Congenial Heart Disease. What does a low result mean?			✓	✓	✓	✓	✓		✓	✓			
30	Access NY Office of Health Insurance Programs (and Supp A)	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
31	Medical Marijuana Patients Brochure (NYS Patient Information)		✓	✓		✓	✓	✓		✓	✓			
32	Zika Virus Fact Sheet			✓		✓	✓	✓		✓	✓			Portuguese
33	Partner Services Let's Talk About You!	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
34	Hepatitis C Testing Law. Consumer Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
35	Hep C: Get Tested. Get Treated. Get Cured	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Hindi, Japanese, Nepali
36	Medical Orders for Life-Sustaining Treatment										✓			
37	Essential Plan Fact Sheet		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
38	Enrollment Period Fact Sheet		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali



39	How to Select a Health Care Plan Fact Sheet		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
40	Immigrant Fact Sheet		✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
41	NY State of Health – Poster	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
42	NY State of Health – Rack Card	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
43	DACA Rescission Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
44	At a Glance Cards (Medicaid, Child Health Plus, Essential Plan, Qualified Health) NY State of Health - Postcard	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
45	NY State of Health - Postcard	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
46	NY State of Health – Young Adults	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
47	A Guide to the Appeals Process – Individuals and Families	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese,



														Burmese, Hindi, Japanese, Nepali
48	NY State of Health- Why you Need Health Insurance Fact Sheet		✓	✓	✓	✓	✓	✓		✓	✓			
49	Guide to Form 1095-A Brochure		✓	✓	✓	✓	✓	✓		✓	✓			
50	Facts About Agricultural Workers (H-2A Visa Holders) and Health Insurance		✓	✓	✓	✓	✓	✓		✓	✓			
51	Facts About Temporary Agricultural Workers (H-2A Visa Holders) and Health Insurance		✓	✓	✓	✓	✓	✓		✓	✓			
52	Common Health Insurance Terms & Definitions		✓	✓	✓	✓	✓	✓		✓	✓			
53	Benefits Before Deductibles Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
54	Family Dental Coverage Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
55	Pediatric Dental Coverage Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
56	COVID-19 Insurance Options Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese,



														Burmese, Hindi, Japanese, Nepali
57	COVID-19 Insurance Changes Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
58	NYSOH COVID-19 Grace Period and Special Enrollment Periods QA's		✓	✓		✓		✓		✓	✓			
59	American Rescue Plan Fact Sheets	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Karen, Somali, Swahili, Tigrinya, Twi, Vietnamese, Burmese, Hindi, Japanese, Nepali
60	NYSOH Care at Home Poster	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
61	NYSOH Care at Home Rack Card	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
62	Medicaid, CHP, EP Changes Fact Sheet	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
63	OHIP Fact Sheet EVV and You		✓	✓		✓		✓		✓	✓			
64	OHIP Fact Sheet HIV, PrEP, and You		✓	✓		✓		✓		✓	✓			
65	OHIP Fact Sheet Asthma Control and You		✓	✓		✓		✓		✓	✓			
66	OHIP Fact Sheet High Blood Pressure, Prevention, and You		✓	✓		✓		✓		✓	✓			
67	OHIP Fact Sheet Medicaid Telehealth Services During the Coronavirus		✓	✓		✓		✓		✓	✓			



	Emergency - May 2020													
68	OHIP Fact Sheet Sickle Cell Disease	✓	✓	✓		✓	✓	✓		✓	✓		✓	
69	OHIP Fact Sheet Smoking Cessation	✓	✓	✓		✓	✓	✓		✓	✓		✓	
70	OHIP Fact Sheet Kidney Disease	✓	✓	✓		✓	✓	✓		✓	✓		✓	
71	OHIP Fact Sheet Covid Testing and Treatment	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
72	OHIP Fact Sheet Periodontal Disease	✓	✓	✓		✓	✓	✓		✓	✓		✓	
73	OHIP Fact Sheet Tooth Decay	✓	✓	✓		✓	✓	✓		✓	✓		✓	
74	NYS Donate Life Registry Enrollment Form		✓	✓	✓	✓		✓		✓	✓			
75	NYS Donate Life Registry Change and Modification Form		✓	✓	✓	✓		✓		✓	✓			
76	NYS Donate Life Registry Removal Form		✓	✓	✓	✓		✓		✓	✓			
77	WIC - No Longer Eligible Letter Certification Letter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Hindi,
78	WIC - Re-Certification Letter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Hindi,
79	WIC - Temporary 30-Day Benefit Letter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Hindi,
80	WIC - Thank You Letter	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Burmese, Hindi,
81	NYS WIC Acceptable Foods Card	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Farsi, Karen, Somali, Turkish, Vietnamese,



														Burmese, Hindi, Nepali
82	WIC Fair Hearing Request Form - DOH- 5249	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Farsi, Karen, Somali, Turkish, Vietnamese, Burmese, Hindi, Nepali
83	WIC Self Declaration Form - DOH- 5284	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Farsi, Karen, Somali, Turkish, Vietnamese, Burmese, Hindi, Nepali
84	What to Bring to Your WIC Appointment Brochure - DOH- 19044	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Farsi, Karen, Somali, Turkish, Burmese, Hindi, Nepali
85	Infant Meal Pattern (1260)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
86	Child Meal Pattern (1259)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
87	Adult Meal Pattern (1258)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
88	Crediting Foods in CACFP (19148)			✓		✓	✓	✓		✓	✓			
89	Good Nutrition Pays (4359) (for Day Care Centers)										✓			
90	Good Nutrition Pays (4364) (for Day Care Homes)			✓						✓	✓			
91	Letter to Households (CACFP- 3673)	✓		✓		✓	✓	✓		✓	✓			
92	Income Eligibility Form for Child Care - DOH 3688	✓		✓		✓	✓	✓		✓	✓			
93	Adult Care Income Eligibility Application - DOH 3834			✓						✓	✓			



94	Asthma Action Plan (Publication 4850)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
95	Consent for Cancer Services Program Participation	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	
96	Expect The Test - Poster	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	Uzbek, Burmese, Hindi, Nepali, Japanese
97	Maternity Information Leaflet - DOH-2901			✓		✓	✓	✓		✓	✓			
98	Pregnancy Complications -DOH-2943	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
99	Gestational Surrogacy Fact Sheet													
100	Surrogates' Bill of Rights													
101	Sexual Assault Victim Bill of Rights	✓	✓	✓		✓	✓	✓		✓	✓		✓	
102	Can your baby hear you? Brochure	✓	✓	✓	In progress	✓	✓	✓	✓	✓	✓	In progress	✓	
103	Your baby passed the hearing screening- Brochure.	✓	✓	✓	In progress	✓	✓	✓	✓	✓	✓	In progress	✓	
104	Your baby needs another screening- Brochure.	✓	✓	✓	In progress	✓	✓	✓	✓	✓	✓	In progress	✓	
105	Child Insurance Information – Form B, Instructions, Parent Notice Regarding Insurance and Authorization to Release Health Insurance	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	



	Information, Form C													
106	Early Help Makes a Difference Brochure	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	Croatian, German, Greek, Hebrew, Hmong
107	Alternative Format Notice - DOH-5130	✓	✓	✓		✓	✓	✓	✓	✓	✓	1	✓	
108	Medicare Savings Program Application - DOH-4328	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
109	Authorization for Verification of Resources (Applicant) - DOH-5148	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
110	Authorization for Verification of Resources (Legal Spouse) - DOH-5149	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
111	Recertification for Medical Assistant - DOH-4411	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
112	Disability Questionnaire - DOH- 5139	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
113	Authorization for Release of Health Information Pursuant to HIPPA - DOH-5173	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
114	Description of Child's Activities - DOH-5153	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
115	Consent Release of MA Information - DOH-5174	✓	✓	✓		✓	✓	✓	✓	✓	✓		✓	
116	Just Say Yes Farmers' Markets participant survey_EARS only		✓	✓							✓			Simplified Chinese



117	Just Say Yes Farmers' Markets participant survey Expanded.	✓	✓	✓						✓	✓			Ukrainian
118	Just Say Yes participant survey	✓								✓	✓			Ukrainian
119	Just Say Yes Informed Consent-Participant Demographic and Evaluation Survey	✓								✓	✓			Ukrainian

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

The Department, through its contractor (where applicable), will ensure that proofing/editing for correctness and cultural sensitivity are a component of the translation services provided by any contractor under contract as part of the publication process. The Department will also ensure that plain language is used in materials produced before submitting for translation to ensure information is accessible to a range of reading and health literacy levels.



PART 5 – Staff Training

The person in the agency who is responsible for training staff in language access services is:

The Division of Administration Training Director and the NYS DOH Language Access Coordinator.

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:



Mandatory online training will be provided for all employees within 90 days of being hired and annually thereafter. Staff will have to complete the Office of Employee Relation’s Language Access Training and the Department’s agency specific Language Access Plan training. On and after September 30, 2014, employees newly assigned to functions that bring them into contact with the public must complete the computer-based training within 90 days of assignment to the program. As changes occur in the program, the training will be updated, designated program liaisons will be informed of changes to communicate to relevant staff and updates will be posted on the Department's News Site



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 Department provides onsite education and information via email, conference calls, the Department’s News Site and SharePoint site. Internal controls are developed to ensure accuracy with completion of requests in a timely fashion, review progress, identify gaps and develop work plans to resolve any gaps. Internal and Department wide meetings are determined by priorities set and the plan is updated as 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:

In addition to its website, the Department requires that all programs identified by the Department as providing direct public services place notifications in reception areas indicating the availability of a complaint form in the languages indicated in Part 2. The Department utilizes the Statewide Language Access Complaint Form that provides information on the right to file a complaint and procedures to do so. The complaint form is available in the languages described in Part 2 and is found on the Department website for download or online submission, and internally on the NYS DOH SharePoint site. Additionally, the Department provides the translation of [patients' rights](#) in languages which may include Spanish, Russian, Haitian Creole, Chinese Arabic, Bengali, Yiddish, Polish and French.



In addition, the following information is provided by healthcare organizations

As a patient in a hospital in New York State, you have the right, consistent with law, to: Understand and use these rights. If for any reason you do not understand, or you need help, the hospital MUST provide assistance, including an interpreter. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department's telephone number.

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

Program staff will respond to complaints received regarding the provisions of language assistance services and submit to the Department LAC via email, complaint form or phone call. The LAC will address complaints received that cannot be resolved by program staff and address accordingly. All complaints must be timely forwarded to the Office of Language Access.



X Johanne E. Morne

Johanne Morne	Executive Deputy Commissioner	10/21/2024
Head of Agency	Title	Date

X Wilma Alvarado-Little

Wilma Alvarado-Little	Associate Commissioner	10/18/2024
Agency LAC	Title	Date

X Janos

	Margarita Larios	10/18/2024
Executive Director, NYS Office of Language Access		Date