

LANGUAGE ACCESS PLAN 2024



Photo By : Kara Cerilli

DUTCHESS COUNTY DEPARTMENT OF COMMUNITY AND FAMILY SERVICES

Sue J. Serino
Dutchess County Executive



Sabrina Jaar Marzouka, JD, MPH,
Commissioner of DCFS

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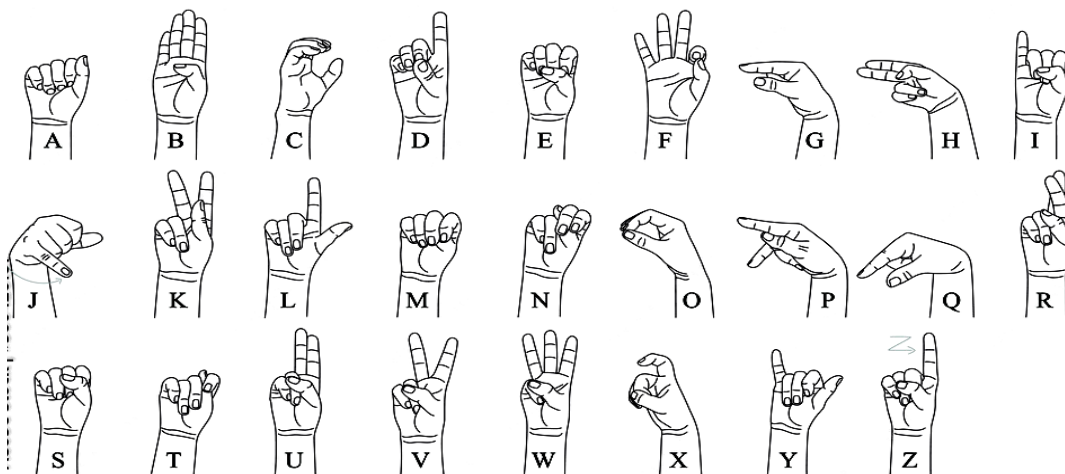
Language Access Plan Work Group

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[Office of General Services - Office of Language Access Homepage \(youtube.com\)](#)



Section 1: Dutchess County Department of Community and Family Services (DCFS) Plan Objective:

New York State Executive Law Chapter 18, Article 10, Section 202-a, establishes New York's Statewide Language Access Policy. This Plan explains how DCFS make sure that Limited English Proficient ("LEP") individuals have meaningful access to agency services, programs, and activities thorough out New York State.

The 06-ADM-05 Revised directive consolidates existing policy guidance issued by the Office of Temporary and Disability Assistance (OTDA) for delivering access to persons with disabilities and/or Limited English Proficiency (LEP), who are inquiring about, applying for, or receiving Temporary Assistance (TA), Food Stamps (SNAP) and/or assistance under the Home Energy Assistance Program (HEAP). 17-INF-14 was issued to remind districts of their obligations and responsibilities under 06-ADM-05 which was revised on April 27, 2006.

Districts have the responsibilities to ensure that applicants or and recipients of TA, SNAP, and HEAP have equal access to all benefits, programs and services for which they are eligible, including those offered by other agencies operating on behalf of a district:

- ◆ Ensure that emergency/immediate needs are addressed as may be appropriate to the case, and protect the filing or application date when an appointment is rescheduled for a person with a disability and/or LEP because reasonable accommodations cannot be offered, or no interpreter is available on the date the application is filed;
- ◆ Agency must document any limitations, necessary accommodations and/or LEP requirements to ensure access and coordinate services (e.g., note in the case record and on the Welfare-to-Work Case Management System that an individual is unable to climb stairs);
- ◆ Provide information to applicants and recipients of public assistance or care, and not discriminate against anyone making the inquiry based on race, color, religion, national origin, age, sex, handicap (physical or mental impairment), genetic pre-disposition or carrier status, creed, arrest/convictions, marital status, sexual orientation, military status and/or retaliation and;
- ◆ Assign a person to serve as ADA and LEP contact, to investigate any complaints of discrimination or improper case administration, and to inform applicants/recipients with a disability and/or LEP of their complaint procedures.

Section 2: Dutchess County Limited English Proficiency (LEP) Population of Service:

New York State Census data used to develop the Language Access Policy for NYS OTDA according to the most commonly spoken languages in New York State.

According to the July 1, 2022 United States Census, Dutchess County population is 297,545 residents.

Dutchess County population by Race and Hispanic Origin according to the “United States Census” as listed in box diagram below:

Race and Hispanic Origin	Percentage
White alone, percent (a)	80.1%
Black or African American alone, percent (a)	12.5%
American Indian and Alaska Native alone, percent (a)	0.6%
Asian alone, percent (a)	3.8%
Native Hawaiian and Other Pacific Islander alone, percent (a)	0.1%
Two or More Races, percent (a)	2.9%
Hispanic or Latino, percent (b)	14.5%
White alone, not Hispanic or Latino, percent	68.6%

Fact Notes: (a) Includes persons reporting only one race

(b) Hispanics may be of any race, so also are included in applicable race categories.

(c) Economic Census - Puerto Rico data is not comparable to U.S. Economic Census data

Top Twelve (12) Languages Spoken by LEP individuals in New York State are:

Data provided by OLA for 2024 Statewide		
#	Language	Estimated Number of Speakers with LEP
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

The OTDA LEP survey is consistent with Dutchess County’s population, as we share the same top three spoken language needs for translation of benefits and services.

Section 3: Dutchess County DCFS engages in flexible and suitable methods to facilitate LEP individuals in obtaining benefits. In addition, in 2020 DCFS staff volunteered in creating an intra agency language contact list to assist LEP individuals with the languages listed below:

DCFS Staff Availability to Assist LEP Individuals			
Language	Read	Write	Interpretation & Translation
Spanish	Yes	Yes	Yes
Tagalog	Yes	Yes	Yes
French Creole	Yes	Yes	Yes
Hindi	Yes	Yes	Yes
Marati	Yes	Yes	Yes
Kannada	Yes	Yes	Yes
Tamil	Yes	Yes	Yes
Punjabi	Yes	Yes	Yes
Greek	Yes	Yes	Yes

*** DCFS language list was created by volunteering case workers in 2020.**

Persons with LEP must be able to apply for benefits, programs and services without undue hardship. To assist applicants and recipients with Limited English Proficiency, application and certification materials have been reviewed by staff who can effectively and accurately translate and interpret all the materials and requirements to achieve eligibility standards.

Presently, DCFS has two Spanish Speaking interpreter/translators at our reception desk five days a week to assist all Spanish Speaking applicants and recipients' access to all programs, services and questions regarding eligibility requirements. We also have two part time Spanish speaking interpreters five days a week taking phone calls and emails from LEP individuals seeking assistance.

Any difficulty with understanding a LEP individual requires staff to utilize the **Language Line Solutions (LLS)** telephone services .

Language Line Agency Protocol:

Staff in DCFS are trained to interact with individuals utilizing agency policy and protocols to address all services requiring interpretation and/or translation for applicants or recipients.

Language Line Solutions offers over **240** languages for interpretation and translation.

A clients' first experience when they arrive at any one of our three sites looking for programs, benefits and or services begin with the reception area. The reception area is an open concept room with available seating to accommodate multiple people as well as being an ADA complaint facility.

Individuals who are considered to be Limited English Proficient (LEP) are immediately relieved when they see the colorful language access displays place along the walls and counters promoting trust and compassion in helping them access any and all of our programs, benefits and services.

Once the client(s) acknowledge the language access display forms the client identifies the language preferred by pointing at it. The reception staff immediately puts the client's language preference on their wallet card for the next staff member to communicate their needs without any struggle or delay is beginning the application process. DCFS has several interview rooms where the case worker and the client can discuss any and all confidential information privately. These interview rooms are supplied with telephones, computer screen review and safety glass divider to promote a safe and confidential meeting. This process is consistently provided by all divisions within the agency.

- a) Temporary Assistance, including Emergency Assistance
- b) Child Care for working parents / guardians
- c) SNAP, including expedited benefits and emergency food replacement
- d) HEAP, including furnace repair, replacement and electric and home fuel
- e) Medicaid, including Community Care, Nursing Home, Manage Care, MASSI and Children's Waiver Programs.
- f) Child Support with Family Court Orders and Petitions
- h) Adult Protective Services and guiding senior citizens to the Office for Aging .
- i) Children's Protective Services with Family Court Orders and Petitions
- j) Youth Services, addressing prevention, intervention, and educational & family support
- j) Homelessness, servicing mental and physical health, families

Dutchess County DCFS utilizes the **Language Identification Tool Charts** which displays 39 different languages to assist individuals who have Limited English Proficiency (LEP).

[illegible]

The reception desk staff are very welcoming and understanding of the importance to assist individuals who are experiencing a language barrier. The staffs immediate response is to minimize stress factors and to offer immediate comfort just by giving them a voice and share their needs and concerns

DCFS Language Line Usage by Year and Service Chart represents a three-year service usage of the language line by service and benefits illustrating total actual calls made and by percentage.

Service Legend / Abbreviation Key		
ADM – Administration	APS – Adult Protective Services	CPS – Child Protective Services
CSEU – Child Support Enforcement Unit		FC – Foster Care
HEAP – Heat Energy Assistance Program	MA – Medicaid	SIU – Special Investigation Unit
SNAP – Supplemental Nutrition Assistance Program	TA – Temporary Assistance	YB – Youth Bureau

DCFS Language Line Usage by Year and Service Chart												
	ADM	APS	CPS	CSEU	FC	HEAP	MA	SIU	SNAP	TA	YB	Totals
2021	14	18	263		90	14	4	1	515	83	5	1,007
%	1.3	1.7	26.1		8.9	1.3	.3	0	51.1	8.2	.4	24.5
2022	39	42	354	3	72		70	10	795	218	5	1,612
%	2.4	2.6	21.9	.1	4.4		4.3	.6	49.3	13.5	.3	39.2
2023	111	30	481	10	12	45	32	3	595	176		1,495
%	7.4	2.0	32.2	.6	.8	3.0	2.1	.2	39.8	11.8		36.3
Totals	164	90	1,098	13	174	59	106	14	1,905	477	10	4,114
%	3.9	2.2	26.7	.3	4.2	1.4	2.6	.3	46.3	11.6	.3	

The three year language line usage clearly indicates an increase for 2022 for overall activity. Breaking down the three year service area illustrates SNAP - 1,905 or 46.3%, CPS 1,098 or 26.7%, and TA 477 or 11.6% as the most active areas representing 3,480 or 84.6% in total. The steady growth in CPS activity is a general outlook which is too vague to pin point specific reasons or issues explaining what the numbers actually represent. The chart suggests the three areas of service require more internal translation support services to accommodate our county's population.

DCFS Language Identification Chart by Year Three Year Outlook by Language Used					
	2021	2022	2023	3 Year Totals	%
Albanian	1	15	8	24	.6
Arabic	6	14	28	48	1.2
Bengali		5		5	.1
Cantonese		3		3	.07
Dari		1	3	4	.09
Farsi	1	10	8	19	.4
French	2	2	2	6	.14
Greek		1	1	2	.04
Gujarati			1	1	.02
Haitian Creole			11	11	.2
Hindi	3	1	4	8	.19
Hungarian	3			3	.07
Italian	1	1	1	3	.07
Korean		3	2	5	.1
Mandarin	41	27	31	99	2.4
Marathi			1	1	.02
Pashto		4		4	.09
Polish		2	1	3	.07
Portuguese	3	13	1	17	.4
Punjabi	3		11	14	.3
Russian	1	19	46	66	1.6
Spanish	924	1,460	1,308	3,692	89.7
Tagalog	4			4	.09
Telugu			1	1	.02
Ukrainian		17	11	28	.6
Urdu		3	8	11	.2
Vietnamese	14	11	7	32	.7
Totals	1,007	1,612	1,495	4,114	100%

Looking at the language chart for the three year period shows a steady but high number of activity representing 3,692 or 89.7% for the Spanish speaking population. The Mandarin speaking population remains at a steady average for interpreter services representing 99 or 2.4%. The biggest increase is the Russian speaking population representing 66 or 1.6% overall but a showing in 2023 having an additional 27 in comparison to 2022 which only had 19 and in 2021 only having 1. In light of the three year chart the Arabic population is growing in Dutchess County.

DCFS Service Legend / Abbreviation Key		
ADM – Administration	APS – Adult Protective Services	CPS – Child Protective Services
CSEU – Child Support Enforcement Unit		FC – Foster Care
HEAP – Heat Energy Assistance Program	MA – Medicaid	SIU – Special Investigation Unit
SNAP – Supplemental Nutrition Assistance Program	TA – Temporary Assistance	YB – Youth Bureau

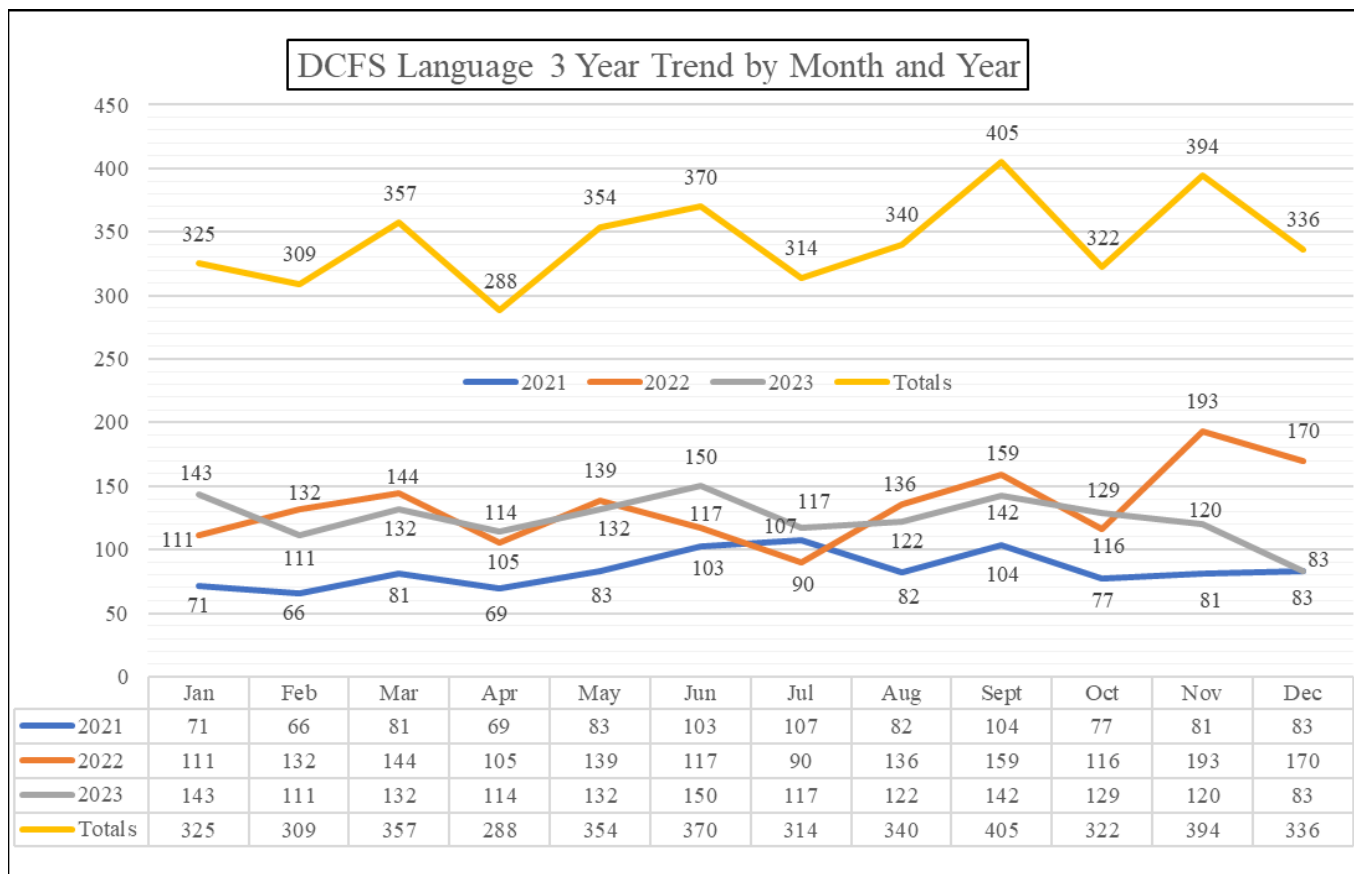
**DCFS Language Identification Chart by Service
Three Year Outlook by Language & Service**

	ADM	APS	CPS	CSEU	FC	HEAP	MA	SIU	SNAP	TA	YB	Totals	%
Albanian	3	1	4		2		1		2	11		24	.58
Arabic	4		3				3	1	23	14		48	1.16
Bengali			3				1			1		5	.12
Cantonese							1		2			3	.07
Dari	1	1								2		4	.09
Farsi	9	3					4		1	2		19	.46
French	2		3							1		6	.14
Greek	2											2	.04
Gujarati							1					1	.02
Haitian Creole	7		1						2	1		11	.26
Hindi	1		5						2			8	.19
Hungarian						3						3	.07
Italian									3			3	.07
Korean			2						3			5	.12
Mandarin	8	5	30	2	10		5	1	29	8	1	99	2.40
Marathi										1		1	.02
Pashto		2							1	1		4	.09
Polish			1						1	1		3	.07
Portuguese	1	4	6				1			5		17	.17
Punjabi			7						7			14	.34
Russian	11	3	4				2		22	17		66	1.60
Spanish	114	63	1,014	11	162	56	85	11	1,766	397	9	3,692	89.74
Tagalog									4			4	.09
Telugu		1										1	.02
Ukrainian	1	5						1	13	8		28	.68
Urdu		2	3				2		4			11	.26
Vietnamese			12						20			32	.77
Totals	164	90	1,098	13	174	59	106	14	1,905	470	10	4,114	100
Percentage %	3.98	2.18	26.68	.31	4.22	1.43	2.57	.34	46.30	11.42	.24	100	

The highest three languages to service (Spanish, Mandarin, Russian & Arabic) equals 3,905 or 94.9%.
The highest three year service totals (SNAP, CPS & TA) equals 3,473 - or - 84.41%.

Dutchess County Department of Community and Family Services Three Year Activity of Service Applications & Limited English Proficient Services Provided			
Year	Service Applications Completed	Language Line Services Provided	Percentage & Comparison
2021	18,547	1,007	5.4%
2022	22,468	1,612	7.2%
2023	25,184	1,495	5.9%
Totals	66,199	4,114	6.2%

When comparing the data provided by the Cognos Analyst Program with the Language Line usage for the three year period of 2021, 2022, and 2023. The chart implies that the majority of services provided by Dutchess County DCFS do not require LEP services. Additionally, It indicates multiple opportunity of services being offered representing an average of **93.8%** or **62,085** applications for services completed.



Section 4: Districts are required to assign a staff person as the LEP contact for the agency. This person will be responsible for monitoring all investigations and complaints regarding procedures and access to benefits, programs and services.

LEP / LAP Coordinator for the Dept. of Community and Family Services is:

William Sanchez, Special Assistant to the Commissioner

Phone: 845-486-3155, Fax: 845-486-3090

william.sanchez@dfa.state.ny.us

Dutchess County is aware of the **Language Access Complaint Form (LACF)** and its purpose to inform any **LEP** individual who wants to file a complaint.

Appropriate staff will assist the client on how to fill out or complete the form immediately to prevent any delay or discrepancy in receiving any programs, benefits or services.

See **OTDA-4987 EN - Language Access Complaint Form (LACF)**.

(The complaint form is available in other languages, interpreters will be assigned to assist individuals in completing the form).

The **LEP/LAP Coordinator** will review all allegations accordingly in a timely manner in effort to eliminate any delays from receiving programs, benefits or services, if eligible.

All **LACF** will be documented and tracked and for staff development training purposes. Completed investigations (founded or unfounded) of the **LACF** will be submitted to the Commissioner of DCFS to evaluate and determine any administrative action.

Commissioner of DCFS will address all founded investigations with all the proper County and State officials to report the outcomes of the investigations completed.

Office of Language Access Information can be downloaded at:

<https://ogs.ny.gov/office-language-access>

Dutchess County Manual of Policies and Procedures

Americans with Disabilities Act (ADA) Policy

Effective / Revised Date: Revised March 1, 2021, Adopted May 22, 2020.

Policy 00.22 - Page 1 of 5

Website link: [Americans-with-Disabilities-Act-ADA-Policy.pdf \(dutchessny.gov\)](#)

Section 5: Dutchess County utilizes materials approved and provided by the
NYS Office General Services (OGS) of the Office of Language Access (OLA).

A) All materials provided and requested are distributed to all three **DCFS** work sites.

Department of Community and Family Services (Main Office)

60 Market St. Poughkeepsie, NY 12601

Phone: 845-486-3000 Fax: 845-486-3090

Department of Community and Family Services (Satellite Office)

Eastern Dutchess Government Center (EDGC)

131 County House Road, Millbrook, NY 12545

Phone: 845-677-5532 Fax: 845-677-5508

Department of Community and Family Services (Satellite Office)

Beacon Center

223 Main Street, 1st Floor, Beacon, NY 12508

Phone: 845-838-4800 Fax: 845-838-4888

Materials used at Dutchess County DCFS facilities are displayed below:

- **Language ID Monitor Screen Saver for Desktop Use - 1920x1080 Poster**
- **Tabloid Desktop Displays (11"x17") and Maxi Poster Displays (24"x36")**

[illegible]

- **Rights Brochure (English) - 26 other languages provided:**



New York State Language Access Law

New Yorkers speak more than 800 languages. To make sure all New Yorkers can access government services and benefits—no matter how well you communicate in English—Governor Kathy Hochul signed New York State's language access policy into law and created the state's Office of Language Access. The Office of Language Access, within the Office of General Services, is responsible for ensuring that New York State agencies covered under this law implement it efficiently and effectively.

Under the law, New York State agencies that provide services or benefits to the public must:

1. Offer interpretation services to the person receiving services or benefits in their primary language, including American Sign Language (ASL).
2. Translate vital documents related to their services or benefits into the top 12 languages spoken by New Yorkers who don't speak English very well. Agencies may also choose to translate their vital documents into up to four more languages based on criteria detailed in the language access law.
3. Choose a Language Access Coordinator who will work with the Office of Language Access to make sure their agency is following the language access law.
4. Post their Language Access Plan on their agency's website and update it every two years.

The Office of Language Access publishes a report about these services every year.

Visit languageaccess.ny.gov for more information about the Office of Language Access, the agencies covered under the language access law and to submit feedback about your experience receiving language access services.

There are 2.5 million New Yorkers who don't speak English very well. These are the top twelve languages most commonly spoken in New York, besides English:

• Arabic	• Italian
• Bengali	• Korean
• Chinese (including Cantonese and Mandarin)	• Polish
• French	• Russian
• Haitian Creole	• Spanish
	• Urdu
	• Yiddish

How to Use Your "I Speak" Card

With this brochure, you should get an "I Speak" card. You can use it to identify your preferred language. You can carry your card with you and show it to staff at any New York State agency covered under the language access law, when requesting their services or benefits. This will help agency staff understand how to get the right interpreter for you. You can also download the card to your phone—just follow the steps below.

Downloading the card to your phone:

1. Scan the QR code.
2. Choose your language from the list.
3. Click on the icon on the top right corner to save it in your phone.
4. Open the card and show it to staff whenever you visit a State agency to get their services or benefits.

Did you know...?

American Sign Language (ASL) is the primary language of many people in the United States and Canada. While ASL is the sign language most commonly signed by the Deaf and Hard of Hearing people in the United States, it is not universal. There are many varieties of sign language used in different regions, like British Sign Language, French Sign Language or Chinese Sign Language. Sign languages can have a very different structure than spoken languages. Just like anyone who learns English as a second language, ASL users may find it difficult to communicate in English and have the right to an interpreter when seeking services or benefits from New York State agencies covered under the language access law.

- **Wallet Size - I Speak Card and Digital download format to a Smartphone**



I speak/use

☐ American Sign Language	☐ Russian / Русский
☐ Arabic / العربية	☐ Spanish / Español
☐ Bengali / বাংলা	☐ Urdu / اردو
☐ Cantonese / 广东话 / 廣東話	☐ Yiddish / אידיש
☐ Mandarin / 普通话 / 國語	☐ Other
☐ French / Français	
☐ Haitian Creole / Kreyòl Ayisyen	
☐ Italian / Italiano	
☐ Korean / 한국어	
☐ Polish / Polski	

Please call an interpreter.

  **Office of General Services**
Office of Language Access

Section 6: Language Access Help & Access to Services in Your Language Complaint Forms: Website by the Office of Temporary and Disability Assistance.

- Language Access website: <https://otda.ny.gov/language/access/>
- All forms are available in 12 Languages
- Additional Assistance Phone Number: 1-518-402-3096
- NYS OTDA Program Forms website: <https://otda.ny.gov/programs/applications/>
- All Forms are available in 12 languages
- Applications for Certain Benefits and Services (LDSS-2921) & (PUB-130)
- Form for Certain Benefits and Services (LDSS-3174) & (PUB-1313)
- Supplemental Nutrition Assistance Program (SNAP) Benefits (LDSS-4826) & (LDSS-4826A)
- Request for Replacement of Food Purchased with SNAP Program Benefits (LDSS-2291)
- SNAP Authorization Representative Request Form (LDSS-4942)
- SNAP /Change Report Form (LDSS-3151)
- Application / Recertification SNAP Program Benefits (DSS-5166)

Home Energy Assistance Program (HEAP)

- HEAP Application (LDSS-3421)
- Qualified Allen Definition (LDSS-4998)

State Supplement Program (SSP)

- Living Arrangement Form (LDSS-5030)
- Direct Deposit Enrollment Form for SSP Recipients (LDSS-5025)
- Direct Deposit Cancellation Form for SSP Recipients (LDSS-5067)
- SSP Income Verification Form (LDSS-5040)
- Designated Representative Form (LDSS-5024)
- Rights and Responsibilities of Designated Representative for SSP (LDSS-5032)
- Congregate Care Change Report Form (LDSS-5023)

Child Support Services

- Application for Child Support Services (LDSS-5143)
- Information about Child Support Services (LDSS-5143A)
- Additional Child Information (Application) (LDSS-5143B)
- Acknowledgment of Parentage (LDSS-5171)

Temporary Assistance for Needy Families (TANF)

- TANF Services Certification (LDSS-4726)
- Youth Application for TANF Services (LDSS-4770)

Application Booklets

- What You Should Know About Your Rights and Responsibilities (LDSS-4118A)
- What You Should Know About Social Services Programs (LDSS-4148B)
- Insert for LDSS-4148B, What you Should Know About Social Services Programs (LDSS-4148B.1)
- Important Changes in the Medicaid Program (LDSS-4148A) and (LDSS-4148B)
- What You Should Know If You Have an Emergency (LDSS-4148C)
- Accessing Application / Recipient Informational Books (LDSS-5084)
- What are my Rights? (LDSS-5208)

Section 7: Other methods DCFS uses and publicizes for language access assistance services include:

- Posting signs in reception and intake areas and other entry points in all three sites.
- Provide Language Access materials throughout the three sites for clients and their representatives.
- Sign Language assistance and request forms are made available to applicants, recipients for all available benefits and services provided by DCFS.
- Advertising in outreach documents that language services are available from the agency
- Using a DCFS web site menu to provide information about available language assistance services and how to get them;
- Partnering with other County government departments and community-based organizations in collaboration with other stakeholders to inform LEP individuals of the agency's services, including the availability of language assistance materials.
- Disseminate notices to the local media and municipalities within the County.
- Two KIOS document imaging systems are available in the reception area allowing applicants and recipients access to submit their information immediately without any delay. The Kios operating system is user friendly and LEP accessible.

Braille Informational Forms and Materials located in our reception areas:

- ◇ **1301-BR** Instructions for completing application for certain benefits and services
- ◇ **1313-BR** Instructions for completing recertification for certain benefits and services
- ◇ **2291-BR** Request for replacement of food purchased with SNAP benefits.
- ◇ **2921-BR** Application for certain benefits and services.
- ◇ **3174-BR** Recertification form for certain benefits and services.
- ◇ **4148B-BR** What you should know about social services.
- ◇ **4148.1-BR** Insert of LDSS 4148B what you should know about social services programs.
- ◇ **4148A & 4148B** Supplement - BR - Important changes to Medicaid Program.
- ◇ **4148C-BR** What you should know if you have an emergency.
- ◇ **4826-BR** SNAP - Application / Recertification
- ◇ **4826A-BR** How to complete the application/recertification and rights and responsibilities.
- ◇ **4942-BR** SNAP authorization / representation request form.
- ◇ **5084-BR** Accessing Application / Recipient informational books.

Section 8: Community Base Organization's (CBO) and other Service Agencies

Service agencies and CBOs under contractual obligation with DCFS are mandated to provide LEP individuals' language access opportunities by providing interpreters and translators to assure all services, benefits and programs are obtained timely and without any delay for services. The contracted agencies will comply with the DCFS Language Access Plan when addressing LEP individuals seeking services. DCFS contract monitoring are performed annually to address any discrepancies or change of services required according to the individuals needs and circumstances.

Dutchess County government is an admiring partner with Mid-Hudson Interpreter Services for many years and have established a great working relationship to meet the needs of our residents in Dutchess County.

The Mid-Hudson Interpreter Services (MHIS) contract provide services to a variety of county agencies in Dutchess County: Dutchess County Community & Family Services, Office for the Aging of Dutchess County, the Office of Probation & Community Corrections, the Office of the Public Defender, the Department of Health, the Department of Mental Health, Dutchess County Jail, Dutchess County Human Resources & Risk Management, Dutchess County Clerk's Office.

MHIS provides effective communication utilizing but not limited to: Sign/Visual Language (s), Oral, and/or Tactile methods of interpreting services. MHIS is available seven (7) day a week. Requests shall be made with a recommended ten (10) days' notice. MHIS shall use its best effort to provide communication services when requested for any and all appointments. MHIS shall serve as the contact to all parties via various communication modes or at person-to-person meetings. MHIS shall process related documents and payments to the interpreters. Direct contact services shall be requested at (845) 452 – 3913 at extension # 102. Emergency requests, or any requests being less than three (3) full business days' notice, shall be made by contacting MHIS office telephone number as well as calling the on-call telephone number at (845) 797 – 3799.

Prior to providing services, a fully executed contract must be on file by the County agency requesting services. The MHIS staff will request the following information including, but not limited to: the dates, beginning and approximate ending times, address and locations, description of the assignment, requester's name and contact information, communication mode, copies of any written materials, and knowledges of any audio and/or visual equipment to be used.

82 Washington Street, Suite # 214, Poughkeepsie, NY 12601

Office Phone: 845-452-3913 - ext. 103 Fax: 845-485-3196

*845-330-2083 - Video Phone for Deaf / Hard of Hearing

845-485-8110 - TTY

Email: j.byrnes@taconicresources.org

Website: www.taconicresources.org

Business Hours of Operation - M-F 9am-5pm

DCFS Community Based Contract Services Mid-Hudson Interpreter Services (MHIS) Supporting our Community Residents



	2021		2022		2023	
	# Consumers	Public Access	# Consumers	Public Access	# Consumers	Public Access
January	6	5	4	0	5	0
February	7	6	5	0	3	0
March	6	5	5	1	6	2
April	8	4	5	1	4	1
May	5	4	3	0	6	1
June	3	3	4	0	6	0
July	1	0	4	0	5	0
August	1	0	4	0	4	0
September	4	1	3	0	2	1
October	4	1	4	0	1	0
November	5	0	4	0	2	1
December	8	0	4	1	1	0
	58	29	49	3	45	6
	87		52		51	

Public Access:

2021 COVID public announcements

2022 & 2023 were public events for individuals requesting accommodation

Our Language Access Plan (LAP) and government goals are extensive in Dutchess County. Our dedication and efforts are incorporated with the majority of the county government departments, as well as with our community based organizations who partner in our mission to support our residents in the time of need.

We recognize the urgency and understand that in our current diverse population we must address the demanding need to promote and open all levels of communication.

DCFS is committed to assisting our residents who have Limited English Proficiency (LEP) and require language access to Interpreters and Translation. These opportunities are crucial in order to facilitate the needs of our community residents.

Dutchess County government services work best when all county departments and agencies work together while fulfilling specialized services impacting our community's day to day lives.

Section 9: DCFS staff training

Training opportunities are coordinated by the DCFS Director of Staff Development and are available to all DCFS staff through state and county websites, as well as in person trainings.

State Training Websites that can be accessed through CentraPort

- ILINC
- OTDA Training Opportunities
- OCFS Training Opportunities
- STARS / HSLC
- Training Space

Dutchess County / DCFS Training Sites accessible through the Intranet :

- A. NEO.GOV (County Intranet)
- B. DCFS intranet:
 - ◇ ADA Policy & Forms
 - ◇ Language Line Protocols
 - ◇ Disability Accommodations Request
 - ◇ Discrimination & Harassment Prevention (Annually)
 - ◇ Staff training information portal

DCFS training oversight is monitored by division Directors to meet the needs of our agency staff throughout the year. In coordination with the Director of Staff Development all training is tracked to assure proper training requirements are met annually but also to enhance staff performance and knowledge in human services challenges.

New York State Office of Temporary and Disability Assistance

Administrative Directives: 06-ADM-05 Revised Date April 27, 2006.

Subject: Providing Access to Temporary Assistance Programs for Persons with Disabilities and/or Limited English Proficiency (LEP)

Informational Letter: 17-INF-14 Dated December 19, 2017.

Subject: Language Access for Individuals with Limited English Proficiency (LEP)



KATHY HOCHUL
Governor

**Language
Access**

**Office of Temporary
and Disability Assistance**

Waiver of Rights to Free Interpretation Services

New York State policy is to offer Limited English Proficient (LEP*) individuals with free interpretation services when accessing state services. If you have been identified (or self-identified) as an LEP individual by the agency and wish to waive your right to free interpretation services, you need to complete this form.

Name of Limited English Proficient (LEP) Individual (or authorized representative)

Check all that apply

- ☐ I have been told that I have the right to free interpretation services
- ☐ I understand that I can have the services of a free interpreter
- ☐ I choose NOT to use the services of a free interpreter at this time, and will instead:
- ☐ Communicate in English
- ☐ Use my own interpreter (*Must be at least 18 years old*). Please note that for certain services, you may not be allowed to provide an interpreter of your choice.
- Name of Interpreter _____ Relationship to the LEP individual _____
- ☐ Other _____

- ☐ I understand that I can change my mind at any time and accept the services of a free interpreter

Signature of LEP Individual (or Authorized Representative) Date

For Agency Use Only

Name of Employee

Division/Department

Email Address

Phone Number

Signature of Employee

Date

*Individuals are considered LEP if they do not speak English as their preferred language and have limited ability to read, speak, write, or understand spoken English.

EN

Laws, Rules and Regulation

Limited English Proficiency Requirements

SECTION 202-A

Language Translation Services

N.Y.S. Executive Law

CHAPTER 18, ARTICLE 10

42 U.S.C.

United States Code, 2009 Edition

Title 42 - THE PUBLIC HEALTH AND WELFARE

CHAPTER 21 - CIVIL RIGHTS

SUBCHAPTER V - FEDERALLY ASSISTED PROGRAMS

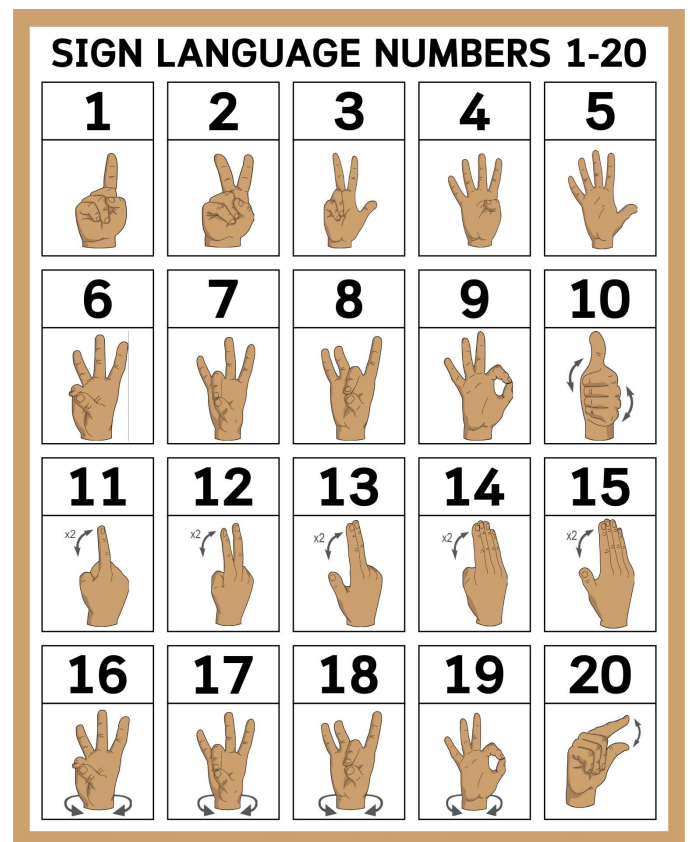
Sec. 2000d-1 - Federal authority and financial assistance to programs or activities by way of grant, loan, or contract other than contract of insurance or guaranty; rules and regulations; approval by President; compliance with requirements; reports to Congressional committees; effective date of administrative Action From the U.S. Government Publishing Office, www.gpo.gov

Ex. ORD. NO. 13166. IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY

Ex. Ord. No. 13166, Aug. 11, 2000, 65 F.R. 50121, provided:

By the authority vested in me as President by the Constitution and the laws of the United States of America, and to improve access to federally conducted and federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP), it is hereby ordered.

AMERICAN SIGN LANGUAGE WORDS POSTER



Most Frequently Requested Languages for Interpretation & Translation in Dutchess County

Ne Shqip

普通话

українська

Français

عربي

Español

粤语

বাংলা

Русский

Tiếng Việt

دری

فارسی