

# STATE OF NEW YORK

9355

## IN ASSEMBLY

February 23, 2022

Introduced by M. of A. CRUZ -- read once and referred to the Committee  
on Governmental Operations

AN ACT to amend the executive law, in relation to language access  
services

The People of the State of New York, represented in Senate and Assem-  
bly, do enact as follows:

1 Section 1. The executive law is amended by adding a new section 202-a  
2 to read as follows:

3 § 202-a. Language access services. 1. Acting pursuant to section two  
4 hundred of this article, the commissioner of general services shall  
5 establish, within the office of general services, a division of language  
6 access services and shall appoint and fix the compensation of a director  
7 of language access services and such other assistants and other employ-  
8 ees necessary to assist in overseeing the provision of language access  
9 services by state agencies and ensuring compliance with the provisions  
10 of this section. The director of the division of language access  
11 services shall report directly to the commissioner of general services.

12 2. Each state agency that provides direct public services in New York  
13 state shall translate all vital documents relevant to services offered  
14 by the agency into the ten most common non-English languages spoken by  
15 limited-English proficient individuals in the state, based on the data  
16 in the most recent American Community Survey published by the United  
17 States census bureau. Agencies subject to this section, in their  
18 discretion, may offer at least two additional languages beyond the ten  
19 most common languages, and shall offer any additional languages that are  
20 recommended by the director of language access services and approved by  
21 the office of general services based on the population of limited-Engl-  
22 ish proficient individuals served by the agency, feedback from impacted  
23 community or advocacy groups, the geographic region within which the  
24 services are offered, any other relevant data published by the United  
25 States census bureau.

26 3. Each agency subject to the provisions of this section shall desig-  
27 nate a language access coordinator who will work with the division of

EXPLANATION--Matter in italics (underscored) is new; matter in brackets  
[-] is old law to be omitted.

LBD14759-01-2

1 language access services to ensure compliance with the requirements of  
2 this section.

3 4. Each agency subject to the provisions of this section shall develop  
4 a language access plan in consultation with the division of language  
5 access services and submit such plan to the office of general services.

6 a. An agency's initial language access plan shall be issued by the  
7 agency within ninety days of the effective date of this section.

8 b. Language access plans shall be updated and reissued every two years  
9 on or before January first.

10 c. Language access plans shall set forth, at a minimum:

11 (i) when and by what means the agency will provide or is already  
12 providing language assistance services;

13 (ii) the titles of all available translated documents and the  
14 languages into which they have been translated;

15 (iii) the number of public contact positions in the agency and the  
16 number of bilingual employees in public contact positions, and the  
17 languages such employees speak;

18 (iv) a training plan for agency employees which includes, at minimum,  
19 annual training on the language access policies of the agency and train-  
20 ing in how to provide language assistance services;

21 (v) a plan for annual internal monitoring of the agency's compliance  
22 with this section;

23 (vi) a description of how the agency intends to notify the public of  
24 the agency's offered language assistant services;

25 (vii) an assessment of the agency's service populations to determine  
26 whether additional languages of translation should be added beyond the  
27 top ten languages;

28 (viii) an explanation as to how the agency determined it would provide  
29 any additional language beyond the top ten languages required by this  
30 section;

31 (ix) if direct public services are provided on behalf of the agency by  
32 local governments, the extent to which translation and interpretation  
33 services are provided by such local governments and all efforts by the  
34 agency to ensure that such direct public services are provided in  
35 compliance with this section; and

36 (x) the identity of the agency's language access coordinator.

37 5. Each agency subject to the provisions of this section shall:

38 a. provide interpretation services between the agency and an individ-  
39 ual in each individual's primary language with respect to the provision  
40 of services or benefits by the agency; and

41 b. publish the agency's language access plan on such agency's website.

42 6. For purposes of this section, "vital document" means any paper or  
43 digital document that contains information that is critical for obtain-  
44 ing agency services or benefits or is otherwise required to be completed  
45 by law.

46 7. The division of language access services shall solicit and review  
47 community feedback on the provision of language access services and  
48 serve as a clearinghouse on agencies' capacities to provide language  
49 access services, and shall work with agency language access coordinators  
50 to develop improvements in the state's language access efforts.

51 8. The office of general services and the division of language access  
52 services shall ensure agency compliance with this section and shall  
53 prepare an annual report, which shall be made public on the office of  
54 general services' website, detailing each agency's progress and compli-  
55 ance with this section.

56 § 2. This act shall take effect July 1, 2022.