



NYS OFFICE OF LANGUAGE ACCESS:

ANNUAL REPORT

**FY 2024
– 2025**



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INTRODUCTION

In April 2022, Governor Kathy Hochul codified New York’s statewide language access policy as part of the FY 2023 Enacted Budget. Under the [language access law](#), all New York State agencies that provide services or benefits directly to the public must provide [interpretation](#) services in any language to a person who needs to access the agency’s services. Covered agencies are also required to translate vital agency documents into the 12 languages most commonly spoken by New Yorkers with limited English proficiency (LEP), based on the most recent data from the [United States Census Bureau’s American Community Survey](#).

To ensure effective implementation, Governor Hochul established the [New York State Office of Language Access](#) (OLA) in October 2022, which operates within the [New York State Office of General Services](#) (OGS). OLA provides critical oversight, coordination, and support to state agencies as they fulfill the requirements of the language access law.

Nearly 50 state agencies self-reported data for this report, which OLA created in collaboration with the OGS Data Analytics Office and the OGS Digital and Media Services Center. It is prepared and published in accordance with [Executive Law Section 202-a](#), also known as the language access law. It reflects language access services provided during the state fiscal year (FY) 2024-2025, from April 1, 2024, through March 31, 2025. This report also includes comparative data from the previous fiscal year ([FY 2023-2024](#)), from April 1, 2023, to March 31, 2024.

The report begins with a [Summary of Conclusions](#), followed by sections detailing the [Data Sources](#), [Data Points](#), [Detailed Analysis of Results](#), and [Definitions of Key Terms](#).

If you have any questions about this report, contact OLA at LanguageAccess@ogs.ny.gov.

SUMMARY OF CONCLUSIONS

From April 1, 2024, through March 31, 2025:

- **One new state agency**—the New York Waterfront Commission (WC)—opted to voluntarily comply with the language access law in 2024, and its data is included in this report.
- **Two new state agencies under the language access law**—the Council on Children and Families (CCF) and the New York State Education Department (NYSED)—also opted to voluntarily comply with the law in early 2025. Their data will be included in next year’s annual report.
- State agencies provided language **interpretation services in more than 157 languages across 583,793 individual encounters**, representing a 13-percent increase from last year’s report.
- **Over 5,840 people with LEP were assisted through group encounters.**
- Most encounters with people with LEP occurred through **telephonic interpretation** and in-person **consecutive interpretation**, which is consistent with last year’s report.
- **Spanish remains the most frequently requested language** for translation and interpretation, which reflects its status as the preferred language of the largest population with LEP in New York State.
- **Agencies translated over 27,000 documents into 73 languages.**
- Agencies **printed and distributed over 19 million translated documents in 35 languages**, marking a 2-percent increase from last year’s report.
- A total of **31,356 agency staff members completed the annual statewide Language Access for Frontline Staff training** administered by the Office of Employee Relations (OER).
- Agencies addressed **all 33 public complaints** related to language access received during the reporting period.
- Agencies **spent over \$14 million** on language access services, a 36-percent increase compared to last year’s report.

Overall, these conclusions **reflect New York State’s continued commitment to providing equitable access to services for everyone**, regardless of their preferred language or English-language skills. OLA continues to collaborate with state entities to monitor, expand, and improve language access services across the state.

| | | | |
|--|--|--|--|
| April 1, 2024, to March 31, 2025 Annual Report Snapshot | Total individual encounters 583,793 | Total people with LEP reached in group encounters 5,842 | Telephonic interpretation accounted for 82 percent of individual encounters |
| | Total documents translated into 73 languages 27,123 | Total translated documents printed and distributed 19,156,532 | Total translated documents posted online 7,057 |
| Total trained 31,356 | Total language access complaints 33 | Total expenditure \$14,004,303 | Total expenditure for written translation \$3,938,755 |

DATA SOURCE

OLA collected data from the following state agencies (listed below in alphabetical order) for this report:

1. Adirondack Park Agency (APA)
2. Commission of Correction (SCOC)
3. Council on the Arts (ARTS)
4. Council on Developmental Disabilities (CDD)
5. Department of Agriculture and Markets (AGMARKETS)
6. Department of Civil Service (CS)
7. Department of Corrections and Community Supervision (DOCCS)
8. Department of Environmental Conservation (DEC)
9. Department of Financial Services (DFS)
10. Department of Health (DOH)
11. Department of Labor (DOL)
12. Department of Motor Vehicles (DMV)
13. Department of Public Service (DPS)
14. Department of State (DOS)
15. Department of Taxation and Finance (DTF)
16. Department of Transportation (DOT)
17. Department of Veterans' Services (DVS)
18. Division of Criminal Justice Services (DCJS)
19. Division of Homeland Security and Emergency Services (DHSES)
20. Division of Human Rights (DHR)
21. Division of Military and Naval Affairs (DMNA)
22. Division of Tax Appeals (DTA)
23. Empire State Development (ESD)
24. Gaming Commission (GAMING)
25. Higher Education Services Corporation (HESC)
26. Homes and Community Renewal (HCR)
27. Justice Center for the Protection of People With Special Needs (JUSTICE)

28. Liquor Authority (SLA)
29. New York State Insurance Fund (NYSIF)
30. Office for the Aging (AGING)
31. Office for People With Developmental Disabilities (OPWDD)
32. Office for the Prevention of Domestic Violence (OPDV)
33. Office of Addiction Services and Supports (OASAS)
34. Office of Cannabis Management (OCM)
35. Office of Children and Family Services (OCFS)
36. Office of General Services (OGS)
37. Office of Information Technology Services (ITS)
38. Office of the Inspector General (OIG)
39. Office of the Medicaid Inspector General (OMIG)
40. Office of Mental Health (OMH)
41. Office of Parks, Recreation and Historic Preservation (PARKS)
42. Office of Temporary and Disability Assistance (OTDA)
43. Office of Victim Services (OVS)
44. Public Employment Relations Board (PERB)
45. State Police (NYSP)
46. Thruway Authority (THRUWAY)
47. Waterfront Commission (WC)
48. Workers' Compensation Board (WCB)

DATA POINTS

Each participating agency has a designated [Language Access Coordinator](#) (LAC) who works with OLA to ensure compliance with the language access law. The data collected from these agencies and their designated LACs include the following information:

- **Agency:** The name of the state agency whose LAC works with OLA to ensure compliance with the language access law.
- **Interpretation:** The total number of [individual encounters](#) (broken down by type of interpretation), language, and whether external language services contractors or internal bilingual staff provided the interpretation service. Services include in-person [simultaneous interpretation](#), in-person [consecutive interpretation](#), [telephonic interpretation](#), and [video remote interpretation](#) in spoken languages and American Sign Language (ASL).
- **Translation:** The total number of documents converted from English into another language, or from a non-English language into English, by external language services contractors or internal bilingual staff.
- **Outreach:** The total number of individuals with LEP to whom staff members provided information or assistance as part of a [group encounter](#) using interpretation services at outreach events. Outreach events include fairs, community meetings, presentations, tabling, conferences, workshops, panels, and more.
- **Expenditure:** The total dollar amount spent by service type and language. Services include in-person simultaneous interpretation, in-person consecutive interpretation, telephonic interpretation, video remote interpretation, and written translation, including desktop publishing and printing, when applicable.
- **Complaints:** The total number of complaints New Yorkers submitted by type (related or unrelated to language access) and language. Anyone can submit a complaint by completing a [Language Access Complaint Form](#) on the OLA website or in person at the location where the complainant received services. Complaints can be made in English or one of the top 12 languages spoken by people with LEP in New York State.
- **Training:** The total number of agency staff members who completed the statewide Language Access for Frontline Staff training administered by the Office of Employee Relations (OER).
- **Communications:** Information regarding the production and availability of translated documents online.

DETAILED ANALYSIS OF THE RESULTS

The following are ten takeaways from an analysis of the data.

INTERPRETATION

1. State agencies provided **language interpretation services in 157 languages across 583,793 individual encounters**, a 13-percent increase from last year's report.

Figure 1: Total Number of Individual Encounters by Agency

(Agencies not included in Figure 1 did not have related data to report.)

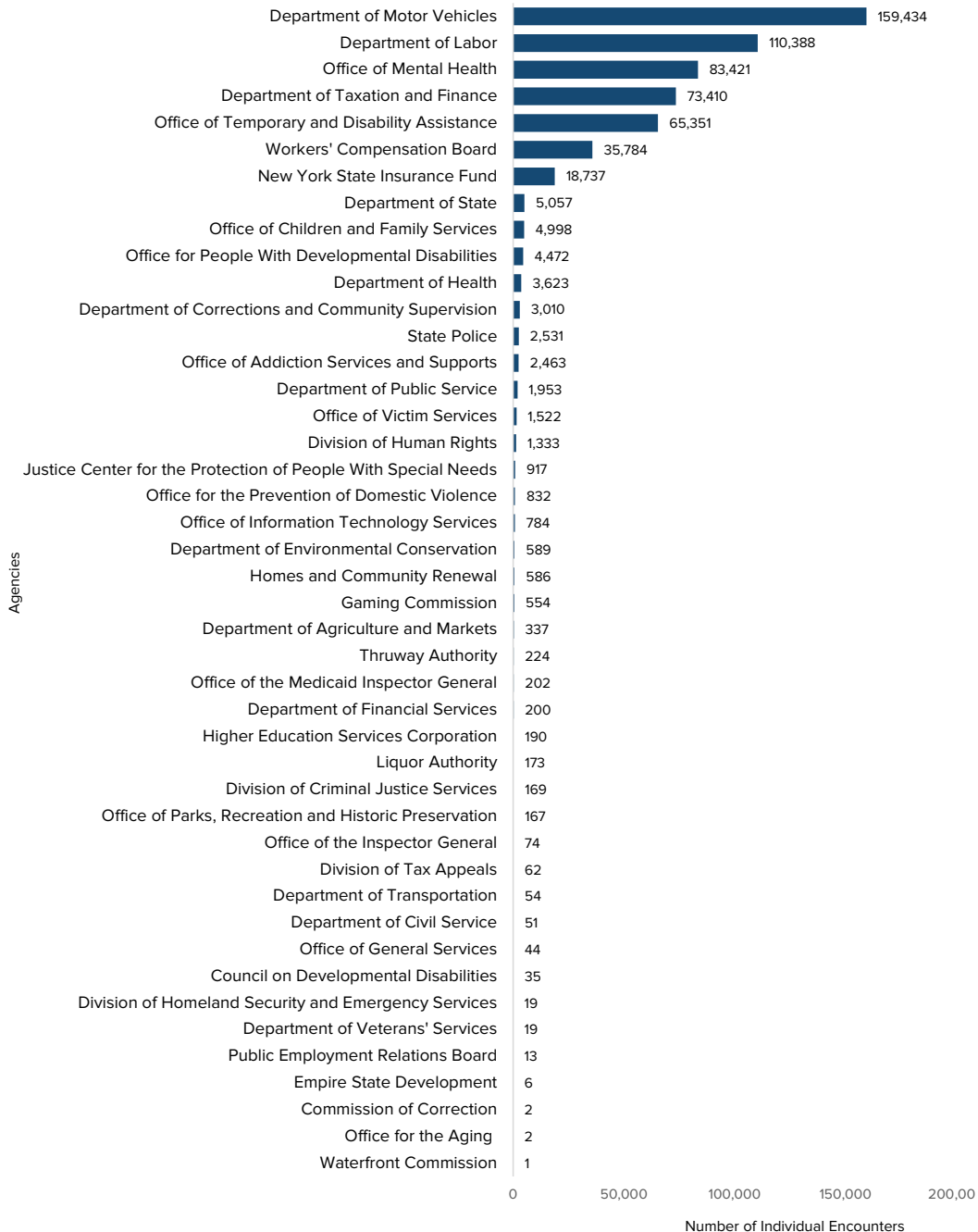


Figure 2: Total Number of Individual Encounters by Top Language

(Each top language included in Figure 2 had over 1,000 reported individual encounters. See Figure 3 for the complete list of languages.)

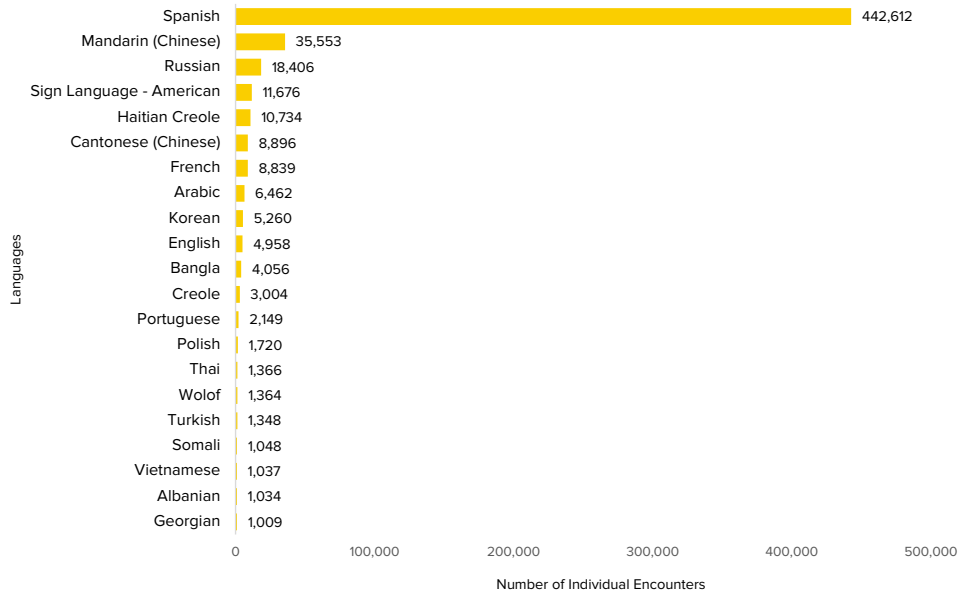


Figure 3: Complete List of Individual Encounters by Language

| LANGUAGE | TOTAL INDIVIDUAL ENCOUNTERS | PERCENT OF TOTAL INDIVIDUAL ENCOUNTERS |
|--------------------------|-----------------------------|--|
| Spanish | 442,612 | 75.8% |
| Mandarin (Chinese) | 35,553 | 6.1% |
| Russian | 18,406 | 3.2% |
| Sign Language - American | 11,676 | 2.0% |
| Haitian Creole | 10,734 | 1.8% |
| Cantonese (Chinese) | 8,896 | 1.5% |
| French | 8,833 | 1.5% |
| Arabic | 6,402 | 1.1% |
| Korean | 5,260 | 0.9% |
| English | 4,958 | 0.8% |
| Bangla | 4,056 | 0.7% |
| Creole | 3,004 | 0.5% |
| Portuguese | 2,025 | 0.3% |
| Polish | 1,720 | 0.3% |
| Thai | 1,366 | 0.2% |
| Wolof | 1,364 | 0.2% |

Figure 3: Complete List of Individual Encounters by Language (Continued)

| LANGUAGE | TOTAL INDIVIDUAL ENCOUNTERS | PERCENT OF TOTAL INDIVIDUAL ENCOUNTERS |
|---------------------|-----------------------------|--|
| Turkish | 1,348 | 0.2% |
| Somali | 1,048 | 0.2% |
| Vietnamese | 1,037 | 0.2% |
| Albanian | 1,034 | 0.2% |
| Georgian | 1,009 | 0.2% |
| Urdu | 879 | 0.2% |
| Pashto | 834 | 0.1% |
| Punjabi | 691 | 0.1% |
| Dari | 619 | 0.1% |
| Ukrainian | 611 | 0.1% |
| Amharic | 608 | 0.1% |
| Hindi | 597 | 0.1% |
| Burmese | 538 | 0.1% |
| Uzbek | 534 | 0.1% |
| Nepali | 526 | 0.1% |
| Swahili | 371 | 0.1% |
| Farsi | 332 | 0.1% |
| Karen | 318 | 0.1% |
| Italian | 308 | 0.1% |
| Greek | 291 | <0.1% |
| Japanese | 201 | <0.1% |
| Bosnian | 153 | <0.1% |
| Persian | 136 | <0.1% |
| Kinyarwanda | 134 | <0.1% |
| Fulani | 133 | <0.1% |
| Pulaar | 124 | <0.1% |
| Krio | 117 | <0.1% |
| Fulfulde | 114 | <0.1% |
| Portuguese - Brazil | 112 | <0.1% |
| Serbian | 104 | <0.1% |
| Romanian | 98 | <0.1% |

Figure 3: Complete List of Individual Encounters by Language (Continued)

| LANGUAGE | TOTAL INDIVIDUAL ENCOUNTERS | PERCENT OF TOTAL INDIVIDUAL ENCOUNTERS |
|---------------------|-----------------------------|--|
| Bamanankan | 91 | <0.1% |
| Sylheti | 90 | <0.1% |
| Twi (Akan) | 89 | <0.1% |
| Tibetan | 88 | <0.1% |
| Tagalog | 83 | <0.1% |
| Yiddish | 81 | <0.1% |
| Rohingya | 76 | <0.1% |
| Taishanese | 73 | <0.1% |
| Hungarian | 69 | <0.1% |
| Tigrigna (Tigrinya) | 67 | <0.1% |
| Fuzhou (Chinese) | 63 | <0.1% |
| Hebrew | 59 | <0.1% |
| Malayalam | 57 | <0.1% |
| Kirundi | 55 | <0.1% |
| Soninke | 54 | <0.1% |
| French Creole | 51 | <0.1% |
| Tamil | 51 | <0.1% |
| Akan | 38 | <0.1% |
| Arabic - Sudan | 36 | <0.1% |
| Indonesian | 35 | <0.1% |
| Soninke (Sarakole) | 34 | <0.1% |
| Akateko | 27 | <0.1% |
| Croatian | 27 | <0.1% |
| Khmer | 25 | <0.1% |
| Lingala | 25 | <0.1% |
| Slovak | 23 | <0.1% |
| Mandinka | 21 | <0.1% |
| Bulgarian | 20 | <0.1% |
| Gujarati | 20 | <0.1% |
| Rundi | 20 | <0.1% |
| Sinhala | 19 | <0.1% |

Figure 3: Complete List of Individual Encounters by Language (Continued)

| LANGUAGE | TOTAL INDIVIDUAL ENCOUNTERS | PERCENT OF TOTAL INDIVIDUAL ENCOUNTERS |
|--------------------------|-----------------------------|--|
| Armenian | 18 | <0.1% |
| Lao | 18 | <0.1% |
| Soninke (Sarahuleh) | 17 | <0.1% |
| Arabic - Morocco | 15 | <0.1% |
| Simplified Chinese | 15 | <0.1% |
| Kayah, Western | 14 | <0.1% |
| S'gaw Karen | 14 | <0.1% |
| Yoruba | 14 | <0.1% |
| Igbo | 13 | <0.1% |
| Fujianese (Chinese) | 12 | <0.1% |
| German | 12 | <0.1% |
| Fulah | 11 | <0.1% |
| Sign Language - CDI | 11 | <0.1% |
| Czech | 9 | <0.1% |
| Hausa | 9 | <0.1% |
| Malay | 9 | <0.1% |
| Quechua | 9 | <0.1% |
| Dutch | 8 | <0.1% |
| Hakka Chin/Lai (Chinese) | 8 | <0.1% |
| Portuguese - Portugal | 8 | <0.1% |
| Kurdish, Central | 7 | <0.1% |
| Oromo, Borana-Arsi-Guji | 7 | <0.1% |
| French Canadian | 6 | <0.1% |
| Mongolian | 6 | <0.1% |
| Telugu | 6 | <0.1% |
| Traditional Chinese | 6 | <0.1% |
| Maay | 5 | <0.1% |
| Sinhalese | 5 | <0.1% |
| Tajik | 5 | <0.1% |
| Arabic - Yemen | 4 | <0.1% |
| Ca (Chinese) | 4 | <0.1% |

Figure 3: Complete List of Individual Encounters by Language (Continued)

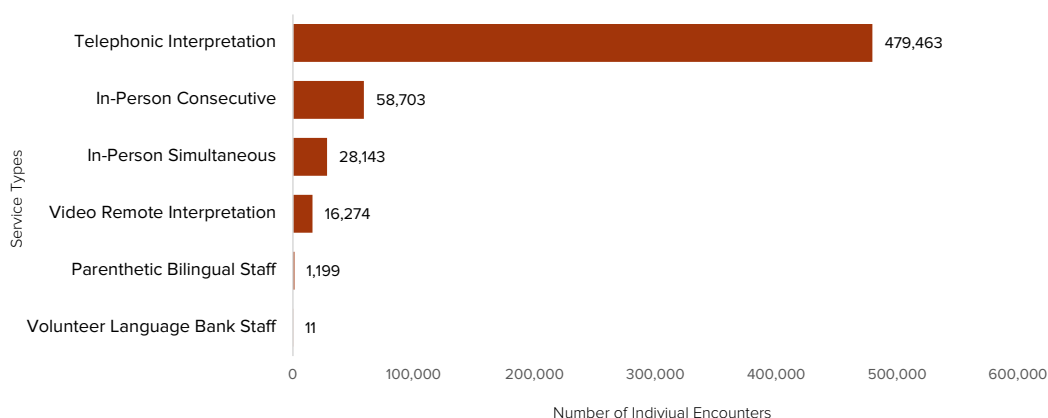
| LANGUAGE | TOTAL INDIVIDUAL ENCOUNTERS | PERCENT OF TOTAL INDIVIDUAL ENCOUNTERS |
|-------------------------|-----------------------------|--|
| Cape Verdean | 4 | <0.1% |
| Chin (Hakha) | 4 | <0.1% |
| Dinka | 4 | <0.1% |
| Filipino | 4 | <0.1% |
| Kunama | 4 | <0.1% |
| Macedonian | 4 | <0.1% |
| Portuguese - Cape Verde | 4 | <0.1% |
| Q'eqchi' | 4 | <0.1% |
| Arabic - Iraq | 3 | <0.1% |
| Bambara | 3 | <0.1% |
| Ewe | 3 | <0.1% |
| Hakka-China (Chinese) | 3 | <0.1% |
| Hmong | 3 | <0.1% |
| Mixteco | 3 | <0.1% |
| Nigerian Pidgin | 3 | <0.1% |
| Arabic - Egypt | 2 | <0.1% |
| Chin | 2 | <0.1% |
| Chuukese | 2 | <0.1% |
| Guarani | 2 | <0.1% |
| K'iche' | 2 | <0.1% |
| Kurdish, Northern | 2 | <0.1% |
| Latvian | 2 | <0.1% |
| Montenegrin | 2 | <0.1% |
| Taiwanese (Chinese) | 2 | <0.1% |
| Tamil - Sri Lanka | 2 | <0.1% |
| Wenzhounese (Chinese) | 2 | <0.1% |
| Amdo | 1 | <0.1% |
| Bamanian | 1 | <0.1% |
| Bravanese | 1 | <0.1% |
| Cambodian/Khmer | 1 | <0.1% |
| Cape Verdean Creole | 1 | <0.1% |

Figure 3: Complete List of Individual Encounters by Language (Continued)

| LANGUAGE | TOTAL INDIVIDUAL ENCOUNTERS | PERCENT OF TOTAL INDIVIDUAL ENCOUNTERS |
|-------------------------|-----------------------------|--|
| Chin (Falam) | 1 | <0.1% |
| Danish | 1 | <0.1% |
| Edo | 1 | <0.1% |
| Eritrean | 1 | <0.1% |
| Hakka (Chinese) | 1 | <0.1% |
| Kanjobal | 1 | <0.1% |
| Kurdish | 1 | <0.1% |
| Lithuanian | 1 | <0.1% |
| Malinke | 1 | <0.1% |
| Maya, Yucatec | 1 | <0.1% |
| Mixteco Alto | 1 | <0.1% |
| Mixteco Bajo | 1 | <0.1% |
| Mizo | 1 | <0.1% |
| Pohnpeian | 1 | <0.1% |
| Portuguese Creole | 1 | <0.1% |
| Sign Language - British | 1 | <0.1% |
| Toisanese (Chinese) | 1 | <0.1% |

2. Agencies assisted most individuals with LEP through [telephonic interpretation](#), which accounted for **82 percent of all individual encounters**. The second most common type of interaction was in-person [consecutive interpretation](#), representing 10 percent of individual encounters.

Figure 4: Total Number of Individual Encounters by Service Type



TRANSLATION

3. Agencies **translated 27,123 documents into 73 languages**. Of these documents, 24,878 were translated from English into 72 languages, while the remaining 2,245 were translated into English, as detailed in Figure 7, 9, 11, and 12. **Spanish continued to be the most requested language** for document translations.

Figure 5: Total Number of Documents Translated Into a Non-English Language by External Contractors, by Agency

(Agencies not included in Figure 5 did not have related data to report.)

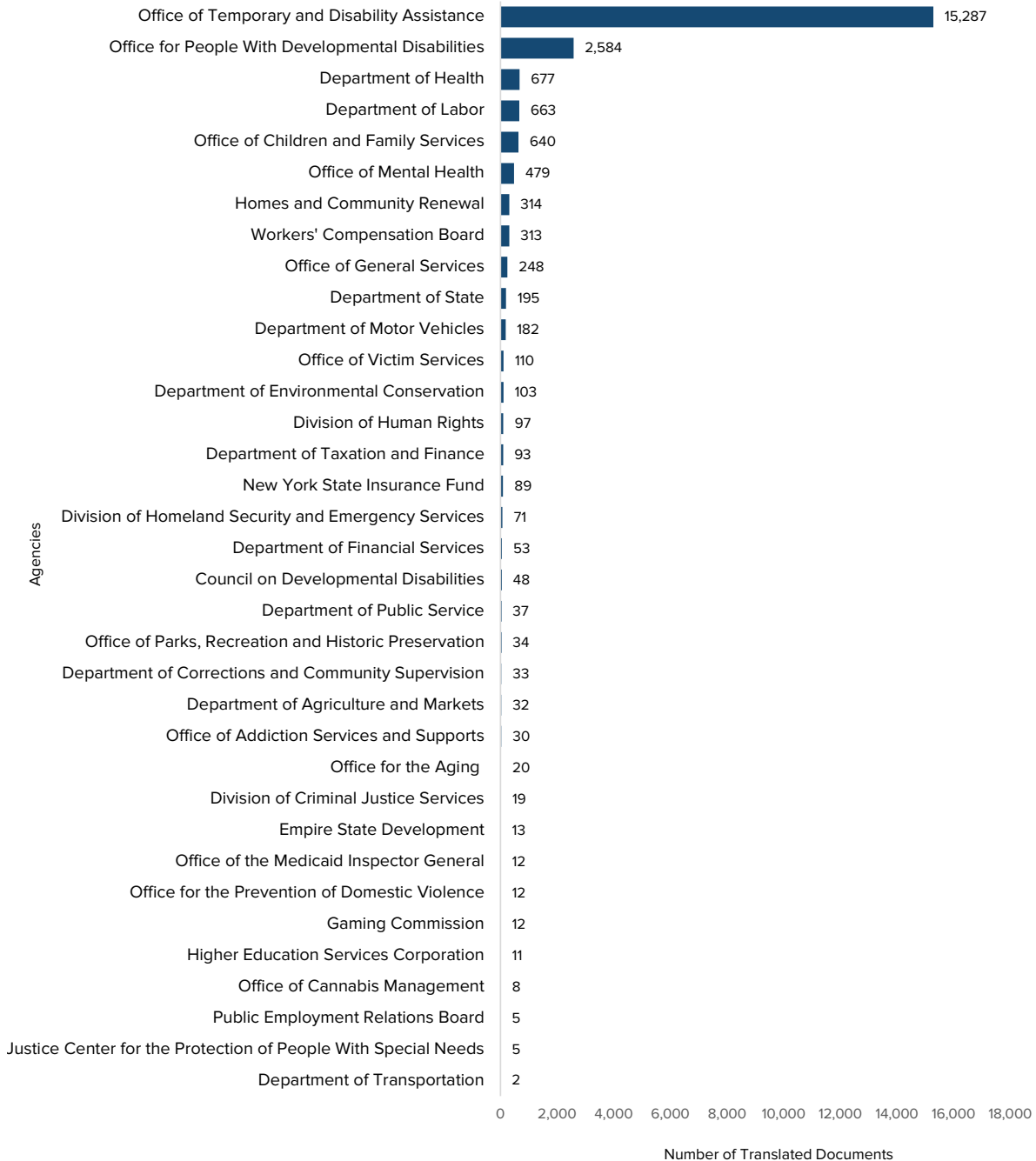


Figure 6: Total Number of Documents Translated Into a Top Language by External Contractors, by Language

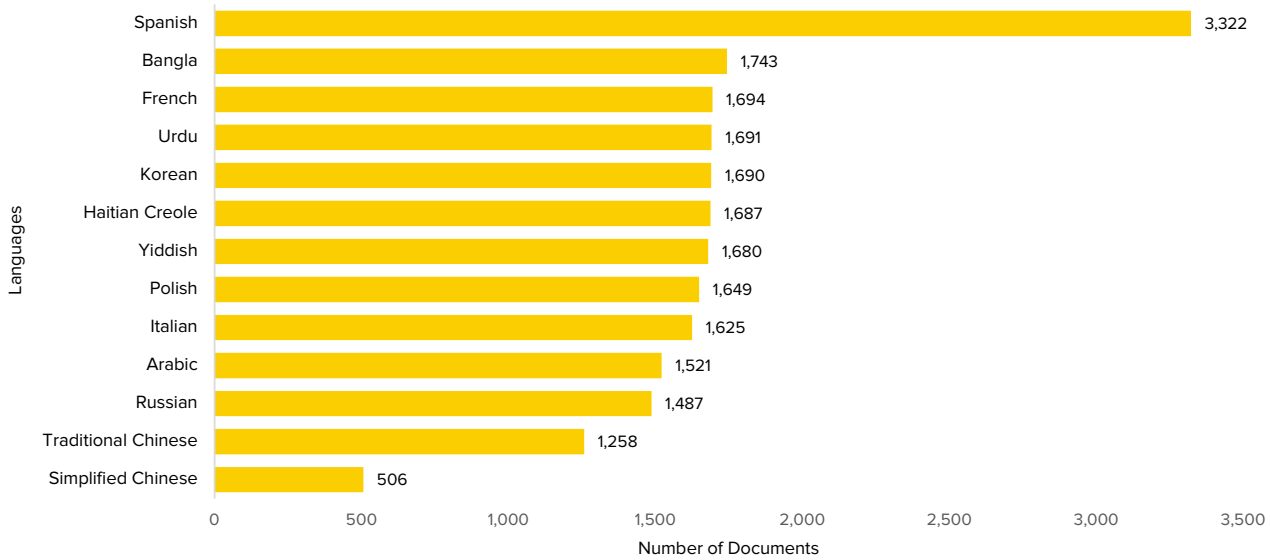


Figure 7: Complete List of Documents Translated Into a Non-English Language by External Contractors

| LANGUAGE | TOTAL DOCUMENTS TRANSLATED | PERCENT OF TOTAL DOCUMENTS TRANSLATED |
|---------------------|----------------------------|---------------------------------------|
| Spanish | 3,322 | 14.7% |
| Bangla | 1,743 | 7.7% |
| French | 1,694 | 7.5% |
| Urdu | 1,691 | 7.5% |
| Korean | 1,690 | 7.5% |
| Haitian Creole | 1,687 | 7.5% |
| Yiddish | 1,680 | 7.5% |
| Polish | 1,649 | 7.3% |
| Italian | 1,625 | 7.2% |
| Arabic | 1,521 | 6.8% |
| Russian | 1,487 | 6.6% |
| Traditional Chinese | 1,258 | 5.6% |
| Simplified Chinese | 506 | 2.2% |
| Karen | 129 | 0.6% |
| Burmese | 113 | 0.5% |

Figure 7: Complete List of Documents Translated Into a Non-English Language by External Contractors (Continued)

| LANGUAGE | TOTAL DOCUMENTS TRANSLATED | PERCENT OF TOTAL DOCUMENTS TRANSLATED |
|---------------------|----------------------------|---------------------------------------|
| Japanese | 83 | 0.4% |
| Albanian | 76 | 0.3% |
| Hindi | 75 | 0.3% |
| Nepali | 68 | 0.3% |
| Greek | 44 | 0.2% |
| Somali | 37 | 0.2% |
| Swahili | 34 | 0.2% |
| Portuguese | 34 | 0.2% |
| Vietnamese | 29 | 0.1% |
| Turkish | 28 | 0.1% |
| Ukrainian | 26 | 0.1% |
| Dari | 23 | 0.1% |
| Pashto | 22 | 0.1% |
| Kinyarwanda | 20 | 0.1% |
| Tigrigna (Tigrinya) | 15 | 0.1% |
| Farsi | 12 | 0.1% |
| Portuguese - Brazil | 11 | 0.0% |
| Bosnian | 10 | 0.0% |
| Punjabi | 10 | 0.0% |
| Amharic | 8 | 0.0% |
| Tibetan | 7 | 0.0% |
| Tagalog | 6 | 0.0% |
| Kirundi | 6 | 0.0% |
| Tamil | 4 | 0.0% |
| Shona | 3 | 0.0% |
| Uzbek | 3 | 0.0% |
| Hebrew | 3 | 0.0% |
| Thai | 3 | 0.0% |
| Yoruba | 2 | 0.0% |

Figure 7: Complete List of Documents Translated Into a Non-English Language by External Contractors (Continued)

| LANGUAGE | TOTAL DOCUMENTS TRANSLATED | PERCENT OF TOTAL DOCUMENTS TRANSLATED |
|--------------------------|----------------------------|---------------------------------------|
| Bengali | 2 | 0.0% |
| Twi (Akan) | 2 | 0.0% |
| Kurdish, Central | 2 | 0.0% |
| Dinka | 2 | 0.0% |
| Lao | 2 | 0.0% |
| Mandarin (Chinese) | 2 | 0.0% |
| Maay | 2 | 0.0% |
| Gujarati | 2 | 0.0% |
| Mam | 2 | 0.0% |
| Malay | 2 | 0.0% |
| Wolof | 1 | 0.0% |
| Macedonian | 1 | 0.0% |
| Q'eqchi' | 1 | 0.0% |
| French Creole | 1 | 0.0% |
| Sign Language - American | 1 | 0.0% |
| Fulah | 1 | 0.0% |
| K'iche' | 1 | 0.0% |
| Taiwanese (Chinese) | 1 | 0.0% |
| Rundi | 1 | 0.0% |
| Igbo | 1 | 0.0% |
| Bamanankan | 1 | 0.0% |
| Cantonese (Chinese) | 1 | 0.0% |
| Kayah, Western | 1 | 0.0% |
| Croatian | 1 | 0.0% |
| Sinhala | 1 | 0.0% |
| Pulaar | 1 | 0.0% |
| Mohawk | 1 | 0.0% |
| Jula | 1 | 0.0% |

Figure 8: Total Number of Documents Translated Into a Non-English Language by Agency Staff, by Agency

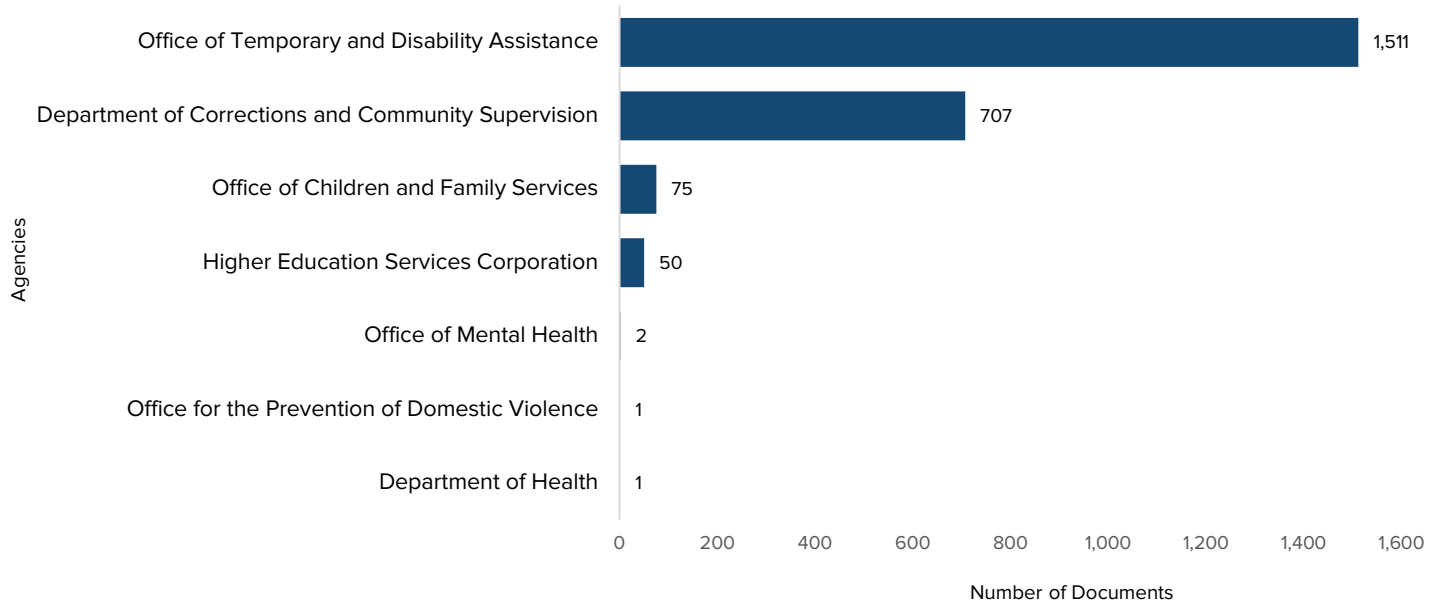
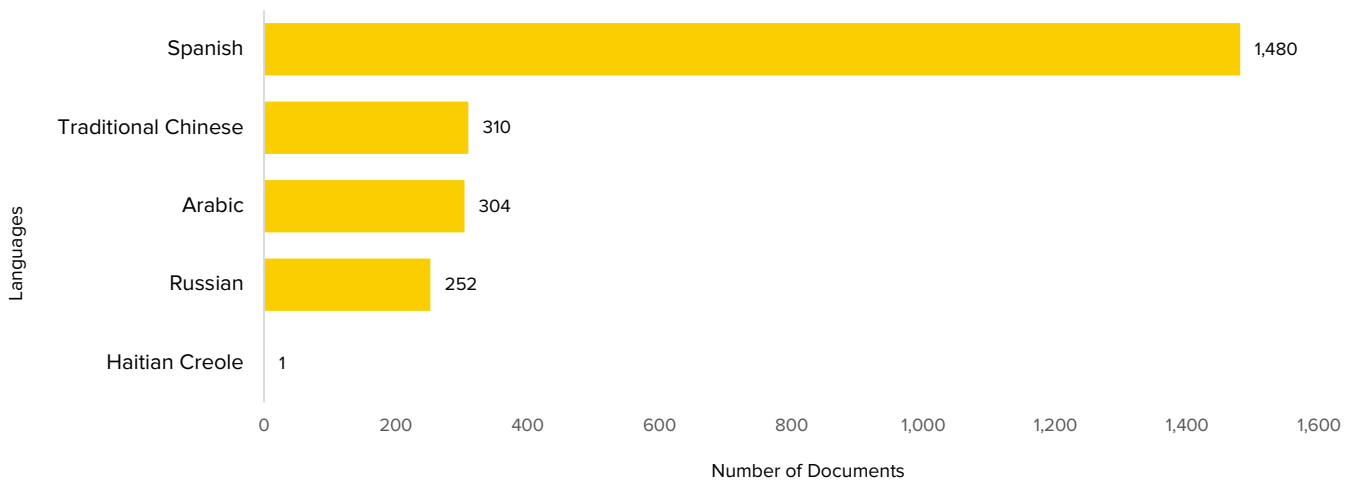


Figure 9: Total Number of Documents Translated Into a Non-English Language by Agency Staff, by Language



4. Agencies translated 2,245 documents into English from 29 different languages, eight more than reported last year.

Figure 10: Total Number of Documents Translated Into English by External Contractors, by Agency

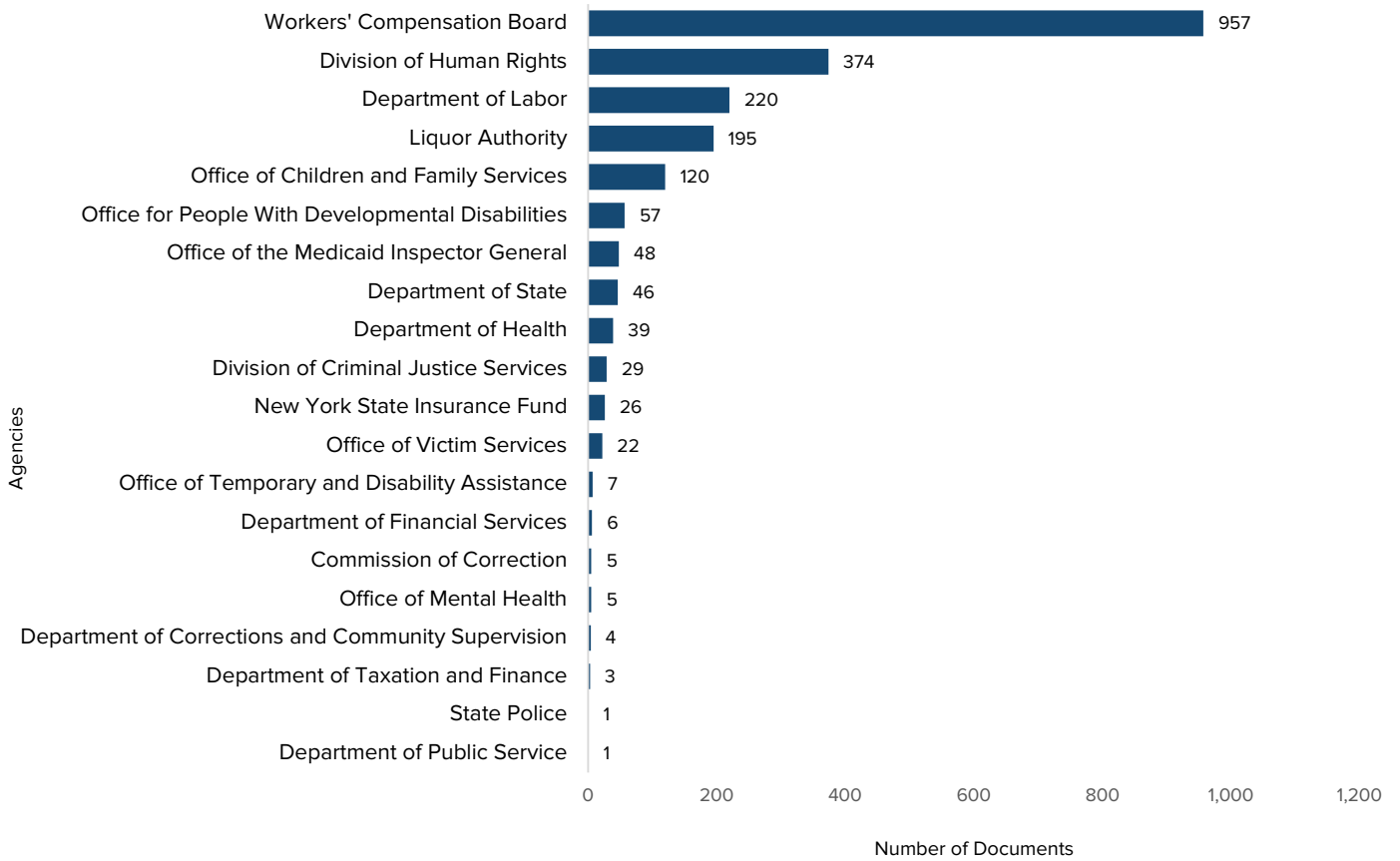


Figure 11: Total Number of Documents Translated Into English by External Contractors, by Source Language

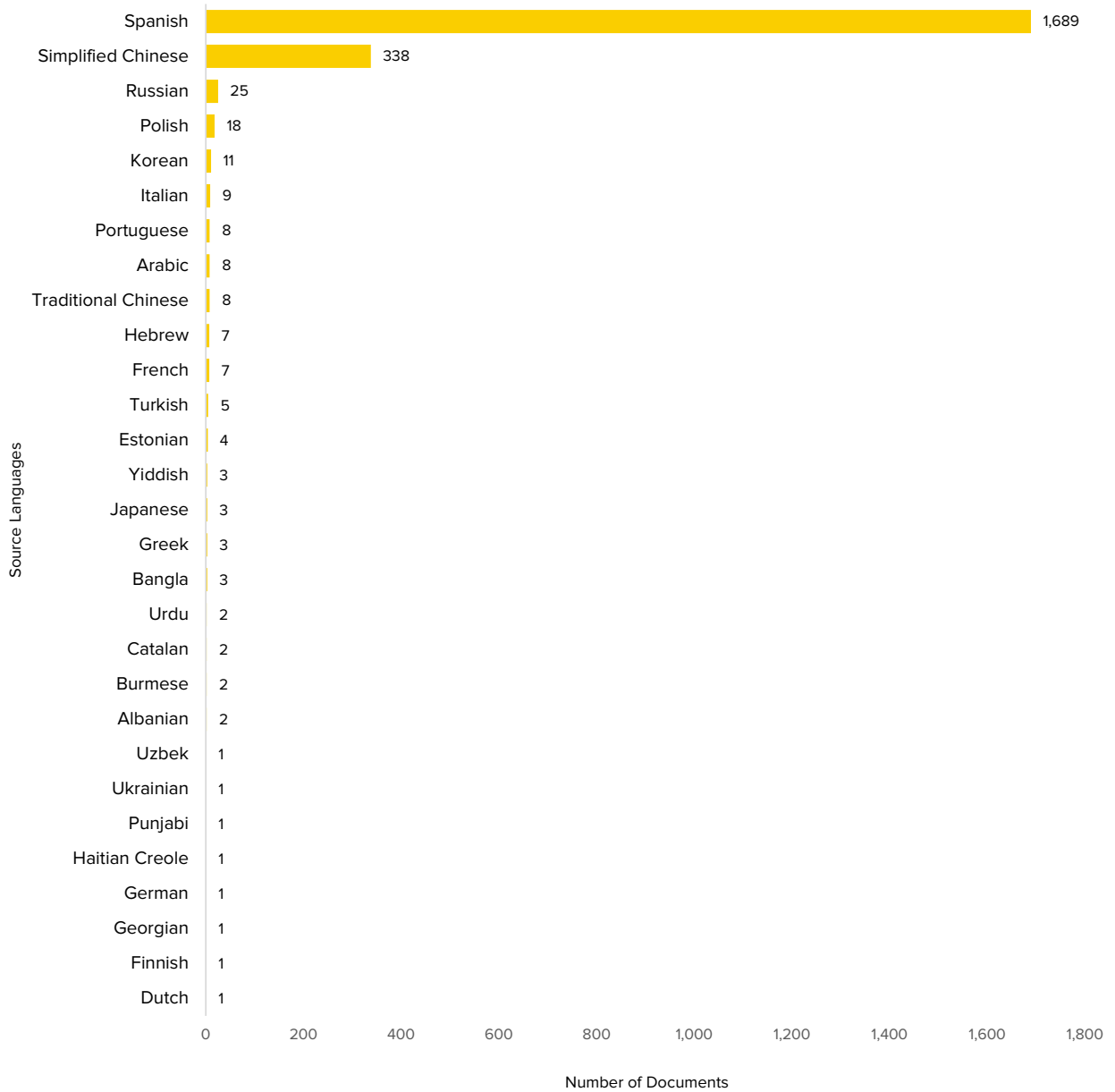


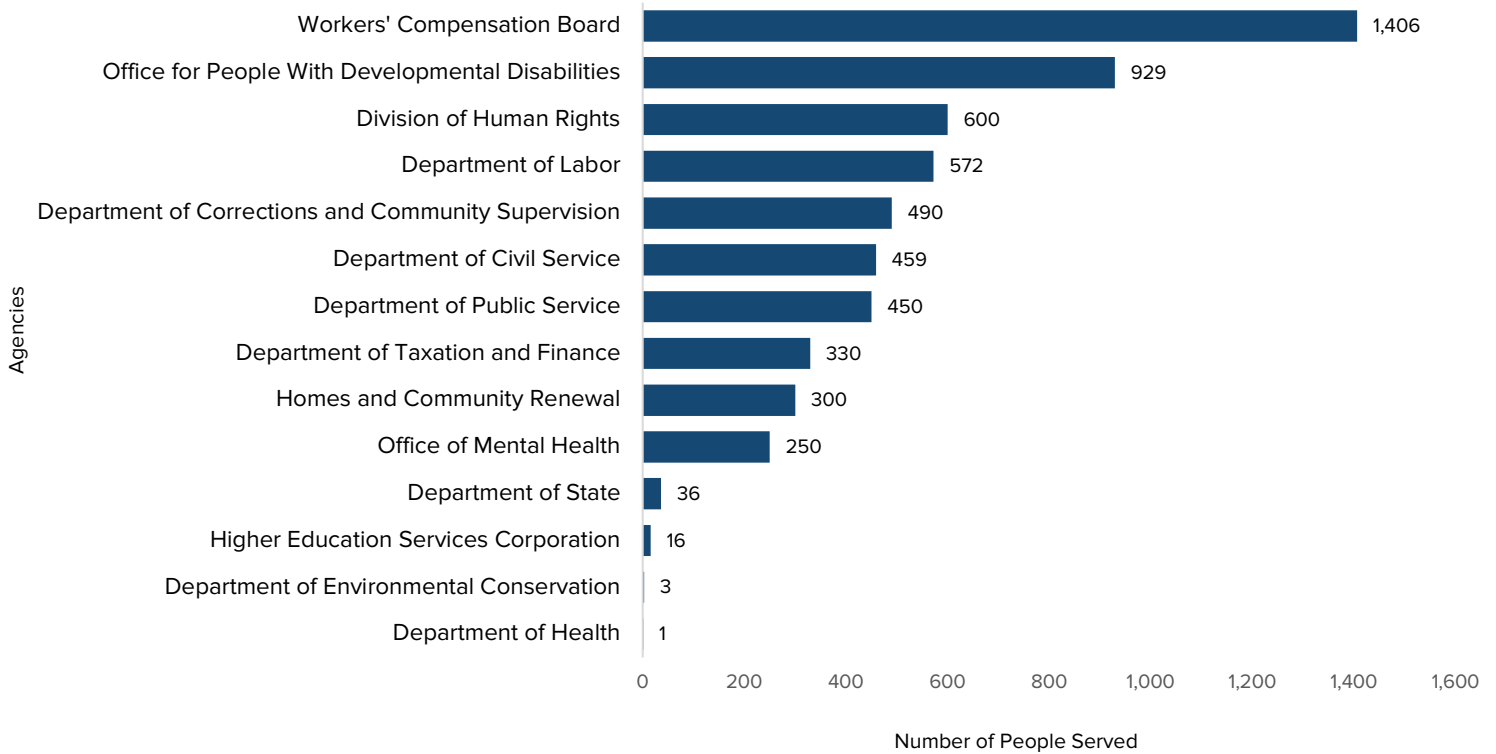
Figure 12: Total Number of Documents Translated Into English by Agency Staff, by Source Language

| SOURCE LANGUAGE | NUMBER OF DOCUMENTS |
|-----------------|---------------------|
| Spanish | 80 |

OUTREACH

5. Agencies helped 5,842 people with LEP in their preferred language during [group encounters](#) at public events.

Figure 13: Total Number of People With LEP Served as Part of a Group Encounter by Agency



EXPENDITURE

6. Agencies spent a combined total of \$14,004,303 on language access services. A little over a quarter of this amount—\$3,938,755—was spent on written translations. This shows a 36-percent increase in overall language access costs.

Figure 14: Total Combined Cost of All Language Services by Agency

(Agencies not included in Figure 14 did not have related data to report.)

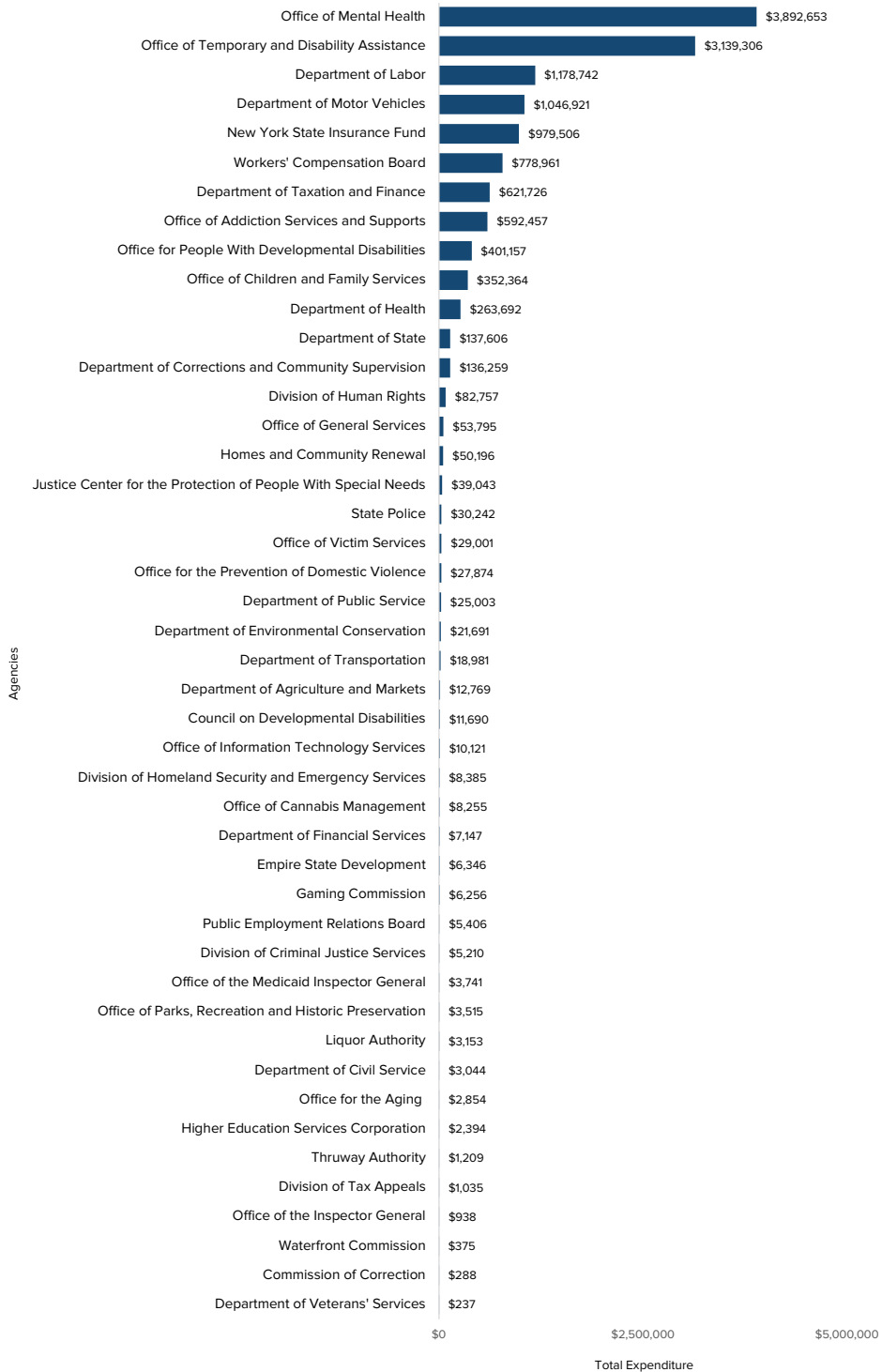
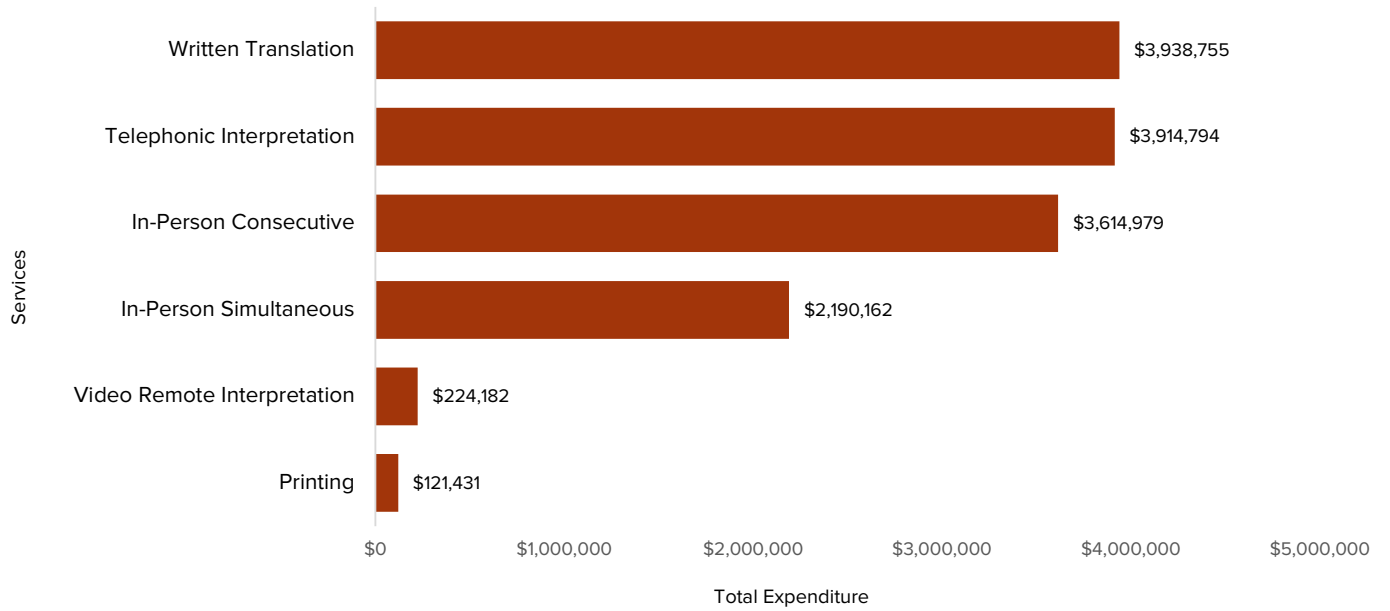


Figure 15: Total Combined Cost Across All Agencies by Language Service Type

(The cost for written translation includes desktop publishing expenses, which is a review step that may be added to the translation process. Printing costs for translated documents are also included for agencies with those expenses.)



COMPLAINTS

7. During the reporting period, New Yorkers submitted 118 public complaints through the [Language Access Complaint Form](#). Agencies successfully **addressed all complaints, 33 of which were related to language access**. (The remaining 85 were unrelated complaints submitted through the form that did not concern language services. OLA collaborated with relevant agencies to address unrelated complaints, including those submitted anonymously, to the fullest extent possible.)

Figure 16: Total Number of Complaints Received by Agency

(Agencies not included in Figure 16 did not receive complaints through the form.)

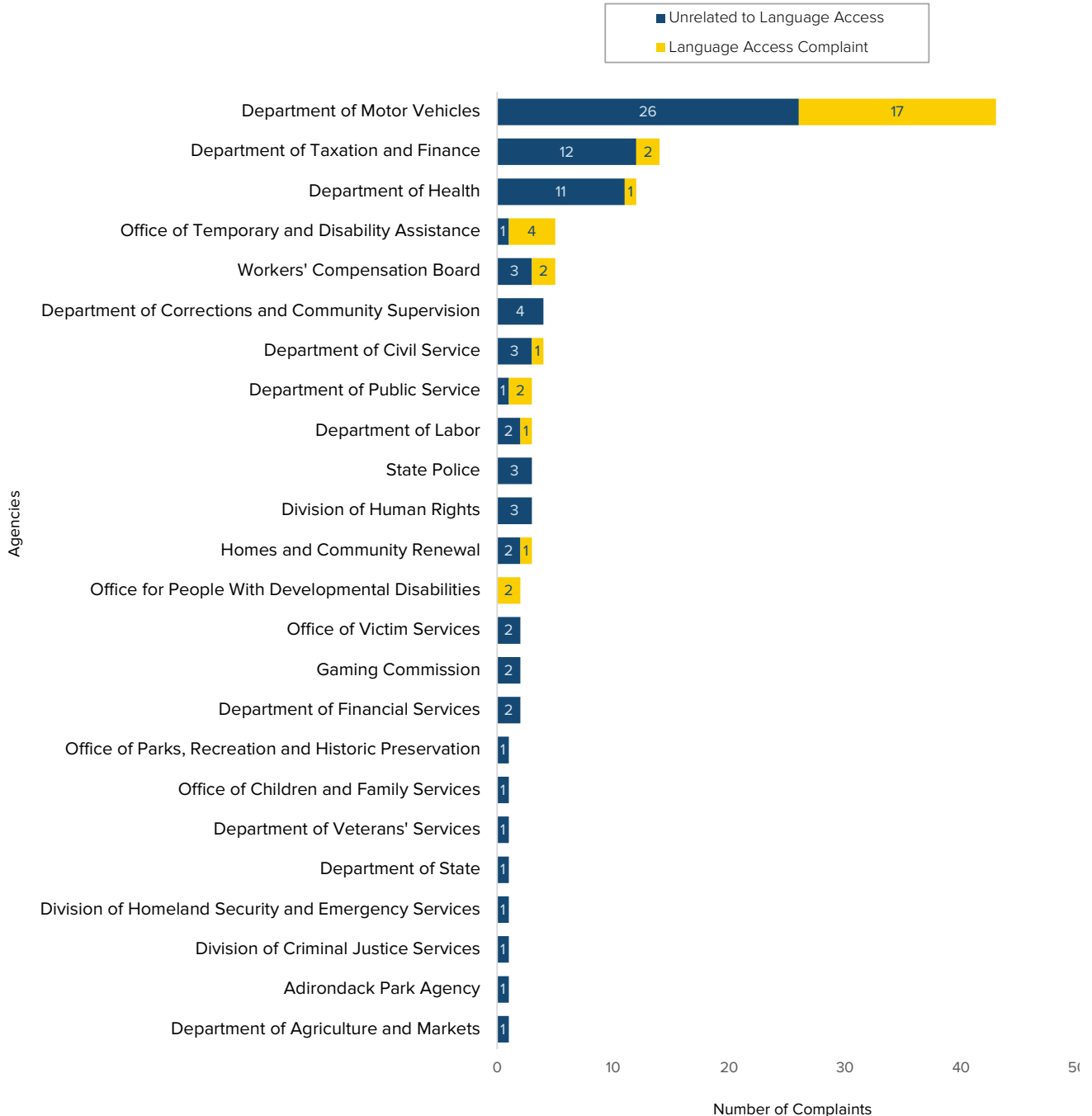
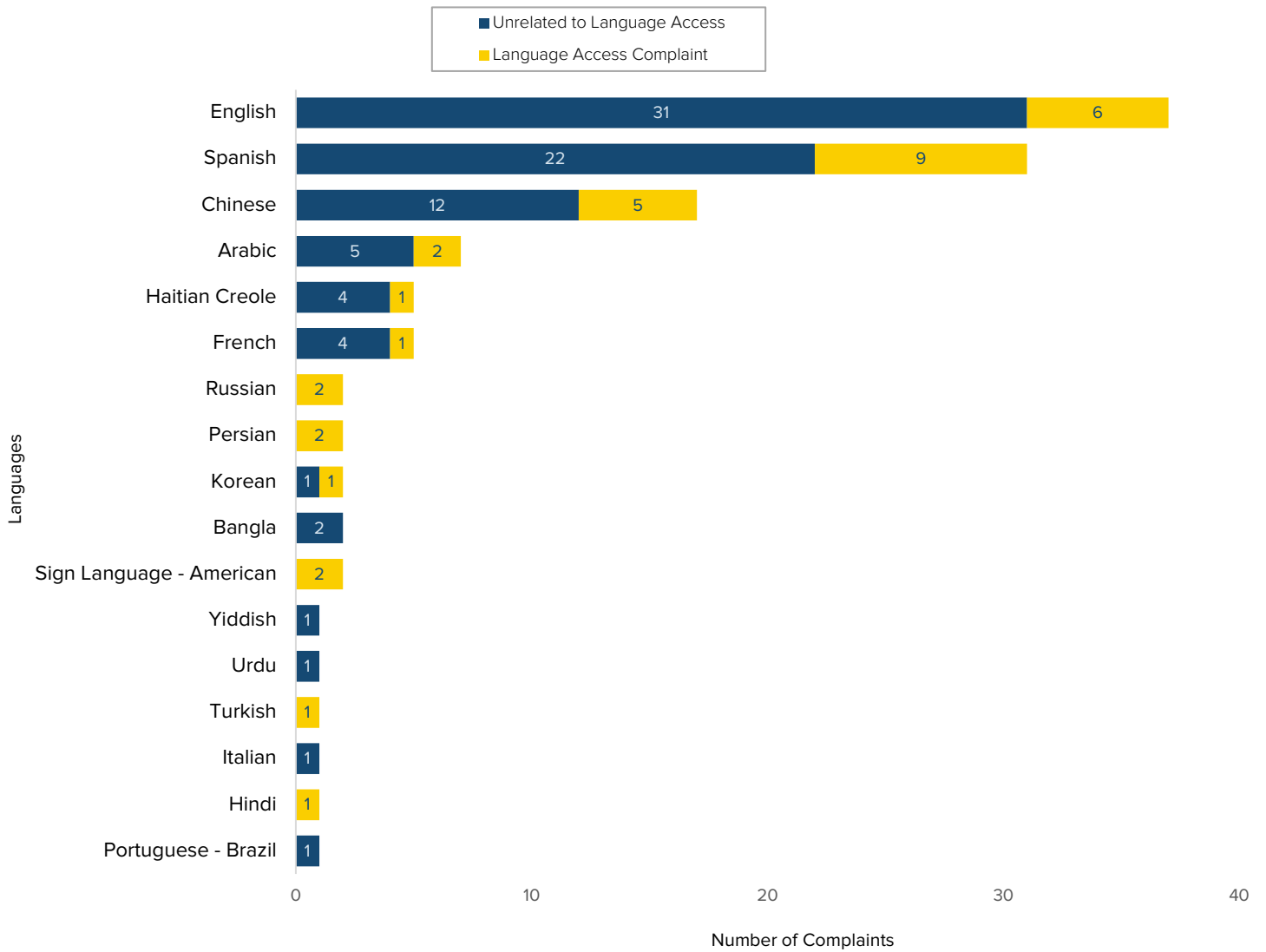


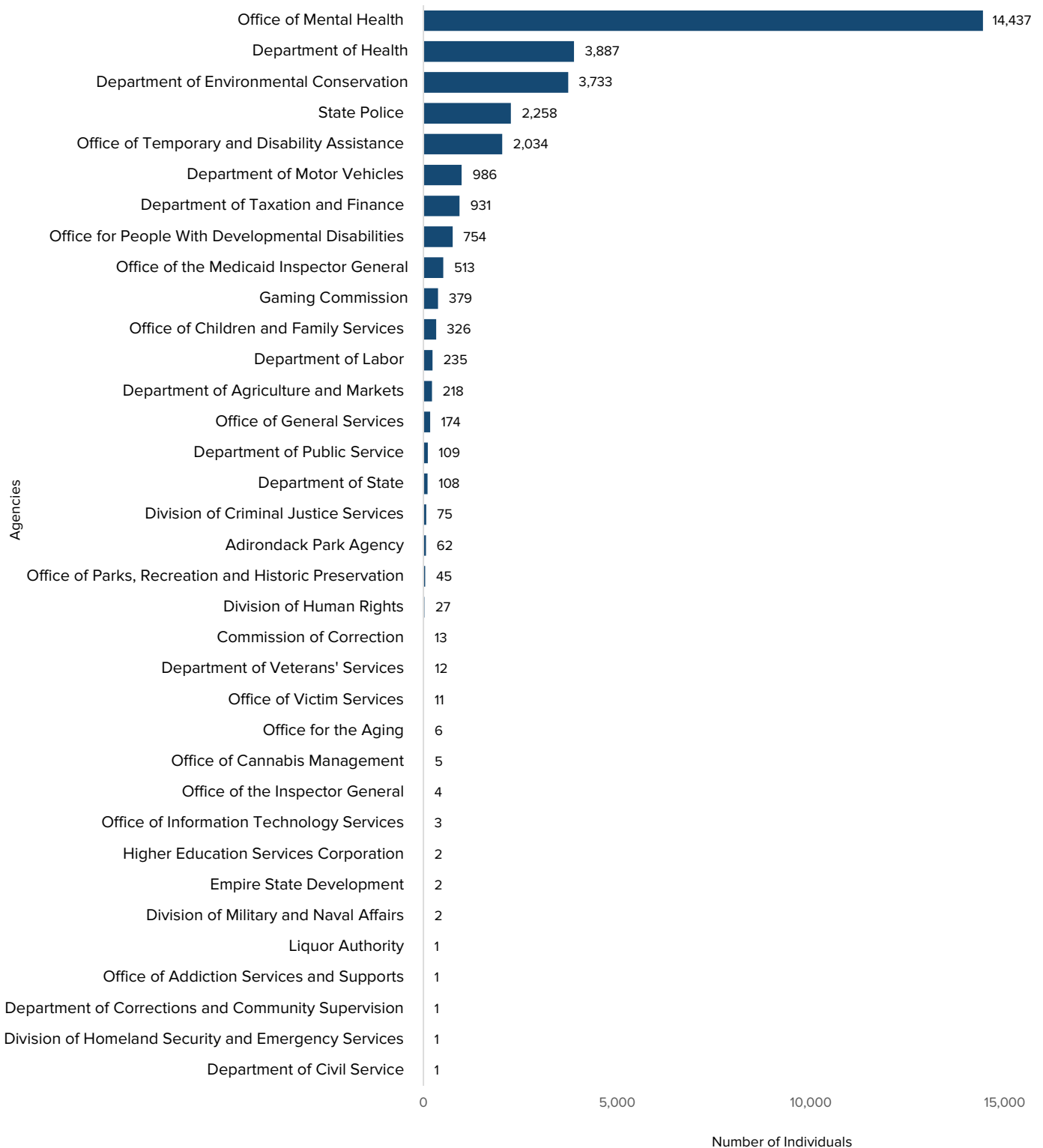
Figure 17: Total Number of Complaints Received by Language



TRAINING

8. A total of **31,356** agency staff members completed the annual statewide Language Access for Frontline Staff training administered by the Office of Employee Relations (OER).

Figure 18: Total Number of Staff Members Who Completed Language Access Training by Agency

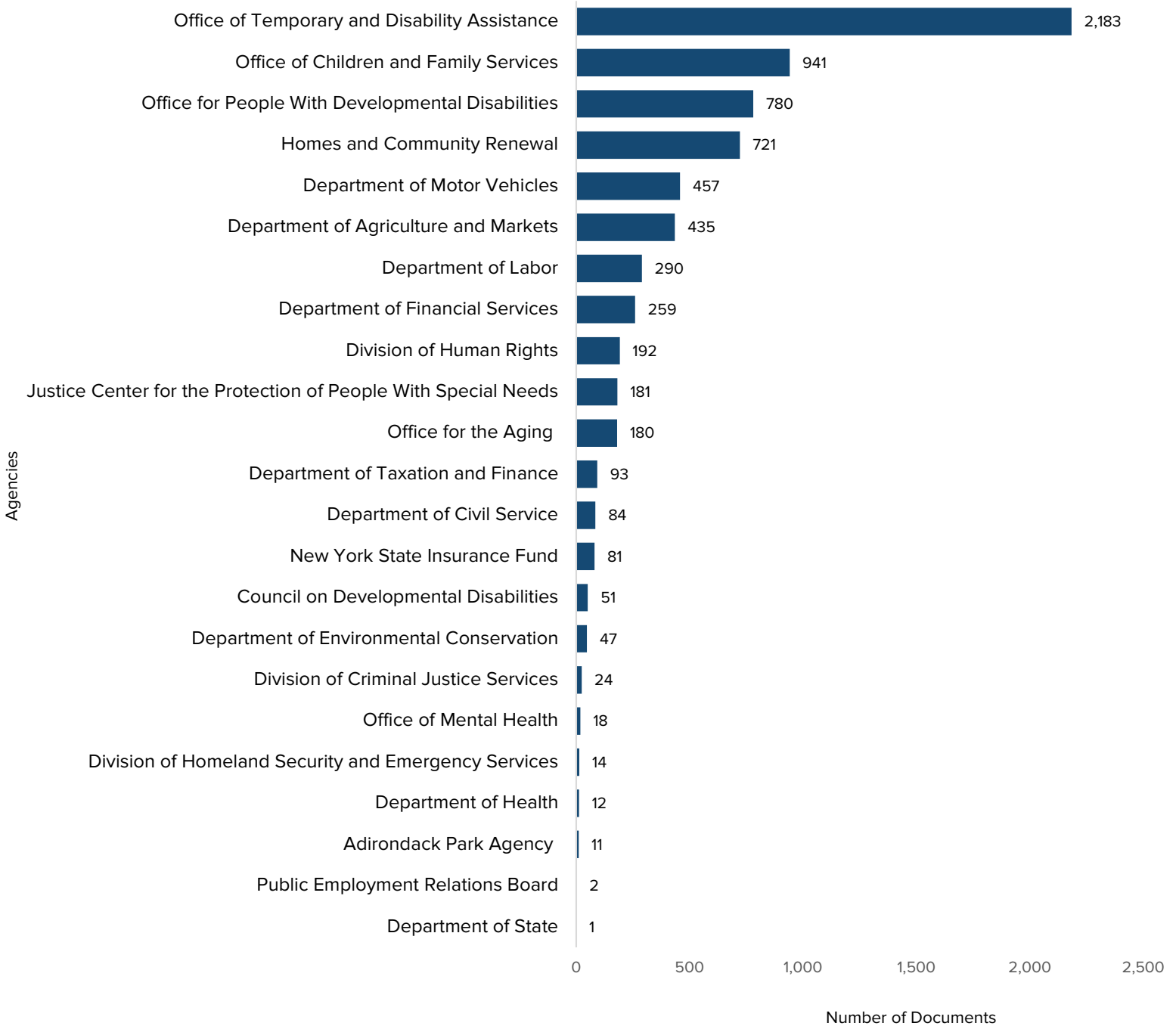


COMMUNICATIONS

9. Agencies posted 7,057 translated documents to their websites, increasing public access to a wide range of important information.

Figure 19: Total Number of Translated Documents Posted Online by Agency

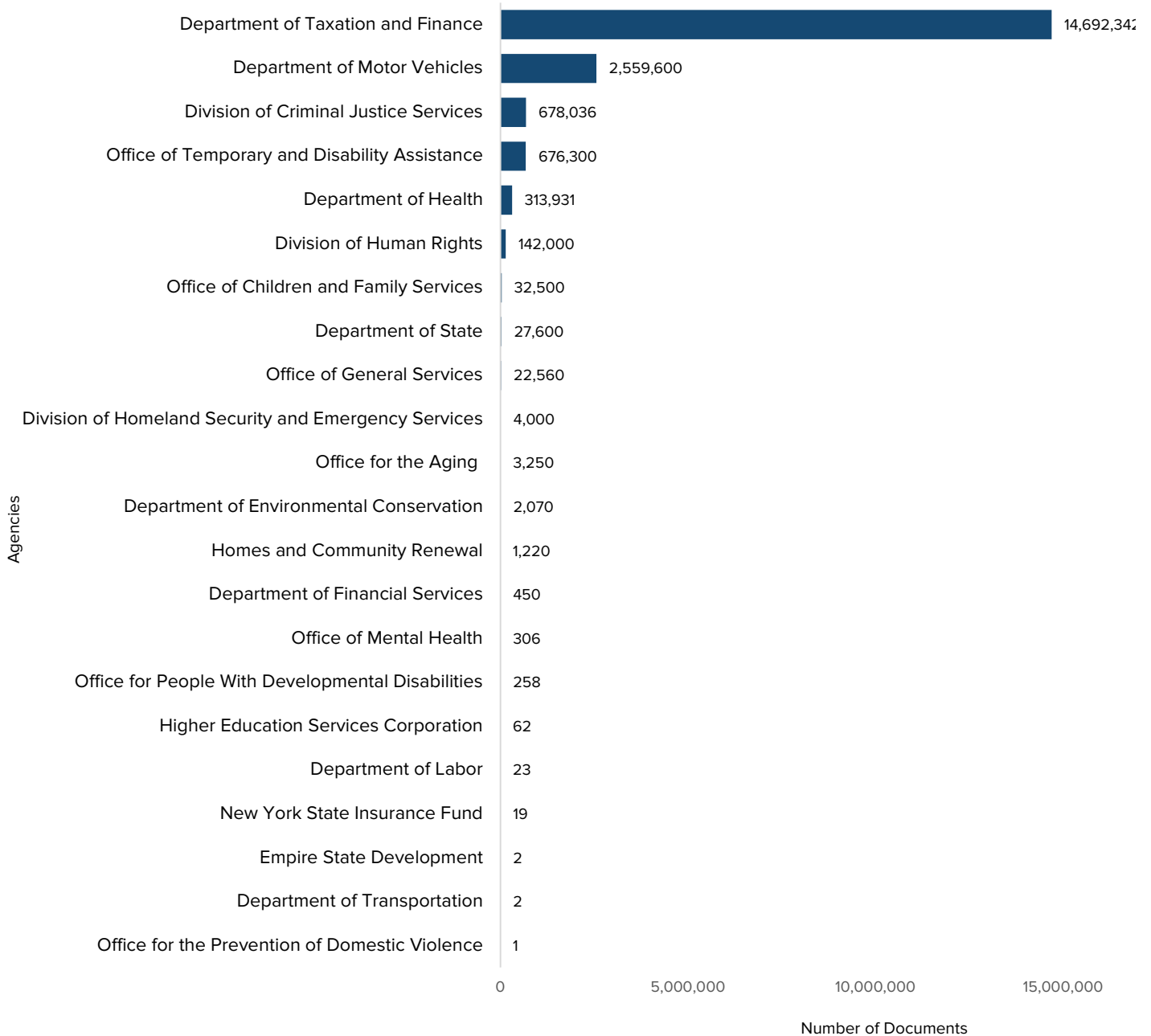
(Agencies not included in Figure 19 did not have related data to report.)



10. Agencies printed and distributed over 19 million [translated](#) documents in 35 languages across the state, a 2-percent increase from last year’s report.

Figure 20: Total Number of Translated Documents Printed and Distributed by Agency

(Agencies not included in Figure 20 did not have related data to report. The Department of Taxation and Finance printed and distributed 14,692,342 translated documents due to its [TP-85 Notice of Important Document](#), which accompanies every piece of correspondence provided to taxpayers.)



DEFINITIONS OF KEY TERMS

OLA defines the key terms in this report (listed below in alphabetical order) as follows:

- **Consecutive interpretation:** The act or process of interpreting short statements, typically a sentence or two at a time. The interpreter waits until the person finishes speaking/signing to interpret. Then, the listener can respond in their language, and when they are done speaking/signing, the interpreter converts their message into the other language. This mode of interpretation is typically used for conversations between two individuals who speak/sign two different languages, not for larger groups.
- **Group encounter:** An instance when an agency staff member provides information or assistance to two or more persons with LEP at the same time in a group setting, using interpretation services, such as in-person simultaneous, in-person consecutive, or video remote interpretation. Types of group encounters can range from trainings and workshops to fairs, panels, and other outreach events.
- **Individual encounter:** An instance when an agency staff member provides information or assistance through interpretation services, such as in-person consecutive, telephonic, or video remote interpretation, to a person with LEP. This type of encounter can range from office visits and scheduled appointments to legal hearings, phone conversations, and more. Individual encounters can also occur at outreach events, such as fairs or tabling events, where staff members provide individualized assistance to attendees with LEP.
- **Interpretation:** The act or process of converting a message from one oral or signed language into another oral or signed language. It can be either consecutive or simultaneous.
- **Interpreter:** A trained professional qualified to accurately and ethically convey the meaning, tone, and intention of what is expressed from one language into another.
- **Simultaneous interpretation:** The act or process of interpreting in real time. The interpreter speaks/signs at the same time as the person conveying a message, usually in a group setting, such as at a conference or in a meeting. The interpreter listens to one language and speaks/signs in another. When interpreting oral languages, the voices overlap because people are speaking at the same time. Equipment, like transmitters, headsets, or a booth, is sometimes used for this kind of interpretation.
- **Telephonic interpretation (over-the-phone interpretation or OPI):** A telecommunication service that uses a telephone to provide consecutive interpretation, which may be simultaneous in some cases if the technology is available.
- **Translation:** The act or process of converting written words completely, accurately, and with their intended meaning from one language into another.
- **Video remote interpretation (VRI):** A video-telecommunication service that uses devices such as web cameras or videophones to provide spoken and sign language interpreting services.



Office of Language Access

