Office of the District Attorney
Richmond County

Michael E. McMahon
District Attorney

Office of the Richmond County District Attorney
Language Access Implementation Plan, June 2024

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1. Agency Name and Language Access Coordinator

The Language Access Coordinator ("LAC") for the Office of the Richmond County District Attorney ("RCDA") is Assistant District Attorney and Counsel for Special Projects, Andrew Sterrer. The contact information for the LAC is located on the "accessibility" webpage on the agency's website.

2. Agency Mission and Services

The employees of RCDA work each day in partnership with law enforcement and the people of Staten Island to pursue justice for victims of crime, to prevent crime in all its forms, and to promote the safety and well-being of all citizens of Staten Island.

RCDA has three locations, two of which are satellite offices. RCDA's main office is located at 130 Stuyvesant Place in Staten Island, where the agency utilizes floors six through nine, as well as the third floor where the Grand Jury sits. The first satellite office is in the basement of the Staten Island Criminal Courthouse, located at 26 Central Avenue. The second satellite office is located within the Family Justice Center ("FJC"), located at 126 Stuyvesant Place, with a secondary entrance only for RCDA employees via the lobby of 130 Stuyvesant Place.

RCDA has multiple bureaus and units, including, but not limited to the following: Trials Bureau; Criminal Court Bureau; Appeals Bureau; Domestic Violence Bureau; Narcotics and Investigations Bureau; Special Victim's Bureau; Economic Crimes Bureau; Administration Bureau; Alternatives to Incarceration Unit; Animal Cruelty Prosecution Unit; Firearm Anti-Violence Unit; Elder Abuse Unit; Juvenile Justice Unit; Public Corruption Unit; Cybercrimes Unit; Strategic Projects and Initiatives Unit; Community Partnership Unit; and Immigrant Affairs Unit.

RCDA has approximately 230-240 employees. The majority of RCDA's employees hold the following positions: Assistant District Attorneys ("ADAs"); Paralegals; Discovery Specialists; Victim Advocates; Peer Recovery Counselors; Grand Jury Stenographers; Criminal Court and DAT

Assistants; Grand Jury Stenographers; Detective Investigators; Crime and Tech Analysts; Community Liaisons; Information Technology Specialists; and Body Worn Camera Analysts.

Direct services with employees and the public occur at all three RCDA locations. For example, victim advocates, who are stationed at all three locations, converse with members of the public, such as victims of crime and their families, via telephone, mail, email, and in-person. In addition, Assistant District Attorneys, who are also stationed at all three locations, meet with or have interactions with members of the public, including, but not limited to, victims of crime and their families, witnesses, criminal defense attorneys, and jurors who sit on the grand jury. Further, paralegals have interactions with the public mostly via telephone, mail, and email with witnesses, victims of crime, and criminal defense attorneys.

3. RCDA Language Access Policy

Language should not be a barrier to receiving services. Thus, it is the policy of RCDA to take reasonable steps to provide timely and meaningful access for people with Limited English Proficiency ("LEP") who come in contact with RCDA, including victims and their family members, witnesses, unrepresented defendants, and defendants in RCDA programs, in accordance with Local Law 30 of 2017.

- RCDA staff will ensure that meaningful access to services and information to people with LEP is realized in the entire scope of work including programs, activities, other services, or benefits to victims, witnesses, defendants when appropriate, and the general public.
- RCDA staff will inform members of the public that language assistance services are available free of charge to people with LEP and that RCDA will provide access to these services for them.
- Language assistance available to the public includes the following: telephonic interpretation, in-person interpretation where appropriate, and translation of documents.

4. Language Access Needs Assessment

As required by Local Law 30, RCDA uses the “four-factor analysis” utilized by the U.S. Department of Justice to determine obligations for language access as the basis for its Language Access Implementation Plan.

Factor 1: The number or proportion of people with LEP in the eligible service population:

Nearly one-half of all New Yorkers speak a language other than English at home, and almost 25%, or 1.8 million persons are not proficient in English. For these New Yorkers, interacting with City Government can often be a challenge.

RCDA looked at citywide data and data specific to Staten Island to assess the number or proportion of LEP persons and their languages in the eligible service population for our services, programs, and information.

According to the NYC Mayor’s Office of Immigrant Affairs, using data from the U.S. Census Bureau and NYC Department of Education, the top ten (10) designated citywide languages under Local Law 30 are the following: Spanish; Chinese; Russian; Bengali; Haitian Creole; Korean; Arabic; Urdu; French; and Polish.

In addition, according to the 2022 American Community Survey’s census language data, the top ten (10) LEP languages for Staten Island are Chinese, Spanish, Russian, Albanian, Arabic, Italian, Polish, Korean, Urdu, and Ukrainian.

Further, as indicated below and based on billing records of RCDA’s language service vendor, the top (4) LEP languages in Richmond County are the following: Spanish; Chinese; Arabic, and Russian.

RCDA estimates that our service population generally mirrors the demographics of the general public but with a larger population for people with LEP who speak Russian and Arabic.

Thus, in addition to the top ten (10) designated citywide languages indicated above, there are two (2) more prevalent LEP languages on Staten Island that include the following: Albanian and Italian.

Factor 2. The frequency with which individuals with LEP come in contact with RCDA:

RCDA utilizes Language Line Solutions, an independent company for telephonic interpretation services. Language Line usage records also provide the most accurate data regarding the LEP populations that RCDA serves. In CY 2022, Language Line processed 709 total calls requiring services in 19 different languages. In CY 2023, Language Line processed 897 total calls requiring services in 19 different languages. Thus, there was an 11% increase in Language Line calls compared to CY 2022.

Analysis of the Language Line billing records indicates that the four (4) most commonly requested languages for CY 2022 were Spanish, Chinese (Mandarin and Cantonese), Russian, and Arabic. For CY 2023, the four (4) most commonly requested languages from Language Line were also Spanish, Chinese (Mandarin and Cantonese), Arabic, and Russian.

In addition, RCDA utilizes in-person per diem interpreters who are certified by the NYS Unified Court System ("UCS"). An analysis of records where RCDA hired a per-diem interpreter for CY 2022 and CY 2023 bears similar results. In CY 2022, per diem interpreters were hired for forty-nine (49) sessions and the four (4) most commonly requested languages were Spanish, Arabic, Chinese, and Russian. In CY 2023, per diem interpreters were hired for one hundred and twenty (120) sessions and the four (4) most commonly requested languages were Spanish, Arabic, Chinese, and Russian. Thus, there was a 41% increase for in-person per diem interpreter services at RCDA compared to CY 2022.

RCDA determined the frequency that individuals with LEP come in contact with the agency by examining records from the Procurement Unit and Victim Services Unit.

<u>Factor 3</u>. The importance of benefit, service, information, or encounter to Individuals with LEP:

RCDA is a law enforcement / prosecutorial agency that provides a various array of services to individuals who come into contact with the criminal justice system in Staten Island, including, but not limited to, defendants, victims, family members of victims, and witnesses. RCDA also conducts outreach events regarding issues including, but not limited to, anti-crime presentations, gun buybacks, clean-up events, community convenings, and cultural events in immigrant communities. Thus, as the mission of RCDA is to pursue justice for victims, prevent crime, and promote safety, access to language services for individuals with LEP is vital to the criminal justice system in Staten Island.

<u>Factor 4</u>. Resources designated for language assistance services:

RCDA has designated the following resources for language assistance services:

Personnel: RCDA has designated a Language Access Coordinator, who will be assisted by RCDA staff as needed.

Translation and Telephonic Interpretation: RCDA currently contracts with Language Line Solutions for the following:

- Telephonic interpretations at victim and witness interviews, and trial preparation; and
- Translation of documents, brochures, signs, and any document submitted by a witness or victim.

In-Person Interpretation: RCDA hires certified per-diem interpreters when needed for the grand jury, as well as for victim or witness interviews, and trial preparation.

Equipment: RCDA sets aside money in its budget on an ongoing basis for the following costs:

- Signage; and
- Supplies that include, but are not limited to, toner and special brochure paper to create and continuously provide translated informational materials to the public.

Training: RCDA staff have been trained using the following resources:

- All public-facing RCDA staff have received training on when interpreters should be used.
- All public-facing RCDA staff have been trained in how to access and use the services of Language Line.
- All RCDA staff have received a written protocol on how to access and use the services of Language Line.

Bi/multilingual Staff: RCDA's bi/multilingual staff also provide interpretation and translation services if available and when appropriate, such as translating an outreach flyer or interpreting at a basic intake.

Surveys: RCDA will set aside staff resources as necessary to conduct periodic surveys of both people with LEP and RCDA staff who use RCDA's interpretation and translation services to assess the quality and sufficiency of those services.

5. Public Notices of Right to Free Language Access Services

RCDA has already posted multi-language signs to advise individuals with LEP of the availability of free translation services that are conspicuously displayed at or near the entrance to each of RCDA's three locations: 130 Stuyvesant Place (main office – 7th Floor), 126 Stuyvesant Place (satellite office inside the Family Justice Center - lobby), and 26 Central Avenue (satellite office located in the basement of the Richmond County Criminal Courthouse).

Information is also provided on RCDA's website alerting people with LEP about the availability of free interpretation services, which can be found at https://www.statenislandda.org/accessibility/. In addition, all phone calls to RCDA regarding the provision of language access services will be routed

to the Language Access Coordinator who will inform the caller about the availability of free interpretation services.

6. Provision of Language Access Services

Language services are provided by RCDA via telephone, in-person, and at all three of its locations.

A. Overview of Actions RCDA has Already Taken to Improve Access

- Interpretation Services: Interpretation of grand jury testimony, witness interviews, and trial preparation is available through the use of in-person per diem interpreters. In addition, interpretation of witness interviews and trial preparation is available via over the phone interpretation in over 200 languages.
- Translation of Documents: RCDA has translated key legal and outreach documents into Spanish, and fliers into the 10 designated citywide languages.
- Website: RCDA's website contains a tool where every webpage can be translated into over 100 languages.
- Media and Outreach: RCDA translates its event flyers into relevant languages. For example, if RCDA is holding an event at a Muslim community center, then those documents are translated into Arabic and Urdu.

B. Bilingual Staff

RCDA recognizes that the cultural differences of immigrant communities and the ability to communicate with LEP Staten Islanders without the use of an interpreter is extremely important. In addition, all current staff members of RCDA's Immigrant Affairs Unit are bilingual. However, RCDA is a rather small agency when compared to other agencies as RCDA has approximately 230-240 employees. Thus, although bi/multilingual employees of RCDA do provide translation or interpretation services where appropriate, finding a bi/multilingual employee who is available when needed can be challenging as there are few of them. As previously

mentioned, bi/multilingual staff provide interpretation and translation services if available and when appropriate, such as translating an outreach event flyer or interpreting at a basic intake.

C. Interpretation and Translation

RCDA currently has a contract with Language Line Solutions for the provision of interpretation and translation services. In doing so, RCDA is able to provide its critical services in over 200 languages. In CY 2022, RCDA spent approximately $7,400 on Language Line interpreter usage with 19 languages requested and an average call length of 10 minutes. In CY 2023, RCDA spent approximately $8,750 on Language Line interpreter usage with 19 languages requested and an average call length of 11.5 minutes. The most common languages requested for both CY 2022 and CY 2023 were Spanish, Chinese, Russian, and Arabic.

RCDA contracts with Language Line Solutions and Geneva Worldwide for the translation of documents and materials. In CY 2023, RCDA spent approximately $5,300 on document translation by Language Line Solutions. Such documents were translated into the 10 designated citywide languages with Spanish as the most translated language.

B. Language Line

To access language Line:

1. Use a speaker phone.
2. Dial [redacted]
3. Enter office code# [redacted].
4. Provide Language Line with the needed language and dialect.

C. In-Person Per Diem Interpreters

For certain cases, RCDA will utilize in-person per diem interpreters as opposed to bilingual staff or Language Line. Such instances include, but are not limited to, interviews of people with LEP, for Grand Jury testimony, and for trial preparation. These interpreters are from a list provided by the NYS Unified Court System (“UCS”). An RCDA staffer seeking an in-person

interpreter must first get approval from their bureau chief, deputy bureau chief, or an executive.

D. Translation of Forms and Documents

On an ongoing basis, the Language Access Coordinator and relevant staff will review RCDA forms and documents to determine the need for translations of documents into additional languages. The documents most commonly distributed to the public will be translated either by in-office staff, by a contract translation vender, and/or placed on the RCDA website so they can immediately be translated into over 100 languages with an online tool that is integrated into the header of each page of the www.statenislandda.org website.

RCDA reviews its case management system annually to identify and determine which legal documents and outreach letters are most commonly distributed and critical for victims and witnesses and should be translated into languages other than English. In addition, the Language Access Coordinator meets periodically with executive staff, and members of the Community Partnership Unit and Immigrant Affairs Unit in regard to our most commonly distributed fliers and pamphlets to be used at or for outreach and educational events.

The Language Access Coordinator and relevant staff will review the status of translations within one year from the effective date of the LAIP. The commonly distributed documents and languages in which those documents are currently available include the following:

i. Fliers
- Immigrant Affairs Unit
  - Avoid Immigration Fraud: General flat one page flier translated into the 10 designated citywide languages.

ii. Legal Documents
- Corroborating affidavit: English (requires an affidavit of translation for any other language).
- Trial Subpoena and letter: English and Spanish.

- Grand Jury Subpoena and letter: English and Spanish.
- Cover letter for Orders of Protection: English and Spanish.

iii. Outreach Letters

- General DA victim outreach letter (mailed on all cases): English and Spanish.
- "Call me" letter (mailed by Victim Advocates): English and Spanish.
- Witness Interview letter (mailed by Victim Advocates): English and Spanish.
- Section 8 letter (mailed by Victim Advocates): English and Spanish.

RCDA plans on having the above legal documents and outreach letters translated into the top ten (10) designated citywide languages and the additional languages prevalent on Staten Island (that are indicated above) within one (1) year of the effective date of this LAIP.

E. Digital Communications

RCDA utilizes digital communications via social media (e.g., Facebook, Instagram, website, etc.) to inform residents of Staten Island about our services, crime trends, notable cases, and crime prevention strategies, among other things. RCDA's website is accessible as it conforms with Web Content Accessibility Guidelines ("WCAG") 2.1 Level AA for both our internal and public facing website.

WCAG, or the Web Content Accessibility Guidelines directly impacts language access by ensuring that website content is understandable and accessible to a wide range of users, including those with disabilities or those who may not have English as their primary language. In addition, WCAG 2.0 includes several criteria pertaining to language and multilingualism. First, the language of every page on the website, as well as different passages and phrases, can be "programmatically determined" by software such as screen readers. In practice, this means using

the *lang* attribute in HTML to mark the main language of the page, as well as any changes in language.

F. Emergency Communications

During an emergency, an approved message is relayed via the main office phone number's voicemail at RCDA. In addition, due to the volume of public communications and the timeliness of emergency preparedness responses, utilization of a contracted vender for each would be cost prohibitive and ineffective due to translation delays of days or even weeks. However, RCDA staff will assess in each instance whether exigent manual translation services are needed to meet the unique needs of an impacted community and ensure that vital information is available in English, the 10 designated citywide languages, and the languages that best serve our community.

In addition, written notifications in the top ten (10) designated citywide languages and languages prevalent on Staten Island will be sent to witnesses and victims notifying them of any impact on their case dates and in-person meetings as a result of an emergency.

Furthermore, all three buildings that house RCDA's offices are under the jurisdiction of the NYC Department of Citywide Administrative Services ("DCAS"). Thus, any building-wide emergency announcements would come from DCAS.

7. Use of Plain Language Guidelines and Standards

RCDA's goal is to use plain language as much as possible. Before translating a document into another language, RCDA's goal is to assess which documents and informational materials should be rewritten. It is the plain language version of the documents that will eventually become commonplace and will be used as the basis for translated versions. In addition, RCDA plans on having training for staff on the principles of plain language writing within one (1) year of the effective date of this LAIP, as indicated below under the section for Goals and Actions Planning.

8. Record Keeping and Evaluation

A. ***Ensuring Quality of Language Access Services***

RCDA will ensure the quality of its language access services by doing the following:

- RCDA will conduct periodic surveys of people with LEP and RCDA staff who use RCDA's interpretation and translation services to determine the quality of language access services.
- RCDA will continue to use professional third-party interpreters for its interpretation services at the grand jury, victim and witness interviews, trial preparation with individuals with LEP, and also for translation of documents.

B. ***Maintaining Records of the Language Services RCDA Provides***

RCDA will maintain records of the language services it provides by doing the following:

- Obtaining statistics from the interpretation provider that indicates how many interpretations were done for RCDA and what languages were interpreted.
- Keeping file copies of all translated documents.
- Documenting any formal classroom training provided and keeping file copies of training materials.
- Keeping copies of the results of any surveys it conducts in connection with services provided to people with LEP.

C. ***Ensuring Compliance with Local Law 30***

RCDA will ensure compliance with Local Law 30 in the following ways:

- ADAs and Paralegals and all other public facing RCDA staff will be trained in the use of language assistance services.
- RCDA will obtain quarterly reports from the interpretation contractor, and from RCDA staff, to ensure that interpretation services are being used, and understand how they are being used.
- The Language Access Coordinator will regularly communicate and

work with RCDA staff to ensure they are implementing the Language Access Plan.
- The Language Access Coordinator will work with other RCDA executive staff as needed, to continue deciding issues relevant to compliance, including deciding which newly created documents should be translated and in what order and into which languages.
- RCDA will review the Language Access Plan at least once every year.

9. Resource Analysis and Planning

A. Using RCDA's Resources to Implement the Language Access Plan

Some parts of the initial RCDA Language Access Plan could be afforded in its budget as one-time costs, including:

- Signage;
- Re-writing of document(s) into plain language;
- Translation of document(s) into LEP languages; and
- Providing on-line translation capability for all website pages.

Other parts of RCDA's Language Access Plan, such as interpretation in the grand jury, involve ongoing costs which RCDA includes in its budget annually.

B. Using Existing Contracts for Services or Training

The current telephonic interpretation requirements contract or business relationship will be used for interpretation services, data retrieval, and for collaborating for staff training.

RCDAs Current Language Access Contracts / Business Relationships

Vendor name	Procurement method	Purpose of contract or business relationship	Languages provided by the vendor	Period of contract or service	Total award amount for FY 2024
Court approved Per Diem Interpreters	Interpreters are selected from the NYS Courts Office of Language Access' court-certified interpreter list. Interpreters are contacted directly for per-diem work and are not procured via BuyWise or PASSPort	In-person interpretation	Albanian, Arabic, Cantonese, Farsi, French, Fujianese, Hungarian, Italian, Mandarin, Polish, Russian, Sinhalese, Spanish, Turkish, and Urdu	July 1, 2023 – June 30, 2024	$44,875
Language Line Solutions	Non-MWBE. Quotes are requested via email for written and audio translation and are not procured via BuyWise or PASSPort. RCDA staff call directly for phone interpretation to communicate with victims and witnesses.	Written translation, and Telephonic interpretation	Albanian, Arabic, Cantonese, French, Italian, Mandarin, Nigerian, Polish, Russian, Spanish, and Urdu	July 1, 2023 – June 30, 2024	$21,456
Geneva Worldwide Inc.	Non-MWBE. Quotes are requested via email for written and audio translation. Services are not procured via BuyWise or PASSPort.	Written translation	Mandarin and Spanish	July 1,2023 – June 30, 2024	$1,327

C. Use of Citywide Resources

When possible, RCDA will use citywide resources to help provide language access services at RCDA. To learn about citywide resources (such as pre-

printed language cards), RCDA's Language Access Coordinator will be in contact with the Mayor's Office of Immigrant Affairs. That Office helps City agencies provide language services to the public and gives technical assistance to City agencies in providing language services.

D. Use of Bi/Multilingual Staff

As indicated above, all current staff members of RCDA's Immigrant Affairs Unit are bilingual. However, RCDA has a limited number of bi/multilingual staff due to the smaller size of our agency (that has approximately 230-240 employees) when compared to other City agencies. As a result, finding a bi/multilingual employee who is available to provide appropriate interpretation services when needed can be very difficult.

E. Partnership with community-based organizations

RCDA maintains relationships with immigrant-serving organizations that also have the priority needs and challenges faced by their respective communities, including language barriers to accessing services. This information helps to direct RCDA's practices in regard to developing multilingual information and resources for these communities and working with contracted vendors.

10. Training

RCDA's Executive ADA for Criminal Court Operations and Professional Development will remind staff of the Language Access Implementation Plan yearly. The LAIP will be posted on RCDA's intranet and website. The Sample Interpreter Code of Ethics will also be posted on the intranet to be used as a brief reference guide for staff on best practices.

Frontline staff and managers will be trained on the LAIP, once, and then biannually. In addition, newly hired frontline staff will be trained on the LAIP within their first year of employment. The Language Access Coordinator will work with the Executive ADA for Criminal Court Operations and Professional Development to create a plan on how to incorporate language access training into existing training for new ADAs and non-legal staff.

Both will also create a plan for how to inform existing staff of the LAIP and relevant procedures. The Language Access Coordinator and Executive ADA for Professional Development will review the status of this planning on an ongoing basis.

Examples of training topics will include the following:

a. The Policy, Plan, and Procedures;
b. How to identify primary languages of people with LEP;
c. How to work with an interpreter;
d. How to access interpretation and translation services;
e. Translated materials and how they are distributed;
f. Plain language writing, and
g. Basic interpretation skills.

Examples of future training topics include:

h. Accessing centralized information to identify a bilingual staff member to assist with communicating with individuals with LEP; and
i. Methods and goals for conducting community outreach.

11. Continuous Improvement Planning

a. Data Collection and Monitoring

To determine if RCDA has successfully implemented its Language Access Plan (in other words, done everything it should do under the Plan) RCDA staff:

- Looks at data from its language interpretation contractor to be sure that its interpretation service is being used on a regular basis.
- Conducts surveys of RCDA staff about their experiences with individuals with LEP to be sure their experiences indicate they are effectively communicating with people with LEP.
- Conducts surveys of the people with LEP who are provided translation services by RCDA.
- Provides training to public-facing RCDA staff on the Language Access Plan and how and when to use interpretation services.
- Reviews the RCDA Language Access Plan periodically.
- Has a Language Access Coordinator to implement and monitor

compliance with the Language Access Plan on an ongoing basis.

b. Language Access Complaints

Any problem with an interpreter will be documented by the RCDA staff member experiencing the issue and submitted to the Language Access Coordinator. The interpreter's name, language, ID number, and problem will be recorded. The Language Access Coordinator will submit a written complaint to the appropriate entity such as Language Line, UCS, or another entity that provides interpretation services.

The Language Access Coordinator will keep an internal record of complaints including the interpreter's name, language, and agency. This list will be attached to the LAIP as a DO NOT USE list.

In addition, individuals with LEP are informed of how to file and submit a language access complaint by visiting RCDA's "accessibility" webpage at https://www.statenislandda.org/accessibility/.

Complaints against RCDA staff who provide language services will be handled by the Language Access Coordinator in conjunction with the Human Capital Unit, and that Unit will log complaints and refer them to the appropriate supervisor for investigation and remedial action.

12. Goals and Actions Planning

A. Translation Services

Goal 1: Translate Commonly Distributed Materials (Year 1)

- Identify the most commonly distributed fliers, brochures, and informational materials by Unit and Bureau.
- Language Access Coordinator ("LAC") to prioritize translation based on language access needs assessment and the top 10 designated citywide LEP languages.
- Select a qualified translation vendor.
- Have prioritized materials translated into the top 10 designated citywide LEP languages and additional languages prevalent on Staten Island.

Goal 2: Translate Key Forms and Legal Documents (Year 1)

- Identify key form outreach letters and legal documents in collaboration with relevant staff.
- Prioritize translation based on frequency of use.
- Follow the actions outlined in Goal 1 for prioritized documents.
- Upload translated documents to the RCDA case management system.

Goal 3: Streamline Translation Request Process (Year 1)

- The LAC will collaborate with the Procurement Unit to develop a standardized translation request form.
- Develop a clear internal process for submitting and managing translation requests.
- Train relevant staff on the new process.

Goal 4: Translate Press Releases (Year 1)

- Develop criteria for selecting press releases for translation in collaboration with relevant units.
- Determine the languages for translation based on the target audience.
- Follow the actions outlined in Goal 1 for selected press releases.

B. <u>Interpretation Services</u>

Goal 5: Implement Video Interpretation (Year 2)

- LAC will work with the Procurement Unit to identify qualified video interpretation vendors.
- Integrate video interpretation service into existing workflow.

Goal 6: Hire Bi/Multilingual Staff (Year 2)

- Review job descriptions for public-facing positions to identify opportunities for language skills as a qualification.
- Update job descriptions and recruitment strategies to attract bi/multilingual candidates.

C. <u>Digital Communications</u>

Goal 7: Translate Materials for Social Media (Year 2)

- Develop a plan for distributing translated materials on social media platforms.
- LAC will coordinate with the Community Partnership Unit and Immigrant Affairs Unit to translate materials for social media.
- Begin distributing translated materials on social media platforms.

D. <u>Training</u>

Goal 8: Train All Staff on Plain Language Principals (Year 1)

- Develop a training program for RCDA staff on the principals of plain language writing.
- Schedule training sessions for all staff within four months of final plan publication.
- Develop a system for annual recurring training.

Goal 9: Train All Staff on Language Access Plan (Year 1)

- Develop a training program on the Language Access Plan.
- Schedule training sessions for all staff within twelve months of final plan publication.
- Develop a system for annual recurring training.

Goal 10: Train Public-Facing Staff on Interpretation (Year 1)

- Collaborate with the contracted interpretation vendor to develop training on the interpretation service.
- Schedule training sessions for all public-facing staff.

E. <u>Right to Free Translation Services</u> (Year 1)

Goal 11: Inform Residents of Free Translation Services

- Develop informative flyers regarding free interpretation services in collaboration with the Immigrant Affairs Unit and Community Partnership Unit.
- “I-Speak” cards or similar tools will be procured or produced by RCDA so that every public-facing employee has them at their disposal when needed.

F. Officewide Non-English Language Survey (Year 1)

Goal 12: Conduct an Officewide Non-English Language Survey

- LAC will work with Human Capital to conduct a yearly officewide survey of employees who are fluent in any language other than English, especially for the purpose of emergency preparedness.

Signatures

The signatures signify that the Office of the Richmond County District Attorney will take necessary steps to advance equity and inclusion of individuals with LEP.

Andrew Sterrer June 6, 2025

Andrew Sterrer
Language Access Coordinator
Counsel for Special Projects
Assistant District Attorney
Office of the Richmond County District Attorney

Ashleigh J. Owens May 30, 2025

Ashleigh Owens
Chief Assistant District Attorney
Office of the Richmond County District Attorney