

***If You Do Not Speak English and Go To the Administration of Children's Services
(ACS)...
Local Law 73***

✓ ***You must receive...***

Free language assistance services when you contact the Administration of Children's Services or any related office or facility.

✓ ***What languages are covered?***

Arabic, Chinese, Haitian-Creole, Korean, Russian, Spanish.

✓ ***What kind of free language assistance services?***

You should be provided with...

- 1) Determination of your primary language¹ on your first visit and prompt language assistance services in all interactions.
 - (a) Language Card: If an employee of the agency cannot immediately recognize your primary language, they will give you the Language Card, which asks in twenty eight different languages (the most commonly encountered languages by ACS staff), "Do you speak [insert language]? Please be seated, I will call an interpreter for you."
 - (b) Language Line telephonic interpretation: If the Language Card does not help, an employee will help you interpret through a phone service.
- 2) Translation of all documents into the six covered languages;
- 3) Notices saying that free language interpretation services are available and where to get those services.

ACS should...

Keep a record of your primary language after your first contact with them asking for help.

✓ ***Who monitors the implementation of these services?***

The Office of Refugee and Immigrant Affairs (ORIA)

✓ ***Contact information:*** dial 311; or the Human Resources Administration Infoline: 718-557-1399.

¹ Primary language means the language a non-English speaker chooses to speak when communicating with others.