

Chinese-American Planning Council  
Home Attendant Program, Inc.  
Consumer Directed Personal Assistance Program

## LOCAL LAW 73 ANNUAL REPORT 2019

We are pleased to report that Chinese-American Planning Council Home Attendant Program, Inc. and Consumer Directed Personal Assistance Program continued to implement and complied with HRA requirement for full and ongoing compliance with Local Law 73 in year 2019.

For the period 1/1/2019 to 12/31/2019, there were 101221 of limited English proficient people being served listed by language as below:

- Arabic-10
- Chinese- 49492
- Haitian Creole- 7
- Korean- 16
- Russian- 231
- Spanish- 51465
- Others-0

There were four (4) Chinese/Spanish/English trilingual, six (6) Spanish/English bilingual, one (1) Chinese/Spanish/French/English multilingual, one (1) Korean/English bilingual and thirty-four (29) Chinese/English full-time staff members serving this population.

We had completed over 2,499 Certification forms to certify or verify that individuals with limited English proficiency had their applications or forms translated and completed by an interpreter.

### LANGUAGE ASSISTANCE SERVICES POLICIES & PROCEDURES

To comply with Local Law 73, we are required to provide free language assistance services to individuals with limited English speaking abilities seeking or receiving home care services. This includes providing interpretation services, translation services and / or bilingual / interpreter personnel to ensure effective communication with limited English proficient individuals in their primary languages. Covered languages are: Arabic, Chinese, Haitian Creole, Korean, Russian, Spanish and others.

1. Multilingual/Bilingual clerical staff and or field staff determine the primary language of individuals seeking services upon initial contact, either by phone or in person.
2. When a translator /interpreter is not readily available in their covered language, Coordinators/Clerical staff shall request language translation services via phone or email: 1-866-267-0437, [www.lionbridge.com](http://www.lionbridge.com). Administrative Assistant can also call Home Care Association membership to have a staff member proficient in those covered languages that we can call upon to translate /interpret. CPCHAP Staff can "Google", Language Line Services for language translation.
3. Office Manager ensures that there are a language poster and a language card in the reception area in twenty languages, including English, Arabic, Chinese, Creole, Korean, Russian and Spanish, that instructs individuals to go to the reception desk and they can point to the language needed

before they sit in the waiting area. Secretary/Clerical staff can arrange for appropriate interpretation.

4. There are five language posters in our nursing department, clerical department, field department, personnel department and fiscal department in all the languages covered by Local Law 73, that inform individuals in their primary language of their right to receive free language assistances.
5. Administrative Assistant/Clerical staff arrange to provide translation/interpretation by persons familiar with the language of origin, including in house multilingual administrative staff, home care employees, family members, relatives, friends, community organizations, churches or other volunteer agencies.
6. Multilingual/Bilingual Coordinators, Nurses and Clerical Staff provide oral translation where an application or form to a state or federal authority requires completion in English from individuals with limited proficiency (e.g.: Advanced Directives, Plan of Care, etc.).
7. Coordinators/Clerical staffs ensure that individual with limited English proficiency that their application and or required forms were translated and completed properly.
8. Personnel Manager/Office Manager screen personnel to ensure they are providing appropriate language assistance.  
All in-house bilingual interpreter personnel are screened for their ability to provide language assistance as below:
  - a. Check and verify for foreign educated or trained diploma(s);
  - b. Arrange to have educated mother-tongue personnel to test for their oral and written language translation skills.
9. Personnel Manager/Office Manager/Fiscal Manager maintains personnel files, including language skills, foreign education, certificate, and diploma and work experience.
10. Administrative staff/Interpreters complete a "Certification" form to certify that individuals with limited English proficiency had their applications or forms translated and completed by an interpreter. Individuals are required to sign a "Certification" indicating that they have been offered/provided language assistance services by CPC Home Attendant Program, Inc. in their primary language.
11. All administrative staff must update and record their provided language assistance services in the Centralized "Language Assistance Service Provision" logbook.
12. Personnel Manager shall organize and establish a translation team, which composed of bilingual in-house staff members and educated mother-tongue volunteers, and who will have a role in assisting the PM in providing annual training for in-house bilingual / interpreter personnel that ensures they are providing appropriate language assistance
13. Personnel Manager ensures the incorporating of the required language assistance services policies and procedures into our existing Policy and Procedure Manual.

On behalf of our clients/consumers, we would like to thank all of our CPCHAP staff members for all their hard work and dedications!

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One York Street, 2nd Floor  
New York, NY 10013

**LANGUAGE ASSISTANCE SERVICE CERTIFICATION REPORT- 2019**

	Arabic	Chinese	Haitian Creole	Korean	Russian	Spanish	Other	Total
January	0	133	0	0	0	95	0	228
February	0	125	0	0	0	102	0	227
March	0	118	0	0	0	80	0	198
April	0	128	0	0	0	75	0	201
May	0	122	0	0	0	78	0	200
June	0	105	0	0	0	80	0	185
July	0	147	0	0	0	86	0	233
August	0	130	0	0	0	82	0	212
September	0	126	0	0	0	78	0	202
October	0	113	0	0	0	78	0	191
November	0	116	0	0	0	89	0	205
December	0	135	0	0	0	82	0	217
<b>Total</b>	<b>0</b>	<b>1488</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1003</b>	<b>0</b>	<b>2489</b>

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**CHINESE-AMERICAN PLANNING COUNCIL**  
**HOME ATTENDANT PROGRAM, INC.**

**One York Street, 2nd Floor**  
**New York, NY 10013**

**LANGUAGE ASSISTANCE SERVICES PROVISION REPORT- 2019**

	<b>Arabic</b>	<b>Chinese</b>	<b>Haitian Creole</b>	<b>Korean</b>	<b>Russian</b>	<b>Spanish</b>	<b>Other</b>	<b>Total</b>
<b>January</b>	0	4363	1	2	25	5502	0	9893
<b>February</b>	0	4452	1	2	18	4208	0	8681
<b>March</b>	2	4105	0	0	17	4105	0	8229
<b>April</b>	1	3988	1	2	15	3788	0	7795
<b>May</b>	1	4002	1	2	22	3585	0	7593
<b>June</b>	1	4153	0	2	15	4337	0	8508
<b>July</b>	1	4214	1	1	16	4458	0	8691
<b>August</b>	0	4220	1	2	25	4717	0	8965
<b>September</b>	2	4107	0	0	19	4318	0	8446
<b>October</b>	0	3998	1	3	18	4254	0	8274
<b>November</b>	1	3892	0	0	21	4118	0	8032
<b>December</b>	1	3998	0	0	20	4095	0	8114
<b>Total</b>	10	49492	7	16	231	51465	0	101221