



**Department of  
Youth & Community  
Development**

**2 Lafayette Street, 19<sup>th</sup> Floor  
New York, NY 10007**

## **Language Access Plan**

**BILL DE BLASIO  
MAYOR**

**BILL CHONG  
COMMISSIONER**

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## **ABOUT DYCD**

The Department of Youth and Community Development (DYCD) was created in 1996 to provide the City of New York with high-quality youth, family and community programming, through administration of available funds to effective community-based organizations.

DYCD is a contracting agency. With few exceptions, the agency does not provide direct services, but rather monitors almost 3,129 human service contracts it has with over 1,201 community based organizations.

### **Mission Statement**

The Department of Youth and Community Development funds local community-based organizations to provide services that promote positive youth development and strong, healthy communities.

DYCD is also the designated Community Action Agency for New York City, which is the local grantee for the Federal Community Services Block Grant (CSBG). CSBG funding supports a wide variety of programs that address the conditions of poverty.

### **DYCD-Funded Contracted Services**

DYCD supports New York City youth and their families by funding a wide range of high-quality youth and community development programs, including:

#### **Afterschool Programs**

##### **Beacon Community Centers**

Anchoring New York City neighborhoods since 1991, Beacons are school-based community centers providing high-quality services to youth and adults, including programs focused on academic enrichment, life skills, career awareness, civic engagement, recreation, and arts and culture. Beacons are located within New York City public schools throughout the City. They operate in the afternoons and evenings, on weekends and school holidays, and during the summer. Adult and family services include high school equivalency prep, English for Speakers of Other Languages (ESOL), and parenting skills programs.

##### **Cornerstone Community Centers**

Cornerstone programs are located at New York City Housing Authority (NYCHA) community centers throughout the five boroughs and operate year-round. Cornerstone youth programs provide young people with a safe place to grow, and with engaging activities to help them develop successfully, including recreation; literacy; Science, Technology, Engineering and Math (STEM); academic enrichment; sports; project-based learning; and social-emotional support.

Cornerstone adult programs are designed to enhance skills and promote social interaction, community engagement, and physical activity. Typical adult activities focus on high school equivalency prep, English for Speakers of Other Languages (ESOL), parenting skills, family relations, tenant education and advocacy, and intergenerational programming.

### **Cornerstone Mentoring Programs**

Supported by the Young Men's Initiative (YMI), Cornerstone programs also offer youth participants the chance to engage in structured group mentoring and service projects with caring adults. The goal is to support youth in fifth through ninth grades during the transition from elementary school to middle school and from middle school to high school by cultivating positive personal relationships and community involvement.

### **The Comprehensive Afterschool System of NYC (COMPASS NYC)**

COMPASS NYC comprises more than 800 programs serving young people enrolled in grades K–12. Through a network of providers, COMPASS NYC offers high quality programs with a balance of academics, recreation, enrichment and cultural activities to support and strengthen the overall development of young people. COMPASS NYC began as Out-of-School Time (OST) in 2005. With increased funding and a steadfast commitment from Mayor Bill de Blasio, COMPASS NYC now serves over 94,000 youth. COMPASS has three program models: The COMPASS elementary model which caters to students from kindergarten through 5th grade; COMPASS NYC's middle school model, renamed SONYC (School's Out New York City), serving as a pathway to success for youth in 6th, 7th, and 8th grades; and the COMPASS NYC High School program, to help students navigate high school, with targeted supports and advocacy within the school community.

### **Teen Action**

An innovative anti-poverty initiative supported by the NYC Center for Economic Opportunity (CEO), Teen ACTION provides young people in grades 7–10 with the opportunity to participate in meaningful organized service activities. The initiative promotes healthy behaviors, civic engagement, and a commitment to academic achievement.

### **DYCD's Mayor's Youth Leadership Council (MYLC)**

DYCD's Mayor's Youth Leadership Council (MYLC), in partnership with the Young Men's Initiative, the Mayor's Office, and other City agencies, engages high school youth between the ages of 14–21 in 10 neighborhood-based Youth Leadership Council hubs and a Citywide Mayor's Youth Leadership Council. Youth engage in community and policy issues of Citywide importance and express their voice to policy leaders and the Mayor. With training and support from adults, youth develop leadership skills through implementation of community projects and public policy presentations. The Hubs are a critical component of the initiative and allow existing youth councils to have a voice in

their community and Citywide. The 20 MYLC high school youth and the Hubs work toward identifying a policy issue of Citywide importance, creating an action plan to address this issue, and delivering a formal presentation of the plan to the Mayor as a capstone event. Youth also have the opportunity to interview high-level public officials, learn how policy is made in NYC, and develop leadership skills through a series of community projects, presentations and public speaking opportunities in order to advance their change agenda.

### **Neighborhood Development Areas (NDA) High School Educational Support**

NDA programs for high school youth encourage and support young people and help them build academic skills in order to stay in school and attain high school diplomas. Programs include youth in decisions regarding programming, and incorporate leadership development and career counseling, as well as assist students in gaining the skills that will support their success in college, training programs, or jobs. Programs incorporate positive youth development principles, view young people as contributors and leaders in their programs, build positive relationships among youth and adults, and encourage all community residents to contribute to the well-being of young people.

## **Summer Jobs**

### **Summer Youth Employment (SYEP)**

SYEP is a summer employment program open to New York City youth between the ages of 14 and 24. Participants earn minimum wage, and worksites include small businesses, hospitals, summer camps, nonprofits, law firms, museums, sports and retail organizations, and City agencies. Online applications are accepted on the DYCD website each spring.

### **NYC Ladders for Leaders**

The NYC Ladders for Leaders program, a component of the Summer Youth Employment Program, provides professional internships to NYC youth between the ages of 16 to 21.

## **Youth Employment**

### **In-School Youth Employment (ISY)**

ISY provides college and work readiness training to juniors and seniors at risk of dropping out of high school. In addition, students participate in service learning projects to promote awareness of current issues in their surrounding communities. All In-School Youth program participants are given the opportunity to participate in a paid internship program during the summer.

### **Out-of-School Youth Employment (OSY)**

OSY serves young adults between the ages of 16–21 who are not connected to school or work and need assistance upgrading their educational and occupational skills. OSY programs are operated by community-based

organizations in all five boroughs, and offer a wide range of services designed to increase young adults' success in the workplace and in their personal lives.

### **Young Adult Internship Program (YAIP)**

YAIP provides young adults between the ages of 16 and 24 who are not enrolled in school or employed with short-term paid internship opportunities, follow-up services, training, and educational assistance. This program is supported by the Center for Economic Opportunity and Young Men's Initiative.

### **Neighborhood Development Areas: Opportunity Youth Supported Work Experience**

NDA programs provide young people ages 16–24 who are not in school and not working with work-readiness training, counseling, and paid short-term work experience in jobs that match youths' interests and provide opportunities for career exploration. Each participant also meets regularly with a case manager. Programs provide career counseling, job-readiness skills, and life skills. At the end of the program, each participant has a career and education plan, including referral to an education, job training, or job search assistance program.

## **Literacy Services**

### **Adolescent Literacy Program**

The Adolescent Literacy Program provides opportunities for youth in grades 6–8 who are reading below grade level to develop their reading, writing, and oral communication skills in an afterschool setting in order to acquire the strong literacy skills that are critical for academic success. Programs use diverse strategies ranging from more traditional direct instructional techniques to embedding literacy instruction within contexts such as technology and drama to engage youth.

### **Adult Literacy Program**

The Adult Literacy Program provides instruction in Adult Basic Education (ABE), High School Equivalency (HSE) Test preparation, and English for Speakers of Other Languages (ESOL) for older youth and adults.

### **The Young Adult Literacy Program**

The Young Adult Literacy Program provides intensive basic literacy and numeracy instruction to youth aged 16–24 to prepare them to successfully transition to High School Equivalency (HSE) Test preparation programs. Stipends are paid to students who maintain regular attendance and participate in Service Learning projects.

## **Family Support**

### **Fatherhood Initiative**

DYCD's funded Fatherhood programs help non-custodial fathers reconnect with their children and develop essential parenting skills by helping each participant increase engagement and responsibility in his relationship with his children and provide material and financial support. Programs help fathers by providing them and their children with up to six months of case management, with follow-up services as needed for up to one year. Programming is offered in three distinct categories: young fathers (16–24 years old), older fathers (over the age of 24) and fathers with prior involvement in the criminal justice system.

### **Neighborhood Development Areas (NDA)**

DYCD funds a wide spectrum of programs to match the needs, assets, and priorities of the City's low-income communities. The NDA Initiative fosters community-level engagement to ensure that services address the most pressing needs of each community and promote self-sufficiency and family stability. DYCD oversees a wide range of NDA programs, including: supportive work experiences and job-skills readiness for adolescents who are currently in school or working; educational support for high school youth who are struggling academically to support their efforts to determine positive trajectories from high school; advocacy and assistance for low-income tenants and homeowners to help them obtain housing support benefits and maintain adequate, affordable, and safe housing; assistance to immigrant New Yorkers to access a variety of services, including legal assistance with matters related to citizenship and immigration status, and social services; Adult Basic Education (ABE) programs that provide instruction in reading, writing and mathematics, and High School Equivalency programs to prepare students for tests in writing, reading, social studies, science and mathematics; support programs, including social and recreational activities, exercise and nutrition programs, medical assistance and community services for New Yorkers aged 60 and older; and services to support and strengthen families, including counseling, educational/career advice, legal assistance, and other social services.

## **Immigrant Services**

According to the NYC Department of City Planning, more than one third of New York City's 8.5 million residents were born outside the United States. DYCD contracts with community-based organizations across the five boroughs to provide an array of services and support to new New Yorkers, including:

- Legal services for immigrants (related to immigrant status)
- Services for immigrant families
- Civics classes
- English for Speakers of Other Languages (ESOL)
- Assistance accessing social service benefits

## **Vulnerable Youth**

### **Street Outreach and Referral Services**

Mobile street outreach teams locate at-risk and homeless youth and provide them with assistance, transportation, and referral services.

### **Borough-Based Drop-In Centers**

Located in each of the five boroughs, drop-in centers provide homeless young people, and youth at risk of homelessness, with a safe haven to receive counseling and referrals services, résumé and employment services, mental health services and other assistance. A drop-in center offers 24/7 services in Harlem.

### **Crisis Shelters**

A safe and welcoming temporary shelter, providing immediate, short-term (30-day) shelter to homeless youth (ages 16–20) while they receive assistance to obtain a long-term housing arrangement.

### **Transitional Independent Living (TIL)**

TIL provides homeless and transgender youth (ages 16–20) with a longer-term home, and training

## **Advisory Boards**

### **Community Action Board (CAB)**

CAB is involved in Citywide community action initiatives under the federal Community Services Block Grant (CSBG) anti-poverty program. The 45-member CAB is composed of 22 residents of low-income communities, 15 elected public officials, and eight representatives from the private sector including from the Office of the Mayor, The Office of the Speaker, The Office of the Comptroller, the Office of the Public Advocate, and the offices of the five Borough Presidents.

### **Interagency Coordinating Council on Youth (ICC)**

ICC promotes interagency collaboration on issues relevant to New York City youth. The Council is composed of representatives from the City's youth serving agencies.

### **Neighborhood Advisory Boards (NAB)**

NAB serves Neighborhood Development Areas (NDAs), which are low-income neighborhoods designated as needing community development support. NAB members are responsible for identifying the needs of their local communities. DYCD takes these findings into consideration when allocating federal Community Services Block Grant (CSBG) funding. Each NAB is comprised of seven to 12 members with the authority to help identify community priorities and recommend

specific programs. All NAB meetings are open to the public, and are conducted at sites accessible to members and the general public.

### **Workforce Investment Board Youth Council**

The Workforce Investment Board Youth Council advises DYCD on youth workforce policy and the distribution of Federal Workforce Innovation and Opportunity Act (WIOA). The Youth Council oversees the performance of WIOA-funded programs for in-school and out-of-school youth and is responsible for developing strategies to address the critical workforce challenges facing the City's youth population.

### **New York City Youth Board**

The NYC Youth Board advises DYCD on the development of youth programs. The board is comprised of leaders from business, academia, government, foundations, and community-based organizations, in addition to two youth representatives.

## **DYCD Direct Services**

### **Resources**

#### **Capacity Building**

DYCD invests in building the capacity of nonprofits to help ensure that youth and families receive high quality, effective services. By bringing together practitioners, researchers and other experts to strengthen organizations and programs, DYCD strives to strengthen organizations by investing in planning, leadership development, and infrastructure, and enhance program quality by building front-line and supervisory staff knowledge and skills. DYCD also leverages the expertise of technical assistance partners to offer support in the fields of youth development, workforce development, mentoring, mental health services, and organizational development.

#### **Group Subway Passes**

DYCD offers free subway passes for eligible nonprofit organizations and public schools. Group subway passes and certificates are available for eligible groups of young people between the ages of five and 24 for travel on New York City subways. Go to [nyc.gov/dycd](http://nyc.gov/dycd) for instructions.

#### **New York City Youth Connect**

NYC Youth Connect is a one-stop shop for all youth-related resources in NYC. Youth Connect has a toll-free hotline and utilizes web-based strategies to increase access to and visibility of New York City's opportunities for youth, families and community organizations. Youth Connect Resource Specialists are trained to connect callers and correspondents to the services they need. Youth Connect's database includes more than 8,000 community resources from DYCD-funded agencies as well as other public, nonprofit, and private sector

organizations. Youth Connect receives over 55,000 phone calls annually, and staff utilizes AT&T's Language Line to communicate in over 180 languages.

**External Relations**

External Relations covers all aspects of DYCD's external communications. The unit is responsible for representing the agency at community events and fostering relationships with community organizations and government agencies.

### **Language Access Goals**

DYCD's Language Access Plan is designed to improve access to the funded services for Limited English Proficient (LEP) individuals throughout the city.

### **Monitoring the Language Access Plan**

The Language Access Plan will be reviewed on a quarterly basis by the Language Access Coordinators and the Language Access Committee. The Language Access Committee will meet on a quarterly basis after all milestones have been met to ensure each department continues to abide by the Language Access guidelines, and that the policies and procedures are adequately addressed.

The Language Access Committee will look for:

- Effectiveness of existing language assistance to LEP persons
- Changes in a program's LEP population
- Changes in the frequency of encounters with LEP language groups
- Correspondence from NYC residents regarding language access, i.e., Have there been compliments? Complaints?
- Updates to the Volunteer Language Bank, i.e., Adding languages spoken by new hires

## **LEP Population Assessment**

The programs funded by DYCD are based on demographic data of eligible populations and community needs. In addition, DYCD obtains input from clients, service providers and community advocates.

DYCD's Planning, Research and Program Development (PRPD) Unit gathers the majority of its data from:

- Census and Demographic Data
- DYCD advisory bodies such as the Community Action Board, Neighborhood Advisory Boards and the Youth Board
- Service Provider Information
- Community Boards' Needs Assessment Statements
- Feedback from community advocates and experts

## **DYCD Identified 6 LEP Languages**

The languages covered in DYCD's Language Access Plan are the following:

- Arabic
- Chinese (Cantonese and Mandarin)
- Haitian Creole
- Korean
- Russian
- Spanish

This list includes 5 out of the 6 citywide LEP languages, and replaces Italian with Arabic based on the feedback from our LEP population assessment. DYCD will add languages as needed.

## **Federal Department of Justice's (DOJ) "Four-Factor Analysis"**

DOJ states that agencies "should apply a four-factor test to decide what steps to take to provide meaningful access to their programs and activities for LEP persons."

DOJ's Four Factors:

**U.S. DOJ Factor 1** *The number or proportion of LEP persons served or encountered in the eligible service area.*

**US DOJ Factor 2** *The frequency with which LEP individuals come in contact with the program.*

### **U.S. DOJ Factor 3**

*The nature and importance of the program, activity, or service provided by the program.*

### **U.S. DOJ Factor 4**

*The resources available to the Department, and costs associated with different language service options.*

### **DYCD Application of DOJ Factors**

DYCD has considered the four DOJ factors in determining its Language Access Plan. In accordance with DOJ factors 1 and 2, programs funded by DYCD are based on data that identify, assess, and prioritize the needs of the communities and populations served. In addition to the recent review of program area needs, DYCD service providers track the frequency of LEP persons seeking services through enrollment and registration forms.

With respect to DOJ factor 3, DYCD's services are essential to youth and community development. As listed in the Agency Mission and Background section, DYCD's funded organizations offer services including literacy programs, immigrant services, workforce development and after school programs.

In developing the language access plan and in accordance with DOJ factor 4, DYCD considered all available and appropriate agency resources. In particular, DYCD considered the constraints associated with current service contracts.

## **Interpretation Services**

DYCD's Youth Connect joined DoITT's citywide Language Line contract in June 2010 and updated its call center tracking software to record the number of language assistance requests and the type of language requests made through the call center.

DYCD's Youth Connect staff and receptionists have access to the telephone interpretation service. Contracted agencies do not have direct access to DYCD's interpretation service, but do have access to Youth Connect Monday through Friday from 9:00 AM – 7:00 PM.

## **Translation of Essential Documents**

DYCD ensures all of its essential documents are easy to read by incorporating plain language and design principles when drafting materials in English. Essential documents are then translated by the Language Line translation service into the six LEP Languages. Material translated by the Language Line service is then reviewed by members of the Volunteer Language Bank to ensure clarity.

Essential public documents include:

- Agency Brochures
- Standardized Program Applications distributed by DYCD
- Other Essential Documents, including enrollment forms and consent forms

The translated documents are made available to funded organizations via DYCD's website and the DYCD Online system once they have been approved by the Language Line Translation Service, members of the Volunteer Language Bank and the Commissioner.

## **Signage**

### **Signage at Program Sites**

DYCD's contracts require all funded organizations to post signage at program sites. The required signs list DYCD as a funding source and provide information on where to call to file comments and suggestions. Each sign contains the same information in each of the selected six LEP languages.

### **Promotional Materials Regarding Language Access Services**

DYCD promotes Youth Connect's toll-free telephone number on printed materials as its main number. Printed material with the toll-free number is available in each of the selected six LEP languages.

## **Outreach and Public Awareness**

Participant recruitment and outreach for DYCD's programs are the responsibility of the funded community-based organizations. DYCD funded Immigrant Services programs currently perform outreach to LEP communities and provide ESOL classes, interpreters and legal representation. Other funded organizations will receive DYCD required printed materials, including signage, brochures and applications/enrollment forms, in the six LEP Languages. Each program is responsible for recruiting and advertising in the language of its target population.

Advertisements provided by DYCD, such as after-school program brochures and informational posters, are translated into DYCD's six LEP languages when they are being posted or distributed in areas with a high LEP population. Print advertisements are available in DYCD's reception areas, at funded program sites, and at community events. Flyers and handouts that are not printed in the six LEP languages advertise Youth Connect's toll free number and its Language Line service.

### **Training**

All DYCD staff whose work puts them in direct contact with the public take part in both customer service training and language line training. Front-line staff, DYCD receptionists and Youth Connect Resource Specialists are required to participate in customer service training on a yearly basis. Date and attendance are documented for each training session.

### **Customer Service and Language Line Training**

DYCD Youth Connect provides a semi-annual Customer Service training that covers both customer service and the use of the AT&T Language Line telephonic interpreters. After completing training, all front-line staff receive written guides to use as reference.

DYCD's Language Access Plan was designed to improve access to funded services for Limited English Proficient (LEP) individuals throughout the city.

DYCD's Language Access Coordinators surveyed representatives from each of DYCD's funded program areas to assess their LEP population and identify the top six LEP Languages encountered within each service area. The Language Access Coordinators used the information collected to design DYCD's Language Access Plan and determine DYCD's Language Access milestones. The plan originally listed 11 major milestones in line with Executive Order 120.

The 11 milestones and their status as of August 2015 are:

1) **Designate DYCD's Language Access Coordinators**

DYCD's Language Access Coordinators are responsible for evaluating DYCD's Language Access needs, ensuring completion of Language Access milestones, completing quarterly Language Access reports, assisting DYCD staff with translation and interpretation services and updating Languages Access milestones when necessary.

Currently, the Language Access Coordinators are:

Kathleen Almanzar  
Director, Office of Immigrant Initiatives  
(646) 343-6480  
kalmanzar@dycd.nyc.gov

Jermaine Williams  
Director, Youth Connect  
(646) 343-6754  
jxwilliams@dycd.nyc.gov

2) **Formation of DYCD's Language Access**

In July 2008, DYCD formed a Language Access Committee consisting of representatives from each DYCD unit. The Committee met monthly from July 2008 until July 2009 to discuss language access goals and work toward the completion of Language Access Milestones. The committee meets on a bi-monthly basis or as-needed. Language Access Coordinators are responsible for ensuring DYCD's compliance with Executive Order 120.

3) **Formation of DYCD's Volunteer Language Bank**

DYCD's Language Access Committee collects data on the language proficiency of DYCD staff. Data was collected on languages staff can speak, write and/or read. DYCD is working with the Human Resources department to collect language capacity of current and new hires. DYCD would like to have staff tested so they may become NYCertified.

DYCD staff is instructed to use the citywide NYCertified Program or Language Line to translate documents. Volunteer Language Bank participants are now used to review documents once they have been completed by a NYCertified volunteer or the Language Line.

#### **4) Creation and Implementation of Customer Service Training**

The Customer Service Group (CSG) at the Mayor's Office of Operations and the Department of Citywide Administrative Services (DCAS) began designing a training in 2008 for front-line staff that incorporated language access and cultural sensitivity.

DYCD Youth Connect conducts a semi-annual internal customer service and AT&T Language Line training for Youth Connect Resource Specialists. Front-line staff are trained to use the tools provided by the Mayor's Office of Operations, including the Language Access "I Speak Cards." (See *Creation and Distribution of Signage*). Since 2008, 25 DYCD staff have received customer service and Language Line training.

#### **5) Join DoITT's Language Line Contract**

DYCD joined DoITT's citywide AT&T Language Line contract and secured a more cost-efficient contract for services in June 2010.

#### **6) Updates Youth Connect's Call Tracking Software**

DYCD's Youth Connect updates its call center tracking software to keep track of the number of language assistance requests, as well as the type of language requests made by callers.

#### **7) Creation and Distribution of Signage**

DYCD currently has two sets of signage: one for DYCD's main offices and the other for DYCD's funded organizations.

The majority of visitors to DYCD's offices are representatives from our contracted organizations. DYCD receptionists utilize tools developed by the Mayor's Office to assist agencies in the implementation of their language access services. These tools include standard signage and language identification tools

created together with NYC & Company, Language Line, Health & Hospitals Corporation, and the Citywide Language Bank. The purpose of these tools is to raise awareness of free translation and interpretation services and to facilitate the process of identifying a customer's primary language.

The second set of signage is posted on-site at funded community-based organizations. The Language Access Committee developed a universal DYCD program sign written in each of the six DYCD-selected LEP languages which states that the organization receives funding from DYCD and that visitors may call Youth Connect or 311 for further information.

**8) Translation of DYCD Essential Public Documents**

Essential public documents in need of translation - including advertisements, forms and applications distributed directly to the public - have been identified, translated and uploaded to the language gateway as of March 2013. Additional documents will be translated on an as-needed basis.

**9) Updated Contractual Requirements**

Each DYCD unit's contracts and program monitoring tools include requirements referring to signage and language access. Funded organizations are required to post signage provided by DYCD at their program sites.

**10) Updated Program Monitoring Tools**

DYCD has updated program monitoring tools to include standard requirements for signage and language access.

**11) Translation of Key Sections of the DYCD Website**

DYCD's website is undergoing a complete redesign. The redesigned website will include a short description of each program along with any public facing documents each program distributes. The website may be translated into the six selected LEP languages as well as 28 other languages by using Google translate. A menu has been added to the top of the DYCD website for LEP visitors to click on the language they speak.

DYCD interacts directly with New York City's LEP population through its Youth Connect call center. Youth Connect's software is able to

keep track of the number of language assistance requests as well as the type of language requests made by callers. See *Section VI: Providing Language Assistance Services*.

DYCD tracks the progress of its Language Access milestones and reports them to the Language Access office at the Mayor's Offices of Operations and Immigrant Affairs on an annual basis.

### **Future Goals**

DYCD is always working to improve the way it communicates with New York City youth and families and is constantly developing ways to reach its audience. The following are recommendations to improve how DYCD reaches LEP customers.

#### **DYCD Website**

The DYCD Language Access Coordinator will develop a webpage entitled *DYCD Parent's Corner*, with information for parents regarding programs and services available in the identified six LEP languages. The *DYCD Parents' Corner* page is part of DYCD's Family Engagement Initiative.

#### **Social Media and Web-Based Advertisements**

DYCD manages three activities on three social media platforms -- Facebook, Twitter and YouTube -- with over 9,000 fans and followers.

In addition to its social media presence, DYCD distributes two monthly email newsletters -- "The Youth Connect e-Blast" and "@DYCD" -- to over 15,000 subscribers. Future email newsletters will advertise in each of the six LEP languages the Youth Connect call center and its ability to assist NYC youth and families in over 180 languages through AT&T's Language Line

#### **Update New Hire Enrollment Form**

Each new DYCD employee is required to complete an enrollment form and orientation program. DYCD Language Access Coordinators will work with Human Resources to add language-focused questions to existing enrollment forms. Questions will ask employees if they speak, read or write languages other than English and if they are interested in joining DYCD's Volunteer Language Access Bank and applying for NYCertified certification.

### **Update Staff Training**

DYCD Language Access Coordinators will design a new Customer Service Training Guide for new DYCD front-line employees. The training guide will include updated information and procedures for assisting New York City's LEP population and will be available to all staff via DYCD's intranet.