



Language Access Services at the Queens District Attorney's Office

What questions did the audit look at?

- ▶ Is the Queens County District Attorney's Office (QCDA) providing adequate language access services to the Non-English Language Preference (NELP) population?
- ▶ Do those services meet the needs of the NELP population?

Why does it matter for New Yorkers?

Nearly one-half of all New Yorkers speak a language other than English at home, and almost 25% of City residents over the age of five are not proficient in English. For these NELP residents, interacting with City government and gaining access to services can be a challenge.

The City has enacted a series of laws intended to strengthen its language access, allowing agencies to reach a greater number of New Yorkers and opening doors that might have otherwise remained closed. This audit—which is focused on the Queens County District Attorney's Office—is one of a series that our office initiated to assess the language access services provided by New York City's prosecutorial offices.

The audit found that QCDA generally complies with translation standards set forth by the City's various laws and guidelines and that language access services generally meet the needs of Queens residents.

However, QCDA did not fully comply with certain aspects of Local Laws 30 and 25, which require agencies to implement Language Access Plans (LAP) and maintain translation features on their websites. QCDA did not create a plan, designate a Language Access Coordinator (LAC), translate its most commonly distributed documents into the City's top 10 non-English languages, or include a translation feature on its website.

What changes did the agency commit to make following the audit?

QCDA agreed to implement a translation feature on its website, translate its documents into the top 10 NELP languages, amend and implement its LAP, and provide its staff with annual language access training.

AUDIT FINDINGS



QCDA provides adequate language access services to NELP clients.



QCDA did not translate its most commonly distributed documents into all 10 of New York City's NELP languages.



QCDA did not create a Language Access Plan or designate a Language Access Coordinator



QCDA did not include a translation feature on its website.



Audit Recommendations	Agency Response
1 Ensure that their website contains a translation feature that can translate text into the top 10 NYC NELLP languages.	AGREED
2 Ensure that all of its most commonly distributed documents are available in the top 10 NYC NELLP languages and additional languages that reflect the needs of the local NELLP community.	AGREED
3 Amend the language access plan to include policies (1) for updating the LAP at least once every three years; (2) addressing language access in their emergency preparedness response; and (3) for incorporating language access into all public communications.	AGREED
4 Implement the revised language access plan with all due expediency and post it on its website.	AGREED
5 Conduct annual language access training for all frontline staff and management personnel.	AGREED

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