



Language Access Services at the Special Narcotics Prosecutor

What questions did the audit look at?

- ▶ Is the Special Narcotics Prosecutor (SNP) 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 Special Narcotics Prosecutor—is one of a series that our office initiated to assess the language access services provided by New York City's prosecutorial offices.

Although SNP does not have many direct interactions with members of the public, the audit found that SNP generally complies with translation standards set forth by the City's various laws and guidelines.

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

SNP agreed to continue to ensure that its website is accessible to the NELP population by maintaining a translation feature that includes the top 10 designated citywide languages.

AUDIT FINDINGS



SNP provides adequate language access services to NELP clients.

Audit Recommendations

Agency Response

1

Continue to ensure that SNP's website is accessible to the NELP population by maintaining a translation feature that includes the top 10 designated citywide languages.

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