



Office of Temporary and Disability Assistance

KATHY HOCHUL
Governor

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Acting Commissioner

Informational Letter

Section 1

Transmittal:	23-INF-06
To:	Social Services District Commissioners
Issuing Division/Office:	Housing and Refugee Services
Date:	December 6, 2023
Subject:	New York State Office of Language Access I Speak Toolkit (Know Your Rights Brochure, I Speak Card Version – 1 Write-in, I Speak Card Version – 2 Top Languages and ASL, Hardcopy Poster 26”x24”x.25” Adhesive on back, Hardcopy Poster Desktop Display 11”x17”x.25 Easel back)
Suggested Distribution:	Temporary Assistant Directors Home Energy Assistance Program Coordinators Supplemental Nutrition Assistance Program Directors Staff Development Coordinators Child Assistance Program Coordinators Employment Coordinators Medical Assistance Directors Child Support Enforcement Unit Coordinators Support Collection Unit Supervisors Title IV-D Attorneys DSS Attorneys
Contact Person(s):	Office of Temporary and Disability Assistance (OTDA) Language Access Coordinator, (518) 402-3096
Attachments:	Attachment 1 - OTDA-5229 - Language Access Materials - Print Order Form

Filing References

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
05-INF-08 06-ADM-05 17-INF-14 20-INF-04		Part 303 351.21 351.26 355.1 Part 356 387.2 393.3	SSL § 331(3) 42 U.S.C. § 608(d)(4) 42 U.S.C. § 2000(d) et seq. 42 U.S.C. § 8625(a) 45 C.F.R. Part 80 7 C.F.R. Part 15 7 C.F.R. § 272.4(b)	TASB, Chapter 4, Section Q SNAP Source Book Section 3	GIS 99 MA/021 OCSE IM-00-10

Section 2

I. Purpose

The purpose of this release is:

1. To inform social services districts (districts) that the LDSS-5070-A, LDSS5070-B, and LDSS-5070-C are discontinued and are being replaced with the below “I Speak Toolkit” materials. The I Speak Toolkit was created by the New York State Office of Language Access and consists of the following material:
 - a. Poster-sized Language Identification Hardcopy Desktop Poster (landscape, 26”x24”x.25”, adhesive on the back).
 - b. Language Identification Hardcopy Desktop Display (landscape, 11”x17”x.25”, easel back).
 - c. Palm card-sized: I Speak Card Version -1 (OLA-01 - 2” tall x 3.5” wide, double-sided card for users to write in their language).
 - d. Palm card-sized: I Speak Card Version 2 (OLA-02) - 2” tall x 3.5” wide when closed, folded card with a list of the top 12 languages including traditional and simplified Chinese plus American Sign Language.
 - e. Know your Rights Brochure in English and the top 12 languages, including traditional and simplified Chinese. This new brochure highlights the New York State Language Access Law, provides information on the NYS Office of Language Access, and instructions on how to use the I Speak Cards.

The ‘I Speak Toolkit’ material can be ordered from the Office of Language Access using request [Form OTDA-5229](#) which can be downloaded from the [District Language Access Resources](#) page on the OTDA Intranet.

When applicable, the language identification toolkit materials must be used to assist individuals with Limited English Proficiency (LEP) to identify their language when seeking access in person to programs and services. Districts must display either the Language Identification Hardcopy Desktop Poster or the Language Identification Hardcopy Desktop Display in all public areas.

2. To inform districts that OTDA published the [District Language Access Resources](#) page on the OTDA Intranet. The function of this page is to make the order form for the ‘I Speak Toolkit’ material and other language access policies, information, and resources easily accessible to district staff. The page is linked in [Centraport](#) under Desk Guides.

II. Background

New York State’s current language access law was adopted as part of the 2023 Enacted Budget and took effect on July 1, 2022. New York State Executive Law section 202-a is applicable to State agencies, and it codified and expanded New York State’s previous language access policy. The law also created the New York State Office of Language Access (OLA). These toolkit materials were developed by OLA to help enhance communication with LEP individuals and provide appropriate interpretation services for LEP individuals.

III. Program Implications

Districts must use the I Speak Toolkit materials to assist LEP individuals in identifying their language when seeking access in person to programs and services. Districts must display either the Language Identification Hardcopy Desktop Poster or the Language Identification Hardcopy Desktop Display in all public areas.

Districts should continue to refer to [06-ADM-05 Revised, "Providing Access to Temporary Assistance Programs for Persons with Disabilities and/or Limited English Proficiency;"](#) and [17-INF-14, "Language Access for Individuals with Limited English Proficiency,"](#) for policies and information pertaining to language access for LEP individuals.

Issued By:

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