



Office of the County Clerk

Monroe County, New York

Adam J. Bello
County Clerk

Jeffery L. McCann
Deputy County Clerk

County Clerk Adam Bello, Legal Services Organizations Announce Access to Language Program for Residents who are Limited English Proficient

ROCHESTER – Today, Monroe County Clerk Adam Bello, in collaboration with Empire Justice Center and Legal Assistance of Western New York, unveiled a language access plan for customers of the Monroe County Clerk’s Office. The plan is designed to close the gap for residents who are Limited English Proficient to obtain essential public information and services.

The language access plan provides interpreter and translation services free of charge, in any language necessary, in order for non-English speaking and limited English speaking customers to meaningfully access services under the County Clerk’s jurisdiction, including services offered at the Clerk’s Downtown Filing Office, and most transactions at the DMV offices.

The program is a concrete step in meeting legal obligations of federal language access requirements in compliance with Title VI of the Civil Rights Act of 1964. In Monroe County, approximately 14% of residents or 102,438 people are speakers of a non-English language.

“Governments have the duty to serve all of their residents fully, regardless of who they are, where they live, or who they know,” said County Clerk and County Executive-Elect Adam Bello. “That duty includes serving those who are Limited English Proficient. This language access plan reflects the Clerk’s Office’s commitment to meeting the needs of everyone, including our non-English speaking residents, who are an integral part of our community.”

“The language access plan makes the delivery of essential services more efficient and accurate for everyone,” said Kristin Brown, President and CEO of Empire Justice Center. “Empire Justice Center is honored to be a part of the vision that is inclusive for all residents in Monroe County.”

“Having meaningful access to language is essential for people who are Limited English Proficient,” said Robin Marable, Supervising Attorney with Legal Assistance of Western New York. “When you think about all the steps that go into registering a car in New York State, it makes sense to have interpreters available to get the job done. Legal Assistance of Western New York applauds the County Clerk’s office for championing the needs of all residents.”

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12/18/2019