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**LANGUAGE ACCESS EXPERT ELEANOR DIPALMA
JOINS RESEARCH INSTITUTE OF UNITED STATES SPANISH**

New York, NY February 7, 2022 – Eleanor DiPalma, Ph.D., a pioneer expert on language access in public communication, has become a member of the New York City-based nonprofit Research Institute of United States Spanish (RIUSS). She joins the organization after many years of collaboration on language matters, particularly in public transportation.

With a Ph.D. and M.S. in dance movement psychotherapy from New York University and the City University of New York's Hunter College, she began her career by treating people with psychiatric illnesses and developmental disabilities. After joining the NYC government, she was instrumental in creating the Citywide Managerial and Professional Development training program.

At the Department of Transportation, Dr. DiPalma founded four programs and established agency policies for each, serving as Executive Director in Customer Service/Language Access; Plain Language; the DOT Learning Center; and the Voter Registration Assistance Program.

She was instrumental in reengineering the processing of the DOT Commissioner's correspondence by introducing the concept of a computer application for agency-wide use that would streamline agency communications and produce useful analytics to improve agency responsiveness to customer concerns. The Agency Response Tracking System (ARTS) was created and continues to be used in all DOT divisions. To continue building effective and efficient DOT communications, Eleanor facilitated the creation of the Language Access Database (LAD).

She introduced the need to more fully embrace language access for 1.8 million New Yorkers who have limited English proficiency (LEPs) by promoting web-based Translation Management software. DOT's plan to manage volumes of translations in the 10 Local Law 30 languages using professional translators and machine learning was well underway. Her program design initiatives support NYC's mandate to serve LEPs through industry-standard computer technology, professional localized translations, and behavioral and social linguistic research.

"We are delighted to add Eleanor's expertise in and passion for equitable language access," said Leticia Molinero, founding president of RIUSS. "Her understanding of the challenges of language access will be invaluable to our research and programs in this increasingly important area of language and public service."

"RIUSS mission aligns perfectly with my longstanding interest in language access," said DiPalma. "Having collaborated with RIUSS while at the DOT, I am very familiar with its focus on research and the need for "plain language" to ensure effective public communication."