



NEWS FROM THE OFFICE OF
ADAM J. BELLO
MONROE COUNTY EXECUTIVE

For Immediate Release
Monday, July 21, 2025

MONROE COUNTY EXECUTIVE ADAM BELLO ANNOUNCES \$200,000 ARPA INVESTMENT TO EXPAND LANGUAGE ACCESS AT COUNTY FACILITIES

*New iPads Provide Real-Time Access to More Than 350 Languages for Residents at
County-Run Buildings*

ROCHESTER, NY — Monroe County Executive Adam Bello today announced a \$200,000 investment through the American Rescue Plan Act (ARPA) to expand language access at Monroe County facilities. This funding supports the purchase of iPads equipped with the Propio Language Services app, providing residents with immediate, on-demand access to professional interpreters in more than 350 languages including American Sign Language (ASL).

"In Monroe County, we believe language should never be a barrier for residents to accessing essential services. These new Language Access iPads will help ensure that every resident — no matter what language they speak — can communicate clearly and confidently when engaging with county government," **said County Executive Bello**. "From the County Office Building to the Health Department and the Veterans Service Agency, this technology strengthens our commitment to equity, inclusion and better service for all. I'm grateful to our Department of Diversity, Equity and Inclusion for leading this effort, and to Congressman Joe Morelle and Senators Kirsten Gillibrand and Chuck Schumer for securing the federal funding that made this possible."

"Monroe County is proud to be home to a vibrant tapestry of cultures, traditions, and peoples—and we must take steps to ensure everyone has an equality opportunity to thrive," **said Congressman Joe Morelle**. "I'm grateful to my friend County Executive Bello for continuing to utilize federal dollars to make our shared vision of a more inclusive community a reality. I look forward to continuing our work together."

"I'm proud to deliver federal funding that helps break down language barriers and make Monroe County services more accessible and efficient for everyone," **said U.S. Senate Democratic Leader Chuck Schumer**. "I commend County Executive Bello for using these *American Rescue Plan* dollars to build a more inclusive, professional and effective local government service delivery system for all Monroe County residents."

“Accessing county-wide facilities and services is a human right that should be equally given to everyone in New York State, and expanded language access is critical to achieving that goal. I am grateful that the ARPA funds I secured in Congress will allow the use of Language Access iPads equipped to help lessen the burden of any language barrier. Language access is essential for the equity and prosperity of all residents of Monroe County. I commend County Executive Bello’s \$200,000 ARPA investment and cannot wait to see the benefits language access will bring to Monroe County,” **said U.S. Senator Kirsten Gillibrand.**

The new Language Access iPads are now available in the following locations:

- Department of Public Health
- Public Safety
- Department of Human Services – Westfall & St. Paul Offices
- Department of Human Services – Detention Center
- Monroe County Veterans Service Agency
- Monroe Community Hospital
- Office for the Aging
- Public Defender’s Office
- Department of Environmental Services
- Monroe County Clerk’s Office
- Department of Motor Vehicles (DMV)
- Airport
- Law Department – Office of SSI
- Department of Diversity and Inclusion
- Department of Human Resources

Any resident visiting these locations can ask a county employee for a Language Access iPad and be connected within seconds to an interpreter in the language of their choice. This easy-to-use tool enhances communication and ensures that language is no longer a barrier to critical county services.

“As public servants, our mission is to ensure that every person who calls Monroe County home — no matter their language, background or country of origin — has equal access to the services they need. This investment in language accessibility is a vital step toward making our DMVs and Clerk’s Office truly equitable, welcoming and accessible to all,” **said Monroe County Clerk Jamie Romeo.** “I am deeply grateful to County Executive Bello and

the County Legislature for prioritizing this funding and recognizing the importance of delivering exceptional customer service to everyone in our community. I also want to thank our federal delegation for the transformational support they continue to bring to Monroe County.”

“Monroe County is home to one of the most culturally and linguistically diverse populations in New York State. When we provide meaningful language access, we serve thousands of residents, including American citizens who are deaf or hard of hearing, and communicate using American Sign Language,” **said Monroe County Language Access Compliance Coordinator, Jesus Paesch.** “Language Access is essential in Monroe County; it promotes safety and facilitates that every member of our community, regardless of how they communicate, can access the services they need to prosper in a county as beautifully diverse as Monroe County.”

“When every resident—whether they speak Spanish, ASL, Somali, or Nepali—can walk into a county office and be heard in their own language, we turn government from a barrier into a bridge,” **said Monroe County Legislature President Yversha Román.** “When I sponsored the legislation that established Monroe County’s first Language Access Coordinator, I envisioned exactly this kind of progress. Today’s investment proves that language equity is a priority, not an afterthought. This is more than new technology—it’s a declaration that our county values equity, inclusion, and the dignity of every resident. I’m proud to support this step forward in making government truly accessible to all.”

“It is important we ensure Monroe County is able to provide necessary services to all our residents, regardless of which language they speak,” **said Majority Leader Michael Yudelson.** “The American Rescue Plan Act was passed with the intention of creating stronger communities, I am grateful to our Federal Delegation for making these dollars possible. The investment in language access by County Executive Adam Bello, across County Facilities, is a practical and necessary step in improving equity and inclusivity in our community.”

This initiative supports Monroe County’s broader commitment to fostering a more inclusive, equitable environment by strengthening communication and improving access to services for its diverse population. County employees will receive training to ensure they can confidently assist residents in using this technology.



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