



FAMILY INDEPENDENCE ADMINISTRATION


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POLICY BULLETIN #15-50-OPE

REQUESTING WRITTEN TRANSLATION OF SUBMITTED DOCUMENTS

Date: May 27, 2015	Subtopic(s): Foreign languages, Eligibility
<p> This procedure can now be accessed on the FIAweb.</p>	<p>The purpose of this policy bulletin is to inform all Job Center and Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Center staff that foreign language documentation submitted by applicants/participants may be submitted to the Office of Refugee and Immigrant Affairs (ORIA) for written translation.</p> <p>In order for ORIA to have a foreign language document translated, the following criteria must be met. The documentation:</p> <ul style="list-style-type: none"> • must be a document required to verify an eligibility factor • cannot be understood based on context. (Example: A birth certificate where name and date of birth can be determined usually by the format of the document would not require a translation. A birth certificate in a language that does not use the Roman alphabet would require translation.) • cannot be translated by a voluntary bilingual staff member. <p>Note: If a bilingual staff member translates the information on a foreign language document, the JOS/Worker must enter a case comment in POS. The case comment must state that a bilingual staff member confirmed the information on the foreign language document. It must also state the type of document and what information was needed from that document. (Example: If a Birth Certificate was the document, the POS comments would indicate that the Birth Certificate was translated and the individual's date of birth. If the document was used for another purpose, for example, to verify relationship, a comment would also be entered verifying that the mother's name or father's name was verified to establish relationship.)</p>

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

If all of the above criteria are met, the JOS/Worker must forward a copy of the document to the Limited English Proficiency (LEP) Liaison using the Referral to the LEP Liaison (**FIA-1141**) form. The JOS/Worker will complete all of the fields in the **FIA-1141** which includes the following:

- Date.
- To (Name of the LEP Liaison).
- From (Name of JOS/Worker).
- Center.
- Name of Applicant/Participant.
- Case Number.
- Document Type.
- Original language of the document. (If unknown, enter unknown).

The LEP Liaison must verify that the document meets the established criteria for written translation and forward a copy to ORIA for translation via the Translation Request Tracking System (TRTS).

The LEP Liaison can access TRTS through the Web Program Applications in the HRA Intranet homepage. Once in TRTS, the LEP Liaison will click on the New Request tab. In the New Request screen, the LEP Liaison will enter the following information:

- Document Name – The document name should be the applicant's/participant's name.
- Document Type – This field has a drop down arrow and the LEP Liaison can select the type of document from the list.
- Click on the button to select either **New Document** or **Revised Document**.
- Request Type – Click on the button to select **Translation Request**
- Language Needed – Click inside the box and a list of languages will appear. The LEP Liaison must select **English**.
- Translation Instructions – LEP Liaison will enter in this field the language of the original document. (Example: Russian, Chinese, etc.)
- Click on **Add Item & Exit**. An email window will open and the LEP can attach the document that requires translation.

New Request Details

Document Name:
*(*Maximum length include space is 100 characters)*

Document Type:
 New Document Revised Document

Request Type: Translation Request Quality Assurance Request

Word Count:

Translate into LL73 Languages: *(*Arabic, Chinese, Haitian Creole, Korean, Russian, Spanish will be added automatically)*

Languages Needed:

Translation Instructions:

[Reset](#) [Add More Items](#) [Add Item & Exit](#)

ORIA will send the document for translation with an expected three to five day turnaround for simple documents. It may take longer for more complex documents. When the document has been translated, ORIA will return the document via email to the LEP Liaison. The LEP Liaison must ensure that the:

- document is scanned and indexed into the HRA Viewer.
- translated document is mailed to the applicant/participant with the Notice of Translated Document (**FIA-1141a**). The **FIA-1141a** must include the following:
 - Date.
 - Case Number.
 - Case Name.
 - Worker Name.
 - Telephone Number.
 - Center.
 - Date document submitted.
 - Document type.
 - Original language of the document.
- **FIA-1141a** is scanned and indexed into the HRA Viewer.
- JOS/Worker is notified that the translated document was scanned and indexed into the HRA Viewer.

The JOS/Worker should submit the request for translation as soon as the document(s) requiring translation is submitted. If at the time that an eligibility determination must be made, the translated document(s) is/are not yet translated, the submitted document(s) should be considered as acceptable documentation. If at a later date it is determined that the document cannot be used as a required document, the JOS/Worker must send the participant the Notice to Report to Center (**M-3g**) to submit the required documentation. The translated document must still be mailed to the applicant/participant.

Effective Immediately

References:


Related Items:

[CD #15-11](#)

[PD #14-24-OPE](#)

Attachments:

- | | |
|----------------------|---|
| FIA-1141 (E) | Referral to LEP Liaison |
| FIA-1141a (E) | Notice of Translated Document |
| FIA-1141a (S) | Notice of Translated Document (Spanish) |

 Please use Print on Demand to obtain copies of forms.

Referral to the LEP Liaison

Date: _____

To: _____
(Name of the LEP Liaison)

From: _____
(Name of Worker)

Center: _____

SAMPLE

Requesting translation of documentation listed below.

Name of Applicant/Participant	Case Number	Document Type	Original Language of the Document

Date: _____
Case Number: _____
Case Name: _____
Worker Name: _____
Telephone Number: _____
Center: _____

Notice of Translated Document

On _____, you submitted to the Human Resources Administration (HRA) the following document(s):

Document Type	Original Language
SAMPLE	

The document(s) that you submitted was/were not in English. A copy of the document(s) was/were translated into English. We are sending you a copy of the translated document(s) for your personal file and use.

Fecha: _____
Número del Caso: _____
Nombre del Caso: _____
Nombre del Trabajador: _____
Número de Teléfono: _____
Centro: _____

Aviso de Documento Traducido

El _____, usted presentó a la Administración de Recursos Humanos (HRA) el/los siguiente(s) documento(s):

Tipo de Documento	Idioma Original
SAMPLE	

El/los documento(s) que usted presentó no se escribió/escribieron en inglés. Se ha traducido al inglés una copia del/los documento(s). A usted le enviamos una copia del/los documento(s) traducido(s) para su expediente y uso personales.