



# FAMILY INDEPENDENCE ADMINISTRATION

Seth W. Diamond, Executive Deputy Commissioner



James K. Whelan, Deputy Commissioner  
Policy, Procedures and Training

Lisa C. Fitzpatrick, Assistant Deputy Commissioner  
Office of Procedures

## POLICY DIRECTIVE #05-37-OPE

*(This Policy Directive Replaces PD #02-43-OPE)*

### SERVICING INDIVIDUALS WITH LIMITED ENGLISH SPEAKING ABILITY (LESA)

<b>Date:</b> October 5, 2005	<b>Subtopic(s):</b> Providing Interpreter Services
---------------------------------	-------------------------------------------------------

#### AUDIENCE

These instructions are for staff at all Job Centers, Non-Public Assistance (NPA) Food Stamp Offices, and offices of the Special Needs Region.

#### POLICY

Communication assistance must be provided for those applicants/participants who have either limited or no English-speaking ability, designated "LESA" in this directive.

This policy directive includes information about current services and language resources provided to the LESA population. Services to the hearing impaired will be provided in a forthcoming policy directive.

#### BACKGROUND

LESA applicants/participants are not required to bring an interpreter and must **never** be asked to do so.

FIA's applicant/participant population includes people who speak various languages. Some of these individuals are unable to communicate in English. Staff should make every effort to communicate with them. A LESA individual is entitled to bring an interpreter who is at least 18 years of age to the Center/Office if he/she chooses to do so. If an applicant/participant brings a minor as an interpreter, the Worker must explain that HRA has its own contract with professional interpreters who will assist in the interview. The Worker will then proceed with the steps outlined in the Required Action section of this policy directive.

#### HAVE QUESTIONS ABOUT THIS PROCEDURE?

Call (718) 557-1313 then press 2 at the prompt followed by 765 or  
send an e-mail to *FIA Call Center*

Distribution: X

LESA applicants/participants must **never** be asked to bring an interpreter. A person can never be denied service due to his/her inability to communicate in English.

To ensure that the LESA population has equal access to FIA services and benefits, FIA has:

- analyzed caseloads and assigned LESA cases to bilingual Workers who speak the applicants'/participants' language;
- established two Refugee and Immigrant Job Centers, staffed with multilingual Workers;
- translated selected applicant/participant-related forms into several languages and posted them on the FIAweb;
- out-stationed staff to HRA's Language Bank at Infoline to provide interpretation services to applicants/participants with limited English. Infoline staff speak Haitian/Creole, Spanish, Russian, Mandarin, Cantonese and Vietnamese, and have access to a professional interpreter service providing numerous languages, including Arabic and Korean;
- assigned a LESA liaison and a backup liaison at each FIA location who are supervisors or higher-level staff and trained to handle language assistance needs. They are designated by their respective Director/Office Manager to assist their coworkers with language assistance requests and to access the professional interpreter service vendors;
- provided professional telephone and on-site interpreter services for all Job Centers, NPA Food Stamp Offices and Special Needs Programs. These sites have specially equipped telephones for interpreter service use and designated counseling areas. Liaisons and backups have been instructed to access these services.

Infoline has telephone access to numerous languages

Interpreter services

Language card

HRA's Office of Refugee and Immigrant Affairs (ORIA) distributes a Language Card (**W-194**), a multilingual palm card, to staff. This card is used to help ascertain an applicant/participant's spoken language.

Definitions

Definitions of common terms are on **Attachment A**.

**REQUIRED ACTION**

When a LESA applicant/participant visits the Center/Office in person, staff must:

- identify the applicant/participant's language by having him/her

In-person LESA  
applicants/participants

point to his/her language on the ORIA Language Card to select the language preferred for the interview. This card (see attached) is available to all staff members. The Center Director/NPA FS Office Site Manager must ensure that a supply of language cards is always available in the reception area.

- Call ORIA at (212) 331-5423 for additional language cards;
- never make any judgments regarding the applicant/participant's English fluency.

#### Providing Interpreter Assistance

Never seek the aid of a  
bilingual  
applicant/participant.

Locate a professional  
bilingual on-site Worker.

Providing interpreter  
services

1. If the applicant/participant indicates he/she wants an interpreter, the Center Director/FS Office Site Manager, or designee, assigns the applicant/participant to a professional bilingual Worker who speaks his/her language, whenever possible.
2. If a professional bilingual Worker is not available, the staff member contacts the LESA liaison or the backup LESA liaison at the Center. The LESA liaison and the Worker then determine which interpreter service (telephone or on-site) would be most helpful.
3. The LESA liaison, who has access codes authorizing usage of both interpreter services, ensures that all appropriate steps to find a bilingual Worker have been taken, all documentation relevant to the case (e.g., Application, History Sheet, etc.) is available, and that the Worker and the applicant/participant will be ready to use the interpreter services. This preparation prevents unnecessary waiting time. The LESA liaison then accesses the preferred interpreter service by contacting the vendor under contract.
4. Once the vendor's interpreter service has been called or an on-site interpreter arrives for a scheduled appointment, the Worker and the interpreter conduct the interview. When all information is obtained, the Worker ends the interview. If additional appointments or actions are needed, the Worker and the interpreter convey this information to the applicant/participant. The Worker completes the ORIA Interpreter Services Log (**W-194A**) or On-Site Interpreter Services Log (**W-194B**) as appropriate.
5. LESA liaisons and backup liaisons maintain a file of the original logs of all usage of telephone and on-site interpreter services. LESA liaisons are trained in procedures to maintain these logs.

Callers can be put on hold or called back via the telephone interpreter service.

Center Directors/Office Site Managers review the Liaison's logs monthly.

Any emergency must be addressed prior to scheduling a return appointment.

Document each attempt to contact an interpreter in the case record.

**TAD Entries**

See Worker's Guide to Codes manual.

6. LESA liaisons can also access the telephone interpreter service when a caller is on hold or has given a Worker a callback number. If an FIA staff member answers the telephone and the caller cannot speak English, he/she should ask the caller to wait and immediately contact the liaison.
7. The Center Director/Office Site Manager or designee must make sure that all usage of the interpreter services is correctly recorded on usage logs. Each log records the month and year, HRA location/site and borough, the Director's and the liaison's names, as well as data on the services. Logs assist the Agency in tracking the use and effectiveness of interpreter services. Directors/Site Managers maintain a file of these logs in the Center; LESA liaisons e-mail a complete log of center usage (**W-194A** and/or **W-194B**) to the Regional Manager each month at the end of the month.

**Note:** Telephone interpreter services are available at all FIA locations within two minutes of a request and on-site interpreters are available within two hours of a request. An applicant must always be allowed to file an application. If an emergency situation exists, telephone interpreter services may be used to address the emergency situation until an on-site interpreter, if necessary, is available. If a second in-person interview with an interpreter is needed, be sure that the applicant/participant understands the date, time and location of the new appointment.

The Worker must document the language of the applicant/participant in the case record and on the Language Questionnaire (**W-680FF**) so that an interpreter can be scheduled for future appointments. Please refer to PB #05-54-OPE for further instructions pertaining to the **W-680FF** and appropriate use of coding.

For TAD entries, the Worker must ensure that the correct language indicator has been entered in elements **255** (Lang) and **281** (Lang Read). Refer to the Worker's Guide to Codes manual and PB #05-54-OPE for the appropriate language code.

There are 32 language indicators, including "**O**" (other) for either an unknown or unlisted language. Do not use the language indicator code "**U**" or "**X**" for this purpose. Language indicator code "**U**" refers to the Urdu language, code "**X**" refers to Laotian.

Posters Directors/Site Managers must be sure to display the following posters in all applicant/participant waiting areas:

- If You Need an Interpreter (**Pub #4842**)
- Infoline (**W-184**)

Directors/Site Managers must ensure that all prior versions of forms and posters are recycled.

---

**PROGRAM IMPLICATIONS**

Model Center Implications The instructions in this policy directive should be followed by staff in the Customer Service Information Center.

Paperless Office System (POS) Implications The Receptionist must ask the applicant which language he/she prefers to be interviewed in and record the preference in the "Do you need an interpreter?" field on the **Site Determination** screen.

The Worker must review the **Spoken Language** field (**255**) and **Reading Language** field (**281**) of the POS TAD to ensure the correct language has been entered.

The Worker must follow all steps in the Required Action section of this procedure.

Medicaid Implications There are no Medicaid implications.

---

**FAIR HEARING IMPLICATIONS**

Avoidance Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences in a Job Center An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If a LESA applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen.

The FH&C AJOS/Supervisor I will contact the Job Center's LESA liaison if an interpreter is needed, for the AJOS/Supervisor I to conference with the individual.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant (with the assistance of an interpreter), review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain to the applicant/participant (with the assistance of an interpreter), the reason for the Agency's action(s).

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken.

In addition, if the adverse case action still shows on the "Pending" (08) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (LDSS-3722) if the case has been granted aid continuing (ATC), to change the 02 to an 01 or a PA Recoupment Data Entry Form (LDSS-3573) to delete a recoupment. The AJOS/Supervisor I must complete a Conference report.

Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up is taken in all phases of the Fair Hearing process.

Conferences in an  
NPA Food Stamp  
Office

If an applicant/participant comes to the NPA FS Office and requests a conference, the Receptionist must alert the Site Manager that the applicant/participant is to be seen, and inform the Site Manager if an interpreter is required. If an interpreter is required, the Site Manager will follow the steps outlined on pages 3 and 4 for obtaining a language interpreter.

The Site Manager will listen to and evaluate the applicant/participant's complaint with the assistance of an interpreter, if needed. The Site Manager will then make a decision.

The Site Manager is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up is taken in all phases of the Fair Hearing process.

If the applicant/participant calls the Worker directly, the Worker must follow the instructions at the top of page 4 regarding telephone communications with LESA applicants/participants.

The applicant/participant, with the aid of an interpreter if necessary, must then call the NPA FS Office Site Manager.

**Evidence Packets**

All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken (e.g., Conference Report, Telephone Interpreter Services Log, On-Site Interpreter Services Log) and copies of NYCWAY **Case Notes** screens.


---

**REFERENCES**

Executive Order 13166 (Federal Register, 8/16/2000, Volume 65, Number 159)  
05-INF-08

---

**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

- Attachment A** Definitions  
**PUB #4842** If You Need An Interpreter (Rev. 6/04)  
**W-184** INFOLINE (Rev. 8/05)  
**W-194** Language Card (Rev. 1/5/05)  
**W-194A** Telephone Interpreter Services Log (Rev. 9/30/05)  
**W-194B** On-Site Interpreter Services Log (Rev. 9/30/05)  
**W-680FF** Language Questionnaire (Rev. 3/22/05)  
Page 1.2-2 of the Worker's Guide to Codes manual

## **Attachment A**

### **Definitions**

#### **Interpretation:**

The word "interpretation" is commonly used when referring to oral communication.

#### **Translation:**

The word "translation" is commonly used when referring to written communication.

#### **Office of Refugee and Immigrant Affairs (ORIA):**

A Human Resources Administration (HRA) office whose primary function is to ensure equal access and services to individuals with limited English-speaking ability (LESA). Centers/Offices can order additional palm cards from ORIA by calling (212) 331-5423.

#### **Language Card (W-194):**

A multilingual card distributed by ORIA to all Center/Office employees. It enables the applicant/participant to indicate his/her preferred language and need for interpreter assistance.

#### **Infoline:**

Infoline provides interpreter services in the six mandated languages: Arabic, Chinese (Mandarin and Cantonese), Haitian/Creole, Korean, Russian and Spanish, as well as additional languages, through liaisons trained to use the contracted interpreter services.

#### **Telephone and On-site Interpreter Services:**

ORIA has contracted with a private professional vendor that specializes in translation and interpretation services to provide multilingual interpreters via the telephone or on-site at HRA locations. Centers' LESA liaisons are trained in the procedures to access these contracted services.



# If you need an interpreter

We provide free interpreter services on request.  
Please go to the reception desk now and we will call someone to interpret for you.



<b>Albanian</b> Shqip	Nëse keni nevojë për përkthyes... Ne sigurojmë shërbime përkthimi falas sipas kërkesës. Ju lutem shkoni tek banaku i regjistrimit dhe ne do të thërrasim dikë që të përkthejë për ju.
<b>Arabic</b> عربي	إذا كنتم بحاجة إلى مترجم فإننا نوفر لكم خدمة الترجمة حسب الطلب. الرجاء الذهاب إلى مكتب الإستقبال الآن وسنقوم بالاتصال بمترجم لخدمتكم.
<b>Bengali</b> বাংলা	যদি আপনার দোভাষীর প্রয়োজন হয়... আমরা অনুরোধসম্পন্ন বিনামূল্যে দোভাষী পরিষেবা দিয়ে থাকি। অনুগ্রহ করে এখন অভ্যর্থনা ডেস্ক যান এবং আমরা আপনার হয়ে দোভাষীর কাজ করার জন্য কারও সঙ্গে যোগাযোগ করব।
<b>Bosnian</b> Bosanski	Ako vam treba prevodioc... Mi omoguđujemo besplatne prevodilačke usluge prema vašoj želji. Molimo uputite se do recepcije, a mi ćemo pozvati službenu osobu da prevodi za vas.
<b>Chinese</b> 中文	如您提出要求，我們可為您提供免費翻譯服務。請去前臺接待處，我們會打電話為您尋找翻譯人員。 如您提出要求，我們可為您提供免費翻譯服務。請去前台接待处，我们会打电话為您寻找翻译人员。
<b>Farsi</b> فارسی	اگر شما در نیاز مترجم هستید... ما خدمات مجانی مترجم بر درخواست فراهم می کنیم. لطفاً اکنون به میز پذیرائی بروید و ما برای شما مترجم را احضار خواهیم کرد.
<b>French</b> Français	Si vous avez besoin d'un interprète... Nous fournissons des services d'interprète sur demande. Veuillez aller au bureau de réception, et nous vous appèlerons un interprète.
<b>Haitian Creole</b> Kreyòl	Si w bezwen yon entèprèt... Nou bay sèvis entèprèt gratis si w mande. Tanpri ale nan biwo resepsyon an kounye an epi nou pral rele yon entèprèt pou ou.
<b>Hindi</b> हिन्दी	यदि आपको दुभाषिये (इन्टरप्रेटर) की जरूरत है. हम अनुरोध पर निःशुल्क दुभाषिये की सेवा उपलब्ध कराते हैं। कृपया अब आप स्वागत डेस्क पर जाइये और हम आपको समझाने के लिए किसी दुभाषिये को कॉल करेगें।
<b>Italian</b> Italiano	Se ha bisogno di un interprete... Offriamo servizi gratuiti di interpretariato dietro richiesta. Prego si rivolga alla reception desk e attenda mentre Le chiamano un interprete.
<b>Korean</b> 한국어	통역사가 필요하시면...저희는 요청 시 통역사 서비스를 무료로 제공해 드리고 있습니다. 지금 접수처로 가시면 귀하를 위해 통역해드릴 사람을 불러드리겠습니다.
<b>Polish</b> Polski	Jeśli Pan/Pani potrzebuje tłumacza... Zapewniamy bezpłatnego tłumacza na żądanie. Prosimy zgłosić się do recepcji i zawnamy tłumacza.
<b>Russian</b> Русский	Если вам нужен переводчик, то в случае необходимости мы предоставим вам бесплатные переводческие услуги. Подойдите, пожалуйста, к секретарю, и вам предоставят переводчика.
<b>Spanish</b> Español	Si necesita un intérprete, proporcionamos servicio de interpretación gratis. Para solicitarlo, diríjase a la recepción, llamaremos al intérprete.
<b>Tagalog</b> Tagalog	Kung kailan mo ng tagasalin... Nagbibigay kami ng libreng serbisyo ng tagasalin kung kailangan man. Pumunta ka sa reception desk at tatawag kami ng taong magsasalin para sa iyo.
<b>Ukrainian</b> Український	Якщо Вам потрібний перекладач... Ми надаємо безкоштовні послуги перекладачів за проханням. Будь ласка, зверніться до секретаря приймальної і ми покличемо перекладача для Вас.
<b>Urdu</b> اردو	اگر آپ کو ترجمان (انٹریپرٹر) کی ضرورت ہے...درخواست کرنے پر ہم مفت میں ترجمان کی خدمت فراہم کرنے میں برائے مہربانی اب آپ استقبال ڈیسک پر جائیں اور ہم آپ کو سمجھانے کے لیے کسی ترجمان کو کال کریں گے۔
<b>Vietnamese</b> Tiếng Việt	Nếu cần một thông dịch viên... Chúng tôi cung cấp dịch vụ thông dịch miễn phí khi quý vị yêu cầu. Xin đến quầy tiếp tân ngay và chúng tôi sẽ gọi một thông dịch viên cho quý vị.
<b>Yiddish</b> אידיש	אויב איר דארפט א דאלמעטשער... מיר שטעלן צו אומזיסטע דאלמעטשער סערוויסעס אויפן פארלאנג. ביטע גייט יעצט צום אויפנאם טישל און מיר וועלן רופן עמיצן צו דאלמעטשן פאר אייך.
<b>Deaf / Hearing Impaired</b>	If you need an interpreter . . . We provide free sign language interpreter services on request. Please go to the reception desk now and we will call someone to interpret for you.

# INFOLINE

## 1-877-472-8411

📞 For Assistance With Any HRA Program – Call This Toll-Free Number.  
For information about other city agencies and their programs, call 311.

📞 Para ayuda con cualquier programa de HRA, llame a este número de teléfono gratuito.  
Para información sobre otras agencias de la ciudad y sus programas, llame al 311.

📞 للحصول على مساعدة بشأن أي برنامج من برامج HRA، اتصل بهذا الرقم المجاني  
للاستعلام عن وكالات المدينة الأخرى وبرامجها، اتصل بـ 311

📞 若需要任何 HRA 計劃方面的幫助，請打這個免費電話  
如果需要關於其他市政府機構及其計劃的資訊，請致電 311。

📞 Pou Èd ak nempòt nan pwogram HRA yo – Rele nimewo gratis sa a  
Pou enfòmasyon sou lòt ajans vil la ak pwogram yo, rele 311.

📞 HRA 프로그램에 대한 도움을 원하시면 - 이 무료 전화번호로 전화하십시오.  
다른 시 기관과 프로그램에 관한 정보를 원하시면 311 으로 전화하십시오.

📞 За помощью по любой программе HRA обращайтесь по этому бесплатному телефону  
За сведениями о других городских ведомствах и их программах обращайтесь по телефону 311



Human Resources Administration



# Language Card

If you do not know the language of the person who wants your help, use this card. The person can point to the language needed and you can arrange for an interpreter.

Language	"Do you speak..."	"Please be seated. I will call an interpreter for you."
Albanian	Flisni shqip?	Ujuni ju lutem. Po shkoj të thërras një përkthyes për ju.
Arabic	هل تتكلم اللغة العربية؟	تفضل بالجلوس. سأتصل بمترجم لك.
Bengali	আপনি কি বাংলা বলতে পারেন?	অনুগ্রহ করে বসুন যখন আমি আপনার হয়ে দোভাষীর কাজ করার জন্য কারও সঙ্গে যোগাযোগ করছি।
Bosnian	Govorite li bosanski?	Molimo, sjednite. Poslaću prevodioca za Vas.
Cantonese	您講廣東話嗎？	請坐。讓我為您叫一位翻譯員。
Mandarin	您講國語嗎？	請坐。讓我為您叫一位翻譯員。
Creole	Èske ou pale Kreyòl?	Tanpri chita. Mwen pral rele yon moun pou tradwi pou ou.
French	Parlez-vous français?	Veillez vous asseoir. Je vais vous appeler un interprète.
Greek	"Μιλάτε Ελληνικά";	"Παρακαλώ καθίστε. Θα καλέσω ένα διερμηνέα για σας".
Hebrew	האם את/ה דובר/ת עברית?	נא לשבת. אני אדמין מתרגם/ת.
Hindi	क्या आप हिन्दी बोलते हैं?	कृपया बैठ जाइए। मैं आपके लिए दुभाषिये की व्यवस्था करूंगा/करूंगी।
Italian	Parla italiano?	Prego, si accomodi e attenda mentre Le chiamo un interprete.
Khmer	តើអ្នកនិយាយភាសាខ្មែរឬទេ?	សូមអញ្ជើញអង្គុយ ។ ខ្ញុំនឹងស្នើសុំឲ្យអ្នកបកប្រែ ជើង្រូបកប្រែឱ្យអ្នក ។
Korean	한국어를 사용하십니까?	앉으십시오. 통역사를 불러드리겠습니다.
Polish	Czy Pan/Pani mówi po polsku?	Proszę siadać, podczas gdy wołam tłumacza.
Russian	Вы говорите по-русски?	Присядьте, пожалуйста. Я сейчас позову переводчика, который вам поможет.
Spanish	¿Habla español?	Tome asiento, por favor. Llamaré a un intérprete para que lo ayude.
Ukrainian	Чи Ви розмовляєте українською мовою?	Будь ласка, посидьте, поки я викликаю перекладача для Вас.
Urdu	کیا آپ اردو بولتے ہیں؟	مہربانی کر کے بیٹھ جائیے۔ میں آپ کے لیے کسی ترجمان کو بلاتا ہوں/بلاتی ہوں۔
Vietnamese	Anh/chị nói tiếng Việt phải không?	Xin mời ngồi chờ. Tôi sẽ gọi người thông dịch cho anh/chị.
Yiddish	איר רעדט אידיש?	ביטע זעצט אייך. איך וועל רופן א דאלמעטשער פאר אייך.

Hearing Impaired If you need an interpreter in Sign Language, please point here.





WORKER'S GUIDE TO CODES

1.2-2

11/24/2003

TURNAROUND DOCUMENT - DSS 3517 (SECTION 10)

**CATEGORY CODES (CAT) - 209**

EAA (PA Center)	Emergency Assistance for Adults (No change)
EAF (PA Center)	Emergency Assistance for Families (No change)
FA (PA Center)	Family Assistance (Former ADC, ADCU and HR Families Cases should be in the FA category)
FS (FS Center)	Food Stamps
SNCA (PA Center)	Safety Net Cash Assistance (Former HR, except HR Families. Cases should be in the SNCA category)
SNNC (PA Center)	Safety Net Non-Cash. See page 1 for further details.
SNFP (PA Center)	Safety Net Federally Participating. See page 1 for further details.
MA (MA Center)	Medical Assistance (No change)
MPE (MA Center)	Presumptive Eligibility for Children
MSSI (MA Center)	Medicaid Supplemental Security Income (No change)
ADC (PA Center)	This category is no longer valid. Aid to Dependent Children (Will be re categorized to FA)
ADCU (PA Center)	This category is no longer valid. Aid to Dependent Children – Unemployed (Will be re categorized to FA)
HR (PA Center)	This category is no longer valid. Home Relief (Will be re categorized to SNCA)
HRPG (PA Center)	This category is no longer valid. Home Relief Pre Investigation (Clients should be evaluated and transferred to one of the new categories)

**LANGUAGE CODES (LANG) - 255**

A	Arabic	N	Hindi	Y	Yiddish
C	Chinese-Mandarin	O	Other	Z	Portuguese
D	French Creole	P	Polish	1	African Languages
F	French	Q	Farsi	2	Chinese-Cantonese
G	Greek	R	Russian	3	Chinese-Other
H	Hebrew	S	Spanish	4	Native American
I	Italian	T	Thai	5	Serbo-Croatian
J	Japanese	U	Urdu	6	Swedish
K	Korean	V	Vietnamese	7	Tagalog
L	Albanian	W	Khmer	9	Sign Language
M	German	X	Laotian		

**LANGUAGE READ CODES (LANG READ) - 281**

A	Arabic	M	German	X	Laotian
C	Chinese-Mandarin	N	Hindi	Y	Yiddish
D	French Creole	O	Other	Z	Portuguese
E	English	P	Polish	1	African Languages
F	French	Q	Farsi	2	Chinese-Cantonese
G	Greek	R	Russian	3	Chinese-Other
H	Hebrew	S	Spanish	4	Native American
I	Italian	T	Thai	5	Serbo-Croatian
J	Japanese	U	Urdu	6	Swedish
K	Korean	V	Vietnamese	7	Tagalog
L	Albanian	W	Khmer		

**HOMEBOUND INDICATOR (HMBD) - 220**

Y Yes