

M E M O R A N D U M

DATE: April 11, 2022

TO: Job Center, Supplemental Nutrition Assistance Program (SNAP) Center, and HIV/AIDS Services Administration (HASA) Center Directors and staff

FROM: Department of Social Services (DSS) Office of Procedures

SUBJECT: Telephone Interviews with Applicants/Participants Who Prefer to communicate in a language other than English

The purpose of this Center Director (CD) memorandum is to remind Job, SNAP, and HASA center staff that before calling an applicant/participant for a telephone interview, they must first check the applicant's/participant's preferred spoken language.

If a worker does not speak the applicant's/participant's preferred language, they must call for an interpreter *before* calling them. The interpretation service will be able to connect to a three-way call with the applicant/participant on the staff's behalf.

Note: Staff conducting telephone interviews remotely using the Virtual Communications Express (VCE) Connect software must use the three-way calling feature in order to successfully use the telephone interpretation services.

The Human Resources Administration's (HRA) telephonic interpretation is available 24 hours a day, 7 days a week. Staff do not need a supervisor's permission to access interpretation services. Staff should utilize the Infocard: How to Call for an Interpreter (**PALM-21**) for more information on accessing telephone interpretation services. For a listing of access codes, please refer to **Attachment A**. If a location is not listed, please contact the Office of Refugee and Immigrant Affairs (ORIA) at 212-331-4550 or by email at oria@dss.nyc.gov.

Effective Immediately

Related Items:

[PB #21-37-OPE](#) Revisions to Operational Reminders and Information During COVID-19

[PD #18-10-OPE](#) Serving limited English Proficient (LEP) Individuals

Attachments:

**Attachment A
PALM-21**

Telephone Interpretation Service Access Codes
Infocard: How to Call for an Interpreter (Rev. 6/18)

ATTACHMENT A

Telephone Interpretation Service Access Codes

Redeployed Staff

Any redeployed staff working on Covid-19 related work must use the following access codes instead:

SNAP Covid-19 related work: **2323**

CA Covid-19 related work: **3398**

FIA/HASA Staff

Telephone interpretation service codes for the respective Job, SNAP, and HASA Centers are listed below.

JOB CENTERS

Job Center	Telephone Interpretation Service Access Code
Bronx Region	
Rider Job Center #38	3338
Hunts Point Job Center #40	3340
Fordham Job Center #44	3344
Concourse Job Center #45	3345
Crotona Job Center #46	3346
Brooklyn Region	
Coney Island Job Center #63	3363
Dekalb Job Center #64	3364
Bushwick Job Center #66	3366
Clinton Hill Job Center #67	3367
Southern Brooklyn Job Center #70	3370
Manhattan Region	
Waverly Job Center #13	3313
St. Nicholas Job Center #18	3318
East End Job Center #23	3323
Dyckman Job Center #35	3335

ATTACHMENT A

Queens/Staten Island Region	
Queens Job Center #53	3353
Jamaica Job Center #54	3354
Rockaway Job Center #79	3379
Richmond Job Center #99	3399

Job Center	Telephone Interpretation Service Access Code
Family Services Call Center (FSCC)	
FSCC Job Center #17	3317
Bronx Satellite FSCC	331729
Manhattan Satellite FSCC	331766
Queens Satellite FSCC	331776
Brooklyn Satellite FSCC	331725
Field Operations Support / Special Population / Special Needs Region /	
Union Square Job Center #39	3339
Refugee and Immigrant Job Center #47	3347
HRA Express Center #50	3350
Residential Treatment Job Center #52	3352
Veterans Job Center #62	3362
Special Project Job Center #80	3380
Home Visit Needed Job Center #90	3390

SNAP CENTERS

SNAP Center	Telephone Interpretation Service Access Code
Bronx Region	
Hunts Point SNAP 40	2340
Concourse SNAP 45	2345
Crotona SNAP 46	2346
TIPS Halsey	2342
Brooklyn / Staten Island Region	
Williamsburg SNAP 21	<u>2321</u>
Coney Island SNAP 22	2322
East New York SNAP 28	2328
Richmond SNAP 99	2399

ATTACHMENT A

Manhattan Region	
East End SNAP 02	2302
Washington Heights SNAP 13	2313
Waverly SNAP 19	2319
Queens/Staten Island Region	
Queens SNAP 53	2353
Jamaica SNAP 54	2354
Rockaway SNAP 79	2379
TIPS Long Island City	2343
Special Population Region	
SSI SNAP 15	2315
Residential Facilities SNAP 61	2361

HASA CENTERS

HASA Center	Telephone Interpretation Service Access Code
Service Line/Intake 4501	4501
Administration	4502
Waverly 14	4514
Crotona 19	4519
Amsterdam 24	4524
Grand Concourse 41	4541
Kingsbridge 43	4543
Jerome 48	4548
Coney Island 49	4549
Queensboro 51	4551
Hamilton 72	4572
Brownsville 73	4573
Greenwood 85	4585
Staten Island 93	4593

How To Call For An Interpreter

1. DIAL 1-855-938-0533

2. SAY THE LANGUAGE YOU NEED

If you don't know the language, speak to a Customer Service Representative by dialing "0."

3. ENTER YOUR ACCESS CODE: _____

- Call for an interpreter before you make an outgoing call.
- Write down the name and ID number of the interpreter.
- Interpretation services are available 24/7/365 in over 200 languages.
- If you need help, contact your Language Liaison or the Office of Refugee and Immigrant Affairs (ORIA) at 212-331-4550.

Working With An Interpreter

- Tell the interpreter what type of conversation you will have
- Do not have side conversations
- Speak directly to the client
(Ask “what’s your name?” instead of “what’s her name?”)
- Speak at normal speeds
- Do not use acronyms or technical terms
- Read any written material slowly
- Ask if the caller has any questions