

## LANGUAGE AND DISABILITY ACCESS

The IDNYC program is committed to ensuring that neither language nor disability is a barrier to accessing services, and that all applicants and cardholders have access to the services for which they are eligible, regardless of their level of English proficiency or disability.

### LANGUAGE ACCESS

#### Interpretation Services to Communicate With Applicants

##### **Policy**

Free interpretation services are available to all applicants, and IDNYC's application and document guide are both available in 34 languages. The program undertakes reasonable efforts to make in-person oral interpretation services available, subject to IDNYC program staff ability and capacity. Applicants and cardholders will be assigned to bilingual employees whenever practicable.

The IDNYC program also makes all reasonable efforts to make telephonic interpreters available, and IDNYC Enrollment Centers are equipped with dual headset phone systems. All IDNYC staff are responsible for ensuring that applicants are connected to interpretation services as soon as possible. Language Line Interpretation Services (1-855-938-0533) are available to all IDNYC staff at every Enrollment Center during all hours of operation.

##### **Procedure**

If staff is unable to communicate with an applicant at the Enrollment Center, get an interpreter by taking the following steps:

1. Using the Language Identification Card (if available), identify the applicant's chosen language. Language Line operators can also try to help identify the appropriate language if necessary.
2. To access Language Line interpretation services, call 1-855-938-0533, and enter the appropriate codes when prompted. (Click [here](#) for access code information.) IDNYC staff should use the code designated for their specific Enrollment Center, and not codes for other Enrollment Centers. This is important for billing accuracy and enables the program to properly assess and track language needs and requests. See the end of this section for specific access code information.
3. After staff is connected to an interpreter, staff and the applicant should each use a headset to participate on the call with the interpreter.
4. Staff should ask the questions required to help the applicant fill out the application, and must wait for the interpreter to translate the applicant's responses. The data should then be entered into the computer system exactly as the interpreter has translated the applicant's responses.

Employees should only input the information given to them by the interpreter. If an IDNYC staff member needs clarification on a particular answer, they should ask the interpreter for clarification

during the call. At no time should employees assume information, paraphrase, or draw conclusions based on anything not provided by the interpreter.

The policy above applies to all IDNYC staff who deal directly with the public, including Customer Service representatives speaking to applicants and cardholders over the phone.



## Document Translation Services

### Policy

IDNYC contracts with Geneva Worldwide to provide on-site, in-person document translation services for applicants who present foreign documents that cannot be translated by IDNYC staff. When an applicant presents such document, follow the steps below:

1. Before an applicant starts the enrollment process with an Enrollment Specialist, IDNYC Enrollment Assistants should review applicant documents and identify the language need.
2. The Assistant should explain to the applicant that document translation services must be arranged, and the applicant will have to return at a later date and time that is convenient for the applicant.
  - **If you cannot identify the language** of the document presented (or if you cannot communicate with the applicant), call Language Line and, after confirming the language need, follow the procedures outlined below.
3. To arrange for document translations, Assistants should first refer to the list (if available) of IDNYC staff who read non-English languages, and contact that person's Supervisor to see if they are available to come in person to translate a document, but only if this will NOT disrupt operations.
4. If no IDNYC staff is available to assist, follow the steps below to contact Accurate Communication to request an interpreter to translate the documents.

### To Schedule a Document Translator for an On-Site Appointment

1. Tell the applicant that you are going to schedule a new appointment with a document translator, and ask when the applicant would like to return to the Enrollment Center. The applicant can then leave the Enrollment Center after providing their preferred date, time, location, and contact information.
2. To request document translation services, the Intake Supervisor (or designee) can log in directly to the Geneva Worldwide customer portal and enter the appropriate details. Intake Supervisors should have already received a username and password.

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- Portal Link: <https://go.genevaworldwide.com>
  - User ID: firstname.lastname
  - Password: password1
- In the “Comments” section of the request, indicate that this is an IDNYC request.
  - In the “Consumer Name” section, type “IDNYC” in the first and last name fields. DO NOT include any of the applicant’s personally identifying information, except for the language needs. Submit the form online.
  - If you have problems logging in or entering a request, please send an email to Geneva Worldwide at [interpretingstaff@genevaworldwide.com](mailto:interpretingstaff@genevaworldwide.com), or call 212-255-8400, x201.
3. The Intake Supervisor will receive confirmation from Geneva that they received the interpreter request. Your Intake Supervisor will then receive another email from Geneva confirming the availability of the document translator at the requested date and time. The email subject line will say “Interpreter(s) Assigned,” followed by a confirmation number.
  4. Once the Intake Supervisor receives the second confirmation email, the Intake Supervisor (or designee) should contact the applicant to confirm the location, date, and time of the appointment.
  5. The Intake Supervisor (or designee) should contact the applicant 24 hours before the appointment to remind them of the date, time, and location of their appointment. If the applicant cannot make the appointment, work with them to reschedule and send another request to Geneva Worldwide based on the applicant’s availability.
  6. Once the applicant and translator are on-site for the appointment, review the documents presented and have the translator interpret the document. Then, proceed with the usual enrollment process. Make sure the translator does not leave before the Enrollment Specialist and the Integrity Specialist (if applicable) speak with the document translator.



## **DISABILITY ACCESS SERVICES AND REASONABLE ACCOMMODATIONS**

### **Persons with Low or Limited Vision:**

The IDNYC program provides the following services for individuals with low or limited vision:

- “idnyc” will be embossed on the front of all new IDNYC cards to help IDNYC cardholders to identify and utilize the card. Cards without “IDNYC” embossed in braille may be replaced with a new card at no cost by visiting any Enrollment Center and requesting a replacement.

- Applications and document guides are available printed in 16-point font for those who are visually impaired.
- Applications in braille are also available for those who are blind and able to read braille. All braille applications and document guides should be kept in the workstation desk and should only be brought out as needed.
- If a blind applicant is not able to read braille, IDNYC staff should read through the application with the applicant and help them complete it.

### **People who are Deaf and/or Hard of Hearing:**

The IDNYC program provides the following services for individuals who are deaf or hard of hearing:

- **For applicants who are hard of hearing:** a Portable Induction Loop system is available at every Enrollment Center. The Intake Supervisor must periodically test and ensure that the system is ready to be used.
- **For applicants who are deaf:** Sign language interpretation services will be provided through Purple Video Remote Interpreting Service (Purple VRI). This service is available on-demand via the site's tablet at most Enrollment Center locations. Note that this service is not available at the Department of Finance Business Centers in Brooklyn (210 Joralemon St, 1st FL) and Manhattan (66 John St, 2nd FL) due to poor internet connectivity. At these two locations, in-person ASL interpretation will be provided upon request.

## **Applicants with Physical Disabilities That Make it Difficult for Them to Pose for an IDNYC Photo**

### **Homebound Policy and Procedures**

#### **INTRODUCTION**

This policy and procedure includes guidelines and instructions for the IDNYC Homebound staff before, during, and after homebound visits for applicants with disabilities and limitations that make it difficult for them to visit or have their photo taken at an enrollment center.

#### **PROCEDURES**

##### **Prior to the Visit**

- Requests for a homebound visit should be made through 311 to be routed to IDNYC Customer Service, who emails the request to the Homebound Manager.
- **Homebound Manager** reviews and forwards the request to Enrollment Specialist.
- **Enrollment Specialist** logs requests and contacts applicants to screen for need for homebound services.
  - If applicant is able to come to an Enrollment Center, ask Enrollment Center to schedule appointment and allow for suitable accommodations.

- Contact Homebound Manager if case requires further assessment, such as a request for an accommodation that IDNYC may not be able to provide.
- If applicant is unable to come to Enrollment Center, schedule homebound visit and log visit in homebound calendar.
- Contact the applicant one (1) business day before the appointment to confirm and remind applicant to have required eligibility documents for appointment.
- Contact applicant on day of appointment to confirm appointment and that applicant has the required documents.

### **The Homebound Visit**

During the Homebound visit IDNYC staff comes to an applicant's home where the applicant has the opportunity to present their application materials, including an application and proof of identification and residency. While in the applicant's home, IDNYC staff takes a photo of the applicant that meets IDNYC photo requirements using equipment brought to the applicant's home. Following the visit, applicant's data will be submitted by staff and eligibility will be determined.

#### **Relevant Staff:**

- Homebound Manager
  - Homebound Manager is not required to perform all home visits.
- Enrollment Specialist
  - Enrollment Specialist is required to perform all home visits.
- Homebound Integrity Specialist
  - Homebound Integrity Specialist is required to perform all home visits.

### **Equipment and Supplies**

- Pulley suitcase containing laptop, B5000, and scanner
- Backpack or suitcase containing camera, applications, other paper documents, pens, stapler, etc.
- Portable stool
- Portable photo backdrop

#### **Required Instructions:**

- IDNYC staff must conduct themselves in a professional manner.
  - If there is an issue or problem with an applicant which prevents the enrollment from continuing, all staff should politely leave the applicant's home, contact the Homebound Manager, and provide a detailed written account.
- The following behavior is **prohibited** during homebound visits:
  - Eating and/or drinking
  - Accepting of food or drinks from applicants
  - Physical assistance by staff of applicants in taking photos
  - Accepting gifts, including money, from applicants during enrollments
  - Doing favors for applicants (ie. errands such as going to the store)
  - Moving objects in an applicant's home

### Procedural Requirements

- **All members** of the Homebound Unit who attend a visit are responsible for transporting the portable enrollment equipment and supplies.
- All staff must wear visible HRA photo ID.
- The environment and home must be safe.
  - If one staff member feels unsafe, all staff must leave and contact the supervisor to await further instructions.
- All required eligibility documents must be reviewed **before** data entry.
- Applicant may be assisted in completing the application.
- Applicant may sign “X” if unable to complete full name on signature pad.
- When taking applicant’s photo, photo must meet IDNYC standards.
  - IDNYC cannot assist by moving an applicant’s physical body/ head, etc. The applicant’s family/ assistant, etc. may do so.
- The Integrity Specialist takes custody of the enrollment software during the final review screen, flags the application as “Homebound,” and, if necessary “DI,” “DR,” or “DO.”
  - The application will be submitted by the Integrity Specialist after the flag is entered.
- Applicant will be provided with a hand-written receipt with the IDNYC number after enrollment.
  - No discussion regarding adjudication should occur.
  - Thank the applicant for applying and provide all information as given at an enrollment center.
- If any equipment problems occur, contact the MIS liaison at **(917) 618-4820**.
- Following the visit, all IDNYC Homebound data must be downloaded to an IDNYC networked computer.

### After the Visit

- **Enrollment Specialist** sets up before and breaks down homebound equipment after homebound visits.
  - All IDNYC Homebound data will be downloaded to an IDNYC networked computer.
    - All visits must be described as complete or incomplete and if incomplete a reason must be provided.
- **Homebound Integrity Specialist** assists the Enrollment Specialist with the break-down of homebound equipment after the homebound visit if needed.
  - Review the application prior to submission, correct errors, flag as Homebound (and other flags ie. DI, DR, DO) and submit based on proof of eligibility.

## **OTHER DISABILITIES**

If an individual with a disability requires a service or accommodation in order to participate in IDNYC, and it is not described above, please contact your Intake Supervisor.