



FAMILY INDEPENDENCE ADMINISTRATION
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POLICY BULLETIN #08-27-OPE

OBSOLETE TELEPHONE INTERPRETATION LOG (W-33H) AND TELEPHONE INTERPRETER LOG (W-900B)

| <p>Date: March 3, 2008</p> | <p>Subtopic(s): Forms</p> |
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| <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 (NCA) Food Stamp (FS) Center staff that the Telephone Interpreter Services Log (W-194A) obsoletes the Telephone Interpretation Log (W-33H) and the Telephone Interpreter Log (W-900B).</p> <p>The W-194A created by the Office of Refugee and Immigrant Affairs (ORIA), is a detailed log used to record all calls made to the telephone interpretation vendor.</p> <p>The designated Limited English-Speaking Ability (LESA) liaison at each Center must forward all completed copies of the W-194A to ORIA. These copies are to be received no later than the first week of the month after a translation service was provided. This is done in order to properly track telephone interpreter usage and verify billing. LESA liaisons must also maintain a file of all original Telephone Interpreter Services Logs. At the end of each month LESA liaisons are to also forward complete copies of the W-194A to their Regional Manager.</p> <p>Workers are reminded to use the ORIA On-Site Interpreter Services Log (W-194B) when documenting on-site interpretation vendor usage.</p> <p>Center Directors must ensure that all copies of the W-33H and the W-900B are removed from circulation and recycled.</p> <p>Samples of the new and obsolete forms are attached.</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*

Effective Immediately

Related Item:

[PD #06-12-OPE](#)

Attachments:

 Please use Print on Demand to obtain copies of forms.

- | | |
|---------------|---|
| W-194A | Telephone Interpreter Services Log (Rev.10/11/07) |
| W-194B | On-site Interpreter Services Log (Rev. 5/25/05) |
| W-33H | Telephone Interpretation Log (Obsolete) |
| W-900B | Telephone Interpreter Log (Obsolete) |

Human Resources Administration Office of Refugee and Immigrant Affairs

On-site Interpreter Services Log

Month:

Center/Borough:

Access Code:

Applicant/Participant

Case #

Language

Interpreter

At Center

Home Visit

Date of Service

Start Time

End Time

Worker's Name

SAMPLE

Center Liaison:

Log Approved By:



Week Ending: _____

Director: _____

Center Name: _____

Center Liaison: _____

Center Number: _____

Telephone Interpretation Log

| Applicant's/Participant's Last Name, First Name | Case Number | Language | Name of Interpreter | Date | Time Call Began | Time Call Ended | Total No. of Minutes | Center Liaison (Initials) |
|--|-------------|----------|---------------------|------|-----------------------|-----------------------|----------------------------|---------------------------------|
| OBSOLETE | | | | | | | | |
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Weekly total number of calls

Weekly total number of minutes

