

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 BULLETIN #08-27-OPE

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

Date: March 3, 2008	Subtopic(s): Forms
This procedure can now be accessed on the FIAweb.	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).
	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.
	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.
	Workers are reminded to use the ORIA On-Site Interpreter Services Log (W-194B) when documenting on-site interpretation vendor usage.
	Center Directors must ensure that all copies of the W-33H and the W-900B are removed from circulation and recycled.
	Samples of the new and obsolete forms are attached.

Effective Immediately

Related Item:

<u>PD #06-12-OPE</u>

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 W-900B	Telephone Interpretation Log (Obsolete) Telephone Interpreter Log (Obsolete)

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Office of Refugee and Immigrant Affairs Human Resources Administration

Director

W-194A 5/25/05

Month

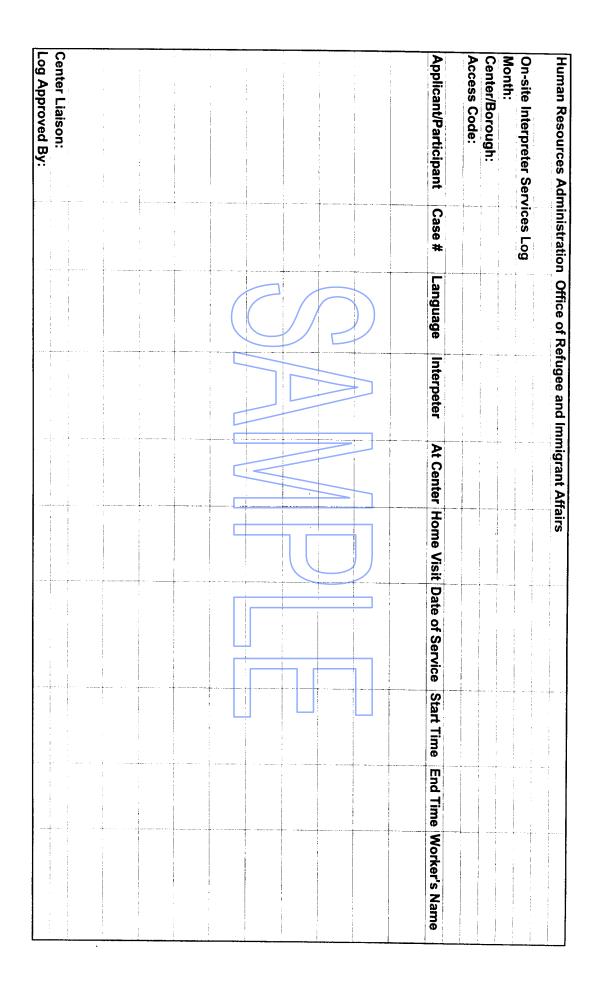
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Office of Refugee and Immigrant Affairs Human Resources Administration

Director

W-194A 5/25/05

Month



W-194B 5/25/05 Form W-33H Rev. 10/21/02

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Center Liaison:

Week Ending:	
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Center Name:

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)
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		HRA Location/Site Center/Office #	Review and sign-off for Week Ending:		Comments:	Weekly total number of Calls:						Last Name First Name	(Print) Applicant/Participant's	
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Date: / /		LESA Liaison				Minutes:						Print Name at end of each call.	LESA Liaison	

Human Resources Administration Office of Refugee and Immigrant Affairs W-900B

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Rev. 5/05