



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY BULLETIN #08-28-OPE

*(This Policy Bulletin Obsoletes PB #08-02-OPE, PB #03-105-OPE, and CD #02-16)  
(Use with PD #06-12-OPE and PD #06-13-OPE)*

### NEW ORIA TELEPHONE NUMBER AND REVISED LANGUAGE CARD (W-194)

<b>Date:</b> March 11, 2008	<b>Subtopic(s):</b> Forms
<p> This procedure can now be accessed on the FIAweb.</p> <p>Job Centers, see <a href="#">PB #07-113-OPE</a></p> <p>The older version of the language card may be used until its stock is exhausted.</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 number for the Office of Refugee and Immigrant Affairs (ORIA) has been changed to (212) 331-4550. Designated staff are instructed to use the ORIA telephone number for questions related to the refugee, immigrant and Limited English-Speaking Ability (LESA) population. ORIA has also released a four-panel graphically redesigned Language Card (<b>W-194</b>). Workers may either use the redesigned Language Card or the previous version as the content has not changed.</p> <p><b>Note:</b> Center Directors may contact ORIA at the telephone number listed above to obtain copies of the redesigned language card.</p> <p>Center staff are reminded that the Language Card must be used to identify an applicant's/participant's language. This is done by having the applicant/participant point to his/her language on the card. It is extremely important that all reception area staff have been trained on the use of the Language Card and that a supply is available at the reception desk at all times. The Language Card does not list all possible spoken languages and thus on occasion it will not be useful in determining an LESA individual's language. In circumstances where the applicant's/participant's language cannot be determined using the <b>W-194</b>, the LESA liaison must contact the telephone interpretation vendor for assistance. The telephone interpretation vendor has operators that are trained to identify an individual's language.</p> <p><i>Effective Immediately</i></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*

**Related Items:**

- [PD #06-12-OPE](#)
- [PD #06-13-OPE](#)
- [PB #07-113-OPE](#)

**Attachments:**

**W-194** Language Card (Rev. 2/07)

🖨 Please use Print on Demand to obtain copies of forms.

SAMPLE

HUMAN RESOURCES ADMINISTRATION



HUMAN RESOURCES ADMINISTRATION/  
DEPARTMENT OF SOCIAL SERVICES



CITY OF NEW YORK

**Michael R. Bloomberg**  
Mayor

**Robert Dear**  
Administrator/Commissioner

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OFFICE OF REFUGEE AND IMMIGRANT AFFAIRS

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.

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

SAMRILE