



FAMILY INDEPENDENCE ADMINISTRATION

Matthew Brune, Executive Deputy Commissioner




James K. Whelan, Deputy Commissioner
Policy, Procedures, and Training

Stephen Fisher, Assistant Deputy Commissioner
Office of Procedures

POLICY BULLETIN #11-64-OPE (Used in Conjunction with PD #10-12-OPE)

SERVING LIMITED ENGLISH-SPEAKING ABILITY (LESA) APPLICANTS/PARTICIPANTS DESK GUIDE

Date: July 1, 2011	Subtopic(s): Forms, Providing Interpreter Services
<p> This procedure can now be accessed on the FIAweb.</p> <p>Use the FIA-1045 in conjunction with PD #10-12-OPE.</p> <p>Office of Refugee and Immigrant Affairs</p>	<p>The purpose of this policy bulletin is to introduce the Serving Limited English-Speaking Ability (LESA) Applicants/Participants Desk Guide (FIA-1045) to all Job Center, Non-Cash Assistance (NCA) Food Stamp (FS) Center, and ancillary site staff. This policy bulletin serves as information for all other staff.</p> <p>The FIA-1045 has been developed as a desk guide to assist JOS/Workers and Center Directors/Managers in ensuring that appropriate interpreter services are offered to LESA applicants/participants.</p> <p>The desk guide advises JOS/Workers that Human Resources Administration's (HRA's) official interpretation services are to be offered to LESA applicants/participants and that the Office of Refugee and Immigrant Affairs (ORIA) Language Card (W-194) should be used to determine a LESA applicant/participant's preferred language.</p> <p>The desk guide also reminds Center Directors/Managers to post the Interpreter Services Poster (PUB-4842) in accordance with FIA's mandated signage policy and ensure that application/recertification kit forms are available in all Local Law 73 languages (Arabic, Chinese, Haitian Creole, Korean, Russian, and Spanish).</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 Fax* or fax to: (917) 639-0298

A sample of the **FIA-1045** desk guide is attached.

Effective Immediately

References:

06-ADM-05, Providing Access to Temporary Assistance Programs for Persons with Disabilities and/or Limited English Proficiency (LEP)

Related Item:

[PD #10-12-OPE](#)

[PB #08-28-OPE](#)


[CD #09-29](#)

[CD #05-09](#)

Attachments:

FIA-1045

Serving Limited English-Speaking Ability (LESA)
Applicants/Participants Desk Guide

 Please use Print on Demand to obtain copies of forms.

Serving Limited English-Speaking Ability (LESA) Applicants/Participants Desk Guide

Inability to read or speak English does not affect eligibility and should not be a barrier to equal services.

Do...	Do Not...	Center Directors/Managers
<p>Offer HRA’s interpretation services to LESA applicants/participants even if you believe they understand English.</p>	<p>Fail to offer HRA’s interpretation services to LESA applicants/participants.</p>	<p>Display the Interpreter Services Poster (Pub-4842) in accordance with FIA’s mandated signage policy.</p>
<p>Use the language card (W-194) to determine applicants/participants preferred language and <i>document</i> the preferred language in POS.</p>	<p>Use minors, security guards, or other applicants/participants as interpreters for LESA applicants/participants.</p>	<p>Ensure that application/recertification kit forms are available in all Local Law 73 languages, re-stocked weekly, spot-checked for accuracy and appropriately distributed to applicants/participants.</p>
<p>Use qualified bilingual JOS/Workers as interpreters as a first choice, when possible.</p>	<p>Order LESA applicants/participants to bring their own interpreters, even though LESA applicants/participants may choose to bring their own non-minor interpreters.</p>	<p>Ensure that workstations have additional dual telephone handsets, and, when necessary, <i>contact</i> appropriate telephone liaison to submit request(s) for additional dual telephone handsets.</p>