



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #06-12-OPE *(This Policy Directive Replaces PD #05-37-OPE)*

SERVICING INDIVIDUALS WITH LIMITED ENGLISH SPEAKING ABILITY (LESA)

Date: May 2, 2006	Subtopic(s): Providing Interpreter Services
AUDIENCE	These instructions are for staff at all Job Centers, Non-Public Assistance (NPA) Food Stamp (FS) Offices and ancillary sites. The instructions in this Policy Directive are informational for all other staff.
REVISIONS TO ORIGINAL PROCEDURE	This policy directive has been revised to inform staff that the Required Action section has been updated to include additional direction on providing interpreter assistance in regard to: <ul style="list-style-type: none">• The offer of interpreter services without the applicant/participant having made such a request;• An applicant/participant's use of his/her own interpreter during an interview;• The protection of the application filing date and referral to the Customer Service and Information Center (CSIC) in a Model Office when no interpreter services are available;• The assurance that interpreters for LESA individuals maintain client confidentiality.
POLICY	Communication assistance must be provided for those applicants/participants who have either limited or no English-speaking ability, designated "LESA" in this directive.
BACKGROUND	FIA's applicant/participant population includes people who speak various languages. Some of these individuals are unable to communicate in English. Staff should make every effort to communicate with them. A LESA individual is entitled to bring an

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 2 at the prompt followed by 765 or
send an e-mail to *FIA Call Center*

Distribution: X

LESA applicants/participants are not required to bring an interpreter and must **never** be asked to do so.

interpreter who is at least 18 years of age to the Center/Office if he/she chooses to do so. If an applicant/participant brings a minor to interpret, the Worker must explain that HRA has its own contract with professional interpreters and one is required to assist in the interview. The steps to follow to service a LESA individual are outlined in the Required Action section of this policy directive.

LESA applicants/participants must **never** be asked to bring an interpreter. A person can never be denied service due to his/her inability to communicate in English.

To ensure that the LESA population has equal access to FIA services and benefits, FIA has:

Infoline has telephone access to numerous languages

- analyzed caseloads and assigned LESA cases to bilingual Workers who speak certain languages;
- established two Refugee and Immigrant Job Centers, staffed with multilingual Workers;
- translated selected applicant/participant-related forms into several languages and posted them on the FIAweb;
- out-stationed staff to HRA's Language Bank at Infoline to provide interpretation services to LESA applicants/participants. Infoline staff speak Haitian/Creole, Spanish, Russian, Mandarin, Cantonese and Vietnamese and have access to a professional interpreter service providing numerous languages, including Arabic and Korean;
- assigned a LESA liaison and a backup liaison at each FIA location who are supervisors or higher-level staff and trained to handle language assistance needs. They are designated by their respective Director/Office Manager to assist their coworkers with language assistance requests and to access the professional interpreter service vendor;
- provided professional telephone and on-site interpreter services for all Job Centers, NPA FS Offices and ancillary programs. These sites have specially equipped telephones for interpreter service use and designated counseling areas. Liaisons and backups have been instructed to access these services.

Interpreter services

Language card

HRA's Office of Refugee and Immigrant Affairs (ORIA) distributes a Language Card (**W-194**), a multilingual palm card, to staff. This card is used to help ascertain an applicant/participant's spoken language.

Definitions

Definitions of common terms used in this directive are found in **Attachment A**.

REQUIRED ACTION

When a LESA applicant/participant visits the Center/Office in person, staff must:

In-person LESA applicants/participants

- identify the applicant/participant's language by having him/her point to his/her language on the **W-194** to select the language preferred for the interview. The Center Director/Site Manager must ensure that a supply of language cards is always available in the reception area. Call ORIA at (212) 331-5423 for additional language cards.
- never make any judgments regarding the applicant/participant's English fluency.

Providing Interpreter Assistance

Never seek the aid of a bilingual applicant/participant.

Locate a professional bilingual on-site Worker.

New information

1. If the applicant/participant indicates he/she wants an interpreter, the Center Director/Site Manager, or designee, assigns the applicant/participant to a professional bilingual Worker who speaks his/her language, whenever possible.

The Worker may also offer the services of an interpreter without the applicant/participant having made a request for such services. The Worker should document this offer in the case record.

Providing interpreter services

2. If a professional bilingual Worker is not available, the staff member contacts the LESA liaison or the backup LESA liaison at the Center/Office. The LESA liaison and the Worker then determine which interpreter service (telephone or on-site) would be most helpful.
3. The LESA liaison, who has access codes authorizing usage of both interpreter services, ensures that all appropriate steps to find a bilingual Worker have been taken, all documentation relevant to the case (e.g., Application, History Sheet, etc.) is available, and that the Worker and the applicant/participant will be ready to use the interpreter service. This preparation prevents unnecessary waiting time. The LESA liaison then accesses the preferred interpreter service by contacting the vendor under contract.
4. Once the vendor's interpreter service has been called or an on-site interpreter arrives for a scheduled appointment, the Worker and the interpreter conduct the interview. When all information is obtained, the Worker ends the interview. If additional appointments or actions are needed, the Worker and the interpreter convey this information to the applicant/participant. The Worker completes the ORIA Interpreter Services Log

(**W-194A**) or On-Site Interpreter Services Log (**W-194B**) as appropriate.

Callers can be put on hold or called back via the telephone interpreter service.

Center Directors/Site Managers review the liaison's logs monthly.

5. LESA liaisons and backup liaisons maintain a file of the original logs of all usage of telephone and on-site interpreter services. LESA liaisons are trained in procedures to maintain these logs.
6. LESA liaisons can also access the telephone interpreter service when a caller is on hold or has given a Worker a callback number. If an FIA staff member answers the telephone and the caller cannot speak English, he/she should ask the caller to wait and immediately contact the liaison.
7. The Center Director/Site Manager or designee must make sure that all usage of the interpreter services is correctly recorded on usage logs. Each log records the month and year, HRA location/site and borough, the Director's and the liaison's name, as well as data on the services. Logs assist the Agency in tracking the use and effectiveness of interpreter services. Directors/Site Managers maintain a file of these logs in the Center/Office; LESA liaisons e-mail a complete log of Center/Office usage (**W-194A** and/or **W-194B**) to the Regional Manager at the end of each month.

Any emergency must be addressed prior to scheduling a return appointment.

Note: Telephone interpreter services are available at all FIA locations within two minutes of a request and on-site interpreters are available within two hours of a request. An applicant must always be allowed to file an application. If an emergency situation exists, telephone interpreter services may be used to address the emergency situation until an on-site interpreter, if necessary, is available. If a second in-person interview with an interpreter is needed, be sure that the applicant/participant understands the date, time and location of the new appointment.

New information

The applicant/participant may choose not to use the HRA interpreter or interpreter services and elect to bring his/her own interpreter. In this case, the Worker must ensure that the applicant/participant's interpreter is at least 18 years of age. The election of the applicant/participant to use his/her own interpreter should be documented in the case record.

New information

In the event that an appointment must be rescheduled for a LESA applicant because interpreter services are not available, the Worker must ensure that the application filing date is protected. In addition, if interpreter services are not available in a Model Office, the Receptionist must refer the applicant/participant to the Customer Service and Information Center (CSIC).

New information	Staff must ensure that persons acting as interpreters for LESA individuals understand their obligation to maintain client confidentiality.
Document each attempt to contact an interpreter in the case record.	The Worker must document the language of the applicant/participant in the case record and on the Language Questionnaire (W-680FF) so that an interpreter can be scheduled for future appointments. Please refer to PB #05-54-OPE for further instructions pertaining to the W-680FF and appropriate use of coding.
TAD Entries	For Turn-Around Document (TAD) entries, the Worker must ensure that the correct language indicator has been entered in Elements 255 (Lang) and 281 (Lang Read). Refer to the Worker's Guide to Codes manual for the appropriate language codes.
Revised information	
Posters	Center Directors/Site Managers must be sure to display the following posters in all applicant/participant waiting areas: <ul style="list-style-type: none"> • If You Need an Interpreter (PUB-4842) • Infoline (W-184) <p>Center Directors/Site Managers must ensure that all prior versions of forms and posters are recycled.</p>

PROGRAM IMPLICATIONS

Model Center Implications	The instructions in this policy directive should be followed by staff in the Customer Service and Information Center.
Paperless Office System (POS) Implications	The Receptionist must ask the applicant which language he/she prefers to be interviewed in and record the preference in the "Do you need an interpreter?" field on the Site Determination screen. The Worker must review the Spoken Language field (255) and Reading Language field (281) of the POS TAD to ensure the correct language has been entered. The Worker must follow all steps in the Required Action section of this procedure.
Medicaid Implications	There are no Medicaid implications.

**FAIR HEARING
IMPLICATIONS**

Avoidance Ensure that all case actions are processed in accordance with current procedures and that electronic case files are kept up to date. Remember that applicants/participants must receive either adequate or timely and adequate notification of all actions taken on their case.

Conferences in a Job Center An applicant/participant can request and receive a conference with a Fair Hearing and Conference (FH&C) AJOS/Supervisor I at any time. If a LESA applicant/participant comes to the Job Center requesting a conference, the Receptionist must alert the FH&C Unit that the individual is waiting to be seen. Note: in the Model Offices, the Receptionist at Main Reception will issue a FH&C ticket and does not need to verbally alert the Fair Hearing Unit.

New information The FH&C AJOS/Supervisor I will contact the Job Center's LESA liaison if an interpreter is needed and, with the assistance of an interpreter, conduct the conference with the individual.

The FH&C AJOS/Supervisor I will listen to and evaluate any material presented by the applicant/participant (with the assistance of an interpreter), review the case file and discuss the issue(s) with the JOS/Worker responsible for the case and/or the JOS/Worker's Supervisor. The AJOS/Supervisor I will explain to the applicant/participant (with the assistance of an interpreter) the reason for the Agency's action(s).

If the determination is that the applicant/participant has presented good cause for the infraction or that the outstanding Notice of Intent needs to be withdrawn for other reasons, the FH&C AJOS/Supervisor I will settle in conference (SIC), enter detailed case notes in NYCWAY and forward all verifying documentation submitted by the applicant/participant to the appropriate JOS/Worker for corrective action to be taken.

In addition, if the adverse case action still shows on the "Pending" (08) screen in WMS, the AJOS/Supervisor I must prepare and submit a Fair Hearing/Case Update Data Entry Form (LDSS-3722) if the case has been granted aid continuing (ATC), to change the 02 to an 01 or a PA Recoupment Data Entry Form (LDSS-3573) to delete a recoupment. The AJOS/Supervisor I must complete a Conference report.

Should the applicant/participant elect to continue his/her appeal by requesting or proceeding to a Fair Hearing already requested, the FH&C AJOS/Supervisor I is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up is taken in all phases of the Fair Hearing process.

Conferences in an
NPA Food Stamp
Office

New information

If an applicant/participant comes to the NPA FS Office and requests a conference, the Receptionist must alert the Site Manager that the applicant/participant is to be seen and inform the Site Manager if an interpreter is required. Note: in the Model Offices, the Receptionist at Main Reception will issue a FS Conf/Appt/Problem ticket and does not need to verbally alert the Site Manager. The NPA FS Receptionist will alert the Site Manager once the applicant/participant is called to the NPA FS Reception desk. If an interpreter is required, the Site Manager will follow the steps outlined on pages 3 and 4 for obtaining a language interpreter.

The Site Manager will listen to and evaluate the applicant/participant's complaint with the assistance of an interpreter, if needed. The Site Manager will then make a decision.

The Site Manager is responsible for ensuring that further appeal by the applicant/participant through a Fair Hearing request is properly controlled and that appropriate follow-up is taken in all phases of the Fair Hearing process.

If the applicant/participant calls the Worker directly, the Worker must follow the instructions at the top of page 4 regarding telephone communications with LESA applicants/participants.

The applicant/participant, with the aid of an interpreter if necessary, must then call the NPA FS Office Site Manager.

Evidence Packets

All Evidence Packets must contain a detailed history, copies of relevant WMS screen printouts, other documentation relevant to the action taken (e.g., Conference Report, Telephone Interpreter Services Log, On-Site Interpreter Services Log) and copies of NYCWAY **Case Notes** screens.

REFERENCES

Executive Order 13166 (Federal Register, 8/16/2000, Volume 65, Number 159)
05-INF-08
06-ADM-05

ATTACHMENTS

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

Attachment A	Definitions
PUB-4842	If You Need an Interpreter (Rev. 6/04)
W-184	INFOLINE (Rev. 8/05)
W-194	Language Card (Rev. 1/5/05)
W-194A	Telephone Interpreter Services Log (5/25/05)
W-194B	On-Site Interpreter Services Log (5/25/05)
W-680FF	Language Questionnaire (Rev. 3/22/05)

Page 1.2-2 of the Worker's Guide to Codes manual

Attachment A

Definitions

Interpretation:

The word "interpretation" is commonly used when referring to oral communication.

Translation:

The word "translation" is commonly used when referring to written communication.

Office of Refugee and Immigrant Affairs (ORIA):

A Human Resources Administration (HRA) office whose primary function is to ensure equal access and services to individuals with limited English-speaking ability (LESA). Centers/Offices can order additional palm cards from ORIA by calling (212) 331-5423.

Language Card (W-194):

A multilingual card distributed by ORIA to all Center/Office employees. It enables the applicant/participant to indicate his/her preferred language and need for interpreter assistance.

Infoline:

Infoline provides interpreter services in the six mandated languages: Arabic, Chinese (Mandarin and Cantonese), Haitian/Creole, Korean, Russian and Spanish, as well as additional languages, through liaisons trained to use the contracted interpreter services.

Telephone and On-site Interpreter Services:

ORIA has contracted with a private professional vendor that specializes in translation and interpretation services to provide multilingual interpreters via the telephone or on-site at HRA locations. Centers' LESA liaisons are trained in the procedures to access these contracted services.

If you need an interpreter

We provide free interpreter services on request.
Please go to the reception desk now and we will call someone to interpret for you.



Albanian Shqip	Nëse keni nevojë për përkthyes... Ne sigurojmë shërbime përkthimi falas sipas kërkesës. Ju lutem shkoni tek banaku i regjistrimit dhe ne do të thërrasim dikë që të përkthejë për ju.
Arabic عربي	إذا كنتم بحاجة إلى مترجم فإننا نوفر لكم خدمة الترجمة حسب الطلب. الرجاء الذهاب إلى مكتب الإستقبال الآن وسنقوم بالاتصال بمترجم لخدمتكم.
Bengali বাংলা	যদি আপনার দোভাষীর প্রয়োজন হয়... আমরা অনুরোধসঙ্গে বিনামূল্যে দোভাষী পরিষেবা দিয়ে থাকি। অনুগ্রহ করে এখন অভ্যর্থনা ডেস্কে যান এবং আমরা আপনার হয়ে দোভাষীর কাজ করার দ্রুত কারও সঙ্গে যোগাযোগ করব।
Bosnian Bosanski	Ako vam treba prevodioc... Mi omogućujemo besplatne prevodilačke usluge prema vašoj želji. Molimo uputite se do recepcije, a mi ćemo pozvati službenu osobu da prevodi za vas.
Chinese 中文	如您提出要求，我們可為您提供免費翻譯服務。請去前臺接待處，我們會打電話為您尋找翻譯人員。 如您提出要求，我们可为您提供免费翻译服务。请去前台接待处，我们会打电话为您寻找翻译人员。
Farsi فارسی	اگر شما در نیاز مترجم هستید... ما می توانیم مترجم بر درخواست فراهم می کنیم. لطفاً اکنون به میز پذیرائی بروید و ما این مترجم را احضار خواهیم کرد.
French Français	Si vous avez besoin d'un interprète... nous fournissons ces services d'interprète sur demande. Veuillez aller au bureau de réception, et nous vous appellerons un interprète.
Haitian Creole Kreyòl	Si w bezwen yon entèpre... Nou bay sa an chèpre gratis sou mande. Tanpri ale nan biwo resepsyon nan kay nou a pou pran rele yon entèpre pou ou.
Hindi हिन्दी	यदि आपको भाषा (इंटरप्रेटर) की आवश्यकता है, हम अनुरोध पर नि:शुल्क दुभाषिये की सेवा उपलब्ध कराते हैं। कृपया अब आप स्वागत डेस्क पर जायें और हम आपसे बात करने के लिए किसी दुभाषिये को कॉल करेंगे।
Italian Italiano	Se hai bisogno di un interprete... Offriamo servizi gratuiti di interpretariato dietro richiesta. Prego si recare alla reception desk e attenda mentre Le chiamo un interprete.
Korean 한국어	통역 서비스가 필요하시면... 저희는 요청 시 통역사 서비스를 무료로 제공해 드리고 있습니다. 지금 접수처로 가시면 귀하를 위해 통역해드릴 사람을 불러드리겠습니다.
Polish Polski	Jeśli Pan/Pani potrzebuje tłumacza... Zapewniamy bezpłatnego tłumacza na żądanie. Prosimy zgłosić się do recepcji i zwołamy tłumacza.
Russian Русский	Если вам нужен переводчик, то в случае необходимости мы предоставим вам бесплатные переводческие услуги. Подойдите, пожалуйста, к секретарю, и вам предоставят переводчика.
Spanish Español	Si necesita un intérprete, proporcionamos servicio de interpretación gratis. Para solicitarlo, diríjase a la recepción; llamaremos al intérprete.
Tagalog Tagalog	Kung kailan mo ng tagasalin... Nagbibigay kami ng libreng serbisyo ng tagasalin kung kailangan mo. Pumunta ka sa reception desk at tatawag kami ng taong magsasalin para sa iyo.
Ukrainian Український	Якщо Вам потрібний перекладач... Ми надаємо безкоштовні послуги перекладачів за проханням. Будь ласка, зверніться до секретаря приймальної і ми покличемо перекладача для Вас.
Urdu اردو	اگر آپ کو ترجمان (انٹریپرٹر) کی ضرورت ہے... درخواست کرنے پر ہم مفت میں ترجمان کی خدمت فراہم کرنے میں برائے مہربانی اب آپ استقبال ڈیسک پر جائیں اور ہم آپ کو سمجھانے کے لیے کسی ترجمان کو کال کریں گے
Vietnamese Tiếng Việt	Nếu cần một thông dịch viên... Chúng tôi cung cấp dịch vụ thông dịch miễn phí khi quý vị yêu cầu. Xin đến quầy tiếp tân ngay và chúng tôi sẽ gọi một thông dịch viên cho quý vị.
Yiddish אידיש	אויב איר דארפט א דאלמעטשער... מיר שטעלן צו אומזיסטע דאלמעטשער סערוויסעס אויפן פארלאנג. ביטע גייט צום אויפנאם טישל און מיר וועלן רופן עמיצן צו דאלמעטשן פאר איך.
Deaf / Hearing Impaired	If you need an interpreter... We provide free sign language interpreter services on request. Please go to the reception desk now and we will call someone to interpret for you.

INFO LINE

1-877-472-8411

📞 For Assistance With Any HRA Program – Call This Toll-Free Number.
For information about other city agencies and their programs, call 311.

📞 Para ayuda con cualquier programa de HRA, llame a este número de teléfono gratuito.
Para información sobre otras agencias de la ciudad y sus programas, llame al 311.

📞 للحصول على مساعدة بشأن أي برنامج من برامج HRA، اتصل بهذا الرقم المجاني
للإستعانة بخدمات وكالات المدينة الأخرى وبرامجها، اتصل بـ 311

📞 若需要任何 HRA 計劃方面之協助，請打這個免費電話
如果需要關於其他行政機構及其計劃之資訊，請致電 311。

📞 Pou d'ak nerbyon an ou jwajran HRA yo – Rele nimewo gratis sa a
Pou enmasyon ou lòt ajans vil la ak pwogram yo, rele 311.

📞 HRA 프로그램에 대한 도움을 원하시면 - 이 무료 전화번호로 전화하십시오.
다른 시 기관과 프로그램에 관한 정보를 원하시면 311 으로 전화하십시오.

📞 За помощью по любой программе HRA обращайтесь по этому бесплатному телефону
За сведениями о других городских ведомствах и их программах обращайтесь по телефону 311

Human Resources Administration



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.

Language	"Do you speak..."	"Please be seated. I will call an interpreter for you."
Albanian	Filini shqip?	Uleni ju lutem. Po shkoj te therras ne përkthyes për ju.
Arabic	هل تتكلم اللغة العربية؟	تفضل بالجلوس. سأصل بمترجم لك.
Bengali	আপনি কি বাংলা বলতে পারেন?	অনুগ্রহ করে বসুন যখন আমি আপনার হয়ে দোস্তবীর কাজ করার জন্ত কারও সঙ্গে যোগাযোগ করছি।
Bosnian	Govorite li bosanski?	Molimo, sjednite. Poslaću prevodioca za Vas.
Cantonese	您講廣東話嗎？	請坐。讓我為您叫一位翻譯員。
Mandarin	您講國語嗎？	請坐。讓我為您叫一位翻譯員。
Creole	Èske ou pale Kreyòl?	Tanpri chif Mwou pral rele yon noum pou t'ouwi pou ou.
French	Parlez-vous français?	S'il vous plaît, asseyez-vous. Je vais vous appeler un interprète.
Greek	"Μιλάτε Ελληνικά";	"Μιλάτε Ελληνικά"; "Θα καλέσω να διορθώσω την κατάσταση για σας".
Hebrew	האם את/באת/הן/הם יודעים עברית?	נא לשבת ונניח לך/לך/לך/לך את/את/את/את.
Hindi	— क्या हिन्दी ?	कृपया जाइये मैं आपके लिए इम्तहासि की व्यवस्था करूंगा/करूंगी।
Italian	Parla italiano?	Prego, si accomodi e attenda mentre Le chiamo un interprete.
Khmer	តើ អ្នក ចេះ ភាសា ខ្មែរ ឬ ទេ?	សូមអរគុណអង្គុយ ។ ខ្ញុំនឹងទូរស័ព្ទស្វែងរកអ្នកបកប្រែ ដើម្បីបកប្រែឲ្យអ្នក ។
Korean	한국어를 사용하십니까?	앉으십시오. 통역사를 불러드리겠습니다.
Polish	Czy Pan/Pani mówi po polsku?	Proszę siadać, podczas gdy wołam tłumacza.
Russian	Вы говорите по-русски?	Присядьте, пожалуйста. Я сейчас позову переводчика, который вам поможет.
Spanish	¿Habla español?	Tome asiento, por favor. Llamaré a un intérprete para que lo ayude.
Ukrainian	Чи Ви розмовляєте українською мовою?	Будь ласка, посидьте, поки я викликаю перекладача для Вас.
Urdu	کیا آپ اردو بولتے ہیں؟	مہربانی کر کے بیٹھ جائیے۔ میں آپ کے لیے کسی ترجمان کو بلاتا ہوں/بلاتی ہوں۔
Vietnamese	Anh/chị nói tiếng Việt phải không?	Xin mời ngồi chờ. Tôi sẽ gọi người thông dịch cho anh/chị.
Yiddish	איר 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.	

**Human Resources Administration
Office of Refugee and Immigrant Affairs**

Month	
HRA Location/Site	
Access Code	

Director	
Center/Off. Liaison	

PRINT all information

Telephone Interpreter Services Log

Applicant/Participant's, Last Name , First Name	Case Number	Language	Date of	Time Call Began	Time Call Ended	Total No. of Minutes	Worker using service

Total number of calls

Total number of minutes



Date: _____

Case Number: _____

Language Questionnaire

IMPORTANT: Please read this notice and indicate your speaking and reading language preferences. If you do not speak English well, the Human Resources Administration (HRA) can provide free interpreter services for you at an HRA office. This form must be completed and returned with your application/recertification papers.

Print Name: _____

Name M.I. L. Name

Address: _____

City: _____ State: _____ Zip: _____

What is your preferred spoken language? Please select **ONE** only.

- | | | | | |
|--|---|-----------------------------------|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> Albanian | <input type="checkbox"/> French | <input type="checkbox"/> Hindi | <input type="checkbox"/> Laotian | <input type="checkbox"/> Thai |
| <input type="checkbox"/> Arabic | <input type="checkbox"/> German | <input type="checkbox"/> Italian | <input type="checkbox"/> Polish | <input type="checkbox"/> Urdu |
| <input type="checkbox"/> Chinese-Cantonese | <input type="checkbox"/> Greek | <input type="checkbox"/> Japanese | <input type="checkbox"/> Portuguese | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Chinese-Mandarin | <input type="checkbox"/> Haitian-Creole | <input type="checkbox"/> Khmer | <input type="checkbox"/> Russian | <input type="checkbox"/> Yiddish |
| <input type="checkbox"/> Farsi | <input type="checkbox"/> Hebrew | <input type="checkbox"/> Korean | <input type="checkbox"/> Spanish | <input type="checkbox"/> English |
| <input type="checkbox"/> Other: _____ | | | | |

Do you require free interpreter services? Yes No

Written notices can be sent in the languages listed below. Please select **ONE** only. If your preferred language is not listed, please check () English.

- | | | | |
|----------------------------------|---|----------------------------------|----------------------------------|
| <input type="checkbox"/> Arabic | <input type="checkbox"/> Haitian-Creole | <input type="checkbox"/> Russian | <input type="checkbox"/> English |
| <input type="checkbox"/> Chinese | <input type="checkbox"/> Korean | <input type="checkbox"/> Spanish | |

Applicant/Participant's Signature

Date

(Include in the Application/Recertification kit)



Fecha: _____

Número del Caso: _____

Cuestionario Respecto al Idioma

IMPORTANTE: Por favor lea este aviso e indique el idioma que usted prefiere hablar o leer. Si no habla bien el inglés, la Administración de Recursos Humanos (Human Resources Administration HRA) le puede proveer gratuitamente servicios de intérprete en una de sus oficinas. Este formulario debe devolverse con todos los documentos para la solicitud/recertificación.

Nombre en Letra de Molde: _____

Dirección: _____

Ciudad: _____ Estado: _____ Código Postal: _____

¿Qué idioma prefiere hablar o leer? Marque sólo **UNO**.

- | | | | | |
|---|--|-----------------------------------|------------------------------------|------------------------------------|
| <input type="checkbox"/> Albanés | <input type="checkbox"/> Francés | <input type="checkbox"/> Hindi | <input type="checkbox"/> Laosiano | <input type="checkbox"/> Tailandés |
| <input type="checkbox"/> Árabe | <input type="checkbox"/> Alemán | <input type="checkbox"/> Italiano | <input type="checkbox"/> Polaco | <input type="checkbox"/> Urdu |
| <input type="checkbox"/> Chino-mandarin | <input type="checkbox"/> Griego | <input type="checkbox"/> Japonés | <input type="checkbox"/> Portugués | <input type="checkbox"/> Vietnamés |
| <input type="checkbox"/> Chino-cantonés | <input type="checkbox"/> Creole-Haitiano | <input type="checkbox"/> Khmer | <input type="checkbox"/> Ruso | <input type="checkbox"/> Yidish |
| <input type="checkbox"/> Persa | <input type="checkbox"/> Hebreo | <input type="checkbox"/> Coreano | <input type="checkbox"/> Español | <input type="checkbox"/> Inglés |
| <input type="checkbox"/> Otro: _____ | | | | |

¿Necesita servicios de intérprete gratuitos? Sí No

Se pueden enviar avisos por escrito en los idiomas listados a continuación. Por favor elija sólo **UNO**. Si el idioma que prefiere no figura entre los listados más abajo, por favor marque (X) inglés.

- | | | | |
|--------------------------------|--|----------------------------------|---------------------------------|
| <input type="checkbox"/> Árabe | <input type="checkbox"/> Creole-Haitiano | <input type="checkbox"/> Ruso | <input type="checkbox"/> Inglés |
| <input type="checkbox"/> Chino | <input type="checkbox"/> Coreano | <input type="checkbox"/> Español | |

Firma del Solicitante/Participante

Fecha

(Adjunte al paquete de Solicitud/Recertificación)

WORKER'S GUIDE TO CODES

1.2-2

03/20/2006

SECTION 10: SUFFIX LEVEL CODES

CATEGORY CODES (CAT) - 209

EAA (PA Center)	Emergency Assistance for Adults (No change)
EAF (PA Center)	Emergency Assistance for Families (No change)
FA (PA Center)	Family Assistance (Former ADC, ADCU and HR Families Cases should be in the FA category)
FS (FS Center)	Food Stamps
SNCA (PA Center)	Safety Net Cash Assistance (Former HR, except HR Families, Cases should be in the SNCA category)
SNNC (PA Center)	Safety Net Non-Cash. See page 1 for further details.
SNFP (PA Center)	Safety Net Federally Participating. See page 1 for further details.
MA (MA Center)	Medical Assistance (No change)
MPE (MA Center)	Presumptive Eligibility for Children
MSSI (MA Center)	Medicaid Supplemental Security Income (No change)
ADC (PA Center)	This category is no longer valid. Aid to Dependent Children (Will be re-categorized to FA)
ADCU (PA Center)	This category is no longer valid. Aid to Dependent Children – Unemployed (Will be re-categorized to FA)
HR (PA Center)	This category is no longer valid. Home Relief (Will be re-categorized to SNCA)
HRPG (PA Center)	This category is no longer valid. Home Relief Pre Investigation (Clients should be evaluated and transferred to one of the new categories)

LANGUAGE SPOKEN CODES (LANG) - 255

A	Arabic	L	Albanian	Z	Portuguese
B	Urdu	M	German	1	African Languages
C	Chinese-Mandarin	N	Hindi	2	Chinese-Cantonese
D	French Creole	P	Polish	3	Chinese-Other
E	English	Q	Farsi	4	Native American
F	French	R	Russian	5	Serbo-Croatian
G	Greek	S	Spanish	6	Swedish
H	Hebrew	T	Thai	7	Tagalog
I	Italian	V	Vietnamese	8	Laotian
J	Japanese	W	Khmer	9	Sign Language
K	Korean	Y	Yiddish		

LANGUAGE READ CODES (LANG READ) - 281

A	Arabic	L	Albanian	Z	Portuguese
B	Urdu	M	German	1	African Languages
C	Chinese-Mandarin	N	Hindi	2	Chinese-Cantonese
D	French Creole	P	Polish	3	Chinese-Other
E	English	Q	Farsi	4	Native American
F	French	R	Russian	5	Serbo-Croatian
G	Greek	S	Spanish	6	Swedish
H	Hebrew	T	Thai	7	Tagalog
I	Italian	V	Vietnamese	8	Laotian
J	Japanese	W	Khmer		
K	Korean	Y	Yiddish		