



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #08-18-OPE

(This Policy Directive Obsoletes PD #06-12-OPE, PB #02-93-OPE, and PB #02-99-OPE)

SERVICING INDIVIDUALS WITH LIMITED ENGLISH-SPEAKING ABILITY (LESA)

Date: April 28, 2008	Subtopic(s): Providing Interpreter Services
AUDIENCE	This policy directive contains instructions for staff at all Job Centers, Non-Cash Assistance (NCA) Food Stamp (FS) Centers and ancillary sites. These instructions are informational for all other staff.
REVISIONS TO ORIGINAL PROCEDURE	<p>This policy directive has been revised to inform staff about updated instructions concerning the provision of interpreter assistance including:</p> <ul style="list-style-type: none"> • emphasizing that the bilingual Worker speak the applicant's/participant's language; • the distribution of Local Law Forms (LLFs) and documenting their use in the applicant's/participant's case record; • the provision of application/recertification kits in the applicant's/participant's preferred language (if available); • the utilization of the redesigned Language Card (W-194); and • the new contact number for HRA's Office of Refugee and Immigrant Affairs (ORIA).
POLICY	Applicants/participants with limited or no English-speaking ability must be provided with communication assistance in their native language.
BACKGROUND	FIA's applicant/participant population includes individuals who speak various languages. Some of these persons are unable to communicate in English.

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*

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

- analyzed caseloads and assigned LESA cases to multilingual Workers;
- established two Refugee and Immigrant Job Centers, staffed with multilingual Workers;
- translated selected 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, Chinese (Mandarin and Cantonese) and Vietnamese. They also have access to a professional interpreter service providing numerous languages, including Arabic and Korean; and
- assigned a LESA liaison and a backup liaison at each FIA Job Center and NCA FS Center. These liaisons are supervisors or higher-level staff trained to handle language assistance needs. They are designated by their respective Center Director/Manager to assist their co-workers with language assistance requests and to access the professional interpreter service vendors.

Professional interpretation service vendors

In an effort to effectively service LESA applicants/participants, ORIA has engaged two professional interpretation vendors. One is used to provide telephone interpretation services and the other to perform these services on-site. Professional interpretation vendors are utilized in all Job Centers, NCA FS Centers and ancillary sites.

Revised Language Card
Job and NCA FS Centers
See, [PB #08-28-OPE](#)

ORIA also distributes the Language Card, which is used to help ascertain an applicant's/participant's spoken language. This card has been redesigned to create a four-panel document with enhanced color and graphic features.

Note: Workers may either use the redesigned Language Card or the previous version as the content has not changed.

Revised

The telephone number for ORIA has been changed to (212) 331-4550.

Definitions

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

REQUIRED ACTION

When a LESA applicant/participant enters a Job or NCA FS Center in person, staff must:

In-person LESA applicants/participants

- identify the applicant’s/participant’s preferred language by having him/her point to it on the Language Card. The Center Director/Manager must ensure that a supply of Language Cards is always available in the reception area. Staff may contact ORIA for additional cards if needed.

Revised

- give him/her an application/recertification kit in his/her preferred language, if available (If the individual is applying/recertifying for assistance only). Many application kit forms are available in the languages listed below. A supply of application/recertification kit forms in foreign languages should be retained on-site and replenished as needed. (See Cash Assistance Kit Application Forms [M-90c](#), Cash Assistance Recertification Kit Forms [M-90d](#) and NCA FS Application/Recertification Kit Forms [M-90e](#))

Foreign language versions of application/recertification kit forms are available on the FIAWeb.

Note: Center Directors/Managers are reminded to ensure that the Interpretation Services Notice for the Application/Recertification Kits ([W-515W](#)) is included in all application and recertification kits.

Distribution of Forms

Revised

In compliance with Local Law 73, HRA has translated selected forms into Arabic, Chinese, Haitian-Creole, Korean, Russian and Spanish. These LLFs are available on HRA’s Intranet and must be distributed to the LESA applicant/participant upon his or her request. For all forms requested in a language other than English, the Worker should note in the case record, the following information:

Local Law Forms (LLFs) must be distributed to LESA applicants/participants upon request. These forms are available in multiple languages on the [FIAWeb](#).

- The date;
- The form number;
- The language(s) in which the form was requested by the applicant/participant; and
- The language(s) in which the form was distributed to the applicant/participant by the Worker.

Providing Interpreter Assistance

Revised

Never place an applicant/participant in the role of interpreter for another applicant/participant.

- If the applicant/participant indicates he/she wants an interpreter, the Center Director/Manager or Designee, should, whenever possible, assign the applicant/participant a professional bilingual Worker who speaks his/her language. An applicant/participant should never be sought to act as an interpreter for another applicant/participant.
- If a Worker observes or has reason to believe that an applicant/participant will have or is having difficulty comprehending English during the interview, the Worker must explain the availability of free interpreter services and offer these to the applicant/participant. The Worker should document these events in the case record.
- If a professional bilingual Worker who speaks the applicant's/participant's language is not available, the staff member should contact the LESA liaison or the backup liaison at the Center. The liaison and the Worker should then determine which interpreter service (telephone or on-site) would be most appropriate.

Locate a professional bilingual on-site Worker.

LESA applicants/participants must always be serviced.

Note: If an on-site interpreter is unavailable, the Worker must utilize a telephone interpreter. Telephone interpretation services are available 24 hours a day, 7 days a week.

Providing interpreter services

- The LESA liaison, who has access codes authorizing usage of both on-site and telephone interpreter services, must ensure 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 present when the interpreter arrives. This preparation prevents unnecessary waiting time. The LESA liaison must then access the appropriate interpreter service vendor.
- Once the vendor has been contacted or an on-site interpreter arrives for the scheduled appointment, the interview may be conducted. If additional appointments or actions are needed, the Worker and the interpreter must convey this information to the applicant/participant.
- LESA liaisons can also access the telephone interpreter service while a caller is on hold or has given the Worker a callback number. If an FIA staff member answers the telephone and the caller cannot speak English, he/she should politely ask the caller to hold and immediately contact the LESA liaison.

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

Job and NCA FS Centers
See, [PB #08-27-OPE](#)

Revised

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

- The Worker then completes the ORIA Telephone Interpreter Log (**W-194A**) or On-Site Interpreter Services Log (**W-194B**) as appropriate. The **W-194A** and **W-194B** have been revised to include the new HRA/New York City logo.
- LESA liaisons and backup liaisons must maintain a file of all Services original telephone and on-site interpretation logs. ORIA must receive copies of these logs no later than the first week of the month following a service.
- The Center Director/Manager or Designee must ensure that logs are being utilized by staff to accurately track the usage of interpretation services. These usage logs must be retained on file by the Center Director/Manager for a minimum of six years. If there is litigation involved the logs must be held until all legal proceedings have ceased. At the end of each month LESA liaisons are to e-mail the Regional Manager a comprehensive log of all telephone interpretation services used in the Center.

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

Note: Telephone and on-site interpreter services should be available upon request at all FIA locations. If an emergency situation exists, telephone interpreter services may be used to address the situation until an on-site interpreter is available (if necessary). If a second in-person interview is needed, be sure that the applicant/participant is aware of the date, time and location of the new appointment.

Revised

The election of the applicant/participant to use his/her own interpreter should be documented in the case record.

A LESA individual is entitled to bring an interpreter who is at least 18 years of age. If an applicant/participant brings a minor to interpret, the Worker must explain that although a minor may be present during the interview, the official interpretation must be conducted by an adult. The Worker should then inform the applicant/participant that HRA provides professional interpreters free of charge. If the applicant/participant wishes to return with his/her own adult interpreter, the Worker must reschedule the appointment.

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

Under no circumstance can someone be denied service due to his/her inability to communicate in English. An applicant must always be allowed to file an application. In the event that an appointment must be rescheduled for a LESA applicant, the Worker must ensure that the application filing date is protected.

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.

TAD Entries

For Turn-Around Document (TAD) entries, the Worker must ensure that the correct language indicator has been entered in Elements **255** (Lang SP) and **281** (Lang Read). Refer to page 1.2-2 of the Worker’s Guide to Codes manual for the appropriate language codes (see attached).

Posters

See mandated signage lists ([M-98c](#) and [M-98d](#))

Center Directors/Managers must be sure to display the “If You Need an Interpreter” (**PUB-4842**) and HRA “Infoline” (**W-184**) posters in all applicant/participant waiting areas. They must ensure that all out-dated versions of forms and posters are removed from circulation and recycled.

PROGRAM IMPLICATIONS

Model Center Implications

The instructions in this policy directive should be followed by staff in the Customer Service and Information Center (CSIC).

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 **Language Spoken** field (**255**) and **Language Read** 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. The **W-680FF** is automatically pre-filled in POS, but the Worker must be sure capture the applicants/participant’s signature on the signature pad. The **W-680FF** must be completed manually when POS is down.

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 Model Offices, the Receptionist at Main Reception will issue a FH&C ticket and does not need to verbally alert the Fair Hearing Unit.

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.

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), change the 02 to an 01 or complete a CA 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 a Fair Hearing or proceeding one 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 NCA FS Center

If an applicant/participant comes to the NCA FS Center and requests a conference, the Receptionist must alert the Center Manager or Designee that the applicant/participant is to be seen and inform the Center Manager or Designee if an interpreter is required.

Note: In Model Offices, the Receptionist at Main Reception will issue a FS Conf/Appt/Problem ticket and does not need to verbally alert the Center Manager or Designee.

The NCA FS Receptionist will alert the Center Manager or Designee once the applicant/participant is called to the NCA FS Reception desk. If an interpreter is required, the Center Manager or Designee will follow the steps outlined on pages 4 and 5 for obtaining a language interpreter.

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

The Center Manager or Designee 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 on pages 4 and 5 regarding telephone communications with LESA applicants/participants.


The applicant/participant, with the aid of an interpreter if necessary, must then call the NCA FS Center Manager or Designee.

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.

RELATED ITEMS [PB #08-27-OPE](#)
[PB #08-28-OPE](#)

REFERENCES Executive Order 13166 (Federal Register, 8/16/2000, Volume 65, Number 159)
 Local Law No. 73
 New York City Administrative Code § 8-1005
[Temporary Assistance Source Book](#), Chapter 4 section Q
[Food Stamp Source Book](#), page 199
[18 NYCRR 387.2 \(k\)](#)
[18 NYCRR 601.5\(a\)](#)
[98-INF-3](#)
[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. 02/07)
W-194A	Telephone Interpreter Services Log (Rev. 4/08)
W-194B	On-Site Interpreter Services Log (Rev. 4/08)
W-680FF	Language Questionnaire (Rev. 4/28/08)
W-680FF (S)	Language Questionnaire (Rev. 4/28/08) (Spanish)

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) 331-4550.

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 অনুরোধসাপেক্ষে বিনামূল্যে দোভাষী পরিষেবা দিয়ে থাকি। অনুগ্রহ করে এখন অভ্যর্থনা ডেস্কে যান এবং আমরা আপনার হয়ে দোভাষীর কাজ করার জন্য কারও সঙ্গে যোগাযোগ করব।
Bosnian Bosanski	Ako vam treba prevodioc... Mi omoguđujemo 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 خدمات مجانی مترجم بر درخواست فراهم می کنیم. لطفاً اکنون به میز پذیرائی بروید و ما برای شما مترجم را احضار خواهیم کرد.
French Français	Si vous avez besoin d'un interprète... Nous fournissons des services d'interprète sur demande. Veuillez aller au bureau de réception, et nous vous appèlerons un interprète.
Haitian Creole Kreyòl	Si w bezwen yon entèprèt... Nou bay sèvis entèprèt gratis si w mande. Tanpri ale nan biwo resepsyon an kounye an epi nou pral rele yon entèprèt pou ou.
Hindi हिन्दी	यदि आपको दुभाषिये (इन्टरप्रेटर) की जरूरत है... हम अनुरोध पर निःशुल्क दुभाषिये की सेवा उपलब्ध कराते हैं। कृपया अब आप स्वागत डेस्क पर जाइये और हम आपको समझाने के लिए किसी दुभाषिये को कॉल करेंगे।
Italian Italiano	Se ha bisogno di un interprete... Offriamo servizi gratuiti di interpretariato dietro richiesta. Prego si rivolga alla reception desk e attenda mentre Le chiamo un interprete.
Korean 한국어	통역사가 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 man. 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 (انٹریپرٹ) کی ضرورت ہے... درخواست کرنے پر ہم مفت میں ترجمان کی خدمت فراہم کرتے ہیں۔ برائے مہربانی اب آپ استقبالیہ 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 אויפ'ן פארלאנג. ביטע גייט יעצט 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.

INFOLINE

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.

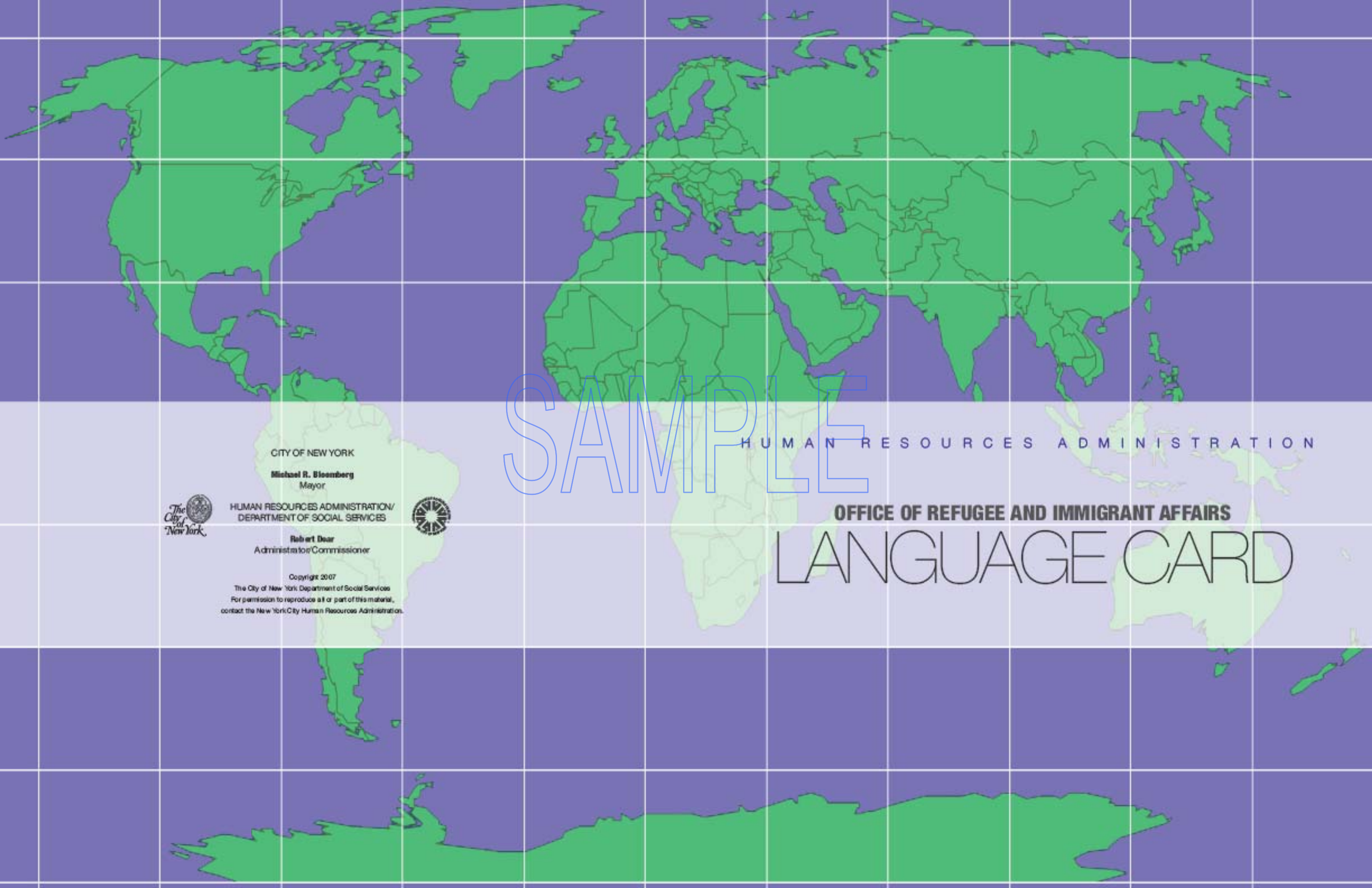
📞 للحصول على مساعدة بشأن أي برنامج من برامج HRA، إتصل بهذا الرقم المجاني
للاستعلام عن وكالات المدينة الأخرى وبرامجها، اتصل بـ 311

📞 若需要任何 HRA 計劃方面的幫助，請打這個免費電話
如果需要關於其他市政府機構及其計劃的資訊，請致電 311。

📞 Pou Èd ak nenpòt nan pwogram HRA yo – Rele nimewo gratis sa a
Pou enfòmasyon sou 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



SAMPLE

CITY OF NEW YORK

Michael R. Bloomberg
Mayor



HUMAN RESOURCES ADMINISTRATION/
DEPARTMENT OF SOCIAL SERVICES



Robert Dear
Administrator/Commissioner

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HUMAN RESOURCES ADMINISTRATION

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?	অনুগ্রহ করে বসুন। আমি আপনার জন্য একজন দোভাষী ডাকবো।	Korean	한국어를 사용하십니까?	앉으십시오. 통역사를 불러드리겠습니다.
Bosnian	Govorite li bosanski?	Molimo, sjednite. Posla?u 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.			

Office of Refugee and Immigrant Affairs

Telephone Interpreter Services Log

Month/Year	
HRA Location/Access Code	
Site Name	

Director's Name	
Liaison's Name	

PRINT all information below

Log Approved by (signature): _____

#	Applicant/Participant's, Last Name, First Name	Case Number	Language	Interpreter Number	Date of Call	Call Start Time	Call End Time	Worker's Name
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								

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 the application/recertification papers.

Print Name: _____
Name M. Last 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 y leer. Si no habla bien el inglés, la Administración de Recursos Humanos (Human Resources Administration – HRA) le puede brindar gratuitamente servicios de intérprete en una de sus oficinas. Este formulario debe llenarse y devolverse con los documentos para la solicitud/recertificación.

Nombre en Letra de Molde: _____
Nombre I. Apellido
Dirección: _____
Ciudad: _____ Estado: _____ Código Postal: _____

¿Qué idioma prefiere hablar? Por favor elija 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"/> arábigo | <input type="checkbox"/> alemán | <input type="checkbox"/> italiano | <input type="checkbox"/> polaco | <input type="checkbox"/> urdu |
| <input type="checkbox"/> chino cantonés | <input type="checkbox"/> griego | <input type="checkbox"/> japonés | <input type="checkbox"/> portugués | <input type="checkbox"/> vietnamés |
| <input type="checkbox"/> chino mandarín | <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 idioma: _____ | | | | |

¿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 usted no figura entre los listados más abajo, por favor marque () inglés.

- | | | | |
|----------------------------------|--|----------------------------------|---------------------------------|
| <input type="checkbox"/> arábigo | <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)

SAMPLE

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		