



FAMILY INDEPENDENCE ADMINISTRATION

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POLICY DIRECTIVE #09-14-OPE

(This Policy Directive Replaces PD #08-18-OPE and Obsoletes PB #01-16)

SERVICING INDIVIDUALS WITH LIMITED ENGLISH-SPEAKING ABILITY (LESA)

Date: March 9, 2009	Subtopic(s): Providing Interpreter Services
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AUDIENCE This policy directive contains instructions for staff at all Job Centers, Non Cash Assistance Food Stamp (NCA FS) Centers, and ancillary sites. These instructions are informational for all other staff.

REVISIONS TO THE PRIOR DIRECTIVE

This policy directive has been revised to inform staff that:

- the Refugee and Immigrant Job Center annex (Center #49), has been closed;
- Infoline staff speak French Creole, Spanish, Russian, Chinese (Mandarin and Cantonese), Yoruba, Bengali, and Armenian;
- on-site interpretation services are available for visits to homebound applicants/participants with Limited English-Speaking Ability (LESA), however, Workers are encouraged to utilize the telephone interpretation service whenever possible;
- on-site interpretation services are no longer available to applicants/participants who visit Job Centers or NCA FS Centers in-person but other interpretation services continue to be available;
- the on-site vendor has been given a list of LESA liaisons who are permitted to schedule on-site interpreters for home visits and that all other liaisons must contact the Office of Refugee and Immigrant Affairs (ORIA) for approval;
- Center Directors/Managers may request telephone interpretation access codes for their supervisory staff; and
- several new language indicators have been added to the Language Questionnaire (**W-680FF**), the Welfare Management System (WMS), and the Workers Guide to Codes.

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*

POLICY

Applicants/participants with limited or no English-speaking ability must be provided with communication assistance in their native language.

BACKGROUND

The Family Independence Administration’s (FIA) applicant/participant population includes individuals who speak various languages. Some of these persons are unable to communicate in English.

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

Revised
The Refugee and Immigrant Job Center annex (Center #49) has been closed. See [CD #09-01](#).

- analyzed caseloads and assigned LESA cases to multilingual Workers;
- established a Refugee and Immigrant Job Center (Center #47), staffed with multilingual Workers;
- translated selected forms into several languages and posted them on the FIAweb;
- out-stationed staff to the Human Resources Administration (HRA) Language Bank at Infoline to provide interpretation services to LESA applicants/participants. Infoline staff speak French Creole, Spanish, Russian, Chinese (Mandarin and Cantonese), Yoruba, Bengali, and Armenian. They also have access to a professional interpreter service providing services in numerous other languages, including Arabic and Korean; and
- assigned a LESA liaison and a back-up 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.

Revised

Professional interpretation service vendors

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

Revised

Language Card

ORIA also distributes the Language Card (**W-194**), which is used to help ascertain an applicant’s/participant’s spoken language. The language card is a four-panel document with enhanced color and graphic features.

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

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 Language Cards are always available in the reception area. Designated staff may contact ORIA at (212) 331-4550 to order additional language cards as needed; and

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

- give the applicant/participant an application/recertification kit in his/her preferred language, if available (if the individual is applying/recertifying for assistance).

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

Distribution of Forms

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

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

- 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.

CA and NCA FS Application/Recertification Kits

Many application kit forms are available in the local law 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 Application Kit Forms [M-90c](#), Cash Assistance Recertification Kit Forms [M-90d](#), and NCA FS Application/Recertification Kit Forms [M-90e](#)).

Providing Interpreter Assistance in Job Centers and NCA FS Centers

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

- 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. 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 services to the applicant/participant. The Worker should document these events in the case record.
- A LESA individual is entitled to bring an interpreter who is at least 18 years of age. Staff must ensure that persons acting as interpreters for LESA individuals understand their obligation to maintain client confidentiality. 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. If the applicant/participant wishes to return with his/her own adult interpreter, the Worker must reschedule the appointment and maintain the application filing date.

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

Locate a professional bilingual on-site Worker.

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

- If the applicant/participant indicates he/she will need an interpreter, the Center Director/Manager or Designee, should, whenever possible, assign the applicant/participant a professional bilingual Worker who speaks the applicant's/participant's language. An applicant/participant should never be sought to act as an interpreter for another applicant/participant.
- 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 back-up liaison at the Center.
- LESA liaisons have been provided with access codes authorizing the usage of telephone interpreter services. Center Directors/Managers may also contact ORIA to request telephone interpreter service access codes for their supervisory staff.

New

New

Note: On-site interpreter services are no longer available to applicants/participants who visit Job Centers or NCA FS Centers in-person.

LESA applicants/participants must always be serviced.

Therefore, applicants/participants who visit Job Centers and NCA FS Centers in-person must be provided with telephone interpretation services, whenever necessary, if they did not bring their own interpreter and a professional bilingual Worker is not available. Telephone interpreters may be contacted 24 hours a day, 7 days a week.

- The LESA liaison or Supervisor, who has been given the access codes authorizing use of telephone interpreter services, must ensure that all appropriate steps to find a bilingual Worker have been taken and, if none is available, must contact the telephone interpreter service vendor. All documentation relevant to the case (e.g., Application, History Sheet, etc.) should be available during the telephone interview. This preparation prevents unnecessary waiting time while on the telephone with an interpreter.
- Once a telephone interpreter is on the line, the interview is to be conducted. If additional appointments or actions are needed, the Worker and the interpreter must convey this information to the applicant/participant.
- The telephone interpreter service can also be accessed 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 or Supervisor who has the telephone interpretation service access codes.
- At the conclusion of the interview, the Worker must complete the ORIA Telephone Interpreter Log (**W-194A**) and submit it to the LESA liaison at his/her Center.
- LESA liaisons and back-up liaisons must maintain a file of all original telephone and on-site interpretation logs. Copies of these logs must be forwarded to ORIA 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.

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

See [PB #08-27-OPE](#)

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

Providing On-site Interpretation Services to Homebound Persons

New

On-site interpretation services are available to homebound LESA individuals, as needed. Workers are, however, encouraged to conduct interviews with homebound LESA individuals via telephone interpretation service whenever possible. The telephone interpretation service can be accessed by dialing its toll-free number from any telephone. Prior to accessing telephone interpreter services, a Worker must obtain the appropriate access code from his/her supervisor. If an on-site interpreter is needed to conduct an interview the LESA liaison must contact the on-site vendor to schedule an interpreter for a home visit. LESA liaisons must contact ORIA to schedule an on-site interpreter if they have not been given prior approval to do so. On-site interpreters must be contacted at least two hours prior to the scheduled home visit. Cancellations must be made two hours prior to the scheduled time to avoid paying for an hour of service.

Note: Because on-site interpreters must be contacted in advance, Workers should, whenever possible, determine whether an on-site interpreter will be necessary prior to scheduling a home visit for a limited English-speaking individual.

New

After the interview has been conducted, the Worker must complete the On-Site Interpreter Services Log (**W-194B**) and submit it to the LESA liaison who scheduled the on-site appointment.

Document each attempt to contact an interpreter in the case record.

Revised

The Worker must ensure that the language of the applicant/participant is documented in the case record and on form **W-680FF** so that an interpreter can be scheduled for future appointments. Form **W-680FF** has been revised to incorporate several additional languages. These new languages have been added to the "What is your preferred spoken language?" section of the form. Form **W-680FF** must be included in all Cash Assistance (CA) Application/Recertification kits and NCA FS Application/Recertification kits.

New

Form **W-680FF** allows applicants/participants to identify their preferred spoken language. It also allows applicants/participants to choose from one of the seven New York City (NYC) local law languages to receive written correspondence.

At application and recertification, Workers must ensure that the language selected in the Paperless Office System (POS) primary language fields corresponds with the applicant's/participant's preferred spoken language selected on form **W-680FF**.

TAD Entries
 Revised
 Job Centers and NCA FS Centers, see [PD 09-11-SYS](#)

Several new language spoken and language read indicators have also been added to WMS to reflect the HRA’s increasingly diverse applicant/participant population. Elements **255** (Lang SP) and **281** (Lang Read) of the WMS Turn-Around Document (TAD) have been expanded from a one character field to a two character field to accommodate the new language indicators.

For TAD entries, the Worker must ensure that the correct language indicator has been entered in Elements **255** and **281**. Refer to pages 1.2-3 and 1.2-4 of the Worker’s Guide to Codes Manual for the complete updated listing of language indicators (see attached).

Workers are reminded that the letters “**O**”, “**U**”, and “**X**” and the digit “**0**” are no longer being utilized as language indicators. The Worker’s Guide to Codes has been updated to remove all references to those language indicators.

If the applicant/participant’s language does not appear in the Worker’s Guide to Codes manual, the Associate Job Opportunity Specialist (AJOS) II Immigrant liaison, Limited English Speaking Ability (LESA) liaison, or the Center Director’s/Manager’s designee must contact ORIA for guidance.

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 outdated versions of forms (and their multilingual equivalents) 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. Form **W-680FF** is automatically pre-filled in POS, but the Worker must be sure to capture the applicant’s/participant’s signature on the signature pad.

Form **W-680FF** must be completed manually when POS is down and/or the signature pad is not functioning.

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 to the applicant/participant to route him/her to the FH&C Unit 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 applicant/participant has in fact presented good cause for the infraction or shown 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 New York City Work Accountability and You (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 To Continue (ATC), change the 02 to an 01 or prepare and submit a PA Recoupment Data Entry Form ([LDSS-3573](#)) in WMS 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 to 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 Centers, the Receptionist at Main Reception will issue a Food Stamp (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's/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 [PD #09-11-SYS](#)
[PB #08-28-OPE](#)
[PB #08-27-OPE](#)
[CD #09-01](#)

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 **Attachment A** Definitions
 Please use Print on Demand to obtain copies of forms.
PUB-4842 If You Need an Interpreter (Rev. 6/04)
W-184 Infoline (Rev. 7/08)
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. 3/09/09)
W-680FF (S) Language Questionnaire (Rev. 3/09/09) (Spanish)
 Pages 1.2-3 and 1.2-4 of the Worker's Guide to Codes manual

Attachment A

Definitions

Interpretation:

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

Translation:

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

Office of Refugee and Immigrant Affairs (ORIA):

A Human Resources Administration (HRA) office that primarily functions to ensure equal access and services to individuals with limited English-speaking ability (LESA).

Language Card (W-194):

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

Infoline:

Infoline is a telephone service which provides general information on the various programs and services offered through HRA. Infoline has a language bank which provides interpreter services to LESA applicants/participants. Infoline staff speak French Creole, Spanish, Russian, Chinese (Mandarin and Cantonese), Yoruba, Bengali, and Armenian. They also have access to a professional interpreter service providing numerous other languages, including Arabic and Korean

Telephone and On-site Interpreter Services:

ORIA has contracted two professional interpretation vendors. One is used to provide telephone interpretation services and the other to perform on-site interpretation services for homebound persons, whenever necessary. Professional interpretation vendors are utilized in all Job Centers, NCA FS Centers and ancillary sites. 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

If you need assistance with any of HRA's other programs,
call Infoline, toll-free, at 1-877-472-8411.

If you would like information on other city agencies, call 311.

الأخرى، فـ HRA إن كنت بحاجة إلى مساعدة في أي من برامج
1-877-472-8411. اتصل بخط الاستعلامات على رقم الهاتف المجاني
إتصل بالرقم 311 إن كنت تود الاستعلام عن وكالات المدينة الأخرى.

如果您需要任何HRA其他計劃方面的協助，請致電免費的資訊專線 (Infoline)，
電話號碼是：1-877-472-8411。

如果您需要關於市政府其他機構的資訊，請致電311。

Si w bezwen èd ak nenpòt nan lòt pwogram HRA yo, rele Infoline,
nan nimewo telefòn gratis la ki se 1-877-472-8411.

Si w vle enfòmasyon sou lòt ajans minisipal, rele 311.

HRA의 다른 프로그램에 안내가 필요하면, 수신자 부담 번호가
1-877-472-8411인 Infoline으로 전화하십시오.

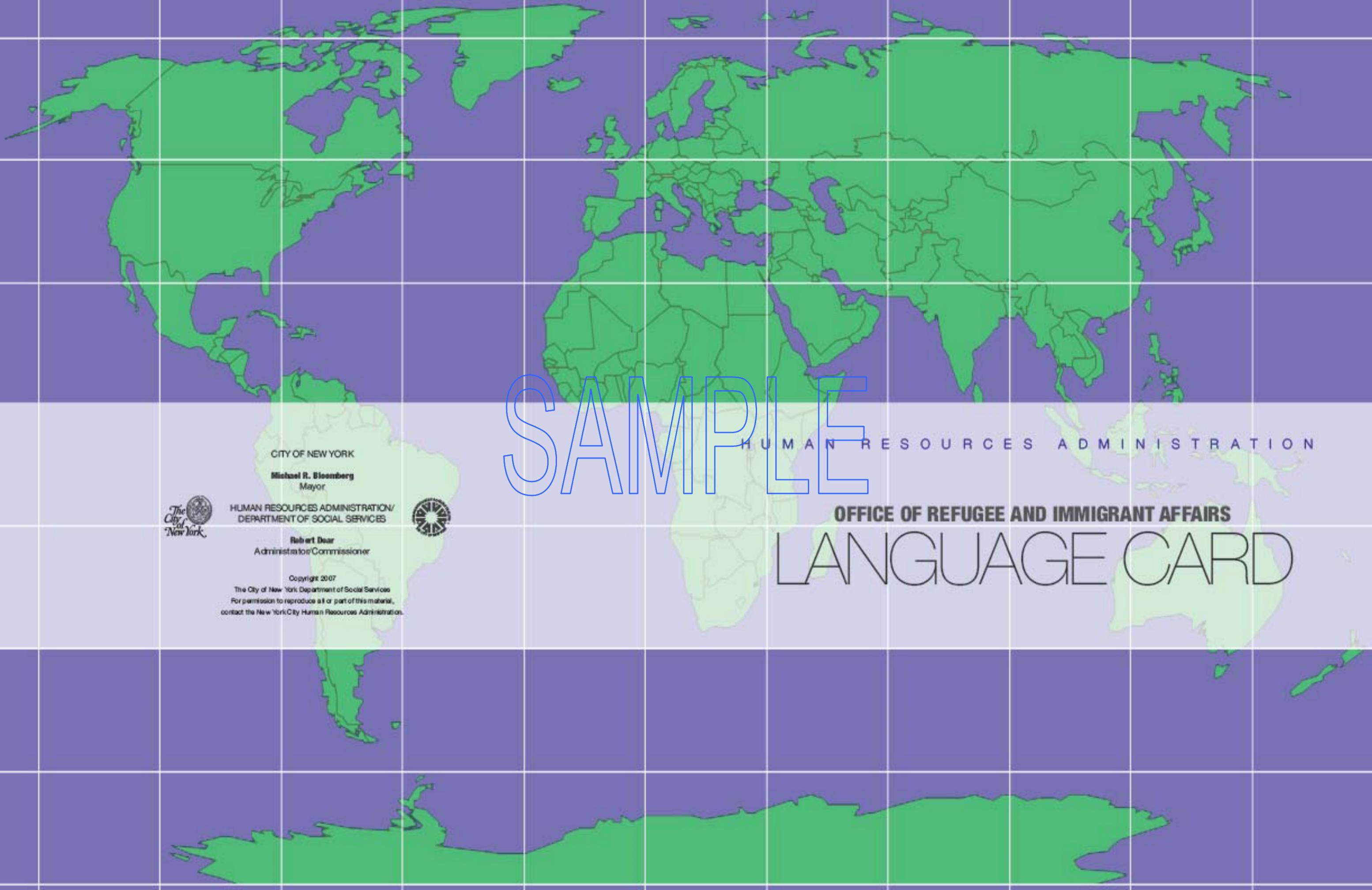
다른 시 기관의 정보에 대해 알고 싶으면 311로 전화하십시오.

Если Вам нужна помощь в связи с любой из программ HRA,
звоните в справочную Infoline по бесплатному телефону 1-877-472-8411.

Если Вам нужна информация о прочих городских ведомствах,
звоните по телефону 311.

Si necesita ayuda con alguno de los otros programas de la HRA,
llame a Infoline gratis al 1-877-472-8411.

Si desea recibir información sobre otras agencias de la ciudad, llame al 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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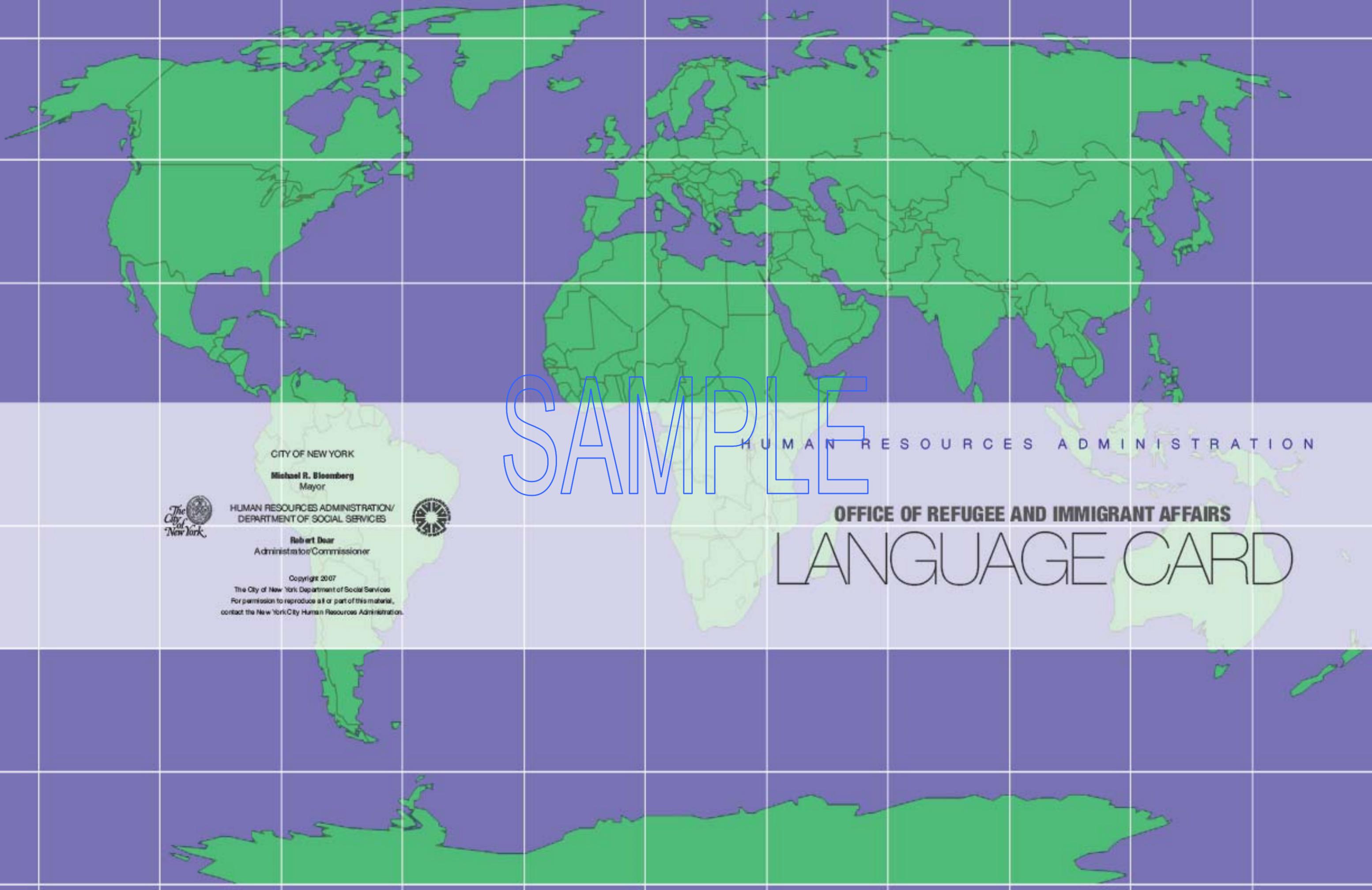
HUMAN RESOURCES ADMINISTRATION

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 ជើងអ្នកប្រែឱ្យអ្នក ។
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.	Poish	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.			



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

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Bengali	আপনি কি বাংলায় কথা বলেন?	অনুগ্রহ করে বসুন। আমি আপনার জন্য একজন দোভাষী ডাকবো।	Korean	한국어를 사용하십니까?	앉으십시오. 통역사를 불러드리겠습니다.
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	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

Office of Refugee and Immigrant Affairs

On-site Interpreter Services Log

Month/Year	
HRA Location/Access Code	
Site Name	

Director's Name	
Liaison's Name	

PRINT all information

Log Approved By (signature): _____

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

SAMPLE

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.I. _____ Last Name _____

Address: _____

City: _____ State: _____ Zip Code: _____

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

- English
- African Languages
- Alaskan
- Albanian
- American Indian – Apache
- American Indian – Choctaw
- American Indian – Crow
- American Indian – Dakota
- American Indian – Lokota
- American Indian – Nakota
- American Indian – Navajo
- American Indian – Other
- American Indian – Zuni
- Amharic
- Arabic
- Armenian
- Assyrian
- Bengali
- Bosnian
- Bulgarian
- Burmese
- Cambodian
- Chamorro
- Chinese – Cantonese
- Chinese – Fujian
- Chinese – Mandarin
- Chinese – Other
- Chinese – Toisanese
- Creole – Criollo
- Creole – Haitian
- Creole – Other
- Croatian
- Czech
- Dutch
- Dzongkha
- Farsi
- Finnish
- French
- French – Creole
- German
- Greek
- Gujarati
- Hebrew
- Hindi
- Hmong
- Hungarian
- Ilocono
- Indonesian
- Italian
- Japanese
- Karen
- Khmer
- Kinyarwanda
- Kirundi (Rundi)
- Kizigna

(Additional languages are continued on the next page.)

- | | | | |
|---|---|---|--|
| <input type="checkbox"/> Korean | <input type="checkbox"/> Onondaga | <input type="checkbox"/> Serbian | <input type="checkbox"/> Tigrinya |
| <input type="checkbox"/> Kurdish | <input type="checkbox"/> Oromo | <input type="checkbox"/> Serbo-Croatian | <input type="checkbox"/> Tona – Seneca |
| <input type="checkbox"/> Laotian | <input type="checkbox"/> Pashto | <input type="checkbox"/> Shinnecock | <input type="checkbox"/> Tongan |
| <input type="checkbox"/> Lithuanian | <input type="checkbox"/> Pennsylvania Dutch | <input type="checkbox"/> Sign Language | <input type="checkbox"/> Turkish |
| <input type="checkbox"/> Maay | <input type="checkbox"/> Persian | <input type="checkbox"/> Slovak | <input type="checkbox"/> Tuscarora |
| <input type="checkbox"/> Macedonian | <input type="checkbox"/> Pidgin – Hawaiian | <input type="checkbox"/> Somali | <input type="checkbox"/> Twi (Fanti) |
| <input type="checkbox"/> Malayalam | <input type="checkbox"/> Polish | <input type="checkbox"/> Spanish | <input type="checkbox"/> Ukranian |
| <input type="checkbox"/> Mohawk (St. Regis Tribe) | <input type="checkbox"/> Portuguese | <input type="checkbox"/> Swahili | <input type="checkbox"/> Unkechauga |
| <input type="checkbox"/> Mongolian | <input type="checkbox"/> Punjabi | <input type="checkbox"/> Swedish | <input type="checkbox"/> Urdu |
| <input type="checkbox"/> Native American | <input type="checkbox"/> Romanian | <input type="checkbox"/> Syriac | <input type="checkbox"/> Vietnamese |
| <input type="checkbox"/> Nepali | <input type="checkbox"/> Russian | <input type="checkbox"/> Tagalog | <input type="checkbox"/> Yiddish |
| <input type="checkbox"/> Norwegian | <input type="checkbox"/> Samoan | <input type="checkbox"/> Thai | <input type="checkbox"/> Yugoslavian |
| <input type="checkbox"/> Oneida | <input type="checkbox"/> Seneca | | |

SAMPLE

Do you require free interpreter services? Yes No

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

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

Applicant's/Participant's Signature

Date

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: _____

(The word "SAMPLE" is written in large blue outline letters across the form fields.)

¿Qué idioma prefiere hablar? Por favor elija sólo **UNO**.

inglés

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> alemán | <input type="checkbox"/> chino – cantonés | <input type="checkbox"/> español | <input type="checkbox"/> idiomas de los indios americanos – apache |
| <input type="checkbox"/> alemán de Pensilvania | <input type="checkbox"/> chino – fujián | <input type="checkbox"/> finlandés | <input type="checkbox"/> idiomas de los indios americanos – choctaw |
| <input type="checkbox"/> amhárico | <input type="checkbox"/> chino – mandarín | <input type="checkbox"/> francés | <input type="checkbox"/> idiomas de los indios americanos – crow |
| <input type="checkbox"/> arábigo | <input type="checkbox"/> chino – otro | <input type="checkbox"/> griego | <input type="checkbox"/> idiomas de los indios americanos – dakota |
| <input type="checkbox"/> armenio | <input type="checkbox"/> chino – toisanés | <input type="checkbox"/> gujarati | <input type="checkbox"/> idiomas de los indios americanos – lakota |
| <input type="checkbox"/> asirio | <input type="checkbox"/> coreano | <input type="checkbox"/> hebreo | <input type="checkbox"/> idiomas de los indios americanos – nakota |
| <input type="checkbox"/> bengalí | <input type="checkbox"/> criollo | <input type="checkbox"/> hindi | <input type="checkbox"/> idiomas de los indios americanos – navajo |
| <input type="checkbox"/> bosnio | <input type="checkbox"/> criollo francés | <input type="checkbox"/> hmong | |
| <input type="checkbox"/> búlgaro | <input type="checkbox"/> criollo – haitiano | <input type="checkbox"/> holandés | |
| <input type="checkbox"/> birmano | <input type="checkbox"/> criollo – otro | <input type="checkbox"/> húngaro | |
| <input type="checkbox"/> camboyano | <input type="checkbox"/> croata | <input type="checkbox"/> idiomas africanos | |
| <input type="checkbox"/> chamorro | <input type="checkbox"/> dzongkha | <input type="checkbox"/> idiomas alascanos | |
| <input type="checkbox"/> checo | <input type="checkbox"/> eslovaco | <input type="checkbox"/> albanés | |

(Más idiomas en la próxima página)

- | | | | |
|--|--|---------------------------------------|--|
| <input type="checkbox"/> idiomas de los indios americanos – otro | <input type="checkbox"/> maay | <input type="checkbox"/> polaco | <input type="checkbox"/> swahili |
| <input type="checkbox"/> idiomas de los indios americanos – zuni | <input type="checkbox"/> macedonio | <input type="checkbox"/> portugués | <input type="checkbox"/> tagalo |
| <input type="checkbox"/> ilocano | <input type="checkbox"/> malabar | <input type="checkbox"/> punjabi | <input type="checkbox"/> tigrina |
| <input type="checkbox"/> indonesio | <input type="checkbox"/> mohawk (tribu de San Regis) | <input type="checkbox"/> ruanda | <input type="checkbox"/> tailandés |
| <input type="checkbox"/> italiano | <input type="checkbox"/> mongol | <input type="checkbox"/> rumano | <input type="checkbox"/> tona – seneca |
| <input type="checkbox"/> japonés | <input type="checkbox"/> nepalí | <input type="checkbox"/> ruso | <input type="checkbox"/> turco |
| <input type="checkbox"/> jmer | <input type="checkbox"/> noruego | <input type="checkbox"/> samoano | <input type="checkbox"/> tuscarora |
| <input type="checkbox"/> karen | <input type="checkbox"/> oneida | <input type="checkbox"/> seneca | <input type="checkbox"/> twi (fanti) |
| <input type="checkbox"/> kirundi (rundi) | <input type="checkbox"/> onondaga | <input type="checkbox"/> serbio | <input type="checkbox"/> ucraniano |
| <input type="checkbox"/> kizigua | <input type="checkbox"/> oromo | <input type="checkbox"/> serbo-croata | <input type="checkbox"/> unquechauga |
| <input type="checkbox"/> laosiano | <input type="checkbox"/> pashto | <input type="checkbox"/> shinnecock | <input type="checkbox"/> urdu |
| <input type="checkbox"/> lenguaje gestual | <input type="checkbox"/> persa | <input type="checkbox"/> siríaco | <input type="checkbox"/> vietnamés |
| <input type="checkbox"/> lituano | <input type="checkbox"/> pidgin hawaiano | <input type="checkbox"/> somalí | <input type="checkbox"/> yidish |
| | | <input type="checkbox"/> sueco | <input type="checkbox"/> yugoslavo |

SAMPLE

¿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"/> coreano | <input type="checkbox"/> español | <input type="checkbox"/> inglés |
| <input type="checkbox"/> chino | <input type="checkbox"/> criollo haitiano | <input type="checkbox"/> ruso | |

Firma del Solicitante/Participante

Fecha

WORKER'S GUIDE TO CODES

1.2-3

02/17/2009

SECTION 10: SUFFIX LEVEL CODES (CONT'D)

LANGUAGE SPOKEN CODES (LANG) - 255

A Blank	Arabic	AI	Am. Ind. - Dakota	KU	Kurdish
B Blank	Urdu	AC	Am. Ind. - Choctaw	LI	Lithuanian
C Blank	Chinese-Mandarin	AK	Am. Ind. - Lakota	MY	Maay
D Blank	French Creole	AT	Am. Ind. - Nakota	MA	Macedonian
E Blank	English	AV	Am. Ind. - Navajo	ML	Malayalam
F Blank	French	AO	Am. Ind. - Other	MO	Mongolian
G Blank	Greek	AS	Am. Ind. - Zuni	NE	Nepali
H Blank	Hebrew	AM	Amharic	NO	Norwegian
I Blank	Italian	AW	Armenian	OD	Oneida
J Blank	Japanese	AZ	Assyrian	ON	Onondaga
K Blank	Korean	BE	Bengali	OR	Oromo
L Blank	Albanian	BO	Bosnian	PA	Pashto
M Blank	German	BU	Bulgarian	PE	Pennsylvania Dutch
N Blank	Hindi	BR	Burmese	PI	Persian
P Blank	Polish	CA	Cambodian	PS	Pidgin-Hawaiian
Q Blank	Farsi	CM	Chamorro	PU	Punjabi
R Blank	Russian	CH	Chinese-Toisanese	RO	Romanian
S Blank	Spanish	CF	Chinese-Fujian	SA	Samoan
T Blank	Thai	CC	Creole-Criollo	SC	Seneca
V Blank	Vietnamese	CO	Creole-Haitian	SE	Serbian
W Blank	Khmer	CE	Creole-Other	SN	Shinnecock
Y Blank	Yiddish	CR	Croatian	SL	Slovak
Z Blank	Portuguese	CZ	Czech	SO	Somali
1 Blank	African Languages	DU	Dutch	SV	Mohawk (St. Regis Tribe)
2 Blank	Chinese-Cantonese	DZ	Dzongkha	SW	Swahili
3 Blank	Chinese-Other	FI	Finnish	SY	Syriac
4 Blank	Native American	GU	Gujarati	TI	Tigrinya
5 Blank	Serbo-Croatian	HM	Hmong	TN	Tona-Seneca
6 Blank	Swedish	HU	Hungarian	TO	Tongan
7 Blank	Tagalog	IL	Ilocano	TU	Turkish
8 Blank	Laotian	IN	Indonesian	TS	Tuscarora
9 Blank	Sign Language	KA	Karen	TW	Twi (Fanti)
AN	Alaskan	KW	Kinyarwanda	UK	Ukrainian
AA	Am. Ind. - Apache	KI	Kirundi (Rundi)	UN	Unkechauga
AE	Am. Ind. - Crow	KZ	Kizigna	YU	Yugoslavian

WORKER'S GUIDE TO CODES

1.2-4

02/17/2009

SECTION 10: SUFFIX LEVEL CODES (CONT'D)

LANGUAGE READ CODES (LANG READ) – 281

A Blank	Arabic	AI	Am. Ind. - Dakota	KU	Kurdish
B Blank	Urdu	AC	Am. Ind. - Choctaw	LI	Lithuanian
C Blank	Chinese-Mandarin	AK	Am. Ind. - Lakota	MY	Maay
D Blank	French Creole	AT	Am. Ind. - Nakota	MA	Macedonian
E Blank	English	AV	Am. Ind. - Navajo	ML	Malayalam
F Blank	French	AO	Am. Ind. - Other	MO	Mongolian
G Blank	Greek	AS	Am. Ind. - Zuni	NE	Nepali
H Blank	Hebrew	AM	Amharic	NO	Norwegian
I Blank	Italian	AW	Armenian	OD	Oneida
J Blank	Japanese	AZ	Assyrian	ON	Onondaga
K Blank	Korean	BA	Braille	OR	Oromo
L Blank	Albanian	BE	Bengali	PA	Pashto
M Blank	German	BO	Bosnian	PE	Pennsylvania Dutch
N Blank	Hindi	BU	Bulgarian	PI	Persian
P Blank	Polish	BR	Burmese	PS	Pidgin-Hawaiian
Q Blank	Farsi	CA	Cambodian	PU	Punjabi
R Blank	Russian	CM	Chamorro	RO	Romanian
S Blank	Spanish	CH	Chinese-Toisanese	SA	Samoan
T Blank	Thai	CC	Creole-Criollo	SC	Seneca
V Blank	Vietnamese	CO	Creole-Haitian	SE	Serbian
W Blank	Khmer	CE	Creole-Other	SN	Shinnecock
Y Blank	Yiddish	CR	Croatian	SL	Slovak
Z Blank	Portuguese	CZ	Czech	SO	Somali
1 Blank	African Languages	DU	Dutch	SV	Mohawk (St. Regis Tribe)
2 Blank	Chinese-Cantonese	DZ	Dzongkha	SW	Swahili
3 Blank	Chinese-Other	FI	Finnish	SY	Syriac
4 Blank	Native American	GU	Gujarati	TI	Tigrinya
5 Blank	Serbo-Croatian	HM	Hmong	TN	Tona-Seneca
6 Blank	Swedish	HU	Hungarian	TO	Tongan
7 Blank	Tagalog	IL	Ilocano	TU	Turkish
8 Blank	Laotian	IN	Indonesian	TS	Tuscarora
AN	Alaskan	KA	Karen	TW	Twi (Fanti)
AA	Am. Ind. - Apache	KW	Kinyarwanda	UK	Ukrainian
AE	Am. Ind. - Crow	KI	Kirundi (Rundi)	UN	Unkechauga
		KZ	Kizigna	YU	Yugoslavian