



FAMILY INDEPENDENCE ADMINISTRATION

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Office of Procedures

POLICY DIRECTIVE #14-24-OPE

(This Policy Directive Replaces PD #11-33-OPE and PB #11-64-OPE)

SERVICING LIMITED ENGLISH PROFICIENT (LEP) INDIVIDUALS

Date: October 7, 2014	Subtopic(s): Providing Interpreter Services
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AUDIENCE This policy directive contains instructions for staff at all Job Centers, Non Cash Assistance Supplemental Nutrition Assistance Program (NCA SNAP) Centers, and ancillary sites. These instructions are informational for all other staff.

REVISIONS TO THE PRIOR DIRECTIVE This policy directive has been revised to:

- Provide updated contact information for the Office of Refugee and Immigrant Affairs (ORIA).
- Provide an updated Language Access Information Card (**HRA-103**) with instructions for contacting the new contracted interpretation service.
- Provide the new timeframes for requesting on-site interpretation.
- Provide instructions to staff for when an applicant's/participant's language cannot be identified.
- Update the Serving Limited English-Speaking Ability (LESA) Applicants/Participants Desk Guide (**FIA-1045**) to reflect the change from LESA to Limited English Proficient (LEP).

POLICY Applicants/participants with limited or no ability to speak, read, write, or understand English, must be provided with communication assistance in their native language(s). All LEP applicants and recipients have the right to free interpretation services in order to provide them with equal access to benefits.

HAVE QUESTIONS ABOUT THIS PROCEDURE?
Call 718-557-1313 then press 3 at the prompt followed by 1 or send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

BACKGROUND

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

Limited English Proficient (LEP) is the national standard and is the term used by our two local oversight agencies (the Mayor's Office of Operations and the Mayor's Office of Immigrant Affairs) as well as the State and Federal government. Therefore, the Office of Refugee and Immigrant Affairs (ORIA) has changed the agency use of this term to LEP rather than LESA.

Providing Equal Access to the LEP population

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

- Analyzed Job Center caseloads and assigned LEP Cash Assistance (CA) cases to voluntary multilingual Workers;
- Established a Refugee and Immigrant Job Center (Center #47), staffed with multilingual Workers;
- Translated documents into the six languages as required under Local Law 73 (Korean, Chinese, Arabic, Haitian-Creole, Spanish, and Russian) and posted them on the FIAweb;
- Assigned a LEP liaison and a back-up liaison at each FIA Job Center and NCA SNAP Center. The LEP liaisons have been granted access to the On-Site Interpretation Contract to arrange for an on-site interpreter, when needed;
- Provided each location with an access code to the Telephone Interpretation contract that is to be distributed to all client-contact workers; and
- Developed the Serving Limited English Proficient (LEP) Applicants/Participants Desk Guide (**FIA-1045**) to assist staff in ensuring that appropriate interpreter services are offered to LEP applicants and participants.

Professional
interpretation
service vendors

To effectively service LEP applicants/participants, ORIA contracts with professional vendors to provide telephone interpretation services and on-site interpretation services (primarily used for homebound visits.)

Definitions

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

Distribution of Local Law Forms

LLF forms are available in multiple languages on [HRA e-Docs](#)

Local Law Forms (LLF) are available on HRA e-Docs and must be offered to all LEP applicants/participants upon request even if the individual indicates that they read and/or speak English.

CA and NCA SNAP Application/Recertification Kits

Application/recertification kit forms, subject to Local Law 73, are available in the local law languages listed on page 2. A supply of application/recertification kit forms in Local Law 73 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 SNAP Application/Recertification Kit Forms **M-90e**).

Staff must offer translated documents for LEP applicants/participants who have indicated a preferred reading language in one of the Local Law 73 languages.

Language Access Material

ORIA has developed a multi-color, double-sided Language Access Information Card (**HRA-103**) titled, "IF A CLIENT NEEDS SERVICES FROM HRA, LANGUAGE SHOULD NOT BE A PROBLEM". The **HRA-103** provides questions and answers on servicing LEP applicants/participants. It also provides instructions on how to contact the vendor providing telephone interpretation services. ORIA has provided the LEP liaisons with access codes for each unit in the Center. Every client contact worker will get an access code for the telephone interpretation service from the LEP liaison. The access code should be written in line 2 of the **HRA-103**. The **HRA-103** and the access code for the telephone interpretation service must be readily available at the workstations of all client-contact staff so that it can be easily accessed.

Note: Staff must use versions of the Language Access Information Cards dated 3/2014 or later.

Language Card

ORIA also distributes the Language Card (**W-194**), which is used to help ascertain an applicant's/participant's spoken language. The **W-194** is a four-panel document with enhanced color and graphic features. Form **W-194** should be visible at the workstations of all client-contact staff.

In reception areas, the **W-194** must be available and readily accessible but is not to be affixed to countertops or walls in the surrounding area.

Please see [PD #14-18-OPE](#) and [Fax Flash 14-12](#) for the servicing of hearing-impaired applicants/participants

Note: The **W-194** also includes the universal symbol for sign language. Hearing-impaired applicants/participants must not be denied the right to interpretation.

REQUIRED ACTION

When a LEP applicant/participant enters a Job or NCA SNAP Center in person, the Worker must:

In-person LEP applicants/participants

- Identify the applicant’s/participant’s preferred language by having him/her point to it on Form **W-194** (if the language is listed) or asking; and

Foreign language versions of application/recertification kit forms are available on HRA e-Docs.

- Give him/her an application/recertification kit in his/her preferred language (if available), if the individual is applying/recertifying for assistance. If a prepared kit is not available, staff should print the required forms from HRA e-Docs if the language falls under Local Law 73. If the language is not one covered by Local Law 73, staff can use either telephone or in-person interpretation services to provide translation of the forms included in the kit.

Note: The Center Director or their designee must ensure that copies of Form **W-194** are always available in the reception area. To order additional copies of Forms **W-194** and **HRA-103**, designated staff must contact ORIA by emailing Robby Joly at jolyro@hra.nyc.gov and listing the number of items needed and the street address including the floor and/or room number where forms should be sent. Center Directors are also reminded to ensure that the Interpretation Services Notice for the Application/Recertification Kits (insert) (**W-515W**) is included in all application and recertification kits.

Providing Interpreter Assistance in Job Centers and NCA SNAP Centers

The election of the applicant/participant to use his/her own interpreter should be documented as either case comments in POS or on a **W-25** that is scanned and indexed into the electronic 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 interpretation services and offer

these services to the applicant/participant. The Worker should record these events as either a case comment in the Paperless Office System (POS) or on a History Sheet (**W-25**) that must be scanned and indexed into the electronic case record.

A LEP individual is entitled to bring an interpreter who is at least 18 years of age (this can be a friend or family member). Staff must ensure that persons acting as interpreters for LEP 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: LEP applicants/participants are not required to bring an interpreter and should never be asked to do so.

Locate a volunteer bilingual on-site Worker.

If the applicant/participant indicates he/she will need an interpreter, the Worker assigned to the case should contact his/her supervisor who will determine if there is an available volunteer bilingual Worker who speaks the applicant's/participant's language. If one is available, the case should be reassigned to that volunteer bilingual worker.

Note: LEP applicants/participants should not wait unreasonably longer while waiting for a volunteer bilingual worker to become available.

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

If a volunteer bilingual Worker who speaks the applicant's/participant's language is not available, the Worker must utilize the access code listed on his/her **HRA-103** to contact the telephone interpretation service. Workers are no longer required to notify a LEP liaison prior to utilizing the telephone interpretation service.

An applicant/participant should never be sought to act as an interpreter for another applicant/participant.

New Information

If staff are unable to identify the language of the applicant/participant he/she must contact the telephone interpretation service, use the appropriate access code and then hit "0" (zero) to select a language using a Client Services Representative (CSR). The CSR will help determine the applicant's/participant's spoken language.

LEP
applicants/participants
must always be serviced.

Every staff member who has contact with applicants and/or participants must have the access code for the telephone interpretation service written on the **HRA-103**, which must be kept on his/her desk so it can be easily accessed. However, if the Worker cannot locate an access code for the telephone interpretation service, the Worker must contact his/her Supervisor to obtain the appropriate access code. Center Directors may contact ORIA to request telephone interpreter service access codes for their supervisory staff.

Note: Applicants/participants who visit Job Centers and NCA SNAP Centers in-person must be provided with telephone interpretation services, whenever necessary, if they do not bring their own interpreter and a volunteer bilingual Worker is not available. Telephone interpreters may be contacted 24 hours a day, 7 days a week. ORIA will only authorize on-site interpreters for in-Center visits if the Center can present a compelling reason for not utilizing the telephone interpretation contract (length of interview is not considered acceptable).

Some reasons why an on-site interpreter may be needed include:

- The applicant/participant has physical or mental health issues that indicate, either before or during the telephone interview, that a telephone interview will not be effective; or
- The applicant/participant speaks a language that is not covered under Local Law 73 and needs assistance in the interpretation/translation of forms, including applications.

Note: If an application is not available in the applicant/participant's preferred language, oral interpretation services must be used if requested by the LEP individual.

Requests for on-site interpretation must be sent to ORIA via e-mail and can only be made by a LEP Liaison at the Center.

New Information

The time frame for requesting on-site interpreters is based on a tiered system defined in the contract with the provider. For Tier I languages, the time frame will be two hours, for Tier II languages the time frame will be 24 hours and for Tier III languages the time frame will be 48 hours. Tier I languages include those covered by Local Law 78 as well as Bengali and Urdu. A listing of all the languages and their assigned tier can be found on **Attachment C**.

Refer to **HRA-103** for instructions on contacting the telephone interpretation service.

The Worker must ensure that all documentation relevant to the case (e.g., Application, History Sheet, etc.) is available prior to contacting the telephone interpretation service. This preparation prevents unnecessary waiting time while on the telephone with an interpreter.

Refer to **Attachment B** for helpful tips for working 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.

Center Directors will be responsible for ensuring dual handsets are ordered in a timely manner as necessary

Frontline staff in Job Centers and NCA SNAP Centers have been provided with telephone splitters and additional handsets that can be connected to the splitters creating dual telephone handsets to be used when using the telephone interpretation service. The telephone's main handset is intended to be used by the worker while the additional handset that is plugged in via the splitter is to be used by the applicant/participant. If a dual handset is not available, staff must use either a speaker phone if available or one handset that is passed back and forth.

Note: Handsets are not to be used in reception areas of non-Model Centers or Front Door Reception (FDR) areas of Model Centers. When a LEP applicant/participant presents him/herself at a non-Model Center, staff in the reception area must contact a supervisor who will service the individual in a separate workstation. In Model Centers, applicants/participants who are in need of interpretation services must be brought to the Customer Service and Information Center (CSIC), where dual handset telephones are available.

When speaking to LEP individuals on the telephone, the telephone interpreter service can 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 telephone interpretation service via conference call.

Center Directors or their Designees review the LEP liaison's logs monthly.

At the conclusion of the interview, the Worker must complete the ORIA Telephone Interpreter Services Log (**W-194A**) and submit it to the LEP liaison at his/her Center. The Center Director or Designee must ensure that the **W-194A** logs are being utilized by staff to accurately track the usage of telephone interpretation services. The LEP liaisons and back-up liaisons must maintain a file of all original **W-194A** logs, copies of which must be forwarded to the appropriate Regional Office for review.

Revised Information In Job Centers, the LEP liaisons must e-mail the Regional Manager a monthly comprehensive log of all telephone interpretation services used in the Center. The Regional Offices in turn must send the copies of the **W-194A** logs to ORIA (preferably by e-mail but fax and hard copies will also be accepted) no later than the first week of the month following a service. LEP liaisons should not send the logs directly to ORIA.

Revised Information In NCA SNAP Centers, the LEP liaisons must send copies of the **W-194A** logs to ORIA and to the Regional Office (preferably by e-mail but fax and hard copies will also be accepted) no later than the first week of the month following a service.

Note: Whenever an applicant/participant expresses a need for interpretation services, the Worker must record this request (including the date and time of request) as a case comment in the electronic case record.

Providing On-site Interpretation Services to Homebound Persons

Although on-site interpretation services are available to homebound LEP individuals, as needed, workers are encouraged to conduct interviews with homebound LEP individuals via telephone interpretation service whenever possible.

Revised If an on-site interpreter is needed to conduct an interview, the LEP liaison must contact ORIA to schedule an interpreter for a home visit.

An email containing the following information must be sent to Damaris Monserrate at monserrated@hra.nyc.gov with a cc to Anne Montesano at montesanoa@hra.nyc.gov:

- Date of Interview
- Time of Interview
- Language Required
- Applicant/Participant's name
- Applicant/Participant's address
- Applicant/Participant's telephone number
- Worker's name and telephone (cell) number
- Supervisor's name and telephone number
- LEP Liaison's name, telephone number and Access Code
- Explanation as to why an on-site interpreter is being requested

Refer to **Attachment C** for the time frames established based upon the language.

Ms. Monserrate or Ms. Montesano will send the information to the vendor with a one-time approval. On-site interpreters must be contacted prior to the scheduled home visit. Time frames for scheduling and cancelling the on-site interpretation for homebound interviews follow the same tiered system as they do for in-center. Since LEP Liaisons must send the request through ORIA, LEP Liaisons must also allow for time in addition to the two hours for ORIA to review, approve and forward the request to the vendor. The Worker conducting the on-site visit should be reminded to wait outside of the address given for the interpreter.

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 LEP individual.

After the interview has been conducted, the Worker must complete the On-Site Interpreter Services Log (**W-194B**) and submit it to the LEP liaison who scheduled the on-site appointment. Copies of the **W-194B** logs must be forwarded to the appropriate Regional Office, who after review, will forward them to ORIA.

Tracking Language Access Indicators in POS

The POS **Tracking Language Access Indicators** screen allows POS to track the servicing of LEP applicants/participants. The **Tracking Language Access Indicators** screen will capture the following applicant/participant information:

- Type of interview (in-person or via telephone);
- Preferred language for speaking;
- Preferred language for receiving written notices;
- Interpreter services needed (yes or no); and
- Type of interpreter services being used.

Note: If the Worker answers **Yes** to the question “Do you require Free Interpreter Services?”, a drop-down menu in the “Which Type of Interpreter Services is being Used?” section, will be enabled with the following options:

- Bilingual Worker provided interpretative services;
- HRA’s On-Site Interpreter Contract was used;
- HRA’s Telephone Interpreter Contract was used;
- Client brought his/her own interpreter; and
- Client refused interpretation services.

Tracking Language Access Indicators screen

The screenshot shows a form titled "Tracking Language Access Indicators" with the following fields and callouts:

- 1**: "Is the Applicant/Participant Present for the Interview?" with Yes/No radio buttons.
- 1a**: "Is the Applicant/Participant on the Phone for the Interview?" with Yes/No radio buttons.
- 2**: "Preferred Language for Speaking:" dropdown menu set to "Spanish".
- 3**: "Preferred Language for Written Notices:" dropdown menu set to "Spanish".
- 4**: "Do You Require Free Interpreter Services?" with Yes/No radio buttons.
- 5**: "Which Type of Interpreter Services are Being Used?" dropdown menu set to "Bilingual Worker provided interpretative services".
- 6**: "Continue" button.

Callout boxes provide instructions:

- Box 1: "Click here to select the applicant's/participant's preferred language for speaking." (points to field 2)
- Box 2: "Click **Yes** if the applicant/participant needs interpreter services." (points to field 4)
- Box 3: "Click here to select the type of service being used." (points to field 5)
- Box 4: "Click here to select the applicant's/participant's preferred language for receiving written notices." (points to field 3)

The **Tracking Language Access Indicators** screen will appear whenever a Worker conducts an initial application intake/interview. The screen will also appear if the applicant's/participant's preferred language for speaking (**Lang SP**) or for receiving written notices (**Lang Read**) is listed as a language other than English or if no preferred language is listed in POS and the Worker accesses one of the following activities:

- CA Application Intake;
- CA Application Interview;
- CA Change Case Data;
- CA Recertification Interview;
- Case Member Addition;
- Non-Food Emerg/Special Grant;
- Client Intake and D&C Referrals;
- SNAP Reception Intake;
- Document Intake;
- IN/ESNAP Issuance (CA/SNAP Case);
- HRA SNAP Outreach Intake;
- SNAP Application Interview;
- ESNAP Issuance (NCA SNAP);
- SNAP Change Case Data;
- SNAP Recert Interview; or
- Application Modification.

If both the **Lang Read** and **Lang SP** indicators are listed as English in POS, the **Tracking Language Access Indicators** screen will not appear.

Note: Language Read and Language Spoken fields do not have to be the same.

Document each time an interpreter is contacted in the electronic case record.

The Worker must ensure that the language of the applicant/participant is documented in POS (or on a **W-25** scanned and indexed into the electronic case record) as well as on Form **W-680FF**. Additionally, the need for an on-site interpreter must also be recorded, so that an on-site interpreter can be scheduled for future appointments. Form **W-680FF** must be included in all Cash Assistance Application/Recertification kits and NCA SNAP Application/Recertification kits.

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

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

TAD Entries

For 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 pages 1.2-4 and 1.2-5 of the Worker's Guide to Codes Manual for the complete updated listing of language indicators. These pages have been attached to this directive for ease of viewing.

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

Revised Desk Guide All staff are encouraged to refer to the Serving Limited English Proficient (LEP) Applicants/Participants Desk Guide (**FIA-1045**) when providing service to applicants and participants. The desk guide advises JOS/Workers that interpretation services are to be offered to LEP applicants/participants and that the Office of Refugee and Immigrant Affairs (ORIA) Language Card (**W-194**) should be used to determine a LEP applicant/participant’s preferred language.

Posters Center Directors must be sure to display the “If You Need an Interpreter” (**PUB-4842**) and HRA “Infoline” (**Post-98**) posters in all applicant/participant waiting areas. Center Directors may request these posters by contacting the Program Poster Liaison.

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

PROGRAM IMPLICATIONS

Model Center Implications The instructions in this policy directive should be followed by staff in all applicant/participant contact areas including, but not limited to, 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 the **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 LEP 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 Centers, the Receptionist at Front Door 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 LEP 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 Worker responsible for the case and/or the 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 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 SNAP Center

If an applicant/participant comes to the NCA SNAP Center and requests a conference, the Receptionist must alert the Center Director or Designee that the applicant/participant is to be seen and inform the Center Director or Designee if an interpreter is required to conduct the conference. The need for the interpreter must not cause any delay in conducting the conference as the Center Director or Designee should also have access to the telephone interpretation services.

Note: In Model Centers, the Receptionist at Front Door Reception will issue a Supplemental Nutrition Assistance Program (SNAP) Conf/Appt/Problem ticket and does not need to verbally alert the Center Director or Designee.

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

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

The applicant/participant, with the aid of an interpreter, if necessary, must then call the NCA SNAP Center Director 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. Additionally, if a notice was sent in a Local Law 73 language, a copy of that notice, along with the English version, must be included in the Fair Hearing Packet.


RELATED ITEM

[PD #14-18-OPE](#)

REFERENCES

Executive Order 13166, 65 FR 50121 (8/16/00)
 Local Law No. 73
 New York City Administrative Code § 8-1005
 Mayor’s Executive Order No. 120
[Temporary Assistance Source Book](#), Chapter 4 Section Q
[Supplemental Nutrition Assistance Program Source Book](#), page 199
[98-INF-3](#)
[05-INF-08](#)
[06-ADM-05](#)

ATTACHMENTS

 Please use Print on Demand to obtain copies of forms.

Attachment A	Definitions
Attachment B	Helpful Tips for Working with an Interpreter
Attachment C	Time Frames for Requesting On-Site Interpreters
HRA-103(E)	Language Access Information Card (3/2014)
PUB-4842	If You Need an Interpreter (Rev. 6/04)
Post-98	Infoline Poster (Rev. 1/14)
FIA-1045 (E)	Serving Limited English Proficient (LEP) Applicants/Participants Desk Guide (Rev. 10/07/14)
W-194	Language Card (Rev. 02/14)
W-194A	Telephone Interpreter Services Log (Rev. 4/08)
W-194B	On-Site Interpreter Services Log (Rev. 4/08)
W-680FF	Language Questionnaire (Rev. 9/02/14)
W-680FF (S)	Language Questionnaire (Spanish) (Rev. 9/02/14)
	Pages 1.2-4 and 1.2-5 of the <u>Worker’s Guide to Codes</u> 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 Limited English Proficient (LEP) individuals.

Language Card (W-194):

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

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 SNAP Centers and ancillary sites. Only designated LEP liaisons can access the on-site interpretation contract.

Attachment B

Helpful Tips for Working with an Interpreter

1. Brief the Interpreter

- a. Identify the name of your program and unit.
- b. Provide specific instructions of what needs to be done or obtained.
- c. Inform the interpreter if you will need assistance placing a call to an applicant/participant. If you need assistance placing a call to an applicant/participant, you may ask for a dial-out.

2. Speak Directly to the Applicant/Participant

- a. Communicate directly with the applicant/participant as if the interpreter is not present.
- b. The interpreter will relay the information and then communicate the applicant's/participant's response directly back to you.

3. Speak Naturally, Not Loudly

- a. Speak at a normal pace (not too fast or too slow).
- b. Speak in one or two sentences at a time. Try to avoid breaking up a thought. The interpreter is trying to understand the meaning of what you're saying, so express the entire thought at once if possible.
- c. Pause after expressing a thought to ensure that the interpreter has enough time to deliver your message.
- d. If something is unclear, or if the interpreter is given a long statement, he/she will ask you for a complete or partial repetition of what was said, or to clarify what the statement meant.

4. Ask if the Applicant/Participant Understands -

- a. Don't assume that a LEP applicant/participant understands you. In some cultures a person may say "yes" as you explain something, not meaning that they understand you but rather that they want you to keep talking because they are trying to follow the conversation.
- b. Keep in mind that a lack of English speaking ability does not indicate a lack of education.

5. Do Not Ask For the Interpreter's Opinion

- a. The interpreter's job is to convey the meaning of the source language and under no circumstances may he/she allow personal opinion to color the interpretation.
- b. Do not hold the interpreter responsible for what the applicant/participant does or does not say.

Attachment B

6. Everything You Say Will Be Interpreted

- a. Avoid private conversations. Whatever the interpreter hears will be interpreted.
- b. If you feel that the interpreter has not interpreted everything, ask him/her to do so.
- c. Avoid interrupting the interpreter while he/she is interpreting.

7. Avoid Jargon or Technical Terms

- a. Don't use jargon, slang, idioms, acronyms, or technical medical terms.
- b. Clarify unique vocabulary and provide examples to explain a term as needed.

8. Length of Interpretation

- a. When you are working with an interpreter, the conversation can often take twice as long as it would take in English Only.
- b. Many concepts that you express will have no equivalent in other languages, therefore the interpreter may have to describe or paraphrase many of the terms that you use.
- c. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.

9. Reading Scripts

- a. People often speak faster when reading a script. When you are reading a script, prepared text or disclosure, slow down to give the interpreter a chance to keep up with you.

10. Culture

- a. Professional interpreters are familiar with the culture and customs of the LEP applicant/participant. During the conversation, the interpreter may identify and clarify a cultural issue that they may not think you are aware of.
- b. If the interpreter feels that a particular question is culturally inappropriate, he/she might ask you to rephrase the question to help you obtain the information in a more appropriate way.

11. Ending the Call

- a. The interpreter will wait for you to initiate the ending of the call.
- b. When appropriate, the interpreter will offer further assistance and will be the last person to disconnect from the call.
- c. Remember to thank the interpreter for his/her efforts at the end of the session.

Attachment C

Time Frames for Requesting On-Site Interpretation Services

Tier I – Requests must be submitted at least two hours in advance of appointment time

Chinese (Cantonese/Mandarin/Other)
Arabic
Haitian Creole
Korean
Russian
Spanish
Bengali
Urdu

Tier II – Requests must be submitted at least 24 hours in advance of appointment time

Afghani (Dari)	Hebrew	Portuguese
Afrikaans	Hindi	Punjabi
Albanian (Gheg & Tosk)	Hindustani	Romanian
Arabic (all dialects)	Hungarian	Samoan
Armenian	Icelandic	Sanskrit
Azerbaijani	Indonesian	Serbian
Bosnian	Japanese	Shanghai (Chinese)
Bulgarian	Khmer	Slovak
Belorussian	Kurdish	Slovene
Catalan	Laotian	Somali
Croatian	Latin	Swahili
Czech	Latvian	Swedish
Danish	Lithuanian	Taiwanese
Dutch	Macedonian	Tamil (Sri Lankan & Indian)
Estonian	Malay	Thai
Ethiopian	Malayalan	Tibetan
Fijian	Mongolian	Turkish
Filipino	Myanmar	Ukrainian
Finnish	Navaho	Uzbek
Flemish	Nepali	Vietnamese
French	Norwegian	Welsh
Georgian	Pashto	Yiddish
German	Persian (Farsi)	
Greek	Polish	

Attachment C

Tier III – Request must be submitted at least 48 hours in advance of appointment time

Acholi	Hakka	Nugunu
Akan	Housa	Nzima
Amharic	Hmong	Oromo
Amoy	Ibo	Patois
Asante	Igbo	Pidgin
Assyrian	Ilocano	Ponapean
Bagasa	Ilongo	Portuguese Creole (Cape Verdian Creole)
Bambananka	Joulaka	Pulaar
Bambara	Kalenjin	Putien
Bassa	Kannada	Quechua
Berber	Karen	Quiche
Cebuano	Kicongo	Sarikoli
Chaldean	Kinyarwanda	Sinhalese
Chaozhu	K'onjabol	Soninke
Chiu-Chow	Krio (Sierra Leone)	Soso
Chuj	Leta	Syriac
Cutchi	Lingala	Tachew
Dari	Luganda	Tagalog
Dieju	Luhya	Tamashek (Tuarec)
Dinka	Malinke	Tamazight
Dioula	Mandingo	Telugu
Ewe	Mandinka	Temne
Fante	Marathi	Tigrinya
Formosan	Marshallese	Twi
Fuchien	Mien	Ukwani
Fukienese	Mixteco Alto	Uyzhur
Fulani	Mixteco Bajo	Wenzhou (Chinese)
Fuzhou	Minangkabau	Wolof/Ouoloff
Ga	Moore	Yoruba
Gaelic	Nantong	Zulu
Gypsy (Romany)	Ning Po (Chinese)	
Gujarti	Nuer	

IF A CLIENT NEEDS SERVICES FROM HRA, LANGUAGE SHOULD NOT BE A PROBLEM

HRA provides FREE interpretation services to all Limited-English speakers

Can clients get help if they are not comfortable speaking or reading English?

YES, always. Tell clients that **interpreters are available** for over 180 languages. Use the Language Card (W-194) to find the client's language. Interpretation services are available through a bilingual worker or instant telephone interpreter. For field visits there are on-site interpreters.

Are documents available in other languages?

YES, we have **translated** many forms into: Spanish, Russian, Chinese, Korean, Haitian-Creole and Arabic. For other languages, HRA can provide interpreters to help clients fill out forms.

Can clients bring their own interpreter, such as a friend or relative?

YES, HOWEVER, ALWAYS OFFER the service of an HRA-provided interpreter to clients; minors should not interpret.

Who can clients call for more information about HRA?

If their questions cannot be answered on-site, tell them to call HRA's multi-lingual Infoline: 718-557-1399 Monday to Friday, 8am to 5pm (except holidays) or 311, 24 hours a day, 7 days a week.

WHEN YOU MEET LIMITED-ENGLISH SPEAKERS OR PERSONS WHO DO NOT SPEAK ENGLISH, HRA'S VALUES OF PROFESSIONALISM, ACCOUNTABILITY AND INTEGRITY MATTER: BE PROFESSIONAL, RESPECTFUL, AND COURTEOUS.

YOUR GREETING SETS THE TONE!

For more information, please contact the LEP Liaison at your site or the HRA Office of Refugee and Immigrant Affairs at 212-331-4550.

HOW TO USE THE TELEPHONE INTERPRETATION SERVICE


1. Ask your supervisor or **LEP** liaison for the telephone interpretation access code. To connect to the service, dial 1-877-756-4841.
2. Enter Access Code: _____ (same code as in the past)
3. Confirm access code. If this is correct press 1, otherwise press 2.
4. Say the language you need or, Press 1 for Spanish. Press 2 for Mandarin. Press 3 for Russian. Press 0 to select a language with a Client Services Representative.
5. An interpreter will be connected in less than 1 minute.
Allow the interpreter to introduce themselves to you and the Limited English Speaker.
6. If you are using a speakerphone or a dual handset telephone, add the Limited English Speaker to the conversation. If you are using a single handset telephone without speakerphone, you must pass the handset back and forth with the Limited English Speaker.

If you receive a call from a Limited English Speaker, use “Conference” or “Hold” to place the Limited English Speaker on hold, then begin from (1) above. If you need assistance at any point while placing the call, press 0 (zero) or say the word “help” to transfer to an operator.

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 नि:शुल्क 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 (انٹریپرٹر) 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

1-718-557-1399

If you need assistance with any of HRA's programs,
call Infoline at 1-718-557-1399.

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

إذا كنت بحاجة إلى مساعدة في أي من برامج إدارة الموارد البشرية (HRA)،
فاتصل بخط المعلومات على الرقم 1-718-557-1399
إذا أردت الحصول على معلومات عن الهيئات الأخرى في المدينة، فاتصل
على الرقم 311

如果您需要HRA項目的幫助，
請致電資訊專線1-718-557-1399。
如果您想查詢有關市政府其他部門的資訊，請致電311。

Si w bezwen asistans avèk pwogram HRA yo,
rele Infoline nan 1-718-557-1399.
Si w ta renmen enfòmasyon sou lòt ajans lavil yo, rele 311.

HRA의 프로그램에 대해 도움이 필요하실 경우
Infoline 1-718-557-1399으로 전화 주시기 바랍니다.
다른 도시 기관에 관한 정보는 311로 전화하십시오.

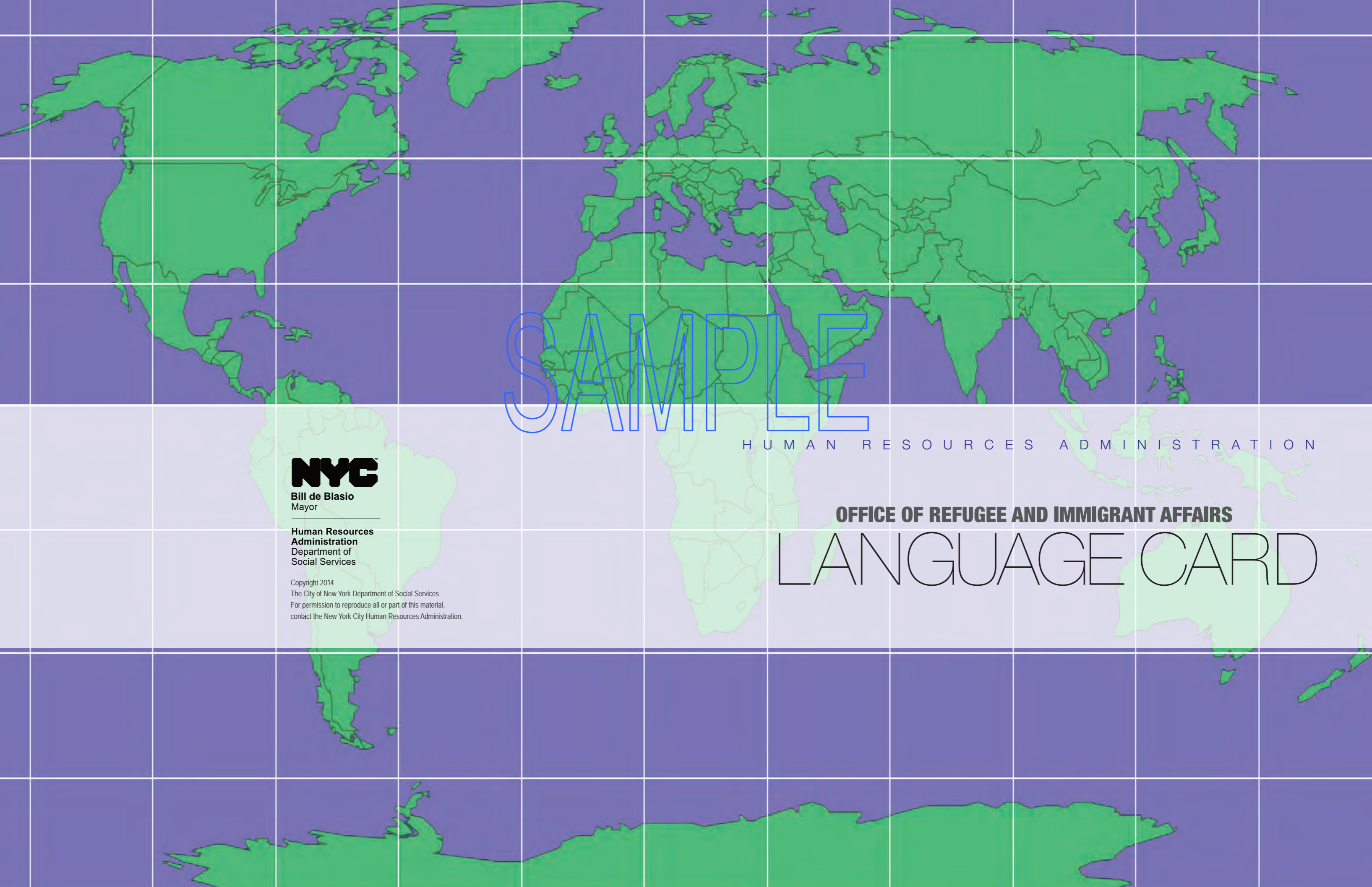
Если вам нужна помощь в связи с любыми программами HRA,
звоните в справочную службу InfoLine по телефону 1-718-557-
1399. Если вы хотите получить информацию о других
муниципальных учреждениях, звоните по телефону 311.

Si necesita ayuda con cualquiera de los programas de HRA,
llame a la línea de información (Infoline) al 1-718-557-1399.
Si desea información sobre otras agencias de la ciudad, llame al 311.

Serving Limited English Proficient (LEP) Applicants/Participants Desk Guide

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

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



SAMPLE

HUMAN RESOURCES ADMINISTRATION

NYC

Bill de Blasio
Mayor

**Human Resources
Administration**
Department of
Social Services

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OFFICE OF REFUGEE AND IMMIGRANT AFFAIRS

LANGUAGE CARD

IF YOU DO NOT KNOW THE LANGUAGE OF THE PERSON WHO WANTS YOUR HELP, USE THIS CARD.
THE PERSON CAN POINT TO THE LANGUAGE NEEDED AND YOU CAN ARRANGE FOR AN INTERPRETER.

English	“Do you speak...”	“Please be seated. I will call an interpreter for you.”	Hindi	क्या आप हिन्दी बोलते हैं?	कृपया बैठ जाइए। मैं आपके लिए दुभाषिये की व्यवस्था करूंगा/करुंगी।
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 ដើម្បីបកប្រែឲ្យអ្នក ។
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. Poslaću prevodioca za Vas.	Polish	Czy Pan/Pani mówi Po polsku?	Proszę siadać, podczas gdy wołam tłumacza.
Cantonese	您講廣東話嗎?	請坐。讓我為您叫一位翻譯員。	Russian	Вы говорите по-русски?	Присядьте, пожалуйста. Я сейчас позову переводчика, который вам поможет.
Mandarin	您講國語嗎?	請坐。讓我為您叫一位翻譯員。	Spanish	¿Habla español?	Tome asiento, por favor. Llamaré a un intérprete para que lo ayude.
Creole	Èske ou pale Kreyòl?	Tanpri chita. Mwen pral rele yon moun pou tradwi pou ou.	Ukrainian	Чи Ви розмовляєте українською мовою?	Будь ласка, посидьте, поки я викликаю перекладача для Вас.
French	Parlez-vous français?	Veillez vous asseoir. Je vais vous appeler un interprète.	Urdu	کیا آپ اردو بولتے ہیں؟	کے لیے کسی ترجمان کو بلاتا ہوں/بلاتی ہوں۔ مہربانی کر کے بیٹھ جائیے۔ 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	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.			

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: _____

SAMPLE

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 | | |

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 | |

SAMPLE

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 los 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: _____

SAMPLE

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

inglés

alemán

alemán de Pensilvania

amhárico

arábigo

armenio

asirio

bengalí

bosnio

búlgaro

birmano

camboyano

chamorro

checo

chino – cantonés

chino – fujián

chino – mandarín

chino – otro

chino – toisanés

coreano

criollo

criollo francés

criollo – haitiano

criollo – otro

croata

dzongkha

eslovaco

español

finlandés

francés

griego

gujarati

hebreo

hindi

hmong

holandés

húngaro

idiomas africanos

idiomas alascanos

albanés

idiomas de los indios americanos – apache

idiomas de los indios americanos – choctaw

idiomas de los indios americanos – crow

idiomas de los indios americanos – dakota

idiomas de los indios americanos – lakota

idiomas de los indios americanos – nakota

idiomas de los indios americanos – navajo

(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"/> tuscara |
| <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"/> vietnamita |
| <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 |

¿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 | |

SAMPLE

Firma del Solicitante/Participante

Fecha

WORKER'S GUIDE TO CODES

1.2-4

06/16/2013

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	Ukranian
AA	Am. Ind. - Apache	KI	Kirundi (Rundi)	UN	Unkechauga
AE	Am. Ind. - Crow	KZ	Kizigna	YU	Yugoslavian

WORKER'S GUIDE TO CODES

1.2-5

06/16/2013

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
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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
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		KZ	Kizigna	YU	Yugoslavian