



George E. Pataki
Governor

NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
40 NORTH PEARL STREET
ALBANY, NY 12243-0001

Robert Doar
Commissioner

Informational Letter

Section 1

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| Transmittal: | 05-INF-08 |
| To: | Local District Commissioners |
| Issuing Division/Office: | Division of Temporary Assistance |
| Date: | March 21, 2005 |
| Subject: | Revisions to PUB-4842: "Interpreter Services Poster" & PUB-4843: Interpreter Services Desk Guide |
| Suggested Distribution: | Temporary Assistance Staff Food Stamp Benefits Staff Medicaid Directors CAP Coordinators Employment Coordinators WMS Coordinators Staff Development Coordinators |
| Contact Person(s): | Forms Questions: Bob Gullie 1-800-343-8859, Extension 6-1095 Program Questions: Food Stamp Benefits Bureau - (518) 473-1469 Cash Assistance - (518) 474-9344 HEAP - (518) 473-0332 Metro Region - (212) 961-8207 WMS Questions: (518) 474-8749 Medicaid - Local Support Liaisons: Upstate: (518) 474-8216 NYC (212) 268-6855 |
| Attachments: | PUB-4842: "Interpreter Services Poster" PUB-4843: "Interpreter Services Desk Guide" |
| Attachment Available On – Line: | <input checked="" type="checkbox"/> |

Filing References

| Previous ADMs/INFs | Releases Cancelled | Dept. Regs. | Soc. Serv. Law & Other Legal Ref. | Manual Ref. | Misc. Ref. |
|--------------------|--------------------|---|-----------------------------------|-------------------------------------|---------------|
| 95 INF-15 | | 303.1(b)(5); 303.5; 355.1(a)(6) 356.2(a); 351.21(d) 351.26(a)(1) | | TASB Chapter 4 Section R Page 20 | GIS 99 MA/021 |

Section 2

I. Purpose

The purpose of this release is two fold:

1. To notify local districts that the **mandated** “Interpreter Services Poster” (PUB-4842) and the **recommended** local district worker’s “Interpreter Services Desk Guide” (PUB-4843) have been updated, reformatted and are available for ordering.
2. To also inform local districts that the information contained on these documents has been translated into 6 additional languages. The complete list of “Other than English” languages are:

Albanian, Arabic, Bengali, Bosnian, Chinese, Farsi, French, Haitian Creole, Hindi, Italian, Korean, Polish, Russian, Spanish, Tagalog, Ukrainian, Urdu, Vietnamese, Yiddish and Symbol for Deaf/Hearing Impaired.

II. Background

On September 22, 2000, a joint “Local District Commissioner” letter was issued by the Department of Health and the Office of Temporary and Disability Assistance. This letter introduced a **mandated** “Interpreter Services Poster” and a **recommended** local district worker’s “Interpreter Services Desk Guide”. These documents were developed with the purpose of enhancing communication between the workers and clients who had limited English proficiency. It was also felt that these communications tools will expedite the process of engaging interpretation for the client.

III. Program Implications

Local social services districts must continue to post the “Interpreter Services Poster” (PUB-4842) in all Temporary Assistance, Medical Assistance and Food Stamp Benefits client areas.

To assure that the most current version of the “Interpreter Services Poster” is posted, local districts must order the 6/04 poster, as soon as possible.

Local social services districts should also order, and make available to their workers in all program areas, the 6/04 version of the “Interpreter Services Desk Guides” (PUB-4843).

IV. Forms Ordering Information

- Requests for printed copies of the 6/04 versions of the PUB-4842: “Interpreter Services Poster” and the PUB-4843: “Interpreter Services Desk Guide” should be submitted on OTDA-876 “Request For Forms or Publications”, and should be sent to:

Office of Temporary and Disability Assistance
BMS Document Services and Operational Support
P.O. Box 1990
Albany, New York 12201

Questions concerning ordering forms should be directed to BMS Document Services at 1-800-343-8859, ext. 4-9522.

- Documents also may be ordered through Outlook. To obtain an OTDA-876 electronically while in Outlook go to: All Public Folders, then Statewide, then OTDA, then TDA E-Forms, then OA Forms (this folder contains the electronic OTDA-876).

- For those who do not have Outlook but who have Internet access for sending and receiving email, the Internet email address is: gg7359@dfa.state.ny.us. For a complete list of available forms, please refer to OTDA Intranet site: http://sdsnet5/otda/ldss_eforms.

Issued By

Name: Russell Sykes

Title: Deputy Commissioner

Division/Office: Division of Temporary Assistance