

LANGUAGE
ACCESS
PLAN
2019

NASSAU COUNTY DEPARTMENT OF
SOCIAL SERVICES

LAURA CURRAN
COUNTY EXECUTIVE

JOHN E. IMHOF, PH.D., COMMISSIONER

I. Purpose

This policy has been developed to implement the requirements of *NYS OTDA ADM 06-ADM-05, 17 INF 14 and Nassau County Executive Order numbers 67-2013 and 72-2013* (Attached Below) which seek to ensure that applicants and recipients with Limited English Proficiency (LEP) have equal access to all benefits, programs and services provided by Nassau County Department of Social Service (NCDSS) for which they are eligible, including Childcare, Food Stamps, HEAP, Medicaid, Temporary Assistance and Child Support programs. Effective Communication with Persons with Disabilities is addressed in the *NCDSS Americans with Disabilities Act and Section 504 Plan*. A summary of how to effectively communicate with persons with disabilities is attached as a resource.

Sign Language interpreters can be accessed by using Language Line Insight Video interpreting for American Sign Language.

If an in-person Sign Language interpreter is needed they are available through *Mill Neck Interpreter Service, 501 South Broadway, Suite A, Hicksville, NY 11801(516) 512-6222 ext. 1*. Supervisors should contact *Mill Neck Interpreter Service* directly to arrange for an interpreter and tell them to bill NCDSS attention Dan Vaggi. An interpreter can be requested online by going to Millneck.org and clicking the Request an Interpreter tab.

II. Definition of Limited English Proficiency (LEP) and Top Six (6) Languages spoken in Nassau County other than English

A person with limited English proficiency is defined as someone whose primary language is not English and who is unable to effectively read, write, speak or understand English.

Based on data from the US Census the top six most common languages other than English spoken in Nassau County are **Spanish, Chinese (Traditional), Italian, Persian (Farsi), Korean, and Haitian Creole**.

III. Goal of NCDSS Language Access Plan (LAP)

NCDSS recognizes the importance of effective and accurate communication between its employees and the community they serve. It is the policy of NCDSS to take reasonable steps to provide timely and meaningful access for persons with limited proficiency in English to the services and benefits that NCDSS provides to the degree practicable. It is the policy of NCDSS to inform members of the public that seek its services that language assistance services are available free of charge to LEP persons.

Tracy Presti is designated NCDSS Language Access Coordinator (LAC). As the LAC she will supervise NCDSS' language access plan and monitor the success of the plan by annually collecting data on the provision of language assistance services and the availability of translated materials. The Language Access Plan will be reviewed and updated as necessary on an annual basis.

Complaints of violations of the LAP by NCDSS applicants, recipients and others covered by the LAP must be referred to the NCDSS LAC Coordinator Tracy Presti., 60 Charles Lindbergh Blvd, Uniondale, NY 11553, (516)227-8458, Tracy.Presti@hhsnassaucountyny.us

IV. Language Access Resources available at NCDSS

- Phone based language interpretation services provided by **Language Line** 1-866-874-3972 (See Instructions Below on *How to Access Language Line* and *Helpful Tips for Working with an Over the Phone Interpreter*)
- Language Line Insight Video interpreting for all spoken languages and American Sign Language. Video interpreting icon is installed on over 150 employee laptops.
- Two designated dual handle phones in the West Intake area that allow for direct translation between a client, worker and **Language Line**
- A document translation service provided by **Language Line**
- *If you need an interpreter* signs advising LEP individuals of the availability of free interpretation services prominently displayed in all public access areas at NCDSS and at the Welcome Desk (Sample Below).
- *Interpreter Services Desk Guide* available to all workers at the Welcome Desk (Sample Below)
- Client's need for translation services and language spoken noted on Client Status Tracking System.
- Sign Language interpreters available through *Mill Neck Interpreter Service, 501 South Broadway, Suite A, Hicksville, NY 11801(516) 512-6222 ext.1*. Supervisors should contact this agency directly to arrange for an interpreter and tell them to bill DSS attention Dan Vaggi. An interpreter can be requested online by going to Millneck.org and clicking the Request an Interpreter tab.
- Downloadable OTDA forms in various languages. A listing of the forms can be found by accessing the following link http://otda.state.nyenet/ldss_eforms/ (See attached instructions on accessing the forms through Centraport).
- Language Access Resources provided by OTDA by calling (518) 402-3096
- Downloadable OCFS forms in various languages. A listing of the forms and information on OCFS can be accessed in various languages by going to <http://ocfs.ny.gov/main/documents/> (See attached instructions on accessing the forms through Centraport).
- Language Access Resources provided by OCFS by calling 518-402-3130
- USDA SNAP Multi-Lingual Palm Cards
- English/Spanish directional signage posted in the welcome area.
- Use of Google Translation Service by Welcome Desk workers.

- Approximately twenty (36) NCDSS employees who hold bi-lingual Spanish titles (See List Below).
- Approximately one hundred fifty (150) NCDSS employees who are fluent in languages other than English (See List Below).
- Welcome Screen slide in lobby advertising free language assistance including the availability of free sign language interpreter services
- Caseworkers in the field call Language Line to facilitate translations of interviews with clients.
- Approximately 390 “vital forms” used by DSS can be accessed via Webconnect <http://webconnect/agencies/SocialServices/localforms.php>

V. Language Interpretation Services Provided by Staff

Language Interpretation Services will be provided free of charge to all NCDSS clients.

Qualified NCDSS staff will use their language skills to ensure members of the community are informed of and have access to programs and services provided by NCDSS.

NCDSS employees who speak languages other than English are composed of two groups:

- 1) employees who identify themselves as being able to communicate in a foreign language; An employee’s language skills are a part of an employee’s personal record. Human Resources maintains a listing of employees who speak a language other than English (See List Below). These employees can be asked to interpret but are not required to as part of their job duties. NCDSS staff should contact Human Resources (227-7627) before contacting another employee to translate to ensure that the employee is still on staff; and
- 2) employees who hold a bilingual civil service title. Currently there are only Spanish Bilingual civil service titles at NCDSS. Nassau County Civil Service gave a Haitian-Creole Caseworker I exam in January 2019. If you need a Spanish interpreter and your unit has a bilingual worker that worker should be used as the Spanish Interpreter. If a client complains about the bilingual worker’s Spanish interpretation then Language Line should be called to interpret.

VI. Baseline Languages

Based on data from the United States Census Bureau the County of Nassau has identified six languages as ‘the top LEP’ languages in Nassau County. These languages -- **Spanish, Chinese, Italian, Persian (Farsi), Korean, and Haitian Creole** – are the baseline languages for the implementation of Nassau County Executive Orders #67-2013 and 72-2013. NCDSS will implement its language access plan using these six baseline LEP languages. Languages will be added or removed as deemed necessary through annual reviews conducted in conjunction with the Deputy County Executive of the office of Minority Affairs.

VII. Translation of NYS OTDA and OCFS Forms

NYS OTDA forms used by NCDSS which must be translated into one of the six top LEP languages will be downloaded from the NYS OTDA website. The forms can be obtained by going online to <http://otda.state.ny.net/news/language-access-plan.pdf>. The forms can be accessed by going to the *Resources* page of the OTDA website and clicking on the heading L-DSS e-forms.

NYS OCFS forms used by NCDSS which must be translated into one of the six top LEP languages can be downloaded by going to the OCFS website www.OCFS.ny.gov.

Forms created specifically for use by NCDSS and not on Webconnect can be translated by contacting OFFICE SERVICES at 516-227-7438.

Procedure for Translation of Client Documents

If a worker receives a document from a client that cannot be translated by DSS staff but rather requires translation by Language Line, the following procedure should be followed:

- 1) The worker should obtain approval from his/her supervisor for translation of the document and then forward the document to NCDSS attorney Ellen Abberbock
- 2) Ms. Abberbock will forward the document to Language Line requesting a price quote for translation of the document.
- 3) Once the price quote is received, Ms. Abberbock will forward the price quote to the Commissioner's office for approval by DSS Deputy Commissioner Paul Broderick or, in his absence Brendan Roche.
- 4) After approval is obtained, Ms. Abberbock will direct Language Line to proceed with the translation.
- 5) Once the translation is received, Ms. Abberbock will forward the translated document via e-mail to the worker and the worker's supervisor.
- 6) Any questions related to this procedure should be addressed to Ms. Abberbock.

VIII. Website

The NCDSS website can be translated using a drop-down menu into Chinese, French, Haitian Creole, Italian, Korean, Persian, and Spanish. There is a link to the Language Access Plan on the website.

IX. Training and Community Outreach

All staff that interacts with LEP clients will be trained by Staff Development on NCDSS' Language Access Plan and how to utilize the language access resources that are available at NCDSS.

Training will include:

- a. The legal obligations to provide meaningful access to LEP individuals
- b. How to access language assistance services
- c. How to work with interpreters
- d. Cultural competence and cultural sensitivity
 - Forty-three staff members attended a Haitian Cultural Competency Training on October 7, 2015 presented by the Haitian American Family of Long Island (HAFALI)
 - Thirty-seven staff members attended a Latino Cultural Training held on January 21, 2016.
 - Nineteen staff members attended a webinar on "The Four Key Competencies for Engaging Confidently with Other Cultures" on August 3, 2016.
 - A Latino Forum was held at NCDSS on September 28, 2017. Presenters including Commissioners and Deputy Commissioners from NCDSS, Youth Board and Department of Health spoke in English and Spanish to address community concerns.
 - An Asian-American Community Forum attended by over sixty people was held at DSS on July 12, 2018. At the forum NCDSS staff shared with members of Nassau County's Asian-American Advisory Board and Asian-American community members the services available at NCDSS including the availability of language access services.
 - A Hispanic Heritage Month Celebration was held at DSS on October 18, 2018. The event was attended by County Executive Curran, along with other dignitaries, and included music, dance, poetry, film and the visual arts. The event was catered with food donations from local Hispanic restaurants and attended by over 200 people.

- A Chinese cultural competency training is being developed.
- e. Documenting the language needs of LEP individuals and the language services provided to them by the agency
- f. How to obtain written translation services
- g. Outreach to Nassau County Departments
 - In March 2019 NCDSS director of legal services, Rudy Carmenaty was appointed by County Executive Curran to implement and ensure compliance with Nassau County's Language Access Program.
 - NCDSS assisted the County Attorney's Office with having the County's FOIL request website translated into the top six languages.
- g. Community Outreach
 - Ms. Presti and Ms. Abberbock attended a meeting of the Long Island Language Advocacy Council (LILAC) on June 14, 2016 to inform LILAC members of the Language Access Services available at DSS.
NCDSS director of legal services, Rudy Carmenaty and Ms. Abberbock attended a second meeting with LILAC on April 11, 2018 at which LILAC made suggestions on improving NCDSS' Language Access Plan. NCDSS plans to meet twice a year with LILAC to address their concerns.

The NCDSS Human Resources department shall ensure that all current NCDSS employees receive a copy of the Language Access Plan. All new NCDSS employees shall receive a copy of the Language Access Plan and training on the Language Access Plan when hired.

X. Record Keeping and Evaluation

Records of the language services provided by the NCDSS will be obtained by reviewing billing statements received by Language Line.

- In 2018 approximately \$4,200 per month for a total of over \$51,000.00 was spent on language access services provided by Language Line Solutions,
- In 2017 approximately \$3,100 per month and a total of over \$37,000.00 was spent on translation services
- In 2016 over \$77,000.00 was spent on overtime translating DSS' vital documents

NCDSS employees will fill out the *LEP Client Interaction* Form and send same to Imaging.

If a client refuses translation service, the NCDSS employee shall have the client fill out the *Waiver of Right to Free Oral Interpretation Service* Form and send same to imaging. NY OTDA provides the Waiver form in English only because if

a client is waiving interpretation services it means they understand English and don't require a translated Waiver form.

NCDSS employees will note on the General Client Inquiry Screen (GCI) when Language Access Services are provided to a client and the type of service provided.

NCDSS employees will write on the bottom of any form translated the following: "This form was translated for the client into _____ (language of translation) by _____ (name of worker or translation service) on _____ (date)".

XI. Resource Analysis and Planning

The NCDSS will continue to work with Nassau's Information Technology (IT) Department to continually update and improve the Language Access Plan and access to online interpretation services and forms.

XII. Grievance Procedure

Anyone has a right to file a grievance with NCDSS if the person believes he/she was denied Language Access Services. NCDSS has a Language Access Recommendation form (Appendix A). The Recommendation form is available in large print. Alternative formats of the complaint form are available upon request.

The filing of a compliant shall have no bearing on the outcome of a client's case,

If a grievance is submitted to a NCDSS staff person, the staff person must forward it the same day it is received to the LAP Coordinator.

The LAP Coordinator must review the grievance and implement corrective action if needed within 7 business days.

The LAP Coordinator should consider whether one or more grievances on an issue indicates the need for changes in policies or practices, and if so, take steps to obtain these changes.

XIII. Using Family and Friends as Interpreters

In order to ensure confidentiality LEP clients may not use a family member, friend, or a minor as an interpreter other than in an emergency.

However, upon request of the LEP client a family member or friend may be used for routine matters such as location information, business hours and rescheduling an appointment.

XIV. Confidentiality of Immigration Status

The use of LEP services shall not be deemed by any NCDSS employee as a basis for inquiring into confidential information relating to immigration status. NCDSS employees shall not disclose confidential information, including, but not limited to, immigration status, unless such disclosure is necessary to identify and provide appropriate services to a client or is otherwise required by law.

XV. Illiterate Clients

An illiterate client is a client who is unable to read and/or write in their native language. When assisting a LEP client who is illiterate special attention is needed. NCDSS employees should in these instances read all required forms to any LEP client who is illiterate and write down all responses provided.

The following are some suggestions for dealing with a LEP client who is illiterate.

- Use as circumstances dictate vocabulary that is easier to comprehend and short sentences; rephrase your idea if you sense it has not been fully understood by the LEP client.
- Refrain where possible from the use of technical language and avoid using abbreviations.
- If the person you are assessing cannot read a document where feasible read the document in question or in the alternative provide a clear summary of the content of the document insuring that all pertinent information is communicated.
- Take the initiative of writing down legibly the information the LEP client wants conveyed on any application or form.
- De-dramatize any difficult or problematic situation with the LEP client by noting that you often meet people who have similar difficulties with reading and writing and that you can “give them a hand” and assist them.
- Make sure the date of an upcoming meeting or an event to which you are inviting the person is clearly understood and, when necessary, provide reference points, such as “in two weekends’ time” or “the week after Christmas” or “right after school vacation starts,” and so on.
- In addition to sending required notices or mailings, also make the effort to inform and confirm appointments orally and/or by use of the telephone whenever possible.

XVI. QUESTIONS

NCDSS employees should direct any questions regarding this policy to their immediate Supervisors. If a supervisor has questions they should contact Ellen Abberbock, Esq. (227-7779), Rudy Carmenaty, Esq. (227-8576) or Tracy Presti (227-8576).

NASSAU COUNTY
DEPARTMENT OF SOCIAL SERVICE
60 CHARLES LINDBERGH BLVD., SUITE 160
UNIONDALE, NEW YORK 11553-3686

Language Access Recommendation Form

Nassau County's policy is to take reasonable steps to overcome language barriers to public services and programs. To do this, our goal is to: 1) Talk to you in your language and 2) Provide vital forms and documents in the top six, most frequently used languages, in addition to English. Your comments on this form will help us towards that goal. **All information is confidential.** Please mail completed form to above address.

Person making the complaint: Claimant ID # (if available): _____	
First name: _____	Last name: _____
Street address: _____	
City, Town or Village: _____	State: _____ Zip code: _____
Preferred language: _____	E-mail address (if available): _____
Home phone: _____	Other phone: _____
Is someone else helping you file this complaint? Yes <input type="checkbox"/> No <input type="checkbox"/> If 'Yes', include their:	
First name: _____	Last name: _____

What was the problem? Check all the boxes that apply and explain below. <input type="checkbox"/> I was not offered an interpreter <input type="checkbox"/> I asked for an interpreter and was denied <input type="checkbox"/> The interpreter(s) or translator(s) skills were not good (List their names, if known) <input type="checkbox"/> I was not provided the appropriate forms or notices. <input type="checkbox"/> Other (Explain below)
--

When did problem happen? Date (MM/DD/YYYY): _____ Time: _____ AM / PM
Where did problem happen? _____
Describe what happened. Please be specific. Use additional pages as needed. Print your name on each sheet. List language, services and documents needed. Include names, addresses and phone numbers of people involved, if known.
Did you complain to anyone from the Department/Agency? Who and what was the response? Please be specific. _____
I certify that this statement is true to the best of my knowledge and belief.
Signature: _____ Date (MM/DD/YYYY): _____ (Person making the complaint)

<i>Do not write in this box. For office use only</i>		
Date: _____	Reviewer _____	Unit # _____
(Print Name)		
Resolution		



NASSAU COUNTY
 DEPARTMENT OF SOCIAL SERVICES
 NASSAU NASW 2017 AGENCY OF THE YEAR
 60 CHARLES LINDBERGH BLVD., SUITE 160
 UNIONDALE, NEW YORK 11553-3686
 Phone: 516-227-7471 Fax: 516-227-8432
 Web: <http://www.nassaucountyny.gov/>

LEP CLIENT INTERACTION FORM

Client Name: _____ Case# _____

Please check the appropriate line:

1. The preferred language of the applicant is: _____.
2. Was an interpreter offered before the client asked for an interpreter?
 Yes _____ No _____
3. _____ Client agreed to an interpreter.
 _____ Client refused an interpreter.
4. _____ Client chose to use her/his own interpreter
 _____ Client requested an interpreter.
5. If the Client agreed to use his/her own interpreter,
 _____ a waiver was signed and is maintained in the applicant/recipient's case record.
 _____ a waiver was not signed.
6. The name of the Client's own interpreter is _____
7. The name of the interpreter used by DSS is _____
 _____ The interpreter was from Language Line.
 _____ The interpreter was a DSS staff person.
8. The date an interpreter was requested. _____
 The date a waiver for an interpreter was signed by the client. _____
9. _____ The interpretation occurred on site (in person)
 _____ The interpretation occurred by phone.
10. The following attempts were made to contact an
 interpreter _____

11. The following translated forms were
 used _____

 _____ A translated form was not used.



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 Web: <http://www.nassaucountyny.gov/>

WAIVER OF RIGHT TO FREE ORAL INTERPRETATION SERVICE

Name of Client _____ Case# _____

I have been told that I have a right to free interpretation from the Nassau County Department of Social Services

Client Initials: _____

I understand that I can have an interpreter at no cost to me or my family members

Client Initials _____

I understand that I can change my mind at any time and ACCEPT a free interpreter

Client Initials _____

I choose NOT to use a free interpreter at this time, and will instead utilize (unless this is an emergency situation, my interpreter is at least 18 years of age):

PLAN FOR INTERPRETATION SERVICES

Client Signature _____ Date: _____

Name of Employee (Please Print) _____ DATE _____

Employee Signature _____ DATE _____

Unit# _____

Phone# _____

Whenever applicable: The interpreter named below has read this form to the LEP person in his or her primary language

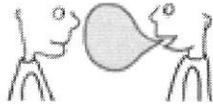
NAME OF THE INTERPRETER _____ DATE _____

RELATIONSHIP TO CONSUMER _____

SIGNATURE OF INTERPRETER _____ DATE _____

***A signature is only needed if the contact with the LEP person or representative is in-person.**

Note: LEP persons are individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.



Nassau County Speaks Your Language



Don't speak English? No Problem. DSS provides free interpreters who speak your language.
Ask the Welcome Desk for assistance. (Spanish)

Don't speak English? No Problem. DSS provides free interpreters who speak your language.
Ask the Welcome Desk for assistance. (Chinese)

Don't speak English? No Problem. DSS provides free interpreters who speak your language.
Ask the Welcome Desk for assistance. (Italian)

Don't speak English? No Problem. DSS provides free interpreters who speak your language.
Ask the Welcome Desk for assistance. (Persian/Farsi)

Don't speak English? No Problem. DSS provides free interpreters who speak your language.
Ask the Welcome Desk for assistance. (Korean)

Don't speak English? No Problem. DSS provides free interpreters who speak your language.
Ask the Welcome Desk for assistance. (Haitian Creole)



Nassau County Speaks Your Language



Need a sign language interpreter? No Problem. DSS provides free sign language interpreters. Ask the Welcome Desk for Assistance.

¿No habla Inglés? No hay problema. DSS proporciona intérpretes gratuitos que hablan su idioma. Si necesita asistencia, pregunte en la ventanilla de recepción. (Spanish)

不會說英語？沒關係。DSS免費提供翻譯服務。
歡迎到前臺諮詢。(Chinese traditional)

Non parlate l'inglese? Non c'è nessun problema. Il Dipartimento di Servizi Sociale (DSS) fornisce interpreti gratuiti che parlano la vostra lingua. Chiedete l'assistenza nell'area accoglienza. (Italian)

اگر شما انگلیسی صحبت نمی کنید ، نگران نباشید ، اشکالی ندارد ، اداره سوشیال سرویس مترجم مجانی برای شما فراهم می کند لطفا در زمان ورود به مسئول ثبت نام ورود بگویند که شما نیاز به مترجم زبان فارسی دارید (ای نید فارسی ترانس لی تور) (Farsi)

영어를 할 줄 모르세요? 괜찮아요. DSS는 무료로 통역 서비스를 제공해 드립니다. 안내데스크로 오셔서 문의하십시오. (Korean)

Pa pale angle? Pa gen pwoblèm. DSS bay entèprèt gratis ki pale lang ou. Mande Biwo Byenveni an pou asistans. (Haitian Creole)

Effective communication with people with disabilities

NCDSS staff must ensure that communication with people with disabilities, including those with hearing, vision and cognitive impairments, is effective. NCDSS must provide all individuals with a Request for Communication Assistance Form (Appendix C), which can be used to record information on what auxiliary aids and services may be needed. This also includes an obligation to provide effective communication to companions who are individuals with disabilities. The term "companion" means a family member, friend, or associate with whom the public entity or private business would typically communicate.

Effective in-person communication with people with speech and hearing impairments: If an applicant or recipient has a hearing impairment and uses American Sign Language, NCDSS must provide a qualified interpreter free of charge for in-person substantive appointments and other significant interactions with the agency (e.g. eligibility interviews, disability evaluations, employability plan development, conciliation). NCDSS staff cannot require, pressure, or encourage individuals to use an applicant/recipient's friends or family members to interpret, though individuals have a right to have a friend or relative interpret if they prefer that option. Minor children shall not be used to interpret.

An adult friend who has accompanied an individual with a disability to NCDSS can only be used to interpret only if:

The individual with a disability specifically requests it;
 The accompanying adult agrees; and
 Using the accompanying adult is appropriate under the circumstances (i.e., the individual has sufficient ability in English and American Sign Language, and it is appropriate for the individual to participate in communications involving confidential and personal matters)

OR

In an emergency involving an imminent threat to the safety of the individual or the public; and
 No interpreter is available. Before concluding that an interpreter is not available, staff must attempt to obtain an interpreter by calling the interpreter service.

In many situations, it will not be appropriate to use an accompanying adult to interpret, because of the nature of the client's disability (and difficulty determining the client's true wishes and comfort level) or the nature of the services the client is receiving from NCDSS (i.e. adult or child protective services).

Whenever an individual comes to NCDSS with a family member or friend who identifies him or herself as the person's interpreter, NCDSS staff must inform the individual that NCDSS staff have an obligation to provide an interpreter free of

charge, and must ask the individual if he or she wants NCDSS to provide an interpreter.

If the deaf or hearing-impaired individual can read and write English sufficiently well, NCDSS staff are permitted to write notes to communicate with the person, but only for brief, simple interactions (such as making an appointment with the agency or submitting a document).

For re-certifications or other on-going appointments, appropriate sign language arrangements should be made prior to the appointment.

Sign Language interpreters are available through *Mill Neck interpreter Service, 501 South Broadway, Suite A, Hicksville, NY 11801(516) 512-6222 ext. 1.* Supervisors should contact *Mill Neck interpreter Service* directly to arrange for an interpreter and tell them to bill NCDSS attention Dan Vaggi.

To the maximum extent possible, delays in providing interpreters cannot count against the client. For example, if a Sign Language Interpreter cannot come on the day an individual comes to NCDSS to apply for benefits; the application filing date should be the day the person first came to NCDSS to apply.

Effective Telephone communication with people with disabilities:

The New York Relay Service is a statewide service that connects standard (voice) telephone users with deaf, hard of-hearing, deaf-blind, speech-disabled, or late-deafened people who use text telephones (TTYs) or voice carry-over (VCO) phones.

This service allows TTY or VCO users to communicate with standard telephone users through specially trained Relay Operators. Calls can be made to anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. The New York Relay Service may be reached by calling 7-1-1 or 1-800-421-1220. Staff should contact the relay service when calling a client with speech or hearing impairments.

Some individuals with speech and hearing impairments use the following technology/procedures to make and receive phone calls:

TTY (teletext typewriter): A piece of equipment that operates over telephone lines (or computer modem) and enables parties to call or type messages to one another that are printed as text by the other party's TTY. If both parties have TTY, they can communicate directly through TTY's. If only one party has a TTY, the parties communicate through a voice relay services operator (VRS).

Voice Relay Services (VRS): A toll-free operator who speaks and has a TTY reads the typed TTY messages to the party without a TTY, and types that party's spoken responses back to the TTY caller.

Video relay: The caller uses a video phone (a computer or TV monitor) and uses sign language to communicate. If one party to the call does not have video relay equipment, the two parties communicate through a video relay operator who uses American Sign Language to facilitate communication between the deaf and hearing person.

Speech to speech relay: Specially trained relay operators serve as the voice of the person with a speech disability who may be difficult to understand.

To make and receive calls to deaf and speech-impaired individuals:

To receive a call from a TTY user: NCDSS does not have a TTY. Just answer the call and communicate through the relay operator.

To make a call to a video relay user: Dial the phone number given by the client.

To receive a call from a video relay user: Just answer the call and communicate through the relay operator.

To return messages from a relay user: Pay attention to the number of the message. The number may be the client's direct number or it may be the number of a relay operator. If the client uses voice or video relay, you may need to call a relay operator and give the operator the number.

Effective communication for individuals with vision impairments: When NCDSS provides information in a written paper form, it must provide it in an alternative format (e.g., large print, Braille, CD) to individuals with hearing or vision impairments who request materials in alternative formats. There is no single format that is effective for everyone with disabilities, or everyone with vision impairments. The alternative format used must be one that is effective for the individual, though it need not be the person's first choice. To arrange to have materials put into alternative formats, contact ADA Coordinator Ellen Abberbock at 227-7779 or Office Services.

Other equipment or devices: There are many auxiliary aids and services available that are used by people with vision and hearing impairments, including qualified readers, taped texts, enlarged printed materials, Braille, computer disc or e-mail, oral communication and audiotape.

REQUEST FOR COMMUNICATION ASSISTANCE

Do you require special assistance to complete your interview, the application process or in meetings with Department staff?

- YES, please describe what you need below NO

I am requesting the following service (Please check the type of service/s requested):

- Speech and hearing auxiliary aids/services.
 What is your preferred method of communication?
- | | |
|---|--|
| <input type="checkbox"/> Qualified sign language or interpreter | <input type="checkbox"/> Note taker |
| <input type="checkbox"/> Computer- aided transcription services | <input type="checkbox"/> written materials |
| <input type="checkbox"/> Telephone handset amplifiers | <input type="checkbox"/> Assertive listening systems |
| <input type="checkbox"/> Speech synthesizer | <input type="checkbox"/> Telephones compatible with hearing aids |
| <input type="checkbox"/> Closed caption decoders | <input type="checkbox"/> Open and closed captioning |
| <input type="checkbox"/> TTY/TDD | <input type="checkbox"/> Videotext displays |
| <input type="checkbox"/> Video interpreting services | |
| <input type="checkbox"/> Other methods | |

Comments: _____

- Visual auxiliary aids/services.
- | | |
|--|---|
| <input type="checkbox"/> Oral directions/read written instructions | |
| <input type="checkbox"/> Qualified Reader | <input type="checkbox"/> Taped texts |
| <input type="checkbox"/> Audio recordings | <input type="checkbox"/> Large print materials |
| <input type="checkbox"/> Brailed materials | <input type="checkbox"/> Assistance in locating items |
| <input type="checkbox"/> The services of a foreign language Interpreter. Language requested: _____ | |

Other: _____

I understand that the assistance requested will be provided free of charge.

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

PROGRAM AREA: Temporary Assistance Food Stamps Medicaid HEAP
 Child Support

Other _____

*If you feel that your rights under the Americans With Disabilities Act have not been adequately addressed, please contact our ADA Coordinator, Ms. Ellen Abberbock, 60 Charles Lindbergh Blvd, Uniondale, NY 11553
Phone: 516-227-7779.*

Client Signature: _____ **Date:** _____



Find Help...It's a SNAP

SNAP - New Name for Food Stamps



Check your eligibility for a range of benefits and apply for food assistance at:

myBenefits.ny.gov

It's quick, easy and confidential!

This institution is an equal opportunity provider and employer.
Pub 4984 (06/12)

SNAP- el nuevo nombre de los cupones para alimentos.
Verifique si reúne los requisitos para una gama de beneficios
y solicite asistencia de nutrición en:

myBenefits.ny.gov

مطابق -- الاسم الجديد لقرود سنامين
تلك من أهليتك للحصول على عدد متنوع من المعونات والدم طلباً للحصول
على معونة الطعام من خلال

myBenefits.ny.gov

SNAP- 食品券的新名稱
在這裡查詢你可以享有的一系列糧食援助好處的資格:

myBenefits.ny.gov

SNAP- Nouvo Non pou Koupon pou Achte Manje (Food Stamps)
Tcheke si ou kalifye pou yon divès kalite avanta), epi aplike
pou asistans manje nan:

myBenefits.ny.gov

SNAP: il nuovo nome dei Food Stamp (Buoni alimentari)
Verifica se sei ammissibile a una serie di prestazioni e pre-
senta la domanda per l'assistenza alimentare alla pagina:

myBenefits.ny.gov

SNAP (영양 보충 지원 프로그램) - 푸드 스탬프의 새 이름
자격이 되는 혜택을 확인한 후 다음 웹사이트에서 각
말 원조에 지원하세요:

myBenefits.ny.gov

SNAP – новое название программы foodстемнов.
Вы можете проверить, имеете ли вы право на
получение различных льгот, и подать заявление на
участие в программе дополнительного питания на сайте:

myBenefits.ny.gov

Are you working but having a hard time making ends meet?

Check your eligibility for a range of benefits and apply for food assistance at:

myBenefits.ny.gov

It's quick, easy and confidential!

Pub 4951 (00/12)



¿Trabaja pero se le dificulta llegar a fin de mes?
Verifique si reúne los requisitos para una gama de beneficios y solicite asistencia de nutrición en:
myBenefits.ny.gov

هل تعمل بيدك ولكنك تواجه صعوبة في تغطية احتياجاتك الرئيسية؟
تأكد من أهليتك للحصول على عدد متنوع من المزايا، وقدم طلباً للحصول على معونة
الطعام من خلال
myBenefits.ny.gov

您是否努力工作但仍入不敷出？
瞭解自己是否符合資格獲得一系列的福利，並申請食物補助。
登錄網站：
myBenefits.ny.gov

Èske w ap travay men ou nan you move moman pou ekilibrè bidjè ou?
Tcheke si ou kalifye pou you divès kalite avantaj, epi aplike pou asistans manje nan:
myBenefits.ny.gov

Staj lavorando ma hai difficoltà ad arrivare alla fine del mese?
Verifica se sei ammissibile a una serie di prestazioni e presenta la domanda per l'assistenza alimentare alla pagina:
myBenefits.ny.gov

현재 일을 하고 계시지만, 생계비를 받기도 힘이 드시나요?
자격이 되는 혜택을 체크할 후 다음 웹사이트에서 식품 지원에
지원하세요.
myBenefits.ny.gov

Вы работаете, но вам трудно сводить концы с концами?
Вы можете проверить, имеете ли вы право на получение различных льгот, и подать заявление на участие в программе дополнительного питания на сайте:
myBenefits.ny.gov

11 Helpful Tips for Working with an Over-the-Phone Interpreter

1. **BRIEF THE INTERPRETER** - Identify the name of your organization to the interpreter, provide specific instructions of what needs to be done or obtained and let him/her know whether you need help with placing a call. If you need the interpreter to help you place a call to the limited English Proficient (LEP) customer, you may ask the interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the interpreter in a timely manner.
2. **SPEAK DIRECTLY TO THE CUSTOMER** - You and your customer can communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the customer's response directly back to you.
3. **SPEAK NATURALLY, NOT LOUDER** - Speak at your normal pace, not slower.

SEGMENTS - Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.

CLARIFICATIONS - If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or to clarify what the statement meant.

4. **ASK IF THE LEP UNDERSTANDS** - Don't assume that a limited English-speaking customer understands you. In some cultures a person may say 'yes' as you explain something, not meaning they understand, but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.

5. **DO NOT ASK THE INTERPRETER FOR THEIR OPINION** - The interpreter's job is to convey the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the interpreter responsible for what the customer does or does not say. For example, when the customer does not answer your question.

6. EVERYTHING YOU SAY WILL BE INTERPRETED - Avoid private conversations. Whatever the interpreter hears will be interpreted. If you feel that the interpreter has not interpreted everything, ask the interpreter to do so. Avoid interrupting the interpreter while he/she is interpreting.

7. AVOID JARGON OR TECHNICAL TERMS - Don't use jargon, slang, idioms, acronyms or technical medical terms. Clarify unique vocabulary and provide examples if they are needed to explain a term.

8. LENGTH OF INTERPRETATION SESSION - When you're working with an interpreter the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the interpreter may have to describe or paraphrase many terms you use. 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 - People often talk more quickly when reading a script. When you are reading a script, prepared text or a disclosure, slow down to give the interpreter a chance to stay up with you.

10. CULTURE - Professional interpreters are familiar with the culture and customs of the limited English proficient (LEP) customer. During the conversation the interpreter may identify and clarify a cultural issue they may not think you are aware of. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question. You may or ask the interpreter to help you to get the information in a more appropriate way.

11. CLOSING OF THE CALL - The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call. Remember to thank the interpreter for his or her efforts at the end of the session.

Language Line Solutions Phone Interpreting Languages

Acholi	Dinka	Italian	Marshallese	Sicilian
Afar	Duala	Jakartanese	Masalit	Sinhala
Afrikaans	Dutch	Jamaican Patois	Mbay Mien	Slovak
Akan	Dzongkha	Japanese	Mirpuri	Slovene
Akateko	Edo	Jarai	Mixteco	Soga
Albanian	Ekegusii	Javanese	Mizo	Somali
Amharic	Estonian	Jingpho	Mnong	Soninke
Anuak	Ewe	Jinyu	Mongolian	Sorani
Apache	Farsi	Juba Arabic	Moroccan Arabic	Spanish
Arabic	Fijian	Jula	Mortlockese	Sudanese Arabic
Armenian	Fijian Hindi	Kaba	Napoletano	Sunda
Assyrian	Finnish	Kamba	Navajo	Susu
Azerbaijani	Flemish	Kanjobal	Nepali	Swahili
Bahasa	French	Kannada	Ngambay	Swedish
Bahdini	French Canadian	Karen	Nigerian Pidgin	Sylheti
Bahnar	Fukienese	Kashmiri	Norwegian	Tagalog
Bajuni	Fulani	Kayah	Nuer	Taiwanese
Bambara	Fuzhou	Kazakh	Nupe Nyanja	Tajik
Bantu	Ga	Kham	Nyoro	Tamil
Barese	Gaddang	Khana	Ojibway	Telugu
Basque	Gaelic-Irish	Khmer	Oromo	Thai
Bassa	Gaelic-Scottish	K'iché	Pampangan	Tibetan
Belorussian	Garre	Kikuyu	Papiamento	Tigré
Bemba	Gen	Kimiiru	Pashto	Tigrigna
Benaadir	Georgian	Koho	Plautdietsch	Toishanese
Bengali	German	Korean	Pohnpeian	Tongan
Berber	German Penn. Dutch	Krahn	Polish	Tooro
Bosnian	Gheg	Krio	Portuguese	Trique
Bravanese	Gokana	Kunama	Portuguese Brazilian	Turkish
Bulgarian	Greek	Kurmanji	Portuguese Cape	Turkmen
Burmese	Gujarati	Kyrgyz	Verdean	Tzotzil
Cantonese	Gulay	Laotian	Pugliese	Ukrainian
Catalan	Gurani	Latvian	Pulaar	Urdu
Cebuano	Haitian Creole	Liberian Pidgin English	Punjabi	Uyghur
Chaldean	Hakka China	Lingala	Putian	Uzbek
Chamorro	Hakka Taiwan	Lithuanian	Quechua	Vietnamese
Chaochow	Hassaniyya	Luba-Kasai	Quichua	Visayan
Chin Falam	Hausa	Luganda	Rade	Welsh
Chin Hakha	Hawaiian	Luo	Rakhine	Wodaabe
Chin Mara	Hebrew	Maay	Rohingya	Wolof
Chin Matu	Hiligaynon	Macedonian	Romanian	Yemeni Arabic
Chin Senthang	Hindi	Malay	Rundi	Yiddish
Chin Tedim	Hindko	Malayalam	Russian	Yoruba
Chipewyan	Hmong	Maltese	Rwanda	Yunnanese
Chuukese	Hunanese	Mam	Samoan	Zapoteco
Cree	Hungarian	Mandarin	Sango	Zarma
Croatian	Icelandic	Mandinka	Seraiki	Zo
Czech	Igbo	Maninka	Serbian	Zyphe
Danish	Ilocano	Manobo	Shanghaihese	
Dari	Indonesian	Marathi	Shona	
Dewoin	Inuktitut	Marka	Sichuan Yi	

Language Line Solutions

LanguageLine InSight Video Interpreting® Languages

Albanian	German	Khmer	Punjabi
American Sign Language	Greek	Korean	Romanian
Arabic	Haitian Creole	Laotian	Russian
Armenian	Hebrew	Lithuanian	Somali
Bengali	Hindi	Malay	Spanish
Burmese	Hmong	Mandarin	Tagalog
Cantonese	Italian	Nepali	Thai
Farsi	Japanese	Polish	Turkish
French	Karen	Portuguese	Vietnamese

Instructions guide on accessing State forms available in other languages

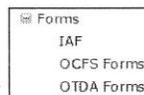
1. Sign-on to Centraport which can be accessed from your desktop by double

clicking on the  icon or via double clicking on the HHS Links  icon.

Click on CentraPort under links



2. Locate **FORMS** under **LINKS** and click on the plus sign to expand for additional options



3. Click on the **OCFS Forms** or **OTDA Forms** link to view a listing of State Forms available in other languages that can be printed

4. Clicking on the *OTDA Forms* link will bring you to the **LDSS E-forms** page:
http://otda.state.nyenet/ldss_eforms/

(Link address is subject to change)

- a. Click on the number range to search for the form you need; If the forms are available in other languages they will appear , in PDF format, under the form name (*see example below for form 2114*).

Example

2000-2500

- [2109 - Schedule G-2 Summary of all Payments for Day Care PDF \(1/99\)](#)
- [2114 - Continuing Your Public Assistance And/Or SNAP Benefits PDF \(8/12\)](#)
 - [2114-AR - \(Arabic\) PDF](#)
 - [2114-CH - \(Chinese\) PDF](#)
 - [2114-HA - \(Haitian-Creole\) PDF](#)
 - [2114-IT - \(Italian\) PDF](#)
 - [2114-KO - \(Korean\) PDF](#)
 - [2114-RU - \(Russian\) PDF](#)
 - [2114-SP - \(Spanish\) PDF](#)

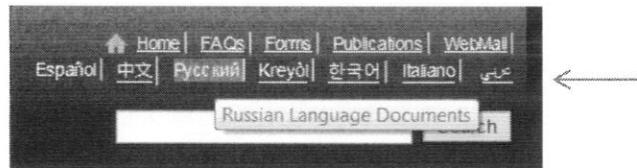
b.

5. Clicking on the OCFS Forms link will bring you to the **OCFS Document**

Library: <http://www.ocfs.state.ny.us/main/documents/default.asp>

(Link address is subject to change)

- a. Select a Language by clicking on an option offered at the top of the page.
Hover the mouse over the language selected to see the English literal



- b. A list of forms will be displayed based on selected language. Forms are available in PDF and/or Word

Languages: | [English](#) | [Español](#) | [中文](#) | [Русский](#) | [Kreyòl](#) | [한국어](#) | [Italiano](#) | [عرب](#) |

Russian:

Руководящим принципом администрации штата Нью-Йорк является предоставление услуг языкового доступа к общественным службам и программам. Если вам кажется, что вам не предоставили надлежащие переводческие услуги или что вам отказали в доступе к тому или иному переведенному документу, попросите, пожалуйста, [бланк жалобы PDF](#) и поделитесь с нами своим мнением об этом.

Чтобы получить бесплатные переводческие услуги, позвоните, пожалуйста, по следующему номеру:

search by title keyword/Pub#:

Found 66 forms/publications for Русский - Russian below...

Category	Name	Document type	Number
Adoption	Adoption Album (Russian) Альбом усыновляемых детей PDF	Publication	4661-RU
Adoption	What to Expect From an Adoption Attorney Чего следует ожидать от адвоката по усыновительным делам PDF	Publication	5054-RU
Adoption	New York City Foster Parent's Guide to Adoption (Russian) Руководство для приемных родителей г. Нью-Йорка по усыновлению (удочерению) PDF	Publication	5022-RU
	Notice of Intent to Claim Paternity of a Child Born Out of Уведомление о намерении заявить о отцовстве ребенка, рожденного вне брака PDF		1555

c. Click on the form of your choice to open and print the document

6. Any ordering of forms is done strictly by DSS Office Services dependent upon if the hard copies are available through NYS.

HOLD PLEASE Translated into the Top 6 Languages

SPANISH

Hello:
ola? or bweno?
 Do you speak Spanish?:
Abla Usted espanYOL?
 Yes:
see
 Please hold:
esPERei un moMENto
 Please do not hang up:
por faVOR no KWELgei
 Please hold for an interpreter:
por faVOR esPERei a un inTEIRpretei

ITALIAN

Hello:
PRON to?
 Do you speak Italian?:
lei PARla eetal YAno?
 Yes:
see
 Please hold:
aTENda per faVORei
 Please do not hang up:
non aTAK ee per faVORei
 Please hold for an interpreter:
aTENda per un inTERpretei

MANDARIN

Hello:
wei?
 Do you speak Mandarin?:
nin sho go yui MA?
 Yes:
shihr
 Please hold:
ching shao dang
 Please do not hang up:
ching pu yao gwa dong tiang hwa
 Please hold for an interpreter:
ching deng yuwee fanYEE

FARSI

HAITIAN CREOLE

Hello:
alo bonZHUR?
 Do you speak Creole?:
ESkei u parLEI creiYOL?
 Yes:
wee
 Please hold:
tan seel vu plei
 Please do not hang up:
alo bonZHUR?
 Please hold for an interpreter:
tan seel vu plei. nu pwal sheshei yuMUN kee parLEI creeOL

KOREAN

Hello:
yabo seiYO?
 Do you speak Korean?:
han gukMAL ha sheem neeKA?
 Yes:
nei
 Please hold:
cham kan man geeda reeSEIyo
 Please do not hang up:
kun jee MALgo geeda reeSEIyo
 Please hold for an interpreter:
tong yog eul geeda reeSEIyo

Language Translation "HOLD PLEASE"

FARSI:

Lootfan Gooshe' kan Nae Gate Kooned.
 Please do not hang up.
Da Read vae ghate nae.
 Please hold for an interpreter.
Lootfan saber koonied ta yak mootear jam beyad.

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 الاستقبال الآن وسنقوم بالاتصال بمترجم لخدمتكم.
Bengali বাংলা	যদি আপনার মোতাযীর প্রয়োজন হয়... আমরা অনুৰোধনাপেক্ষে বিনামূল্যে মোতাযীর পরিষেবা দিয়ে থাকি। অনুগ্রহ করে এখন অফিসের দিকে যান এবং আমরা আপনার হয়ে মোতাযীর কল করার ব্যবস্থা করে 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。
Farsi فارسی	اگر شما در نیاز مترجم هستید... ما خدمات مجانی مترجم بر در خواست 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 appellerons 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 अनुषुच पर निशुल्क दुभाषिये की सेवा उपलब्ध कराते हैं। कृपया अब आम रेसप्ट 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 zawiąomy tłumacza.
Russian Русский	Если вам нужен переводчик, то в случае необходимости мы предоставим вам бесплатные переводческие услуги. Подойдите, пожалуйста, к секретарию, и вам предоставят переводчика.
Spanish Español	Si necesita un intérprete, proporcionamos servicio de interpretación gratis. Para solicitarlo, dirijase 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 اسٹیبالیٹی ڈیسک پر جائیں اور ہم آپ کو سمجھانے کے لیے کسی ترجمان کو کال کریں گے۔
Vietnamese Tiếng Việt	Nếu cần một thông dịch viên... Chúng tôi cung cấp dịch vụ thông dịch miễn phí khi quý vị yêu cầu. Xin đến quầy tiếp tân ngay và chúng tôi sẽ gọi một thông dịch viên cho quý vị.
Yiddish אידיש	אויב איר דארפט א דאלמעטשער... מיר שטעלן צו אומזיסטע דאלמעטשער סערוויסעס אויפן פארלאנג. ביטע גייט יעצט צום אויפנאם טישל און מיר וועלן רופן עמיצן צו דאלמעטשן פאר איר.
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.

Interpreter Services Desk Guide

If someone comes to you for help and you don't know what language they are speaking, ask them to point to their language on the card. This is the first step in getting them help.



English	Do you speak...?	Please be seated while I call someone to interpret for you.
Albanian	Flisni shqip?	Uluni ju lutem derisa të thërras një përkthyes për ju.
Arabic	هل تتكلم اللغة العربية؟	تفضل بالجلوس بينما نستدعي لك مترجماً
Bengali	আপনি কি বাংলা বলতে পারেন?	অনুগ্রহ করে বসুন যখন আমি আপনার হয়ে দোতায়ীর কাজ করার জন্য কারও সঙ্গে যোগাযোগ করছি।
Bosnian	Govorite li bosanski?	Molimo vas da sjednete dok ja ne pozovem osobu koja će da prevodi za vas.
Chinese	Mandarin 您說中文國語嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Cantonese 您說廣東話嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Fujian 您說福州話嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Wenzhou 您說溫州話嗎？	我設法為您尋找一位翻譯，請坐下等待。
Farsi	آیا شما فارسی حرف می زنید؟	لطفاً بفرمائید، ضمناً برای ترجمانی شما کسی را احضار می کنم.
French	Parlez-vous français?	Veuillez vous asseoir, et je vais vous appeler un interprète.
Haitian Creole	Èske w pale Kreyòl?	Tanpri chita, mwen pral rele yon entèprèt pou ou.
Hindi	क्या आप हिन्दी बोलते हैं ?	कृपया अपनी सीट पर बैठे रहें जब तक कि हम किसी दुभाषिये (इंटरप्रेटर) को आपको समझाने के लिए कॉल करें।
Italian	Parla italiano?	Prego si accomodi e attenda mentre Le chiamo un interprete.
Korean	한국어를 사용하십니까?	제가 귀하를 위해 통역해드릴 사람을 부르는 동안 앉아서 기다리십시오.
Polish	Czy Pan/Pani mówi po polsku?	Proszę siadać, podczas gdy wołam tłumacza.
Russian	Вы говорите по-русски?	Посидите, пожалуйста, и подождите, пока вам предоставят переводчика.
Spanish	¿Habla español?	Favor de tomar asiento mientras le llamamos al intérprete.
Tagalog	Marunong ka bang mag-Tagalog?	Maupo muna habang tumatawag ako ng taong magsasalin para sa iyo.
Ukrainian	Чи Ви розмовляєте українською мовою?	Будь ласка, посидьте, поки я викликаю перекладача для Вас.
Urdu	کیا آپ اردو بولتے ہیں؟	برائے مہربانی اپنی سیٹ پر بیٹھیں ہمیں جب تک کہ ہم آپ کو سمجھانے کے لیے کسی ترجمان (انٹریپرٹر) کو کال کریں.
Vietnamese	Quý vị nói tiếng Việt phải không?	Xin ngồi chờ, tôi sẽ gọi thông dịch viên cho quý vị.
Yiddish	צו רעדט איר אידיש?	ביטע זעצט אייך דערווייל וואס איך רוף עמלען צו דאלמעטשן פאר אייך.
Deaf / Hearing Impaired	 Do you use sign language?	Please be seated while I call someone to interpret for you.

EXECUTIVE ORDER NO. 67 - 2013

WHEREAS, pursuant to subdivision 1 of section 203 of the Nassau County Charter, the County Executive is responsible for the administration of all departments, offices and functions of the county government, and the efficient operation of county government; and

WHEREAS, Nassau County ("County") is a linguistically diverse county in which a percentage of the County's population speaks a language other than English at home, and more than 10 percent of Nassau County residents are limited-English proficient, insofar as English is not their primary language and have limited ability to read or understand English, thereby presenting potential barriers to accessing important government programs or services; and

WHEREAS, pursuant to Presidential Executive Order 13166 (August 11, 2000), federally-funded agencies must take reasonable steps to ensure that people who have limited English proficiency have access to the recipient's programs and services; and

WHEREAS, the general welfare of such County residents is furthered by increasing language access to essential County programs and services; and

WHEREAS, the County is committed to ensuring all County residents have access to essential programs and services provided by County agencies; and

WHEREAS, the County is committed to ensuring that language access services are implemented in a cost effective and efficient manner;

NOW, THEREFORE, by virtue of the authority vested in me pursuant to the Nassau County Charter and the Nassau County Administrative Code, I, Edward P. Mangano, do hereby:

ORDER, that the heads of every department under the jurisdiction of the Office of the County Executive that provides direct services to the public who are program recipients and/or participants shall make available on the County website vital documents, as determined by the respective department heads and with the approval of the Chief Deputy County Executive, containing information, instructions and notifications regarding direct programs and services in English and the six most common non-English languages spoken by individuals with limited-English proficiency in the County of Nassau, based on United States census data; and it is further

ORDERED, that said documents shall be accessible by the public on the website and shall be in printable format for the public; and it is further

ORDERED, that, upon approval of the Chief Deputy County Executive, the department heads may retain contractual services to accomplish the translation of vital documents; and it is further

ORDERED, that, where practical and effective, the translation of said documents into the six most common non-English languages may be accomplished through an online translation service, or computer software translation package approved by the department heads Chief Deputy County Executive; and it is further

ORDERED, that such translations shall be achieved on a rolling basis to be completed no later than 365 days from the signing of this Executive Order; and it is further

ORDERED, that each department shall publish a language access plan within 120 days of the signing of this Order, and updated versions as needed thereafter, that will set forth, at minimum, the following:

- a. When and by what means the agency will provide, or is already providing, language assistance services;

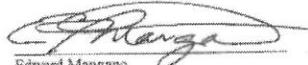
- b. The titles of all available translated documents and the languages into which they have been translated;
- c. The number of public contact positions in the agency and the number of fully bilingual employees in public contact positions, including the languages they speak;
- d. A training plan for agency employees on how to access the online database of translated documents; and
- e. A language access coordinator at the agency, who shall be an employee of the agency and who shall be publicly identified; and it is further

ORDERED, that departments providing services to the public that are non-programmatic in nature, such as emergency services, shall implement the provisions of this Executive Order to the greatest degree practicable; and it is further

ORDERED, that the language access coordinators shall monitor compliance with this Order by annually collecting data on the provision of language assistance services and the availability of translated materials; and it is further

ORDERED, that the Deputy County Executive for Minority Affairs shall provide guidance and/or assistance to any department that so requests in implementing this Order, and ensure that the provision of services set forth herein meets acceptable standards of translation or interpretation to ensure the information is correctly communicated.

Dated: 7-30, 2013


Edward Mangano
Nassau County Executive

EXECUTIVE ORDER NO. 72 - 2013

WHEREAS, pursuant to subdivision 1 of section 203 of the Nassau County Charter, the County Executive is responsible for the administration of all departments, offices and functions of the county government, and the efficient operation of county government; and

WHEREAS, Nassau County ("County") is a linguistically diverse county and the County is committed to ensuring all County residents have access to essential government programs and services; and

WHEREAS, the general welfare of all Nassau County residents is furthered by increasing language access to essential County programs and services, on July 30, 2013 I issued Executive Order 67-2013 concerning the translation of vital documents into the six most common non-English languages spoken by individuals with limited English proficiency; and

WHEREAS, the County is committed to ensuring that competent interpretation services are available in departments under the jurisdiction of the Office of County Executive, as referenced in Executive Order 67-2013, in a cost effective and efficient manner;

NOW, THEREFORE, by virtue of the authority vested in me pursuant to the Nassau County Charter and the Nassau County Administrative Code, I, Edward P. Mangano, do hereby:

ORDER, that each such department operating under the Office of the County Executive ("departments") that provides direct public services shall, in all relevant programs and services, provide competent interpretation services between the department and a program or service recipient and/or participant in his/her primary language; and it is further

ORDERED, that such interpretation services may be provided through competently bilingual County employees or available interpretation services - such as telephonic - as approved by the Chief Deputy County Executive; and it is further

ORDERED, that every department, upon publication of a language access plan, shall submit to the Deputy County Executive for the Office of Minority Affairs a listing of all competently bi-lingual employees in their respective departments along with the office contact number for each such employee; and it is further

ORDERED, that the Deputy County Executive for the Office of Minority Affairs or designee shall, within 90 days of the publication of the department language access plans, compile a comprehensive listing of all said competently bi-lingual employees and disseminate said listing to all department heads; and it is further

ORDERED, that the use of language services shall not be deemed by any county employee as a basis for inquiring into confidential information relating to immigration status. No county employee shall disclose confidential information, including, but not limited to, immigration status, unless such disclosure is necessary to identify and provide appropriate services and/or referrals to an individual, or is otherwise required by law; and it is further

ORDERED, that each department's language access plan shall include, in addition to the requirements set forth in Executive Order 67-2013 for said plan:

- a. That only competent translation and interpretation services shall be provided, and the manner in which competency of the translation and interpretation services shall be determined;
- b. How/where department employees can access the comprehensive listing of competently bi-lingual employees;
- c. Instructions for department employees on available interpretation services and how and when such services can be utilized;

d. A training plan for initial mandatory employee training on the language access plan, subsequent training for all new department employees, and periodic training as needed, particularly when new services are made available and/or revisions are made to the language access plan;

e. The manner in which the public shall be notified of language access services at the department; and it is further

ORDERED, that each department shall submit its language access plan to the Counsel to the County Executive for review and approval; and it is further

ORDERED, that in addition to the responsibilities enumerated in Executive Order 67-2013, the language access coordinator for each such department shall: monitor compliance with this Order by annually collecting data on the provision and availability of interpretation services; ensure notice of the availability of language access services is prominently displayed; and shall be responsible for responding to and/or addressing any correspondence and communications from members of the public regarding these services.

Dated: July 15, 2013



Edward P. Mangano
Nassau County Executive

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