

Nassau County Department of Social Services

Language Access Plan 2022

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County Executive

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I. Purpose

This policy implements 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

Tracy Presti
NCDSS LAC Coordinator
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.ny.net/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 (20) NCDSS employees who hold bi-lingual Spanish titles (See List Below).
- Approximately one hundred thirty (130) 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>
- A list of agencies that provide English as a Second Language (ESL) classes and other English Language Resources for LEP clients who want to improve their English Language Skills
- A Spanish/English Job Resource guide

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 516-227-7439.

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.
- 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 former 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 held on June 11, 2019, was attended by over fifty people. The presenter Dr. Qingyan Ma discussed the Chinese concepts of trust (Guanxi) and saving face (Mianzi).
 - A Korean cultural competency training given by Ms. Juleigh Chin a member of the Town of North Hempstead's Asian Festival Committee was held on July 25, 2019. Over forty people listened as presenter Ms. Chin discussed Korean immigration to America and the Korean concepts of family, gift giving, state of mind/feelings (Kibun) and awareness of your surroundings (Nunchi).
 - The Second annual Hispanic Heritage Month Celebration was held at DSS on October 11, 2019. Former County Executive Curran and other dignitaries welcomed the over 250 attendees. The event included Caribbean and Nicaraguan dances, poetry, videos and visual arts. Mexican and Cuban food was provided by two local restaurants.
 - Farsi and Indian cultural competency trainings are 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 former 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.
 - On May 2, 2019, Rudy Carmenaty and Ms. Abberbock met with Stephen Palmer Chief of the Nassau County Police Department (NCPD) and other members of the NCPD to assist the NCPD in developing their Language Access Plan (LAP)
 - On December 11, 2019, Kelly Maher of Staff Development presented a training on the NCDSS LAP to representatives from the Nassau County Office of Asian American Affairs, Office of Hispanic Affairs, Office of Minority Affairs, and the Department of Health and Human Services. Former Deputy County Executive Kyle Rose-Lauder also attended and discussed plans for a county wide LAP training.
 - In December 2019 the Nassau County Office of Minority Affairs at a Diversity and inclusion workshop highlighted NCDSS' Language access efforts and plan.

h. 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.

Former director NCDSS legal services, Rudy Carmenaty, Ms. Presti and Ms. Abberbock attended meetings with LILAC on April 11, 2018, and April 11, 2019, at which they updated LILAC on the NCDSS Language Access Plan and LILAC made suggestions on improving the LAP. NCDSS plans to meet twice a year with LILAC to address their concerns.

- NCDSS has posted notices in the Welcome Area notifying clients of the availability of free English as a Second Language (ESL) courses.
- Sunita Manjrekar, NCDSS director of employment programs held a forum on April 17, 2019, for guidance counselors and social workers of the Hicksville and Westbury School Districts. Representatives from all NCDSS departments gave presentations. The availability of Language Access Services at NCDSS and NCDSS' policy of non-discrimination against undocumented clients was highlighted.
- Sunita Manjrekar, as NCDSS director of employment programs and Marjorie Krohn, former Chief Social Welfare Examiner Supervisor attended a Latino Town Hall in Freeport on April 11, 2019, sponsored by NY State Senator John E. Brooks. NCDSS programs were discussed along with the fact that all programs are made available to Limited English Proficiency clients through NCDSS' Language Access Program.
- Rudy Carmenaty participated in a panel discussion at LILAC's June 14, 2019, annual conference entitled "*Building Inclusive Communities through Language Access*". The conference was held at LIU Post in Brookville. Participating on the panel were Suffolk County DSS attorney Vanessa Baird-Streeter; Assistant United States Attorney, Michael Goldberger, from the Civil Rights Division. Keiko Cervantes-Ospina, Attorney-in-Charge of Community Legal Advocates of New York Inc. served as the moderator. Mr. Carmenaty spoke about Nassau County's efforts to expand language access.
- Rudy Carmenaty spoke about language access at the June 24, 2019, dedication of the new Nassau County office of Hispanic Affairs.

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 2021 approximately \$7,840 was spent per month for a total of \$94,093 per year on language access services provided by Language Line.
- In 2020 approximately \$5,800 was spent per month for a total of \$70,273 per year on language access services provided by Language Line.
- In 2019 approximately \$6,100 per month for a total of over \$73,670 was spent on language access services provided by Language Line Solutions

- 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. Clients Unable to Read / Write Their Language

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

The following are some suggestions for dealing with a LEP client who is unable to read and/or write their language.

- 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 ensuring 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).

Appendices



NASSAU COUNTY
 DEPARTMENT OF SOCIAL SERVICES
 60 CHARLES LINDBERGH BLVD., SUITE 160
 UNIONDALE, NEW YORK 11553-3686
 Web: <http://www.nassaucountyny.gov/>

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 No If 'Yes', include their:

First name _____ Last name _____

What was the problem? Check all the boxes that apply and explain below.

I was not offered an interpreter

I asked for an interpreter and was denied

The interpreter(s) or translator(s) skills were not good (List their names, if known)

I was not provided the appropriate forms or notices.

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)

Do not write in this box. For office use only

Date: _____ **Reviewer** _____ **Unit #** _____

(Print Name)

Resolution: _____



NASSAU COUNTY

DEPARTMENT OF SOCIAL SERVICES
60 CHARLES LINDBERGH BLVD., SUITE 160

UNIONDALE, NEW YORK 11553-3686

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.



NASSAU COUNTY

DEPARTMENT OF SOCIAL SERVICES
60 CHARLES LINDBERGH BLVD., SUITE 160

UNIONDALE, NEW YORK 11553-3686

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

Waiver of Right to Free Oral Interpretation Service

CLIENT NAME: _____ 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)

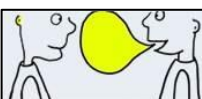
Don't speak English? No Problem. DSS provides free interpreters who speak your language. Ask the Welcome Desk for assistance. (Chinese)

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 بگوئید که (Farsi) شما نیاز به مترجم زبان فارسی دارید(آی نید فارسی ترانس لی تور)

영어를 할줄 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.



NASSAU COUNTY
 DEPARTMENT OF SOCIAL SERVICES
 60 CHARLES LINDBERGH BLVD., SUITE 160
 UNIONDALE, NEW YORK 11553-3686
 Web: <http://www.nassaucountyny.gov/>

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: _____

- | | |
|--|---|
| <input type="checkbox"/> 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"/> Brailled materials | <input type="checkbox"/> Assistance in locating items |
| <input type="checkbox"/> The services of a foreign language Interpreter. Language requested: _____ | |
| <input type="checkbox"/> 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 at the address and contact numbers above.

Client Signature: _____

Date: _____

27N10 (04-19) Request for Communication Assistance

Palm Cards

Find Help... It's a SNAP



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

myBenefits.ny.gov

It's quick, easy and confidential!

NEW YORK
STATE OF OPPORTUNITY.

SNAP
Supplemental Nutrition Assistance Program

This institution is an equal opportunity provider.

otda.ny.gov
Pub-4984 (Rev. 02/15)

A Program of the Office of Temporary and Disability Assistance

SNAP
Verifique si reúne los requisitos para una gama de beneficios y solicite asistencia de nutrición en:
myBenefits.ny.gov

SNAP
تأكد من أهليتك للحصول على عدد متنوع من المعونات وقدم طلباً للحصول على معونة الطعام من خلال
myBenefits.ny.gov

SNAP
বিভিন্ন সুবিধা পেতে আপনার যোগ্যতা যাচাই করুন এবং ফুড অ্যাসিস্টেন্সের জন্য আবেদন করুন এখানেঃ
myBenefits.ny.gov

SNAP
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
Tcheke si ou kalifye pou yon divès kalite avantaj, epi aplike pou asistans manje nan:
myBenefits.ny.gov

SNAP
자격이 되는 혜택을 체크한 후 다음 웹사이트에서 식량 원조에 지원하세요:
myBenefits.ny.gov

SNAP
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 (06/15)

¿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 بجد ولكنك تواجه صعوبة في تغطية احتياجاتك الأساسية؟
تأكد من أهليتك للحصول على عدد متنوع من المعونات وقدم طلباً للحصول على معونة الطعام من خلال
myBenefits.ny.gov

আপনি কি কাজ করা সত্ত্বেও মাসের শেষে বাসে সময়ের সমস্টীন হচ্ছেন?
বিভিন্ন সুবিধা পেতে আপনার যোগ্যতা যাচাই করুন এবং ফুড অ্যাসিস্টেন্সের জন্য আবেদন করুন এখানেঃ
myBenefits.ny.gov

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

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

현재 일을 하고 계시지만, 생계비를 벌기도 힘이 드시나요?
자격이 되는 혜택을 체크한 후 다음 웹사이트에서 식량 원조에 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

English Language Resource Guide Guía de Recursos de Idioma Inglés

This Guide lists providers of English Literacy and their services available to the clients of DSS
Esta Guía enumera a los proveedores de Alfabetización en Inglés y sus servicios disponibles para los clientes de DSS

<p>2-1-1 Long Island http://www.211li.org/cms/</p>	<p>Connects to local health and human service agencies and programs</p> <p><i>Se conecta con agencias y programas locales de salud y servicios humanos</i></p>
<p>Literacy Nassau @ Shelter Rock Library 165 Searingtown Rd Albertson, NY 11507 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau)</p> <p><i>Inglés (Literacy Nassau)</i></p>
<p>Literacy Nassau @ Farmindale Public Library 116 Merritts Rd Farmingdale, NY 11735 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau)</p> <p><i>Inglés (Literacy Nassau)</i></p>
<p>Freeport Adult Education Freeport Public Schools 150 N. Columbus Ave Freeport, NY 11520 516-867-5314 http://www.freeportschools.org</p>	<p>English (Literacy Nassau)</p> <p><i>Inglés (Literacy Nassau)</i></p>
<p>Literacy Nassau @ Freeport Memorial Library 144 West Merrick Rd Freeport, NY 11520 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau)</p> <p><i>Inglés (Literacy Nassau)</i></p>
<p>Nassau Boces @ Freeport Memorial Library 144 West Merrick Rd Freeport, NY 11520 516-622-5623 https://www.nassauboces.org/Page/8566</p>	<p>English for Speakers of Other Languages (ESOL) (BOCES)</p> <p><i>Inglés para hablantes de otras lenguas (ESOL) (BOCES)</i></p>
<p>Language Programs and Assessment Services Nassau Boces 71 Clinton Rd Garden City, NY 11530 516-396-2256 https://www.nassauboces.org</p>	<p>English as a Second Language (ESL), Adult Basic Education (ABE) & High School Equivalency (HSE)</p> <p><i>Inglés como Segundo Idioma (ESL), Educación Básica para Adultos (ABE) y Equivalencia en la Escuela Secundaria (HSE)</i></p>

<p>Glen Cove Library 4 Glen Cove Ave Glen Cove, NY 11542 516-676-2130 https://www.glencovelibrary.org/</p>	<p>English as a Second Language (ESL) <i>Inglés como segundo idioma (ESL)</i></p>
<p>Great Neck Adult Learning Center 105 Clover Dr Great Neck, NY 11021 516-441-4950 https://www.greatneck.k12.ny.us/ALC</p>	<p>English for Speakers of other Languages (ESOL); Citizenship <i>Inglés para hablantes de otros idiomas (ESOL); Ciudadanía</i></p>
<p>Adult and Community Education Program Hempstead Public Schools 70 Greenwich St Hempstead, NY 11550 516-434-4047 https://www.hempsteadschools.org/domain/78</p>	<p>English for Speakers of other Languages (ESOL); Citizenship <i>Inglés para hablantes de otros idiomas (ESOL); Ciudadanía</i></p>
<p>Carecen - NY (Central American Refugee Center) 91 N. Franklin St Ste. 208 Hempstead, NY 11550 516-280-8922 https://www.carecenny.org/</p>	<p>Pathway to English Program (English Language and Citizenship Classes) <i>Camino al Programa de Inglés (Inglés Lengua y clases de ciudadanía)</i></p>
<p>Literacy Nassau @ Hempstead Public Library 115 Nichols Ct Hempstead, NY 11550 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau) <i>Inglés (Literacy Nassau)</i></p>
<p>Nassau County Coordinating Agency for Spanish Americans (CASA) 40 Main St Lower Level Hempstead, NY 11550 516-572-0819 https://www.nassaucountyny.gov/1584/Office-of-Hispanic-Affairs</p>	<p>English as a Second Language (ESL), GED, and basic computer literacy courses <i>Inglés como segundo idioma (ESL), GED y cursos básicos de informática</i></p>
<p>Literacy Nassau @ Hicksville Public Library 169 Jerusalem Ave Hicksville, NY 11801 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau) <i>Inglés (Literacy Nassau)</i></p>
<p>Jericho Public Library 1 Merry Ln Jericho, NY 11753 516-935-6790 https://www.jericholibrary.org/</p>	<p>English Conversation (English as a Second Language [ESL]) <i>Conversación en inglés (inglés como segundo idioma [ESL])</i></p>

<p>Literacy Nassau @ Jericho Public Library 1 Merry Ln Jericho, NY 11753 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau) <i>Inglés (Literacy Nassau)</i></p>
<p>Literacy Nassau @ Levittown Public Library 1 Bluegrass Ln Levittown, NY 11756 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau) <i>Inglés (Literacy Nassau)</i></p>
<p>Nassau BOCES St. Bernard's Center 3100 Hempstead Tpke Levittown, NY 11756 516-622-5623 https://www.nassauboces.org/</p>	<p>English as a Second Language (ESL) <i>Inglés como segundo idioma (ESL)</i></p>
<p>Long Beach Adult Learning Center 500 Centre St Long Beach, NY 11561 516-544-2945 http://www.lbeach.org/schools/the_adult_learning_center</p>	<p>English for Speakers of Other Languages (ESOL); TASC Preparation; External Diploma Program (NEDP); Citizenship <i>Inglés para hablantes de otros idiomas (ESOL); Preparación TASC; Programa de Diploma Externo (NEDP); Ciudadanía</i></p>
<p>Literacy Nassau @ Hillside Public Library 155 Lakeville Rd New Hyde Park, NY 11040 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau) <i>Inglés (Literacy Nassau)</i></p>
<p>New Horizons Program Oceanside Public Schools 145 Merle Ave Oceanside, NY 11572 516-678-7577 http://www.oceansideschools.org/</p>	<p>English as a New Language (ENL) <i>Inglés como nuevo idioma (ENL)</i></p>
<p>Adult Learning Center & Family Literacy Center Westbury Union Free School District 2 Hitchcock Ln Old Westbury, NY 11568 516-874-1833 https://www.westburyschools.org/</p>	<p>Adult Literacy Classes; GED preparation <i>Clases de alfabetización para adultos; Preparación de GED</i></p>
<p>Roosevelt Adult Education 240 Denton Pl Roosevelt, NY 11575 516-345-7010 https://www.rooseveltufsd.org/</p>	<p>English for Speakers of other Languages (ESOL); GED <i>Inglés para hablantes de otros idiomas (ESOL); GED</i></p>

<p>Literacy Nassau @ Uniondale Public Library 400 Uniondale Ave Uniondale, NY 11553 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau) <i>Inglés (Literacy Nassau)</i></p>
<p>Literacy Nassau @ Henry Waldinger Memorial Library 60 Verona Pl Valley Stream, NY 11582 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau) <i>Inglés (Literacy Nassau)</i></p>
<p>Literacy Nassau Main Office 1 Ivy Ln Wantagh, NY 11793 516-867-3580 https://www.literacynassau.org/</p>	<p>Adult English Instruction; Basic Literacy Group Instruction; Citizenship Assistance Offered at various libraries and adult education classes <i>Instrucción de inglés para adultos; Instrucción Básica de Alfabetización; Asistencia de ciudadanía ofrecida en varias bibliotecas y clases de educación para adultos</i></p>
<p>Literacy Nassau @ West Hempstead Public Library 500 Hempstead Ave West Hempstead, NY 11552 516-867-3580 https://www.literacynassau.org/</p>	<p>English (Literacy Nassau) <i>Inglés (Literacy Nassau)</i></p>

How to Access Language Line

HOW TO ACCESS AN INTERPRETER

When Receiving a Call:

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial **1-866-874-3972**
3. Provide your Client ID # **5 7 3 1 6 1**
4. Select the language you need
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages and state the name of the language you need

*** Press 0 for agent assistance if you do not know the language ***
5. Provide your: **4 Digit Phone Extension**

You will be connected to an interpreter who will provide his/her ID number.
6. Brief the interpreter

Summarize what you wish to accomplish and provide any special instructions.
7. Add the LEP onto the call
8. Say "End of Call" to the interpreter when your call is completed

Note:

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, please inform the interpreter or agent at the beginning of the call.

When the LEP is face-to-face with you begin at **Step 2**. Once the interpreter joins the line, brief him/her and place the phone on "Speaker" mode or pass the handset back-and-forth.

Interpreter Identification - Interpreters identify themselves by name and ID number. Feel free to note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.

Working with an Interpreter - At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English-speaking speaker, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

Customer Service- To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.language.com and click on the "Customer Service" tab to complete a Voice of the Customer form.

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 Interpreting Languages

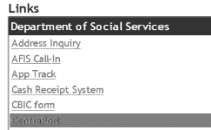
Acholi	Chipewyan	Hakka-Taiwan	Krahn	Nupe	Sudanese
Afar	Chuukese	Hassaniyya	Krio	Nyanja	Arabic
Afrikaans	Cree	Hausa	Kunama	Nyoro	Sunda
Akan	Croatian	Hawaiian	Kurmanji	Ojibway	Susu
Akateko	Czech	Hebrew	Kyrgyz	Oromo	Swahili
Albanian	Danish	Hiligaynon	Laotian	Pampangan	Swedish
Amharic	Dari	Hindi	Latvian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

Language Line Solutions LanguageLine InSight Video Interpreting® Languages

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

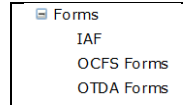
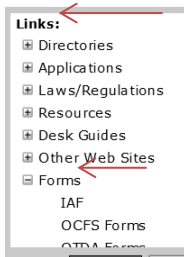
Instructions guide on accessing State forms available in other languages

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](#) ACS (1/99)
- [2114 - Continuing Your Public Assistance And/Or SNAP Benefits](#) (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)

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 Что 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 Wedlock PDF		1566

- 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 bwenó?

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:
shih

Please hold:
ching shao dang

Please do not hang up:
ching pu yao gwa dong tiang hwa

Please hold for an interpreter:
ching den yuwee fanYee

FARSI

Hello:
Salam?

Do you speak Farsi?:
Aya Shoma Farsi?

Yes:
Baaleh

Please hold:
Lootfan Gooshe' Rah Nae Gate Kooneed

Please do not hang up:
Da Read vae ghate nae

Please hold for an interpreter:
Lootfan saber koonied ta yak mootear jam beyad

HAITIAN CREOLE

Hello:
alo bonZHUR?

Do you speak Haitian Creole?:
ESkei u parLEI creiYOL?

Yes:
wee

Please hold:
tan seel vu plei

Please do not hang up:
tan seel vu plei

Please hold for an interpreter:
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

Personnel Who Hold Bilingual Titles

as of May 22, 2022

Caseworker I Bilingual

Cindy Celleri	CPS Investigations
Gissella Cuba	CPS Ongoing/Preventive
Sara Hernandez	CPS Investigation 4
Carlos Silva	Preventive Services
Ginette Tejada	CPS Investigation 6

Child Support Inv I Bilingual

Sylvette Rodriguez	Child Support
Henry Ventura	Interstate Unit A

Clerk Typist I Bilingual

Rosicler Klathakis	Temporary Assistance
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SWEX I Bilingual, Spanish

Carol Bassuk-Gonzalez	Day Care 4
Christina Birner	SNAP 2
Martha Caro	SNAP 1
Yaskara Cuevas	SNAP 6
	Chronic Care/New Apps
Araceli Hernandez	Conversion
Shirley Hochman	SNAP 4
Ylenia Ingrassellino	PCA Recert
Allison Mayorga	PCA New Apps
Carolina Ortega	Temporary Assist. 3
Anna Patton	FA Employment Unit 1
Jose Ramis	Ma Community New Apps
Georgina Torres	SNAP 7

Personnel Who Have a Fluent Working Knowledge of a Foreign Language

<u>Language</u>	<u>Employee Name</u>	<u>Unit</u>	<u>Spoken</u>		<u>Written</u>	
			<u>Fluent</u>	<u>Working</u>	<u>Fluent</u>	<u>Working</u>
African	Grace Naiyeju	4231	X			
	Anuolu Oyadiran	2450	X			
	Christiana Arogbo	4121	X			
African/Yoruba	Oluwakemi Afolabi	4121	X		X	
	Adenike Odulaja	4130	X		X	
Brazilian	Emmanuel Valentin	2401	X			
Chinese (Mandarin)	Yan Chen	0272	X		X	
	Mei Sun Liu	0272	X			
Creole	Barbara Berry	4127	X			
	Emmanuel Valentin	2401	X			
	Mitza Simeon	7625	X			
	Yrbin Gustave	2404	X			
	Rose Dorcent	4137	X			
Creole/French	Luc Jean-LaRose	4233	X		X	
	Rosemey Mathieu	4313	X: C	X: F	X: F	X: C
Creole/Haitian	Florence Pierre	1244	X		X	
Egyptian	Hany Ghobrial	4232	X			
French	Muriel Jeanty	4116		X		
	Joan Rearick	4313	X			
	Michael Spears	1751		X		
	Emmanuel Valentin	2401	X			
	Ram Khatri	2405	X		X	
	Elizabeth Efthimiou	2406		X		X
Greek	Lucille Savva	4218	X			
Guarani	Christina Birner	1382	X		X	
Hindi	Mita B. Shah	1382	X			
	Mita D. Shah	4225	X			
	Aoon Jafri	0250	X			
	Ram Khatri	2405	X			X
	Kanchan Rajpal	1601	X		X	
	Sweety Varma	0160	X			
Hindi, Marathi, Gujrati	Sunita Manjrekar	0100	X: H, M, G		X: H, M	X: G
Indian	Daisy Johnson	2412	X			
Italian	Christina Birner	1382	X		X	
	Mary Fagan	2402		X		
	Janet Profeta	1601		X		
	Diana Faherty	4211		X		
	Lorenzo Aufiero	4315	X		X	
	Elvira McKeever	2402		X		
Gabriel Giannecchini	0150		X			
Korean	Grace Castillo	4126	X			
Malayalam	Uma Ravindran	2409	X		X	
	Vincy Titus-Daniel	4222	X			X
	Kunjamole Bose	0257	X		X	

<u>Language</u>	<u>Employee Name</u>	<u>Unit</u>	<u>Spoken</u>		<u>Written</u>	
			<u>Fluent</u>	<u>Working</u>	<u>Fluent</u>	<u>Working</u>
Nepalese	Ram Khatri	2405		X		X
Polish	Genowefa Bogdanowicz	4120	X			
	Elizabeth Hulsen	1231	X			
	Christina Birner	1382	X		X	X
Portuguese	Fredy E. Cevallos	4233	X			
	Anabela Oliveira	2424	X			
	Megha Sharma	4149	X			
Punjabi	Syedali Jafri	2404	X		X	
	Sweety Varma	0160	X			
	Herminia Abarca	0193	X		X	
Spanish	Xiomara Alfaro	2401	X			
	Alejandra Alvarado	2406	X		X	
	Alba Alvarado	1451	X		X	
	Maria Arboleda	1753	X			
	Karen Avila	2412	X		X	
	Alicia Barreto	4112	X			
	Sandra Benitez	4112	X			
	Joy Berner	4211	X		X	
	Jessica Berrios	2410	X			
	Barbara Berry	4127			X	
	Bonniebell Bertram	2410	X		X	
	Christina Birner	1382	X		X	
	Jennifer Bonilla	1752	X		X	
	Feliciano Campuzano	4310	X			
	Stephanie Castillo	4149			X	
	Fredy Cevallos	4233	X			
	Ricardo Companioni	4120	X		X	
	Susana Dar	1382	X		X	
	Jamie Domroe	0251			X	
	Steve Duenas	2463	X			
	Heidi Escorza	0254	X		X	X
	Mary Lou Ferro	4132			X	
	Yesenia Francisco	2440	X		X	
	Lillian Gemelli	2450			X	
	Hany Ghobrial	4232			X	
	Rosa Gorriti	1600	X		X	X
	Kelly Haims	4126			X	
	Sara Hernandez	4134	X		X	
	Shirley Hochman	1384	X			X
	Renee Iovino	1235	X			
	Sharon Jackson	1760			X	
	Luc Jean-LaRose	4233	X		X	
	Mauricio Jimenez	0250	X		X	
Wendy Juarez	1231	X		X		
Israel Karol	2450			X		
R. Lindsay	4125			X		

<u>Language</u>	<u>Employee Name</u>	<u>Unit</u>	<u>Spoken</u>		<u>Written</u>	
			<u>Fluent</u>	<u>Working</u>	<u>Fluent</u>	<u>Working</u>
Spanish (cont'd)	Aydee Lopez	4128	X		X	
	Magdalena Marmol	1234	X		X	
	Ninette Martinez	1231	X		X	
	Elvira McKeever	2402	X			
	Cristina Mejia	2440	X			
	Ana Miranda	1683	X		X	
	Rodolfo Novello	0254			X	
	Anabela Oliveira	2424	X			
	Deysi Orozco	1233	X		X	
	Claudia Padilla	4131	X			
	Elizabeth Paramo	1233	X			
	Pamela Paredes-Orlich	1232	X			
	Anna Patton	1681	X		X	X
	Carmen Pena-Custodio	4213	X			
	Sylvia Peralta	2401	X			
	Erika Pinango	1385	X			
	Nicole Polizzi	2406	X			
	Jaime Quintuman	2411	X			
	Jose Ramis	2401	X			X
	Oscar Ramis	1684	X			
	Eliana Rodriguez	1382	X		X	X
	Engel Rodriguez	2411	X			
	Gladys Rodriguez	2410	X			
	Sylvette Rodriguez	1751	X		X	
	Luz Romero	2406	X		X	X
	Wanda Samaniego	1451	X			
	Glenn Sanchez	1204	X			
	Victor Santana	1240			X	
	Alicia Santomaggio	1681	X		X	
	Merna Short	1686	X			
	Michael Spears	1751			X	
	Rhoda Staiti	4114	X			
	Jacqueline Taveras	1387	X		X	
Lisia Trigueno	1240	X				
Jorge Urrea	4111	X				
Henry Ventura	1756	X		X		
Yahaira Villafana	1233	X		X		
Marie West	1240	X		X		
Marcela Yepez	2403	X		X		
Mildred Zatar	1760	X				
Urdu	Aoon Jafri	0250	X			
	Syedali Jafri	2404	X		X	
Vietnamese	Thanh Hoa Le	2424	X		X	

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 and 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:

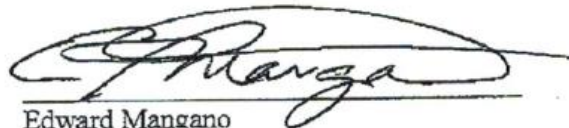
- a. When and by what means the agency will provide, or is already providing, language assistance services;
- b. The titles of all available translated documents and the languages into which they have been translated;
- c. The number of public contact positions in the agency and the number of fully bilingual 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;

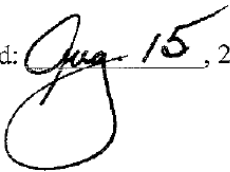
d. A training plan for initial mandatory employee training on the language access plan, subsequent training for all new department employees, and periodic training as needed, particularly when new services are made available and/or revisions are made to the language access plan;

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: Aug 15, 2013

A handwritten signature in black ink, appearing to be "Aug 15", written over a horizontal line.A handwritten signature in black ink, appearing to be "Edward P. Mangano", written over a horizontal line.

Edward P. Mangano
Nassau County Executive