

## M Right to Request Translation Services



This subject includes information about a participant's right to free translation services.

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#### A Translator is Needed

FAA provides bilingual staff, interpreters, or translators to allow for the timely processing of applications for benefits and access to the programs administered by FAA.

A participant can indicate their preferred language by **one** of the following:

- On their application
- Presenting the Language Notification Flyer (FAA-1208A) form
- Using the [Limited English Proficiency \(LEP\) Binder\(g\)](#)

Participants can have an adult family member or friend translate for them during an interview. The participant can only have a family member translate for them after FAA offers a translation service when the participant insists on using an adult family member or friend to translate for them.

FAA does not require a participant to do **any** of the following when an interpreter is not available:

- Require the participant to provide an interpreter for themselves
- Rely on a minor child to interpret, except in emergencies
- Rely on other than qualified bilingual staff

#### American Sign Language (ASL) is Needed

FAA contracts with Deaf Services Unlimited (DSU) to provide a person with hearing-impairment same-day assistance. This service allows FAA to connect with a DSU interpreter using a state-issued laptop, usually within 15 to 20 minutes.

NOTE DSU cannot provide interpretation services after 5:00 p.m. Central Standard Time (CST)

FAA uses in-person sign language interpreter services when a state-issued laptop is unavailable. FAA schedules appointments with in-person sign language interpreters and typically cannot accommodate same-day service.

FAA workers acknowledge applicants and participants with a hearing impairment with gestures such as a nod, wave, etc., to show the person they have the worker's attention. FAA workers can use **any** of the following communication methods:

- Use gestures to help with communicating.
- Use visual aids, such as pointing to printed information on a document.
- Communicate by written notes, keeping the messages simple, direct, and in the most unmistakable handwriting possible.
- Write a note asking the person what communication aid or service is needed

### **Interpretation Services**

Interpretation agencies need at least five [workdays\(g\)](#) notice before sending an interpreter and requires pre-approval. An interpreter may be provided within one to two workdays for expedited cases.

### **Translation of Verification is Needed**

All documents FAA receives verifying an eligibility factor, written in a language other than English, are translated into English. Translations are completed by FAA staff whenever possible. Verification documents, such as legal documents, do not need to be translated in full. Only information supporting an eligibility factor is translated.

### **Translation of a Notice is Needed**

FAA provides notices in either English or Spanish.

When a participant has indicated they read and speak any language other than English or Spanish, FAA sends notices in English to the participant with the Language Notification Flyer (FAA-1208A). The Flyer states in multiple languages that the participant can call the Customer Support Center at (855) 432 7587 to hear the notice translated into their language.

NOTE The Customer Support Center completes an oral translation using the Language Line. Written translations are not available.

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### **Procedures**

Avoid speaking louder than usual or yelling when assisting a participant with a hearing impairment unless requested by the participant. Also, not all participants with a hearing impairment know American Sign Language (ASL). Ask the participant in writing whether they would like an ASL interpreter.

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### **Translator is Needed**

Attempt to determine the language a participant speaks using the Language Notification Flyer (FAA-1208A) form or Limited English Proficiency Binder.

**NOTE** Do not delay assisting the participant when the Language Notification Flyer or LEP Binder does not list the participant's language. Contact an interpreter through Language Line Solutions and press 0 for assistance when asked for the language.

After determining the language of the participant, complete **one** of the following:

- Determine whether an office staff member can assist with the interpretation. Request the assistance of a staff member who speaks the same language as the participant who needs the translation.
- When the office cannot provide an interpreter or the staff member who speaks the language is not immediately available, contact Language Line Solutions for an interpreter of all languages.

To contact an interpreter through Language Line Solutions, complete **all** of the following:

- Dial (877) 261-6608 or (866) 874-3972.

**NOTE** Services are available 24 hours a day, 7 days a week.

- Use the telephone keypad to enter the Language Line Client I.D. number.

**NOTE** Contact your supervisor when you do not know the FAA Client I.D. number.

- Press 1 for Spanish or 2 for all other languages.

**NOTE** Press 0 for assistance when you don't know the language spoken by the participant.

- Use the telephone keypad to enter the Personal Security Access Code. An interpreter is connected to the call.

**NOTE** Each office has their own Personal Security Access Code that the Local Office Manager (LOM) maintains. LOMs are to contact PST when there are issues or to obtain their site's code.

- When the interpreter is connected to the call, brief the interpreter about the reason for the call and give any special instructions.

**NOTE** Document in the case file the name and ID number of the interpreter.

- When the call is complete, say "End of Call" to the interpreter.

### **American Sign Language (ASL) is Needed**

When a state-issued laptop programmed for ASL translations is available, contact Deaf Services Unlimited (DSU) to provide same-day assistance for a participant with a hearing impairment. Follow the direction provided on the state-issued laptop.

When the state-issued laptop is not available, schedule an in-person interpreter.

**NOTE** In-person interpreters are scheduled by appointment using a Purchase Order number and likely cannot accommodate same day services.

The following sign language interpreting agencies provide interpreting services statewide:

- Arizona Interpreting Service (Maricopa County)  
Phone: (480) 961-7331  
Purchase Order Number: 0000016151
- Community Outreach Program for the Deaf (Tucson) Catholic Community Services  
Phone: (520) 445-8484  
Purchase Order Number: 0000016483
- Valley Center for the Deaf (Phoenix) Catholic Community Services  
Phone: (602) 267-1921  
Purchase Order Number: 0000016151

### **Translation of Verification is Needed**

All hard copy documents that verify an eligibility factor, written in a language other than English, must be translated into English. Translations are completed by staff within an office or region whenever possible. Verification documents, such as legal documents, do not need to be translated in full. Only pertinent information supporting any eligibility factor has to be translated, including, and not limited to, **all** of the following:

- Title of the document
- Dates
- Names
- Addresses
- Relationships
- The agency or authority that issued the document
- The geographical area from where the document was issued (e.g., city, state, county, parish, or country)

When a participant provides a document that requires translation into English, complete **one** of the following:

- Determine whether a staff member can assist with the translation in the office or the region.
- When an office within the region is unable to assist with the translation, contact **one** of the following via email based on the translation needed:

For translation from Spanish to English, see [Centralized Document Services \(CDS\)](#) contact information.

For translation for all other languages, see the [Policy Support Team \(PST\)](#) contact information.

When sending an email to CDS or PST for translation, the email request must contain **all** of the following information:

- AZTECS case number and HEAplus application ID.
- AZTECS case name and, when different, the name of the HEAplus main contact.
- Document ID Number and Document Received Date.
- The original language in which the document is written.
- A copy of the document that needs to be translated. Include the document as an attachment to the email.
- A snippet of HEAplus or OnBase so that CDS or PST can find the document in the system when needed. See the [Document Translation Process Desk Aid](#) in SharePoint for Snipping Tool instructions and examples for what to snippet from HEAplus or OnBase.

When the English translation is completed, PST or CDS uploads the translated document into OnBase or HEAplus and notifies the requester by email that the translation is available.

### Notice Translation

When a staff member who is not able to write in Spanish must send a notice written in Spanish, complete **one** of the following:

- Call Center or Processing Center staff must contact an immediate supervisor or another available member of management for assistance.

NOTE The supervisor or member of management connects the staff member to an available Spanish-speaking supervisor within their region or in another Call Center or Processing Center region.

- FAA office staff members complete **one** of the following:

Locate an available staff member in the office who can key the notice in Spanish.

When a staff member cannot be located in the office, locate an available staff member in the region or a peer region who can key the notice in Spanish.

When an available staff member cannot be located, contact an immediate supervisor or another available member of management for assistance.

Staff members receiving a Bi-lingual stipend must complete translations when available.

Document the [case file\(g\)](#) with the verification requested in the Spanish notice.

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### AZTECS Procedures

When the participant is known to AZTECS, the language spoken or read is displayed on INDA. Key the language based on information provided on the application when the language spoken or read does not display on INDA.

## Notice Translation

AZTECS displays the notice in Spanish when the LIST LANGUAGE THAT PI READS field on INDA indicates SPAN. AZTECS displays the notice in English when any other Language Code is keyed.

When sending a Spanish notice, all the information must be in Spanish. AZTECS does not translate manually entered information.

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## Legal Authorities

7 CFR 272.4(b)

Title VI of the Civil Rights Act of 1964

Affordable Care Act of 2010, Section 1557

## [Prior Policy](#)

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