

03 *Interpreter or Translator Needed - Overview*

REVISION 48
(01/01/20 - 12/31/20)

FAA must provide enough bilingual staff, interpreters, or translators to allow the timely processing of benefits and access to the programs administered by FAA.

The participant may 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\(g\)](#)

When the participant is known to AZTECS, the language spoken or read is displayed on INDA. When the language that is spoken or read is not displayed on INDA, key the language based on information provided on the application.

When the language spoken by the participant is not listed on the Language Notification Flyer or LEP Binder and interpretation services are needed, attempt to determine the language spoken by the participant and complete one of the following:

- Determine whether there is an FAA office staff member who can assist with the interpretation. When there is a staff member who can speak the language, request their assistance with the interpretation.

NOTE Do not delay assisting the participant while searching for an interpreter.

- When the FAA office is unable to provide an interpreter or the staff member who speaks the language is not immediately available, contact the [Foreign Language Interpreters](#).

An adult family member or friend can be used to interpret during the interview. This can only occur when FAA has offered the LEP services and the participant insists on using the adult family member or friend to interpret.

Staff must not require a participant to do any of the following when an interpreter is not available:

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

When the need to communicate with someone who is hearing impaired, see [Communication with Hearing-Impaired Customers](#).

For translation procedures of hard copy verification and notices, see one of the following:

- [Hard copy verification must be translated](#)
- [Notices must be translated before sending](#)
- [Participant needs assistance reading notices](#)

A Translation Services for Hard Copy Verification

[REVISION 49](#)
(01/01/21 –12/31/21)

All hard copy documents that verify an eligibility factor, written in a language other than English, must be translated to English. Translations should be completed by staff within the FAA office or Region, whenever possible. Verification documents, such as legal documents, do not need to be translated in full. Only the pertinent information that supports any eligibility factor must be translated. This includes, but is not limited to, the following:

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

When an FAA office staff member requires a written document translated to English, complete one of the following:

- Determine whether there is an FAA office staff member who can assist with the translation. When there is a staff member who can assist with the translation, request their assistance.
- When a staff member cannot be located within the office, locate a staff member who is able to assist with the translation within the Region.
- When an FAA office within the Region is unable to assist with the

translation contact one of the following via email, based on the translation needed:

For translations from Spanish to English, contact the [Centralized Document Services \(CDS\)](#).

For all other languages, contact the [Policy Support Team \(PST\)](#)

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, if 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. (Please provide the document as an attachment to the email.)
- A snippet of HEAplus or OnBase (See the [Document Translation Process Desk Aid](#) in SharePoint (internal use only) for Snipping Tool instructions.)

When the English translation is completed, the translated document is uploaded into OnBase or HEAplus and the requestor is notified by email.

B Translation Services for Notices

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AZTECS is limited to provide notices to participants in either English or Spanish.

When the case indicates any language other than English or Spanish in the LIST LANGUAGE THAT PI READS field on INDA, the English notice is sent to the participant and the Language Notification Flyer (FAA-1208A) is included. The FAA-1208A states in multiple languages that the participant may call the Customer Support Center at (855) 432-7587 to have the notice translated into their own language.

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

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 a Spanish notice must be sent, all information must be keyed in Spanish. AZTECS does not translate manually entered information. Include in the [casefile\(g\)](#) what was requested in the Spanish notice.

When a Spanish notice must be sent by a staff member who is not able to write 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 the following:
Locate an available staff member in the office who is able to key the notice in Spanish.

When a staff member cannot be located within the office, locate an available staff member in the region or a peer region who is able to 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.

NOTE Translations must be completed by staff members receiving a Bi-lingual stipend, when available.

C Communication with Hearing-Impaired Customers

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FAA staff must acknowledge a hearing-impaired customer with a gesture such as a nod or wave to show the customer that they have their attention.

The following items are tips on how to communicate with a customer who is hearing impaired:

- Do not speak loudly or yell
- Use visual aids when possible, such as pointing to printed information on a document
- When communicating by writing notes, keep in mind that some individuals who use sign language may lack good English reading and writing skills
- When someone with a hearing impairment cannot understand you, write a note asking what communication aid or service is needed
- Use gestures to help with communicating

American Sign Language (ASL) Interpreting

FAA has contracted Deaf Services Unlimited (DSU) to provide hearing-impaired participants same day assistance with an American Sign Language (ASL) interpreter. This service allows FAA to connect with a DSU interpreter, usually within 15 to 20 minutes, using the state-issued laptop.

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

When there is a reason that the state-issued laptop cannot be used for interpreting interviews, FAA can use the in-person sign language interpreters services.

NOTE In-person interpreters are scheduled by appointment and likely cannot accommodate same day services.

Contact the relevant interpreting service provider from the list of statewide [Sign Language Interpreters](#).