

09 Translation Requirements - Overview

REVISION 47
(01/01/19 - 12/31/19)

FAA provides the following to FAA offices based on the estimated number of low-income non-English speaking participants living in the service delivery area:

- Bilingual staff
- Translators
- Program material and information

This only applies to FAA offices that meet the following conditions:

- Offices that service more than 100 single language minority low-income families.
- Offices that serve areas with less than 100 low-income families, when the majority speak a single non-English language.

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

The participant may make it known by one of the following:

- On their application
- Presenting an FAA-1208A Language Notification Flyer
- Using the Limited English Proficiency (LEP) Binder

NOTE When the participant is known to AZTECS, the language spoken or read is displayed on INDA.

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. 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 Language Line Services as follows:
Dial (877) 261-6608 or (866) 874-3972.

Use the telephone keypad to enter the Language Line CLIENT I.D.
(See [Language Line Client I.D.\(g\)](#))

Press 1 for Spanish or 2 for all other languages.

Press 0 for assistance when you don't know the language.

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

NOTE The Contract Code is ADSP018-212895. The FAA Office Manager (LOM) maintains the Personal Code.

- Brief the interpreter about the reason for the call and give any special instructions.
When the call is complete, say End of Call to the interpreter.

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

The following are providers for sign language interpreting statewide:

- Arizona Interpreting Service (Maricopa County)
Contract Code: ADSP013-044183
Phone: (480) 961-7331
- Community Outreach Program for the Deaf (Tucson)
Catholic Community Services
Contract Code: ADSP013-044184
Phone: (520) 445-8484
- Valley Center for the Deaf (Phoenix)
Catholic Community Services
Contract Code: ADSP013-044184
Phone: (602) 267-1921

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

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