11   Translation Requirements - Overview

FAA provides the following to local 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 local 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 a 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.

When translation is needed, see Translation Services.