LANGUAGE ACCESS PLAN FOR LEP INDIVIDUALS

State Agency: Office of Temporary and Disability Assistance (OTDA)

Effective Date of Plan: April 1, 2015

Language Access Coordinator (LAC): Dorothy Wheeler

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PART 1 - INTRODUCTION

Pursuant to Executive Order No. 26 ("Statewide Language Access Policy"), we have prepared this Language Access Plan ("Plan") that sets forth the actions we will take to ensure that persons with limited English proficiency ("LEP") have meaningful access to agency services, programs, and activities.

Statement of Agency Services to the Public:

OTDA's Mission is:

- To enhance the economic security of low-income working families.
- To assist work-capable public assistance recipients in achieving entry into the workforce.
- To assist individuals with priority needs other than work-readiness in accessing appropriate benefits and services.
- To enhance child well-being and reduce child poverty.

Please note: *By statute, OTDA supervises programs within local social services districts which are county administered and therefore are not covered by this Executive Order. For this reason, no mention of the local district delivery will be made in this Plan. Likewise, OTDA's efforts to provide appropriate language access through our existing Administrative Directive to our Local Districts are also excluded from this document.*

In developing this plan, we have understood LEP individuals to be persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. We will reassess language needs periodically as needed, but at least every two years starting from the effective date of this Plan.

PART 2 -ASSESSING LEP POPULATION LANGUAGE NEEDS

The estimated total number of individuals in our service area is:
The numbers presented here may overlap.

TANF	253,936	(March 2014)
Non-TANF SNA	311,527	(March 2014)
NTA SNAP	2,548,076	(March 2014)
Child Support NTA	946,118	(March 2014)

The top six languages spoken by LEP individuals that our agency serves or could potentially serve are as follows:

Language	Estimated Number of LEP individuals in New York State
Spanish	1,230,302
Chinese	329,482
Russian	130,961
Italian	65,243
Korean	64,426
French (Haitian) Creole	64,046

Source: U.S. Census Bureau, 2008-2012 American Community Survey

We use the following resources to determine the top six languages spoken by LEP individuals:

- ☑ US Census data (including American Community Survey data)
- ☑ Agency data on client contacts
- ☐ School system data
- ☐ Information from community organizations that serve LEP individuals

  Names of organizations:

- ☐ Information from other government agencies

  Names of agencies:

- ☐ Other (describe):

We have determined the frequency of our contacts with LEP individuals as follows:

OTDA captures the nature of our contacts with all individuals including LEP individuals through in-person interaction, phone and written contact, and electronically through the State's web portal titled "MyBenefits" (used for Health and Human Services Programs) as well as the OTDA's website.

PART 3 -PUBLIC OUTREACH AND NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

We inform LEP individuals, in the languages indicated in the chart in Part 2 of this plan, about their right to free language assistance services by using the following measures:

☑ LEP individuals are informed directly by our staff

In what ways? OTDA informs the public about these services through in-person contact by the Office of Administrative Hearings (OAH) Hearing Officers and intake workers. The Center for Employment and Economic Supports (CEES) Hotline Operators, the NYS Child Support Helpline's contractor, the Bureau of Refugee and Immigrant Assistance (BRIA) Language Services Unit and the State Supplemental Program's contractor also informs the public.

☑ Brochures or flyers about language assistance services
- In public areas of the agency
- Elsewhere in the agency's service area(s)

☑ Signs posted about language assistance services
- In public areas of the agency
- Elsewhere in the agency's service area(s)

☑ Outreach and presentations at schools, faith-based groups, and other community organizations

What are the LEP populations targeted? Primarily Spanish, Russian, Chinese, Korean, French (Haitian) Creole, Arabic and Italian.

☑ Collaborations with community organizations that serve LEP individuals

What are the LEP populations targeted? OTDA collaborates through outreach efforts listed above as well as to all newly arriving refugees.

☑ Local, non-English-language media directed toward LEP individuals in their languages

☐ Telephonic voice menu providing information in non-English languages

In which languages:

☑ Other (describe): OTDA uses over 17.5 million mailing envelopes per year, which displays a statement in 10 languages telling readers that an important notice is enclosed, and if they need help reading the notice, they should contact their worker. All CEES client notices are mailed in these envelopes.

☑ OTDA Website

PART 4 -PROVISION OF LANGUAGE ASSISTANCE SERVICES

We use the following resources to determine when an individual is LEP, and what the individual's primary language is, when the encounter is *in person*:

☑ "I Speak" posters or visual aids

☑ Reception staff makes those determinations based on experience, with the assistance of bilingual staff members where available

☑ Other (describe): OAH Hearing Officers and intake workers with the assistance of language parentheticals or interpreting contractors where necessary.

We use the following resources to determine when an individual is LEP, and what the individual's primary language is, when the encounter is *by telephone*:

☑ Reception staff makes those determinations based on experience, with the assistance of bilingual staff members where available

☑ Telephonic interpreting service

☑ Other (describe): BRIA Language Services Unit.

We record and maintain documentation of each LEP individual's language assistance needs as follows:

OTDA maintains a record of "language spoken" and "language read" in the OTDA's Welfare Management System for New York City for applicant/payees. We also collect those data elements on MyBenefits for applicants. The Fair Hearings Information System (FHIS) collects data on interpreter requests. Quarterly language assistance reports are submitted by each Center to BRIA.

A. Oral Interpreting Services

Our protocol(s) for assessing whether an LEP individual needs oral interpreting services is as follows:

For in-person encounters: The LEP individual may self-identify or, where staff is unable to communicate with the LEP individual, staff may use "I Speak" cards and "If you need an interpreter" desk aid.

By telephone: The LEP individual may self-identify or, where staff is unable to communicate with the LEP individual, staff may use a language parenthetical or an interpreting contractor.

At initial contact in the field: The LEP individual may self-identify or, where staff is unable to communicate with the LEP individual, staff may use "I Speak" cards and "If you need an interpreter" aid.

For pre-planned appointments with LEP individuals: Staff has already identified an individual's language need and made the necessary arrangements through the interpreting and translation services contractors. OTDA reserves the right to add or remove contractors as needed. OTDA may also use the BRIA Language Services Unit or language parentheticals.

Other (describe):

Our protocol(s) for informing LEP individuals that they do not need to provide their own interpreters and that free interpreting services will be provided is as follows:

For in-person encounters: Staff points to "I Speak" cards and "If you need an interpreter" desk aid, or once an interpreter is contacted, the interpreter will inform the LEP individual that the service is provided free of charge.

By telephone: OTDA staff, through a language parenthetical or an interpreter, informs the LEP individual that the service is provided free of charge.

At initial contact in the field: Staff uses "I Speak" signs and written material to inform the LEP individual that the service is provided free of charge, or once an interpreter is contacted, the interpreter will inform the LEP individual that the service is provided free of charge.

For pre-planned appointments with LEP individuals: Staff has already identified an individual's language needs and made necessary arrangements through the interpreting and translation services contractors. OTDA may also use the BRIA Language Services Unit or language parentheticals.

Other (describe): OAH scheduling notices mailed to individuals state that interpreting assistance is available free of charge.

If an LEP individual insists on using a family member, friend, or other person as an interpreter, our protocol(s) for determining whether to accept or decline such an arrangement is as follows:

LEP individuals that come into contact with our agency will be informed of the availability of free interpreting services. Generally, an LEP individual may not use a family member, friend, or a minor as an interpreter. However, **during emergencies** an LEP individual will be permitted to use a minor, a family member or friend as an interpreter. Upon request, an LEP individual may also be permitted to use a minor, a family member or friend as an interpreter for routine matters, such as asking the

location of the office, hours of operation or rescheduling an appointment. Where the interaction with the LEP individual occurs at the agency's office, and an individual is permitted to use an interpreter of his or her choosing, he or she must fill out a written consent/waiver form.

Where an LEP individual is engaged in official business with the agency, the agency will provide an independent interpreter at all times. An LEP individual will not be permitted to use an independent interpreter of his or her choosing when filling out applications or when involved in other legal matters.

Our protocol(s) for obtaining interpreter services in a timely manner is as follows:

Once an LEP individual has self-identified, or staff is unable to communicate with an LEP individual, OTDA staff uses the BRIA Language Services Unit, language parentheticals or contractors in a timely manner.

We record and maintain documentation of oral interpreting services provided to LEP individuals at each encounter as follows:

On a quarterly basis, all OTDA Centers track, record and report oral interpreting services.

Competency and confidentiality

The linguistic and cultural competence of interpreters is addressed as follows:

On a case-by-case basis, OTDA uses multilingual staff volunteers who are self-assessed in their own language competency. Where OTDA utilizes independent interpreting services, that vendor will implement quality assurance standards to guarantee that its interpreters are trained and are linguistically and culturally competent.

The issue of confidentiality pertaining to the use of interpreters is addressed as follows:

The training provided to staff will address the importance of confidentiality. Furthermore, independent interpreters will enforce standards of confidentiality in accordance with NYS Law.

Maintaining a list of oral interpreting resources

We use, or have available for oral interpreting, the following resources:

☑ Bilingual staff members who work directly with LEP individuals

Number of staff and languages spoken:

CEES – 1 Spanish
OAH – 28 Spanish
Audit & Quality Improvement – 1 Spanish

State Supplemental Program – 1 Spanish, 8 vacant positions for Spanish

☑ Bilingual staff members who provide oral interpreting when necessary

Number of staff and languages spoken:

Center for Specialized Services – 6: 1 Chinese, 3 Spanish, 1 Russian, 1 Arabic

OAH – 3 Spanish

☑ Telephonic interpreting service

Names of vendors: Geneva Worldwide, Inc., Language Line Solutions, Inc., LinguaLinx, Inc. and MAMI.

☐ Contracts or other arrangements with community organizations or individuals for oral interpreting services

Names of individuals/organizations and languages:

☐ Other (describe):

The agency's Language Access Coordinator maintains the list of oral interpreting resources that are available to staff, which includes:

☑ Names and contact information for all resources

☑ Names and locations of staff members who are available to act as interpreters or provide services directly in the LEP individual's primary language

☑ Languages in which each interpreter or service is qualified

☑ Procedure for accessing each interpreter or service

We inform all staff members who have contact with the public how to obtain oral interpreting services as follows:

We inform all staff through our mandatory annual training program and handouts on how to contact interpreting services once the need has been identified.

B. Translations of Written Documents

The process to determine and reassess, at least every two years starting from the effective date of this plan, those vital documents (including website content) which must be translated is as follows:

OTDA determines whether a document is considered "vital" based on the importance of the program's information or service to the LEP person and/or the consequence to the LEP person if the information is not provided accurately or in a timely manner. We periodically (every two years, or more often as deemed necessary) review new documents and revisions to existing documents, to determine if they remain vital or if other documents are identified as vital for translation purposes. The LAC, in coordination with legal counsel and program areas, will determine if documents are vital.

The process to timely translate documents that LEP individuals submit in their primary languages is as follows:

Language assistance is provided in a manner that does not delay an LEP individual's access to benefits or services. Documents received from an LEP individual in his or her native language will either be translated in-house or sent to an interpreter and translation services contractor within a reasonable time after receipt.

The process for ensuring that documents are written in plain language before they are translated into other languages is as follows:

Certain language is determined by policy, regulations and statutes (federal and state). Each program area is responsible for ensuring that documents are written in language appropriate for the audience for which they are intended before being translated.

The following documents are currently translated by the agency in the languages indicated:

Please refer to Attachments A, B and C.

The process for ensuring that translations are accurate and incorporate commonly used words is as follows:

OTDA, through its vendor(s) will ensure that proofing/editing for correctness and cultural sensitivity are a component of the translation services provided by any vendor under contract as part of the publication process. OTDA will also ensure that plain language is used in materials produced before translation to ensure information is accessible to a range of literacy levels.

We use, or have available for translating, the following resources:

☑ Contracts with language service vendors

Names of vendors: Geneva Worldwide, Inc., Language Line Solutions, Inc., LinguaLinx, Inc. and MAMI.

☐ Contracts or other arrangements with community organizations or individuals for written translation services

Names of individuals/organizations and languages:

☐ Oral translations of written documents by bilingual staff members

☐ Oral translations of written documents by other individuals or community organizations

Names of individuals/organizations and languages:

☑ Other (describe): BRIA Language Services Unit.

The agency's Language Access Coordinator maintains the list of written translation resources that are available to staff, which includes:

☑ Names and contact information for all resources

☑ Names and locations of staff members who are available to provide oral translations of written documents

☑ Languages in which each translation service is qualified

☑ Procedure for accessing each translation service

PART 5 -STAFF TRAINING

The person(s) in the agency who is responsible for the provision of training to staff in language access issues is: Dorothy Wheeler and Linda Veraska, Bureau of Refugee and Immigrant Assistance, OTDA.

The staff training includes the following components:

☑ The legal obligations to provide meaningful access to benefits and services to LEP individuals

☑ How to access language assistance services

☑ How to work with interpreters

☑ Cultural competence and cultural sensitivity

☑ Documenting the language needs of LEP individuals and the language services provided to them by the agency

☑ How to obtain written translation services

The methods and frequency of training are as follows:

OTDA's staff is trained about our Language Access Plan, using webinars and in-person training strategies. Mandatory language access training takes place annually, with refreshers given more often as necessary. The E.O. 26 is included in the policy section of the New Hire orientation packet and our language access policy is addressed in their orientation training. Handouts and other written material used during trainings are provided to staff as a reminder of E.O. 26.

PART 6 -ADMINISTRATION

Monitoring

To ensure compliance with the Plan, the LAC will monitor its implementation as follows:

The LAC, in conjunction with other assigned staff, reviews OTDA's Language Access Plan to determine if any updates are necessary, including updates to the staff training materials, frequency of trainings and list of vital documents. The LAC also conducts spot checks to review that the necessary Language Access signs are appropriately posted in the Agency's public areas. The LAC also reviews and addresses any complaints filed by LEP individuals and assesses the staff training for any necessary updates.

Complaints

We provide information to the public, including to LEP individuals in languages regularly encountered in this service area, advising them of the right to file a complaint if they feel that they have been the subject of discrimination. The information we provide describes how and/or

where to file a complaint. We do not retaliate or take other adverse action because an individual has filed a complaint alleging discrimination based on LEP status or needs.

We display information on the right to file a complaint, and the procedures to file a complaint, in the following manner:

Signs in public areas advise LEP individuals of their right to file a complaint regarding language access issues. Additionally, the standard complaint form is made available in the six languages mentioned in Part 2 of this Plan. The complaint form is made available in our offices and online.

We handle complaints made to the agency regarding the provision of language assistance services in the following manner:

Currently, all complaints regarding language access are routed to the Office of Legal Affairs (OLA). This duty will be transitioned to the LAC who will address in conjunction with the OLA.

PART 7 -SIGNATURES

Executive Deputy Commissioner — 3/12/15

Head of Agency | **Title** | **Date**

Director of the Bureau of Refugee & Immigrant Assistance

Agency LAC | **Title** | **Date**

3/4/15

Deputy Secretary for Civil Rights | **Date**

Attachment A

OTDA Forms and Publications translated into the top six languages (Spanish, Russian, Chinese, Korean, French (Haitian) Creole and Italian)

Form Number	Document Name
2114 (LDSS)	Continuing Your PA and/or SNAP Benefits
2474 (LDSS)	SSI Referral and Clarification of Contact
2642 (LDSS)	Documentation Requirements
3087 (LDSS)	Application Recertification Guide Service Dog Food Program
3151 (LDSS)	SNAP Change Report Form
3152 (LDSS)	Action Taken on Your SNAP Case
3156 (LDSS)	Notice of SNAP Over-Issuance
3156 (LDSS)	NYC Notice of SNAP Over-Issuance
3421 (LDSS)	HEAP Application - update----------(priority)
3494A (LDSS)	HEAP Notice of Eligibility Decision – Approval
3494B (LDSS)	HEAP Notice of Eligibility Decision – Denial
3620 (LDSS)	Notice of Intent to Change SNAP Benefits
3620 (LDSS)	NYC Intent to change SNAP benefit
3621 (LDSS)	Notice of Intent to Change SNAP Benefits (Adequate)
3621 (LDSS)	NYC Intent to change SNAP benefit- Adequate
3958 (LDSS)	Participate in Child Assistance Program
3969A (LDSS)	Notice of Action Taken on Your App. – Benefit for CAP, MA, FS, Services
3969B (LDSS)	Notice of Action Taken on Your App. – Benefit for CAP, MA, FS, Services
4002 (LDSS)	Action Taken on Your Request for Assistance to Meet an Immediate Need
4004 (LDSS)	For Noncompliance with Employment Related Requirements
4005 (LDSS)	Notification of TA Work Requirements Determination Exempt
4005 (LDSS)	NYC Notification of TA Work Requirements Determination Exempt
4005A (LDSS)	Notification of TA Work Requirement Determination – Non-Exempt
4005A (LDSS)	NYC Notification of TA Work Requirement Determination – Non-Exempt
4013A (LDSS)	Action Taken on Your Application – PA, SNAP and MA Coverage – Part A
4013A (LDSS)	NYC Action Taken on Your Application – PA, SNAP and MA Coverage – Part A
4013B (LDSS)	Action Taken on Your Application – PA, SNAP and MA Coverage – Part B
4013B (LDSS)	NYC Action Taken on Your Application – PA, SNAP and MA Coverage – Part B
4014A (LDSS)	Action Taken on Your Recert – PA, SNAP and MA Coverage – Part A
4014A (LDSS)	NYC Action Taken on Your Recert – PA, SNAP and MA Coverage – Part A
4014B (LDSS)	Action Taken on Your Recert – PA, SNAP and MA Coverage – Part B
4014B (LDSS)	NYC Action Taken on Your Recert – PA, SNAP and MA Coverage – Part B
4015A (LDSS)	Notice of Intent to Change Benefits – PA, SNAP, MA Coverage and Services – Part A
4015A (LDSS)	NYC Notice of Intent to Change Benefits – PA, SNAP, MA Coverage and Services –

Attachment A

OTDA Forms and Publications translated into the top six languages (Spanish, Russian, Chinese, Korean, French (Haitian) Creole and Italian)

Form Number	Document Name
	Part A
4015B (LDSS)	Notice of Intent to Change Benefits – PA, SNAP, MA Coverage and Services – Part B
4015B (LDSS)	NYC Notice of Intent to Change Benefits – PA, SNAP, MA Coverage and Services – Part B
4016A (LDSS)	Notice of Intent to Change Benefits – PA, SNAP, MA Coverage and Services – Part A
4016A (LDSS)	NYC Notice of Intent to Change Benefits – PA, SNAP, MA Coverage and Services – Part A
4016B (LDSS)	Notice of Intent to Change Benefits – PA, SNAP, MA Coverage and Services – Part B
4016B (LDSS)	NYC Notice of Intent to Change Benefits – PA, SNAP, MA Coverage and Services – Part B
4027 (LDSS)	CAP Notice About Lump Sum
4053 (LDSS)	SNAP repayment agreement
4310 (LDSS)	Periodic Report
4310A (LDSS)	Follow up to the Periodic Report
4726 (LDSS)	TANF Services Application/Recertification
4753 (LDSS)	SNAP Request for Contact/Missed Interview
4770 (LDSS)	TANF Youth Services Application (the first 2 pages)
4786 (Pub)	Get all the Credit You Deserve with Earned Income Tax Credits - Brochure
4799 (LDSS)	SNAP Benefits IPV Disqualification Notice
4799 (LDSS)	NYC: SNAP Benefits IPV Disqualification Notice
4826 (LDSS)	SNAP Application/Recertification
4826A (LDSS)	How to Complete SNAP Application/Recertification
4827 (LDSS)	PA IPV Notice
4827 (LDSS)	NYCPA IPV Notice
4836 (LDSS)	SNAP Benefits Interim Report
4836 (LDSS)	NYC SNAP Benefits Interim Report
4836 (LDSS)	NYSNIP SNAP Benefits Interim Reports
4836 (LDSS)	NYSNIP SNAP Benefits Interim Reports NYC
4841 (LDSS)	NYSNIP SNAP Case Information Collection Sheet
4845 (LDSS)	SNAP agreement on repayment
4847 (LDSS)	Documentation Receipt – TA, SNAP, MA and CHP A
4857 (LDSS)	SNAP Benefits Compromise/Repayment Acknowledgement
4864 (LDSS)	NYC Excess Support – Active PA – NYC
4865 (LDSS)	NYC Excess Support – Closed PA Cases – NYC
4887 (LDSS)	Mail-In Recert Eligibility Questionnaire

Attachment A

OTDA Forms and Publications translated into the top six languages (Spanish, Russian, Chinese, Korean, French (Haitian) Creole and Italian)

Form Number	Document Name
4903 (LDSS)	Disqualification Consent Agreement
4904 (LDSS)	Notice of Consequences of Consenting to a Disqualification Consent Agreement
4906 (LDSS)	Notice to Advise Individual on a Court Record or Disqualification
4921 (LDSS)	Working Families SNAP Initiative Screening Sheet
4942 (LDSS)	SNAP Authorized Representative Form
4982 (LDSS)	How to apply for SNAP --- update
4988 (LDSS)	Application for Disaster Supplemental Nutrition Assistance Program (DSNAP)
4989 (LDSS)	Action on DSNAP
4992 (LDSS)	HEAP Cooling Assistance Application
4993 (LDSS)	HEAP Cooling Assistance Notice of Eligibility Decision
4995 (LDSS)	SNAP Right to File Poster
4996 (Pub)	Will you receive SNAP after…
4998 (LDSS)	HEAP Qualified Non-Citizen
5004 (LDSS)	EBT How to Use Your Benefit Card to Get SNAP and/or Cash Benefits
5006 (LDSS)	SNAP Public Notice Poster
5009 (LDSS)	Mental Health Screening Questionnaire
8036 (LDSS)	SNAP Complaint Procedure
	Forms and Publications below have been translated since October 2012
457 (OAH)	Notice of Fair Hearing
1165 (LDSS)	Request for Restricted Payments
1410 (LDSS)	Life Insurance Information Request - Prudential and Met Life
1412 (LDSS)	Life Insurance Adjustment Request
2291 (LDSS)	Request for Replacement of Food Purchased with SNAP Benefits
2425A (LDSS)	Repayment of Interim Assistance Notice
3152 (LDSS)	NYC Action Taken on your SNAP Benefits Case
3668 (LDSS)	Shelter Verification
3677 (LDSS)	Report of Support Collected
3677 (LDSS)	NYC Report of Support Collected
3785 (LDSS)	HEAP Self-Employment Worksheet
3814 (LDSS)	Temporary Assistance Additional Allowances and Other Help
3815 (LDSS)	Request for an Additional Allowance
4418 (LDSS)	NYC Acknowledgement of Paternity for a Child Born to an Unmarried Woman
4420 (OAH)	Acknowledgement of Fair Hearing Request and Confirmation of Aid Status
4482 (OAH)	Transmittal of Fair Hearing Decision to Appellant

Attachment A

OTDA Forms and Publications translated into the top six languages (Spanish, Russian, Chinese, Korean, French (Haitian) Creole and Italian)

Form Number	Document Name
4526 (LDSS)	Medical Examination for Employability Assessment, Disability Screening, and Alcoholism/Drug Addiction Determination
4580 (LDSS)	Request for Restricted Payments
4716 (Pub)	Every Day, Older Adults Just Like You - Get SNAP
4716A (Pub)	Every Day, Older Adults Just Like You - Get SNAP (Poster)
4725 (LDSS)	TANF Services Certification/Application Review Form
4735 (LDSS)	Keep the Heat on with HEAP – Brochure
4770 (LDSS)	Youth Application for TANF Services
4791 (LDSS)	Important Information About What Changes You Must Report for SNAP
4826B (LDSS)	Rev 8/12 Interview/Verification Guide for the: SNAP Application/Recertification
4882 (LDSS)	Application for Child Support Services
4916 (Pub)	Helping Hands for People in Need
4983 (Pub)	Your Family May Be Eligible For SNAP
4983A (Pub)	Your Family May Be Eligible For SNAP (Poster)
4984 (Pub)	Find Help…It's a SNAP (Palm Card)
5007 (Pub)	Keep the Heat on with HEAP – Poster
5010 (LDSS)	NYS HEAP Heating Equipment Repair and Replacement Assessment Form
5041 (LDSS)	Lien Acknowledgement
	Fair Hearing Request Form

Attachment B

OTDA Forms and Publications translated into the languages indicated

Form Number	Document Name
1301 (LDSS)	How to Complete the TA-MA-FS-Child Care Assistance Application: Arabic, Chinese, Haitian-Creole, Russian, Spanish
1313 (LDSS)	How to Complete the Recertification Form: Arabic, Chinese, Haitian-Creole, Russian, Spanish
1950 (LDSS)	Every Child Has the Right to Support From Both Parents: Arabic, Chinese, Russian and Spanish
2291A (LDSS)	Request for Replacement of Food Purchased with SNAP Benefits (NYC): Arabic, Chinese, Haitian-Creole, Korean, Russian and Spanish
2921 (LDSS)	Common Application: Arabic, Chinese, Haitian-Creole, Italian, Russian, Spanish
2921A (LDSS)	Emergency Assistance for Adults Applicant Statement: Spanish
3174 (LDSS)	Recertification Form for: Temporary Assistance (TA) - Medical Assistance (MA) - Medicare Savings Program (MSP) - Supplemental Nutrition Assistance Program (SNAP) : Arabic, Chinese, Haitian-Creole, Russian, Spanish
3696 (LDSS)	Job Search Handbook: Spanish
4231 (LDSS)	Option to End Your Sanction: Spanish
4279 (LDSS)	Notice of Responsibilities and Rights for Support: Spanish
4281 (LDSS)	Attestation for Lack of Information: Spanish
4530 (LDSS)	Assignment of Wages, Salaries, Commissions or other Compensation for Services: Spanish
4532 (LDSS)	Notice of Intent to file an Assignment of Wages, Salaries, Commissions or other Compensation for Services: Spanish
4556 (LDSS)	NYC Tier II Involuntary Discharge Hearing Decision: Spanish
4571 (LDSS)	Alcohol and Drug Abuse Screening and Referral Form: Spanish
4583 (LDSS)	Domestic Violence Screening Form: Arabic, Chinese, Korean, Russian and Spanish
4583A (LDSS)	Domestic Violence Palm Card: Spanish
4594 (LDSS)	Notification of Decision on a Waiver to Allow a Temporary Delay in Public Assistance Requirement(s) (Adequate Only): Spanish
4594 (LDSS)	NYC Notification of Decision on a Waiver to Allow a Temporary Delay in Public Assistance Requirement(s) (Adequate Only): Spanish
4595 (LDSS)	Notification of Decision of a Continuation of a Waiver to Allow a Temporary Delay in Public Assistance Requirement(s) (Timely and Adequate): Spanish
4595 (LDSS)	NYC Notification of Decision of a Continuation of a Waiver to Allow a Temporary Delay in Public Assistance Requirement(s) (Timely and Adequate): Spanish
4596 (Pub)	Electronic Benefits Transfer: Arabic, Chinese, French, Haitian-Creole, Korean, Russian, Spanish, Vietnamese and Yiddish
4682 (LDSS)	Notification of Overpayment of Public Assistance to a Former Recipient and Demand for Repayment: Spanish
4719 (LDSS)	Establishing Paternity - What You Should Know: Arabic, Chinese, Russian and

Attachment B

OTDA Forms and Publications translated into the languages indicated

Form Number	Document Name
	Spanish
4720 (LDSS)	Teen Parents and the Law: Spanish
4721 (LDSS)	What Non-Custodial Parents Need to Know About Child Support: Spanish
4741 (LDSS)	NYS OTDA - Programs & Services: Albanian, Arabic, Chinese, French, Korean, Polish and Spanish
4846 (LDSS)	Bureau of Refugee and Immigrant Assistance (BRIA): Arabic, Chinese, Russian and Spanish
4863 (LDSS)	Medical Information Release Form: Spanish
4901 (LDSS)	A Driver's Manual for New Dads: Arabic, Chinese, Haitian-Creole, Korean, Russian and Spanish
4905 (LDSS)	Domestic Violence Information for all Temporary Assistance Applicants: Arabic, Chinese, Korean, Russian, Spanish
4914 (Pub)	EBT Cardholder Account Overview Guide: Arabic, Chinese, French, Haitian-Creole, Korean, Russian, Spanish, Vietnamese and Yiddish
4944 (LDSS)	Support Your Child Financially and Emotionally: Arabic, Chinese, Russian and Spanish
4946 (Pub)	l Health Warning to the Asian Community Lead Poisoning: Chinese
4947 (Pub)	Health Warning to the Hispanic Community Lead Poisoning: Spanish
4951 (LDSS)	myBenefits.ny.gov (Palm Card): Arabic, Chinese, Haitian-Creole, Korean, Russian and Spanish
4952 (Pub)	WorkPays NY (Flyer): Arabic, Chinese, Haitian-Creole, Korean, Russian and Spanish
4952A (Pub)	WorkPays NY (Poster): Arabic, Chinese, Haitian-Creole, Korean, Russian and Spanish
4953 (Pub)	Work Supports for Working Families - Employer Resource Guide: Chinese and Spanish
4954 (Pub)	WorkPays NY Work Supports Resource Guide/Checklist: Arabic, Chinese, Russian, Spanish
4957 (LDSS)	Having a Voice and a Choice - New York State Handbook for Relatives Raising Children: Spanish
4960 (LDSS)	If Life Has Changed…So Can Your Child Support: Arabic, Chinese, Russian and Spanish
4985 (Pub)	SNAP Name Change Poster: Spanish
5008 (Pub)	Human Trafficking is Illegal - Brochure: Spanish
5015 (LDSS)	Explanation of Authorization to Disclose Information to NYS OTDA: Spanish

Attachment C

OTDA Forms and Publications translated into ten languages (Arabic, Chinese, French, Haitian-Creole, Italian, Korean, Russian, Spanish, Vietnamese and Yiddish)

Form Number	Document Name
	Mailing envelopes for OTDA Center for Economic and Employment Supports client notices
4148A (LDSS)	What you Should Know About Your Rights and Responsibilities
4148B (LDSS)	What you Should Know About Social Services Programs
4148C (LDSS)	What you Should Know If You Have An Emergency