



# Office of Temporary and Disability Assistance

**ANDREW M. CUOMO**  
Governor

**MICHAEL P. HEIN**  
Commissioner

**BARBARA C. GUINN**  
Executive Deputy Commissioner

## Informational Letter

### Section 1

<b>Transmittal:</b>	20-INF-04
<b>To:</b>	Social Services District Commissioners
<b>Issuing Division/Office:</b>	Housing, Refugee Services and Disability Determinations, Bureau of Refugee Services
<b>Date:</b>	February 13, 2020
<b>Subject:</b>	Language Identification Tool (LDSS 5070-A, B and C) and District Language Access Resources Page
<b>Suggested Distribution:</b>	Temporary Assistance Directors Home Energy Assistance Program Coordinators Supplemental Nutrition Assistance Program Directors Staff Development Coordinators Child Assistance Program Coordinators Employment Coordinators Medical Assistance Directors Child Support Enforcement Unit Coordinators Support Collection Unit Supervisors Title IV-D Attorneys DSS Attorneys
<b>Contact Person(s):</b>	Office of Temporary Disability Assistance (OTDA) Language Access Coordinator, (518) 402-3096
<b>Attachments:</b>	<a href="#">Language Identification Tool Poster Size (LDSS 5070-A)</a> <a href="#">Language Identification Tool Letter Size (LDSS 5070-B)</a> <a href="#">Language Identification Tool Palm-Card Size (LDSS 5070-C)</a>
<b>Attachment Available Online:</b>	<input checked="" type="checkbox"/>

### Filing References

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
05-INF-08 06-ADM-05 17-INF-14		Part 303 351.21 351.26 355.1 Part 356 387.3 393.3	SSL § 331(3) 42 U.S.C. § 608(d)(4) 42 U.S.C. § 2000(d) et seq. 42 U.S.C. § 8625(a) 45 C.F.R. Part 80	TASB, Chapter 4, Section Q SNAP Source Book Section 3	GIS 99 MA/021 OCSE IM-00-10

			7 C.F.R. Part 15 7 C.F.R. § 272.4(b)		
--	--	--	---	--	--

## Section 2

### I. Purpose

The purpose of this release is:

1. To inform social services districts (districts) that the poster-sized “Language Identification Tool” (LDSS 5070-A) has replaced the mandated “Interpreter Services Poster” (PUB-4842); and the recommended district worker’s “Interpreter Services Desk Guide” (PUB-4843) has been replaced by the letter-sized “Language Identification Tool” (LDSS 5070-B). Additionally, the palm card-sized “Language Identification Tool” (LDSS 5070-C) may be utilized as well.

The tools may be downloaded via the [LDSS E-Forms](#) and the [District Language Access Resources](#) page on the OTDA Intranet or hard copies may be ordered by contacting [orders@otda.ny.gov](mailto:orders@otda.ny.gov).

The language identification tools must be used to assist individuals with Limited English Proficiency (LEP) to identify their language when seeking access in person to programs and services. The LDSS 5070-A must be displayed in all public areas.

2. To inform districts that OTDA published the [District Language Access Resources](#) page on the OTDA Intranet. The function of this page is to make language access tools, policy, information and resources easily accessible to district staff. The page is linked in Centraport under Desk Guides.
3. To remind districts to continue to refer to [06-ADM-05 Revised, “Providing Access to Temporary Assistance Programs for Persons with Disabilities and/or Limited English Proficiency;”](#) and [17-INF-14, “Language Access for Individuals with Limited English Proficiency;”](#) for policies and information pertaining to language access for LEP individuals.

### II. Background

On September 22, 2000, a joint “Local District Commissioner” letter was issued by the Department of Health and OTDA. This letter introduced a mandated “Interpreter Services Poster” and a recommended local district worker’s “Interpreter Services Desk Guide”. These documents were developed with the purpose of enhancing communication between the workers and LEP clients and to expedite the process of engaging interpretation for the clients.

On March 21, 2005, OTDA issued 05-INF-08, “Revisions to PUB-4842: ‘Interpreter Services Poster’ and PUB-4843: ‘Interpreter Services Desk Guide’” to notify districts that the mandated “Interpreter Services Poster” (PUB-4842) and the recommended “Interpreter Services Desk Guide” (PUB4843) had been updated, reformatted and were available for ordering.

On April 27, 2006, OTDA released 06-ADM-05 Revised, “Providing Access to Temporary Assistance Programs for Persons with Disabilities and/or Limited English Proficiency (LEP)” which instructs districts to provide meaningful access to benefits, programs and services to LEP individuals with free and timely language assistance through the provision of oral interpretation and the translation of vital documents. The mandate to use PUB-4842 and recommendation to use PUB-4843 was reiterated.

On December 17, 2017, OTDA released 17-INF-14, “Language Access for Individuals with Limited English Proficiency (LEP)” which reminds districts of their obligations and responsibilities under Administrative Directive 06-ADM-05 and also introduced earlier versions of the LDSS 5070-A and LDSS 5070-B.

### **III. Program Implications**

The language identification tools must be used to assist LEP individuals to identify their language when seeking access in person to programs and services. The LDSS 5070-A must be displayed in all public areas.

#### **Issued By**

**Name:** Linda Glassman

**Title:** Deputy Commissioner

**Division/Office:** Housing, Refugee Services and Disability Determinations