



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA INFORMATION MEMO

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**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

FROM: KEVIN M. MCGUIRE, EXECUTIVE DIRECTOR

RE: CODING PRIMARY LANGUAGE IN CARES

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND SYSTEMS

SUMMARY

The U.S. Department of Health and Human Services' Office of Civil Rights (OCR) has recommended that we remind all staff that the CARES system has a code to identify a customer's primary language and a code to identify whether the customer needs an interpreter. When data entering information for customers, make sure to code the CARES **ADDR** screen properly to indicate what the customer's primary language is and whether they need an interpreter. The correct CARES procedures are listed below.

FIA is developing a one-page flyer for you to give to customers who do not speak English, which tells them in many languages: "You will get notices about your case in English from our agency. If you need help translating them, please call your case worker. Leave your name, social security number, language and your telephone number on your worker's voicemail. Your worker will return your call with an interpreter on the line."

CARES PROCEDURES

- On the CARES **ADDR** screen enter a code in the **Prim Lang** field that identifies the customer's native language.
- In the **Interpreter Needed** field, enter a **Y** or a **N** to identify the customer's need for translation services.

INQUIRIES

Please direct questions to Marilyn Lorenzo at 410-767-7333 or Fern Parson at 410-767-7064.

cc: FIA Management Staff DHR Help Desk
Constituent Services