



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

FIA INFORMATION MEMO

Control Number: 05-17 R

Effective Date: UPON RECEIPT

Issuance Date:

**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: REVISED – CODING PRIMARY LANGUAGE IN CARES and
HOW TO ASK FOR AN INTERPRETER BROCHURE**

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

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 has developed a brochure for you to give to customers who do not speak English, which tells them in many languages: "We will mail you important notices about your case in English. If you need help understanding them, please call the telephone number below. Tell the worker or voicemail your name, your language, your social security number or date of birth, and your telephone number. Say: 'I need an interpreter.' Your worker will return your call with an interpreter on the line." The brochure is form number DHR/FIA 676 "How to Ask for an Interpreter." Supplies will be delivered to local offices about March 15, 2005. Please give a copy of the brochure at application and redetermination to applicants and customers, when you note that they have limited English proficiency.

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 an **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