

 <p>Department of Human Resources 311 West Saratoga Street Baltimore MD 21201</p>	<p>FIA ACTION TRANSMITTAL</p>
<p>Control Number: FIA/OPR 98-50</p>	<p>Effective Date: Upon Receipt Issuance Date: June 15, 1998</p>

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

FROM: *Charles E. Henry For*
KEVIN MAHON, EXECUTIVE DIRECTOR, FIA
Denese Maker
DENESE MAKER, EXECUTIVE DIRECTOR, CSA

**RE: INTERPRETATION SERVICES FOR NON-ENGLISH SPEAKING
HOUSEHOLDS**

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF POLICY AND RESEARCH

SUMMARY

Some households that apply for assistance through local departments of social services are non-English speaking or have limited English language proficiency. This Action Transmittal is to remind local departments that the application process and eligibility determination for these households is the same as for all other households that apply for benefits.

REQUIRED ACTION

Local departments are required to accept an application for assistance and conduct an interview with non-English speaking or limited English language proficient households. If the local department cannot conduct the interview because of inadequate English language proficiency, it must use the services of an interpreter. The interpreter can be a member of the local department staff, an individual designated by the customer, or a person outside the agency who is proficient in the language spoken by the customer.

Local departments that experience difficulty in identifying an interpreter may contact the Maryland Office of New Americans (MONA) at (410) 767-7514. MONA will provide the local department with a listing of the names, addresses and phone numbers of individuals who are available to act as interpreters, or offer a referral to organizations that provide these services. Local departments can select and contact an interpreter or organization and arrange for their services for the interview process.

Please direct inquiries to Steve Sturgill at (410) 767-7733.

cc: DHR Executive Staff
FIA Executive Staff
Constituent Services
Frank Bien
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