

LANGUAGE
ACCESS
PLAN

NASSAU COUNTY DEPARTMENT OF
SOCIAL SERVICES

JOHN E. IMHOF, PH.D., COMMISSIONER

I. Purpose

This policy has been developed to implement the requirements of *NYS OTDA ADM 06-ADM-05 and Nassau County Executive Order numbers 67-2013 and 72-2013*(See Below) which seek to ensure that applicants and recipients with Limited English Proficiency (LEP) have equal access to all benefits, programs and services provided by Nassau County Department of Social Service (NCDSS) for which they are eligible, including Childcare, Food Stamps, HEAP, Medicaid, Temporary Assistance and Child Support programs.

II. Definition of Limited English Proficiency (LEP) and Top Six (6) Languages spoken in Nassau County other than English

A person with limited English proficiency is defined as someone whose primary language is not English and who is unable to effectively read, write, speak or understand English.

Based on data from the US Census the top six most common languages other than English spoken in Nassau County are **Spanish, Chinese, Italian, Persian, Korean, and Haitian Creole.**

III. Goal of NCDSS Language Access Plan (LAP)

NCDSS recognizes the importance of effective and accurate communication between its employees and the community they serve. It is the policy of NCDSS to take reasonable steps to provide timely and meaningful access for persons with limited proficiency in English to the services and benefits that NCDSS provides to the degree practicable. It is the policy of NCDSS to inform members of the public that seek its services that language assistance services are available free of charge to LEP persons.

Tracy Presti is designated NCDSS Language Access Coordinator (LAC). As the LAC she will supervise NCDSS' language access plan and monitor the success of the plan by annually collecting data on the provision of language assistance services and the availability of translated materials. The Language Access Plan will be reviewed and updated as necessary on an annual basis.

Complaints of violations of the LAP by NCDSS applicants, recipients and others covered by the LAP must be referred to the NCDSS LAC Coordinator Tracy Presti., 60 Charles Lindbergh Blvd, Uniondale, NY 11553, (516)227-8458, Tracy.Presti@hsnassaucountyny.us

IV. Language Access Resources available at NCDSS

- Phone based language interpretation services currently provided by **Language Line** 1-800-752-6096 (See Instructions Below on *How to Register for Your Personal PIN Number* and *Guide to Effectively Working with our Interpreters*)
- Two designated dual handle phones in the Welcome area that allow for direct translation between a client, worker and. **Language Line**
- A document translation service provided by **Language Line**
- *If you need an interpreter* signs advising LEP individuals of the availability of free interpretation services prominently displayed in all public access areas at NCDSS and at the Welcome Desk (Sample Below).
- *Interpreter Services Desk Guide* available to all workers at the Welcome Desk (Sample Below)
- Client's language spoken and need for translation services noted on Client Status Tracking System.
- The Customer Service Unit will arrange for Sign Language interpreters through an outside agency. The agency currently being used is *Mill Neck interpreter Service, 501 South Broadway, Suite A, Hicksville, NY 11801(516) 512-6222 ext.1*
- Downloadable OTDA forms in various languages. A listing of the forms can be found by accessing the following link <http://otda.state.nyenet/news/language-access-plan.pdf>. The forms can be accessed by going to the *Resources* page of the OTDA website and clicking on the heading L-DSS e-forms.
- Downloadable OCFS forms in various languages. A listing of the forms and information on OCFS can be accessed in various languages by going to the OCFS website www.OCFS.ny.gov.
- English/Spanish directional signage posted in the welcome area.
- Use of Google Translation Service by Welcome Desk workers.
- Approximately fifty (50) NCDSS employees who hold bi-lingual Spanish titles (See List Below)
- Approximately ninety (90) NCDSS employees who are fluent in languages other than English (See List Below).
- Approximately Twenty Four (24) non NYS OTDA forms used by NCDSS translated into Spanish (See List Below)
- Caseworkers in the field call Language Line to facilitate translations of interviews with clients.

V. Language Interpretation Services

Qualified NCDSS staff will use their language skills to ensure members of the community are informed of and have access to programs and services provided by NCDSS.

Language Interpretation Services will be provided free of charge to all NCDSS clients.

NCDSS employees who speak languages other than English are composed of two groups: 1) employees who identify themselves as being able to communicate in a foreign language and 2) employees who hold a bilingual civil service title. An employee's language skills are a part of an employee's personal record. Human Resources maintains a listing of employees who speak a language other than English (See List Below). NCDSS staff should contact Human Resources (227-7627) before contacting another employee to translate to insure that the employee is still on staff.

VI. Baseline Languages

Based on data from the United States Census Bureau the County of Nassau has identified six languages as "the top LEP" languages in Nassau County. These languages -- **Spanish, Chinese, Italian, Persian, Korean, and Haitian Creole** – are the baseline languages for the implementation of Nassau County Executive Orders #67-2013 and 72-2013. NCDSS will implement its language access plan using these six baseline LEP languages. Languages will be added or removed as deemed necessary through annual reviews conducted in conjunction with the Deputy County Executive of the office of Minority Affairs.

VII. Translation of Written Material

NYS OTDA forms used by NCDSS which must be translated into one of the six top LEP languages will be downloaded from the NYS OTDA website. The forms can be obtained by going online to <http://otda.state.ny.net/news/language-access-plan.pdf>. The forms can be accessed by going to the *Resources* page of the OTDA website and clicking on the heading L-DSS e-forms.

NYS OCFS forms used by NCDSS which must be translated into one of the six top LEP languages can be downloaded by going to the OCFS website www.OCFS.ny.gov.

Non NYS OTDA forms created specifically for use by NCDSS can be translated into **Spanish** or other languages by contacting OFFICE SERVICES at 516-227-7438.

VIII. Website

NCDSS will continue to work with the Information Technology (IT) department to provide access to the NCDSS website in the six top LEP languages.

IX. Training

All staff that interacts with LEP clients will be trained by Staff Development on NCDSS' Language Access Plan and how to utilize the language access resources that are available at NCDSS.

Training will include:

- a. The legal obligations to provide meaningful access to LEP individuals
- b. How to access language assistance services
- c. How to work with interpreters
- d. Cultural competence and cultural sensitivity
- e. Documenting the language needs of LEP individuals and the language services provided to them by the agency
- f. How to obtain written translation services

The NCDSS Human Resources department shall ensure that all current NCDSS employees receive a copy of the Language Access Plan. All new NCDSS employees shall receive a copy of the Language Access Plan when hired.

X. Record Keeping and Evaluation

Records of the language services provided by the NCDSS will be obtained by reviewing billing statements received by Worldwide Interpreters and Language Line.

NCDSS employees will note on the General Client Inquiry Screen (GCI) when Language Access Services are provided to a client and the type of service provided.

NCDSS employees will write on the bottom of any form translated the following:
"This form was translated for the client into _____ (language of translation) by _____ (name of worker or translation service) on _____ (date)".

XI. Resource Analysis and Planning

The NCDSS will continue to work with Nassau's Information Technology (IT) Department to continually update and improve the Language Access Plan and access to online interpretation services and forms.

XII. Grievance Procedure

Anyone has a right to file a grievance with NCDSS if the person believes he/she was denied Language Access Services. NCDSS has a Language Access Complaint form (Appendix A).

If a grievance is submitted to a NCDSS staff person, the staff person must forward it the same day it is received to the LAP Coordinator.

The LAP Coordinator must review the Complaint and implement corrective action if needed within 7 business days.

The LAP Coordinator should consider whether one or more complaints on an issue indicates the need for changes in policies or practices, and if so, take steps to obtain these changes.

XIII. Using Family and Friends as Interpreters

In order to ensure confidentiality LEP clients may not use a family member, friend, or a minor as an interpreter other than in an emergency. However, upon request of the LEP client a family member or friend may be used for routine matters such as location information, business hours and rescheduling an appointment.

XIV. Confidentiality of Immigration Status

The use of LEP services shall not be deemed by any NCDSS employee as a basis for inquiring into confidential information relating to immigration status. NCDSS employees shall not disclose confidential information, including, but not limited to, immigration status, unless such disclosure is necessary to identify and provide appropriate services to a client or is otherwise required by law.

XV. QUESTIONS

DSS employees should direct any questions regarding this policy to their immediate Supervisors. If a supervisor has questions they should contact Tracy Presti (227-8458) or Ellen Abberbock, Esq. (227-7779).



NASSAU COUNTY
DEPARTMENT OF SOCIAL SERVICE
60 CHARLES LINDBERGH BLVD., SUITE 160
UNIONDALE, NEW YORK 11553-3686

Language Access Complaint Form

Nassau County's policy is to take reasonable steps to overcome language barriers to public services and programs. To do this, our goal is to: 1) Talk to you in your language and 2) Provide vital forms and documents in the top six, most frequently used languages, in addition to English. Your comments on this form will help us towards that goal. **All information is confidential.**
Please mail completed form to above address.

Person making the complaint: Claimant ID # (if available):

First name: _____ Last
name _____

Street
address _____

City, Town or Village _____ State: _____ Zip
code: _____

Preferred language: _____ E-mail address (if
available) _____

Home phone: _____ Other
phone: _____

Is someone else helping you file this complaint? Yes No If 'Yes', include their:

First name _____ Last
name _____

What was the problem? Check all the boxes that apply and explain below.

- I was not offered an interpreter
- I asked for an interpreter and was denied
- The interpreter(s) or translator(s) skills were not good (List their names, if known)
- I was not provided the appropriate forms or notices.
- Other (Explain below)

When did problem happen? Date (MM/DD/YYYY): _____ Time: _____ AM / PM

Where did problem happen?

Describe what happened. Please be specific. Use additional pages as needed. Print your name on each sheet.

List language, services and documents needed. Include names, addresses and phone numbers of people involved, if known.

Did you complain to anyone from the Department/Agency? Who and what was the response?
Please be specific.

I certify that this statement is true to the best of my knowledge and belief.

Signature: _____ **Date** (MM/DD/YYYY): _____

(Person making the complaint)

Do not write in this box. For office use only

Date: _____ **Reviewer** _____ **Unit**

(Print Name)

Resolution: _____

Form #

How to Register for Your Language Line Personal PIN Number

Welcome to hassle free phone-based language interpretation from **Language Line**. To use the service, you must first register online to receive a Personal PIN number. Please follow these instructions:

Guide to Effectively Working with Language Line Interpreters

- Speak in short phrases, pausing to allow for the interpretation.
- Ask one question at a time.
- Use simple language to express your meaning. Remember that slang does not translate.
- Explain complex terms when necessary.
- Don't say anything that you do not want interpreted.
- Allow the interpreter to stop you and seek an explanation when necessary.
- Allow the interpreter to repeat back to you all critical information.

DSS PERSONNEL WHO HAVE INDICATED A FLUENT OR WORKING KNOWLEDGE OF A FOREIGN LANGUAGE

<u>Unit</u>	<u>Employee Name</u>	<u>Language</u>	<u>Spoken</u>		<u>Written</u>	
			<u>Fluent Knowledge</u>	<u>Working Knowledge</u>	<u>Fluent Knowledge</u>	<u>Working Knowledge</u>
4231	Naiyeju, Grace	African	X			
4310	Banji, Shade	African	X			
2402	Oyadiran, Anuolu	African	X			
4136	Afolabi, Oluwakemi	African/Yoruba	X		X	
4130	Odulaja, Adenike	Yoruba	X		X	
4139	Arogbo, Christiana	African	X			
2423	Valentin, Emmanuel	Brazilian	X			
0272	Liu, Mei Sun	Chinese (Mandarin)	X			
0272	Wei, Tao	Chinese	X		X	
4127	Berry, Barbara	Creole	X			
2423	Valentin, Emmanuel	Creole	X			
4126	Simeon, Mitza	Creole	X			
2406	Gustave, Yrbin	Creole	X			
2462	Jean-Louis, Marcello	Creole	X			
4137	Dorcent, Rose	Creole	X			
4126	Luce Brisson	Creole/French	X			
1232	Jean-LaRose, Luc	Creole/French	X		X	
4121	Jean-Pierre, Fara	Creole/Haitian		X		
0272	Ferdinand, Jean	Creole/Haitian		X		
4135	Mathieu, Rosemey	Creole, French	X: C	X: F	X: F	X: C
4233	Ghobrial, Hany	Egyptian	X			
4111	Modiri, Lida	Farsi	X			
1684	Mahoutchian, Tina	Farsi	X			
4116	Jeanty, Muriel	French		X		
4311	Rearick, Joan	French	X			
1751	Spears, Michael	French		X		
2423	Valentin, Emmanuel	French	X			
2404	Khatri, Ram	French	X		X	
2423	Victor, Carlyn	French	X			
2404	Efthimiou, Elizabeth	French		X		X
4218	Savva, Lucille	Greek	X			
1751	Desai, Vidya	Hindi	X			

<u>Unit</u>	<u>Employee Name</u>	<u>Language</u>	<u>Spoken</u>		<u>Written</u>	
			<u>Fluent Knowledge</u>	<u>Working Knowledge</u>	<u>Fluent Knowledge</u>	<u>Working Knowledge</u>
4119	Sharma, Megha	Hindi	X			
1382	Shah, Mita B.	Hindi	X			
4225	Shah, Mita D.	Hindi	X			
0253	Jafri, Aoon	Hindi	X			
2404	Khatri, Ram	Hindi	X			X
2423	Dubey, Premvadee	Hindi/Thai	X: T	X: H	X: T	X: H
		Hindi, Gujarati,				
4136	Patel, Ekta	Punjabi	X: H, G	X: P	X: H, G	
16800	Manjrekar, Sunita	Hindi, Marathi, Gujrati	X: H, M, G		X: H, M	X: G
16010	Rajpal, Kanchan	Hindi	X		X	

2401	Johnson, Daisy	Indian	X				
0192	Campbell, Lynne	Italian			X		
2402	Fagan, Mary	Italian			X		
2403	Gelardi, Giuseppa	Italian	X				
1601	Profeta, Janet	Italian			X		
2403	Razzano, Catherine	Italian			X		
1204	Martinez, Janet	Italian	X				
4211	Faherty, Diana	Italian			X		
4315	Aufiero, Lorenzo	Italian	X			X	
2401	McKeever, Elvira	Italian			X		
4315	Castillo, Grace	Korean	X				
2402	Ravindran, Uma	Malayalam	X			X	
4223	Titus-Daniel, Vincy	Malayalam	X				X
0253	Bose, Kunjamole	Malayalam	X			X	
2404	Khatri, Ram	Nepalese			X		X
4128	Bogdanowicz, Genowefa	Polish	X				
1231	Hulsen, Elizabeth	Polish	X				
0274	Afonso, Maria R.	Portugese	X				
4131	Pesce, Michelle	Portugese			X		X
4233	Cevallos, Fredy E.	Portugese	X				
4323	Salgine, Ana P.	Portugese	X				
2424	Oliveira, Anabela	Portugese	X				
1204	Martinez, Janet	Portugese			X		
4119	Sharma, Megha	Punjabi	X				
2404	Jafri, Syedali	Punjabi	X			X	

Spoken

Written

<u>Unit</u>	<u>Employee Name</u>	<u>Language</u>	<u>Spoken</u>		<u>Written</u>	
			<u>Fluent Knowledge</u>	<u>Working Knowledge</u>	<u>Fluent Knowledge</u>	<u>Working Knowledge</u>
2463	Levarda, Dan	Romanian	X			
1209	Perry, Shurla	Sign Language		X		
4135	Giannotti, Andrea	Sign Language		X		
0193	Abarca, Herminia	Spanish	X		X	
4122	Acevedo, Deice	Spanish	X			
0252	Aguilar, Leticia	Spanish	X		X	
4121	Aguilar, Laura	Spanish	X		X	
2402	Alfaro, Xiomara	Spanish	X			
2406	Alvarado, Alejandro	Spanish	X		X	
4231	Alvarado, Alba	Spanish	X		X	
1753	Arboleda, Maria	Spanish	X			
1244	Avila, Karen	Spanish	X		X	
4111	Barreto, Alicia	Spanish	X			
4214	Benitez, Sandra	Spanish	X			
42190	Berner, Joy	Spanish	X		X	
2409	Berrios, Jessica	Spanish	X			
4127	Berry, Barbara	Spanish		X		
2409	Bertram, Bonniebell	Spanish	X		X	
0192	Campbell, Lynne	Spanish		X		
4221	Campuzano, Feliciano	Spanish	X			
4120	Castillo, Eric	Spanish	X			
4138	Castillo, Stephanie	Spanish		X		

4121	Castro, Heidy	Spanish	X			X	
4233	Cevallos, Fredy	Spanish	X				
4321	Cobian-Deleo, Miriam	Spanish	X				
4125	Constain, Hector	Spanish	X				
4218	Cruz, Veronica	Spanish	X				
12040	Dar, Susana	Spanish	X			X	
1238	Domecq, Esther	Spanish	X			X	
1205	Domroe, Jamie	Spanish		X			X
1238	Drake, Jacqueline	Spanish	X			X	
1451	Duenas, Steve	Spanish	X				
1752	Eginton, Susan	Spanish		X			
1242	Escorza,Heidi	Spanish	X			X	

Spoken

Written

<u>Unit</u>	<u>Employee Name</u>	<u>Language</u>	<u>Spoken</u>		<u>Written</u>	
			<u>Fluent Knowledge</u>	<u>Working Knowledge</u>	<u>Fluent Knowledge</u>	<u>Working Knowledge</u>
2401	Facchiano, Thomas	Spanish		X		
4132	Faure, Julie	Spanish		X		
4125	Ferro, Mary Lou	Spanish		X		X
1205	Francis, Sharalee	Spanish		X		
2440	Francisco, Yesenia	Spanish	X		X	
0100	Garber, Karen	Spanish		X		
2450	Gemelli, Lillian	Spanish		X		
4233	Ghobrial, Hany	Spanish		X		
4135	Giannotti, Andrea	Spanish		X		
4132	Gibson, Susan	Spanish		X		
1384	Giler, Maria	Spanish	X			
4224	Gorriti, Rosa	Spanish	X		X	
12040	Iovino, Renee	Spanish	X			X
1760	Jackson, Sharon	Spanish		X		
1232	Jean-LaRose, Luc	Spanish	X		X	
1245	Jimenez, Mauricio	Spanish	X		X	
1244	Juarez, Wendy	Spanish	X		X	
2450	Karol, Israel	Spanish		X		
1756	Krohn, Alison	Spanish		X		
4310	Leifer, George	Spanish	X			
4132	Lindsay, R.C152	Spanish		X		
4121	Lopez, Aydee	Spanish	X		X	
1243	Marmol, Magdalena	Spanish	X		X	
4121	Martinez, Lucia	Spanish	X		X	
1244	Martinez, Ninette	Spanish	X		X	
1241	Matute, Omar	Spanish	X			X
4139	McFarland, Elizabeth	Spanish		X		
2401	McKeeever, Elvira	Spanish	X			
2432	Mejia, Cristina	Spanish	X			
1681	Miranda, Ana	Spanish	X		X	
4128	Mirlo Arnold	Spanish	X		X	
1244	Novello, Rodolfo	Spanish		X		
2424	Oliveira, Anabela	Spanish	X			
					X	
0252	Orozco, Deysi	Spanish	X			
4134	Padilla, Claudia	Spanish	X			

<u>Unit</u>	<u>Employee Name</u>	<u>Language</u>	<u>Spoken</u>		<u>Written</u>	
			<u>Fluent Knowledge</u>	<u>Working Knowledge</u>	<u>Fluent Knowledge</u>	<u>Working Knowledge</u>
1240	Paramo, Elizabeth	Spanish	X			
4121	Paredes-Orlich, Pamela	Spanish	X			
1681	Patton, Anna	Spanish	X		X	
4130	Pena-Custodio, Carmen	Spanish	X			
2401	Peralta, Sylvia	Spanish	X			
1383	Pinango, Erika	Spanish	X			
2407	Polizzi, Nicole	Spanish	X			
4219	Pradella, Miroslava	Spanish	X			
2423	Quintuman, Jaime	Spanish	X			
1242	Ramis, Jose	Spanish	X			
1684	Ramis, Oscar	Spanish	X			X
4121	Rivera Stephanie	Spanish	X			
1382	Rodriguez, Eliana	Spanish	X		X	
4121	Rodriguez, Engel	Spanish	X			X
1384	Rodriguez, Myriam	Spanish	X		X	
2423	Rodriquez, Gladys	Spanish	X			
2406	Romero, Luz	Spanish	X		X	
1243	Samaniego, Wanda	Spanish	X			X
1680	Sanchez, Glenn	Spanish	X			
1238	Santana, Victor	Spanish		X		
1681	Santomaggio, Alicia	Spanish	X		X	
1770	Sharon, Neil	Spanish		X		
1682	Short, Merna	Spanish	X			X
1751	Spears, Michael	Spanish		X		
0270	Staiti, Rhoda	Spanish	X			
1382	Taveras, Jacqueline	Spanish	X		X	
1240	Trigueno, Lisia	Spanish	X			
1750	Ullrich, Rhoda	Spanish		X		
4111	Urrea, Jorge	Spanish	X			
4129	Vazquez, Joseph	Spanish	X		X	
1752	Vega, Kerima	Spanish		X		
1243	Villafana, Yahaira	Spanish	X		X	
1383	Villanueva, Monserrate	Spanish	X			
1240	West, Marie	Spanish	X		X	

<u>Unit</u>	<u>Employee Name</u>	<u>Language</u>	<u>Spoken</u>		<u>Written</u>	
			<u>Fluent Knowledge</u>	<u>Working Knowledge</u>	<u>Fluent Knowledge</u>	<u>Working Knowledge</u>
2410	Yepez, Marcela	Spanish	X		X	
1760	Zatar, Mildred	Spanish	X			
0253	Jafri, Aoon	Urdu	X			
2404	Jafri, Syedali	Urdu	X		X	
2424	Le, Thanh Hoa	Vietnamese	X		X	

DSS EMPLOYEES HOLDING "BILINGUAL" TITLES (SPANISH)

<u>TITLE</u>	<u>LAST NAME</u>	<u>FIRST NAME</u>	<u>UNIT #</u>	<u>UNIT NAME</u>
CASEWORKER I BILINGUAL (SPANISH)	ARNOLD	MIRLO	4128 0	CPS INVESTIGATION 6
	CONSTAIN JR.	HECTOR	4125 0	CPS INDICATED SERVICES
	GORRITI	ROSA	4224 0	FOSTER CARE 4
	TOVAR	MARIBEL	4222 0	FOSTER CARE 2
	VILLACIS	DIANA	4121 0	CPS CASEWORKER TRAINING
	PENA-CUSTODIO	CARMEN	4130 0	CPS INDICATED SERVICES
	CASTILLO	ERIC	4120 0	CPS INVESTIGATIONS
	PADILLA	CLAUDIA	4121 0	CPS CASEWORKER TRAINING
	PRADELLA	MIROSLAVA	4219 0	FOSTER CARE
	CLERK I BILINGUAL (SPANISH)	DAR	SUSANA	1204 0
OROZCO		DEYSI	0252 0	HOUSING SUPPORT SERVICES
CARO		MARTHA	1381 0	SNAP 1
IOVINO		RENEE	1204 0	DOCUMENT DROP-OFF
RODRIGUEZ		MYRIAM	1204 0	DOCUMENT DROP-OFF
SWEX I BILINGUAL (SPANISH)	ABARCA	HERMINIA	0193 0	CUSTOMER SERVICE II
	AGUILAR	LETICIA	0252 0	HOUSING SUPPORT SERVICES
	ALVARADO	ALEJANDRA	2406 0	CHRONIC CARE/NEW APP CONVERSION
	AVILA	KAREN	2410 0	MEDICAID/COMMUNITY NEW APPS
	BARRERA	JENNY	1451 0	SPECIAL INVESTIGATIONS
	JIMENEZ	MAURICIO	1237 0	TEMPORARY ASST.TEAM 7
	MEJIA	XIOMARA	2402 0	MEDICAID/COMMUNITY NEW APPS
	MIRANDA	ANA	1681 0	FA EMPLOYMENT UNIT 1
	PARAMO	ELIZABETH	1206 0	T A NEW APPLICATIONS
	PINANGO	ERIKA	1383 0	SNAP 3
	RAMIS	JOSE	2408 0	MEDICAID/COMMUNITY NEW APPS
	RAMIS	OSCAR	1684	EMPLOYMENT/WEP

			0	CONCILIATION UNIT
SHORT	MERNA		1682	FA EMPLOYMENT UNIT
			0	2
TAVERAS	JACQUELINE		1382	SNAP 2
			0	
VILLAFANA	YAHAIRA		1235	TEMPORARY ASSIST. 5
			0	
AGUILAR	LAURA		2401	MEDICAID/COMMUNITY
			0	NEW APPS
BALLERO	GLORIA		2407	CHRONIC CARE/NEW
			0	APP CONVERSION
BARRIENTOS	SONIA		2414	MEDICAID RECERT
			0	
CRUZ	VERONICA		4218	REVIEW AND
			0	SUPPORT
DOMECQ	ESTHER		1206	T A NEW
			0	APPLICATIONS
DRAKE	JACQUELINE		1206	T A NEW
			0	APPLICATIONS
FRANCISCO	YESENIA		2440	MANAGED CARE
			0	
JEAN-LAROSE	LUC		1235	TEMPORARY ASSIST. 5
			0	
JUAREZ	WENDY		1235	TEMPORARY ASSIST. 5
			0	
MARMOL	MAGDALENA		1231	TEMPORARY ASSIST. 1
			0	

UNIT

<u>TITLE</u>	<u>LAST NAME</u>	<u>FIRST NAME</u>	<u>#</u>	<u>UNIT NAME</u>
SWEX I BILINGUAL (SPANISH)	ORELLANA	IVANIA	2407	CHRONIC CARE/NEW
			0	APP CONVERSION
	PATTON	ANNA	1681	FA EMPLOYMENT UNIT
			0	1
	MARTINEZ	JANET	1204	DOCUMENT DROP-OFF
			0	
	MCKEEVER	ELVIRA	2401	MEDICAID/COMMUNITY
			0	NEW APPS
	RODRIGUEZ	ENGEL	2410	MEDICAID/COMMUNITY
			0	NEW APPS
	SANTOMAGGIO	ALICIA	1681	FA EMPLOYMENT UNIT
			0	1
	ALVARADO	ALBA	4231	DAY CARE 1
			0	
	BERRIOS	JESSICA	2408	MEDICAID/COMMUNITY
			0	NEW APPS
	ESCORZA	HEIDI	2410	MEDICAID/COMMUNITY
		0	NEW APPS	
MARTINEZ	NINETTE	2408	MEDICAID/COMMUNITY	
		0	NEW APPS	
MATUTE	OMAR	2403	MEDICAID/COMMUNITY	
		0	NEW APPS	
WEST	MARIE	1206	T A NEW	
		0	APPLICATIONS	
ROMERO	LUZ	2406	CHRONIC CARE/NEW	
		0	APP CONVERSION	

DSS County Forms in English and Spanish

Form #	Spanish h	Rev Date	Name of Form	
255B	Y	Nov-90	Referral to Employment Unit for Check Pick-Up	285-E
2786A	Y	Feb-05	Participants' Rights in the WEP -SPANISH	285-E
2917	Y	Aug-09	Food Stamp Shelter Clearance	285-F
30N59A	Y	Oct-98	IV-D Client Rights & Responsibilities-Span	285-V
31N04	Y	Oct-95	Group Recert Announcement	285-C
31N06	Y	Jul-99	Managed Care Fact Sheet	285-N
31N83A	Y	Jul-98	Alcohol/Substance Abuse Screening Instrument	285-C
32N49A	Y	Sep-03	Application for Child Care Assistance	288-D
32N50A	Y	Sep-03	Application for Child Care Assistance	288-D
32N53A	Y	Jun-04	Residency Verification (Spanish Version)	285-M
32N57A	Y	Jun-06	HIPAA Authorization Form – General (Spanish)	285-C
33N55	Y	May-08	Consent for Verification of Information	288-D
33N58	Y	May-08	Notification of Change (Certification Project)	285-C
33N67	Y	Sep-08	Consent for Verification of Information – TA	285-C
33N71	Y	Jan-10	279 Important Notice	285-R
33N72	Y	Apr-10	32N65 Important Notice	285-R
34N15	Y	Dec-10	Cover Letter DOH-4418 SSA – SPANISH	285-M
34N67	Y	Jun-13	FAR – Mandated (English/Spanish Versions)	288-P
34N68	Y	May-13	FAR – Closing	288-P
34N69	Y	May-13	FAR – Notice Letter	288-P
34N75	y	Jun-13	Safe Sleep Environment Checklist and Verification	288-P

If you need an interpreter

We provide free interpreter services on request.
Please go to the reception desk now and we will call someone to interpret for you.



Albanian Shqip	Nëse keni nevojë për përkthyes... Ne sigurojmë shërbime përkthimi falas sipas kërkesës. Ju lutem shkoni tek banaku i regjistrimit dhe ne do të thërrasim dikë që të përkthejë për ju.
Arabic عربي	إذا كنتم بحاجة إلى مترجم فإننا نوفر لكم خدمة الترجمة حسب الطلب. الرجاء الذهاب إلى مكتب الإستقبال الآن وسنقوم بالاتصال بمترجم لخدمتكم.
Bengali বাংলা	যদি আপনার দোভাষীর প্রয়োজন হয়... আমরা অনুরোধপক্ষে বিনামূল্যে দোভাষী পরিষেবা দিয়ে থাকি। অনুগ্রহ করে এখন অভ্যর্থনা ডেস্কে যান এবং আমরা আপনার হয়ে দোভাষীর কাজ করার জন্য কারও সঙ্গে যোগাযোগ করব।
Bosnian Bosanski	Ako vam treba prevodioc... Mi omogućujemo besplatne prevodilačke usluge prema vašoj želji. Molimo uputite se do recepcije, a mi ćemo pozvati službenu osobu da prevodi za vas.
Chinese 中文	如您提出要求，我們可為您提供免費翻譯服務。請去前臺接待處，我們會打電話為您尋找翻譯人員。 如您提出要求，我們可為您提供免費翻譯服務。請去前臺接待處，我們會打電話為您尋找翻譯人員。
Farsi فارسی	اگر شما در نیاز مترجم هستید... ما خدمات مجانی مترجم بر درخواست فراهم می کنیم. لطفاً اکنون به میز پذیرائی بروید و ما برای شما مترجم را احضار خواهیم کرد.
French Français	Si vous avez besoin d'un interprète... Nous fournissons des services d'interprète sur demande. Veuillez aller au bureau de réception, et nous vous appellerons un interprète.
Haitian Creole Kreyòl	Si w bezwen yon entèprèt... Nou bay sèvis entèprèt gratis si w mande. Tanpri ale nan biwo resepsyon an kounye an epi nou pral rele yon entèprèt pou ou.
Hindi हिन्दी	यदि आपको दुभाषिये (इन्टरप्रेटर) की जरूरत है... हम अनुरोध पर निःशुल्क दुभाषिये की सेवा उपलब्ध कराते हैं। कृपया अब आप स्वागत डेस्क पर जाइये और हम आपको समझाने के लिए किसी दुभाषिये को कॉल करेंगे।
Italian Italiano	Se ha bisogno di un interprete... Offriamo servizi gratuiti di interpretariato dietro richiesta. Prego si rivolga alla reception desk e attenda mentre Le chiamo un interprete.
Korean 한국어	통역사가 필요하시면... 저희는 요청 시 통역사 서비스를 무료로 제공해 드리고 있습니다. 지금 접수처로 가시면 귀하를 위해 통역해드릴 사람을 불러드리겠습니다.
Polish Polski	Jeśli Pan/Pani potrzebuje tłumacza... Zapewniamy bezpłatnego tłumacza na żądanie. Prosimy zgłosić się do recepcji i zwołamy tłumacza.
Russian Русский	Если вам нужен переводчик, то в случае необходимости мы предоставим вам бесплатные переводческие услуги. Подойдите, пожалуйста, к секретарю, и вам предоставят переводчика.
Spanish Español	Si necesita un intérprete, proporcionamos servicio de interpretación gratis. Para solicitarlo, dirijase a la recepción; llamaremos al intérprete.
Tagalog Tagalog	Kung kailan mo ng tagasalin... Nagbibigay kami ng libreng serbisyo ng tagasalin kung kailangan man. Pumunta ka sa reception desk at tatawag kami ng taong magsasalin para sa iyo.
Ukrainian Український	Якщо Вам потрібний перекладач... Ми надаємо безкоштовні послуги перекладачів за проханням. Будь ласка, зверніться до секретаря приймальної і ми покличемо перекладача для Вас.
Urdu اردو	اگر آپ کو ترجمان (انٹریپرٹر) کی ضرورت ہے... درخواست کرنے پر ہم مفت میں ترجمان کی خدمت فراہم کرتے ہیں۔ برائے مہربانی اب آپ استقبال ڈیسک پر جائیں اور ہم آپ کو سمجھانے کے لیے کسی ترجمان کو کال کریں گے۔
Vietnamese Tiếng Việt	Nếu cần một thông dịch viên... Chúng tôi cung cấp dịch vụ thông dịch miễn phí khi quý vị yêu cầu. Xin đến quầy tiếp tân ngay và chúng tôi sẽ gọi một thông dịch viên cho quý vị.
Yiddish אידיש	אויב איר דארפט א דאלמעטשער... מיר שטעלן צו אומזיסטע דאלמעטשער סערוויסעס אויפ'ן פארלאנג. ביטע גייט יעצט צום אויפנאם טישל און מיר וועלן רופן עמיצן צו דאלמעטשן פאר אייך.
Deaf / Hearing Impaired	If you need an interpreter . . . We provide free sign language interpreter services on request. Please go to the reception desk now and we will call someone to interpret for you.

Interpreter Services Desk Guide

If someone comes to you for help and you don't know what language they are speaking, ask them to point to their language on the card. This is the first step in getting them help.



English	Do you speak...?	Please be seated while I call someone to interpret for you.	
Albanian	Flisni shqip?	Uluni ju lutem derisa të thërras një përkthyes për ju.	
Arabic	هل تتكلم اللغة العربية؟	تفضل بالجلوس بينما نستدعي لك مترجماً	
Bengali	আপনি কি বাংলা বলতে পারেন?	অনুগ্রহ করে বসুন যখন আমি আপনার হয়ে দোভাষীর কাজ করার জন্য কারও সঙ্গে যোগাযোগ করছি।	
Bosnian	Govorite li bosanski?	Molimo vas da sjednete dok ja ne pozovem osobu koja će da prevodi za vas.	
Chinese	Mandarin	您說中文國語嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Cantonese	您說廣東話嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Fujian	您說福州話嗎？	我設法為您尋找一位翻譯，請坐下等待。
	Wenzhou	您說溫州話嗎？	我設法為您尋找一位翻譯，請坐下等待。
Farsi	آیا شما فارسی حرف می زنید؟	لطفاً بفرمائید، ضمناً برای ترجمانی شما کسی را احضار می کنم.	
French	Parlez-vous français?	Veillez vous asseoir, et je vais vous appeler un interprète.	
Haitian Creole	Èske w pale Kreyòl?	Tanpri chita, mwen pral rele yon entèprèt pou ou.	
Hindi	क्या आप हिन्दी बोलते हैं ?	कृपया अपनी सीट पर बैठे रहें जब तक कि हम किसी दुभाषिये (इन्टरप्रेटर) को आपको समझाने के लिए कॉल करें।	
Italian	Parla italiano?	Prego si accomodi e attenda mentre Le chiamo un interprete.	
Korean	한국어를 사용하십니까?	제가 귀하를 위해 통역해드릴 사람을 부르는 동안 앉아서 기다리십시오.	
Polish	Czy Pan/Pani mówi po polsku?	Proszę siadać, podczas gdy wołam tłumacza.	
Russian	Вы говорите по-русски?	Посидите, пожалуйста, и подождите, пока вам предоставят переводчика.	
Spanish	¿Habla español?	Favor de tomar asiento mientras le llamamos al intérprete.	
Tagalog	Marunong ka bang mag-Tagalog?	Maupo muna habang tumatawag ako ng taong magsasalín para sa iyo.	
Ukrainian	Чи Ви розмовляєте українською мовою?	Будь ласка, посидьте, поки я викликаю перекладача для Вас.	
Urdu	کیا آپ اردو بولتے ہیں؟	برائے مہربانی اپنی سیٹ پر بیٹھے رہیں جب تک کہ ہم آپ کو سمجھانے کے لیے کسی ترجمان (انٹریپرٹر) کو کال کریں.	
Vietnamese	Quý vị nói tiếng Việt phải không?	Xin ngồi chờ, tôi sẽ gọi thông dịch viên cho quý vị.	
Yiddish	צו רעדט איר אידיש?	ביטע זעצט אייך דערווייל וואס איך רוף עמיצן צו דאלמעטשן פאר אייך.	
Deaf / Hearing Impaired	Do you use sign language?	Please be seated while I call someone to interpret for you.	



EXECUTIVE ORDER NO. 67 - 2013

WHEREAS, pursuant to subdivision 1 of section 203 of the Nassau County Charter, the County Executive is responsible for the administration of all departments, offices and functions of the county government, and the efficient operation of county government; and

WHEREAS, Nassau County ("County") is a linguistically diverse county in which a percentage of the County's population speaks a language other than English at home, and more than 10 percent of Nassau County residents are limited-English proficient, insofar as English is not their primary language and have limited ability to read or understand English, thereby presenting potential barriers to accessing important government programs or services; and

WHEREAS, pursuant to Presidential Executive Order 13166 (August 11, 2000), federally-funded agencies must take reasonable steps to ensure that people who have limited English proficiency have access to the recipient's programs and services; and

WHEREAS, the general welfare of such County residents is furthered by increasing language access to essential County programs and services; and

WHEREAS, the County is committed to ensuring all County residents have access to essential programs and services provided by County agencies; and

WHEREAS, the County is committed to ensuring that language access services are implemented in a cost effective and efficient manner;

NOW, THEREFORE, by virtue of the authority vested in me pursuant to the Nassau County Charter and the Nassau County Administrative Code, I, Edward P. Mangano, do hereby:

ORDER, that the heads of every department under the jurisdiction of the Office of the County Executive that provides direct services to the public who are program recipients and/or participants shall make available on the County website vital documents, as determined by the respective department heads and with the approval of the Chief Deputy County Executive, containing information, instructions and notifications regarding direct programs and services in English and the six most common non-English languages spoken by individuals with limited-English proficiency in the County of Nassau, based on United States census data; and it is further

ORDERED, that said documents shall be accessible by the public on the website and shall be in printable format for the public; and it is further

ORDERED, that, upon approval of the Chief Deputy County Executive, the department heads may retain contractual services to accomplish the translation of vital documents; and it is further

ORDERED, that, where practical and effective, the translation of said documents into the six most common non-English languages may be accomplished through an online translation service, or computer software translation package approved by the department heads Chief Deputy County Executive; and it is further

ORDERED, that such translations shall be achieved on a rolling basis to be completed no later than 365 days from the signing of this Executive Order; and it is further

ORDERED, that each department shall publish a language access plan within 120 days of the signing of this Order, and updated versions as needed thereafter, that will set forth, at minimum, the following:

- a. When and by what means the agency will provide, or is already providing, language assistance services;

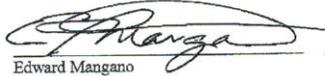
- b. The titles of all available translated documents and the languages into which they have been translated;
- c. The number of public contact positions in the agency and the number of fully bilingual employees in public contact positions, including the languages they speak;
- d. A training plan for agency employees on how to access the online database of translated documents; and
- e. A language access coordinator at the agency, who shall be an employee of the agency and who shall be publicly identified; and it is further

ORDERED, that departments providing services to the public that are non-programmatic in nature, such as emergency services, shall implement the provisions of this Executive Order to the greatest degree practicable; and it is further

ORDERED, that the language access coordinators shall monitor compliance with this Order by annually collecting data on the provision of language assistance services and the availability of translated materials; and it is further

ORDERED, that the Deputy County Executive for Minority Affairs shall provide guidance and/or assistance to any department that so requests in implementing this Order, and ensure that the provision of services set forth herein meets acceptable standards of translation or interpretation to ensure the information is correctly communicated.

Dated: 7-30, 2013


Edward Mangano
Nassau County Executive

EXECUTIVE ORDER NO. 72 - 2013

WHEREAS, pursuant to subdivision 1 of section 203 of the Nassau County Charter, the County Executive is responsible for the administration of all departments, offices and functions of the county government, and the efficient operation of county government; and

WHEREAS, Nassau County ("County") is a linguistically diverse county and the County is committed to ensuring all County residents have access to essential government programs and services; and

WHEREAS, the general welfare of all Nassau County residents is furthered by increasing language access to essential County programs and services, on July 30, 2013 I issued Executive Order 67-2013 concerning the translation of vital documents into the six most common non-English languages spoken by individuals with limited English proficiency; and

WHEREAS, the County is committed to ensuring that competent interpretation services are available in departments under the jurisdiction of the Office of County Executive, as referenced in Executive Order 67-2013, in a cost effective and efficient manner;

NOW, THEREFORE, by virtue of the authority vested in me pursuant to the Nassau County Charter and the Nassau County Administrative Code, I, Edward P. Mangano, do hereby:

ORDER, that each such department operating under the Office of the County Executive ("departments") that provides direct public services shall, in all relevant programs and services, provide competent interpretation services between the department and a program or service recipient and/or participant in his/her primary language; and it is further

ORDERED, that such interpretation services may be provided through competently bilingual County employees or available interpretation services - such as telephonic - as approved by the Chief Deputy County Executive; and it is further

ORDERED, that every department, upon publication of a language access plan, shall submit to the Deputy County Executive for the Office of Minority Affairs a listing of all competently bi-lingual employees in their respective departments along with the office contact number for each such employee; and it is further

ORDERED, that the Deputy County Executive for the Office of Minority Affairs or designee shall, within 90 days of the publication of the department language access plans, compile a comprehensive listing of all said competently bi-lingual employees and disseminate said listing to all department heads; and it is further

ORDERED, that the use of language services shall not be deemed by any county employee as a basis for inquiring into confidential information relating to immigration status. No county employee shall disclose confidential information, including, but not limited to, immigration status, unless such disclosure is necessary to identify and provide appropriate services and/or referrals to an individual, or is otherwise required by law; and it is further

ORDERED, that each department's language access plan shall include, in addition to the requirements set forth in Executive Order 67-2013 for said plan:

- a. That only competent translation and interpretation services shall be provided, and the manner in which competency of the translation and interpretation services shall be determined;
- b. How/where department employees can access the comprehensive listing of competently bi-lingual employees;
- c. Instructions for department employees on available interpretation services and how and when such services can be utilized;

d. A training plan for initial mandatory employee training on the language access plan, subsequent training for all new department employees, and periodic training as needed, particularly when new services are made available and/or revisions are made to the language access plan;

e. The manner in which the public shall be notified of language access services at the department; and it is further

ORDERED, that each department shall submit its language access plan to the Counsel to the County Executive for review and approval; and it is further

ORDERED, that in addition to the responsibilities enumerated in Executive Order 67-2013, the language access coordinator for each such department shall: monitor compliance with this Order by annually collecting data on the provision and availability of interpretation services; ensure notice of the availability of language access services is prominently displayed; and shall be responsible for responding to and/or addressing any correspondence and communications from members of the public regarding these services.

Dated: Aug 15, 2013


Edward P. Mangano
Nassau County Executive

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