

**IMMIGRATION
AND LANGUAGE
GUIDELINES
FOR CHILD
WELFARE STAFF
(2nd Edition)**



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The Administration for Children's Services

IMMIGRATION AND LANGUAGE GUIDELINES FOR CHILD WELFARE STAFF

Immigrant families and families with members whose primary language is not English pose a special challenge to child welfare staff. The purpose of this pamphlet is to provide staff at the Administration for Children's Services (ACS) with a brief overview of immigration and language issues for the purpose of maximizing child welfare services to meet the diverse needs of New York City's immigrant communities. In order to meet these diverse needs and pursuant to Local Law 73, ACS staff is required to identify a client's primary language at initial contact, and to seek interpretive services when necessary.

IMMIGRATION STATUS

Pursuant to Executive Order No. 41, signed by Mayor Bloomberg on September 17, 2003, ACS shall not inquire about a person's immigration status, among other things, unless that inquiry is needed to determine program, service or benefit eligibility or to provide City services. *ACS' child welfare services are provided to children and families without regard to immigration status.* ACS does not conduct investigations into the immigration status of children and families brought to the Agency's attention; however, learning a family member's immigration status may be necessary in determining eligibility for services, may enable ACS to obtain federal reimbursement for the provision of child welfare services including preventive and foster care services, and could indicate the family's eligibility to receive other services. Therefore, ACS can only ask clients about immigration status if a program or service to which ACS wishes to refer that client makes eligibility determinations based on immigration status or when an inquiry is necessary for reimbursement purposes. In addition, Executive Order No. 41 strengthens and clarifies Executive Order No. 34 by requiring that ACS shall not disclose information about immigration status unless:

- 1.** Authorized in writing by the person about whom the information pertains (or in the case of a minor, the parent or guardian); **or**

- 2.** Required to do so by law; **or**
- 3.** The disclosure is to another city officer or agency employee (who is similarly bound to protect the confidentiality of this information) and the disclosure is required in order to fulfill ACS' mission as a City agency; **or**
- 4.** (i) the individual to whom such information pertains is suspected by an ACS employee of engaging in illegal activity (other than mere status as an undocumented alien), **or** (ii) the dissemination of such information is necessary to apprehend a person suspected of engaging in illegal activity (other than mere status as an undocumented alien), **or** (iii) such disclosure is necessary in furtherance of an investigation of potential terrorist activity.

Identifying services for which immigrant children and families may be eligible, and then making the appropriate referrals, is a critical aspect of protecting and serving New York's immigrant children and families. It is the purpose of this document to assist workers in achieving that goal. ACS staff should be sensitive to the fact that many immigrants are reluctant to interact with government officials or employees for fear of being reported to the U.S. Citizenship and Immigration Services ("USCIS", formerly known as Immigration and Naturalization Service or "INS"). Therefore, staff members should not inquire about immigration and/or United States citizenship status until after they have engaged the family and explained the purpose of the inquiry.

Information obtained by ACS, including immigration status of family members, is confidential. Staff should first consult with supervisors before communicating any information about an undocumented or documented immigrant. In particular, ACS employees shall not disclose immigration status information to USCIS (formerly INS) or any person or agency, including law enforcement without first consulting with a supervisor and a DLS attorney. Pursuant to Executive Order No. 41, any ACS employee with a question relating to the disclosure of confidential information should consult with the Office of the ACS General Counsel. Refer to ACS procedures outlining the limited circumstances in which disclosure of confidential information is permitted.

The following is not an exhaustive list of United States immigration policy and laws but provides some common categories staff may encounter when working with immigrants:

Although many lawfully present persons in the U.S. lose or otherwise become separated from their documents at some point over the years, many types of immigration statuses do not "expire". If, for example, a green card becomes lost, or if an asylum-granting letter is lost or destroyed, the individual continues to be a lawful permanent resident or asylee. Immigrants who have lost their documents should be referred to immigration advocacy organizations for assistance in determining how they should get replacement documents. For more information on this, consult your supervisor, the attached list of referrals, or The New York City Mayor's Office of Immigrant Affairs' **Directory of Services to Immigrants**.

In working with immigrant clients, you may see the term "qualified alien" in reference to eligibility for certain public benefits. The term "qualified alien" is not a separate immigration category; rather, it refers to immigrants in many categories who are eligible for certain federal government benefits. In New York, many immigrants who are not qualified aliens can still get state government benefits.

Immigrant Domestic Violence Survivors: A collection of federal laws, known generally as "VAWA" (for the "Violence Against Women Act"), is designed to protect immigrant abused spouses and children who are afraid to seek police protection because the abuser has threatened to withhold immigration status from the victims if they do so. The laws enable battered spouses and children to obtain lawful immigration status without the abuser's knowledge or permission. In order to be eligible, the batterer must be either a U.S. Citizen or lawful permanent resident (green card holder). Unfortunately, no relief is available under these laws if the abuser is neither a United States Citizen nor a legal permanent resident. If you think a parent or child who has been battered might qualify for a green card under these circumstances, there are many organizations that can assist them in applying. You should make an appropriate referral immediately to one of the resources listed for domestic violence survivors in this brochure. Often, domestic violence shelters have lawyers specially trained to do these types of "VAWA" self-petitions.

Lawful Permanent Residents ("green card" holders):

Immigrants who have "lawful permanent resident" status have been granted permission by the United States government to reside and work in the United States permanently. They are still citizens of their home country, but possess most of the same rights as United States citizens. For instance, lawful permanent residents are eligible for most welfare benefits although sometimes they may not be eligible for them until they have had a green card for five years. One difference between lawful permanent residents and U.S. citizens is that in some cases, lawful permanent residents can be deported or denied permission to reenter the country. An immigrant domestic violence victim may have become or be eligible to become a lawful permanent resident through the Violence Against Women Act, or VAWA. (These persons are sometimes known as "VAWA self-petitioners"). Lawful permanent residents can have either a green card or a stamp in their passports that reads "temporary evidence of I-551".

Naturalized United States Citizens: Immigrants are generally eligible to apply for United States citizenship five years after they receive their green card, but some are eligible after only three years through marriage to a U.S. citizen. Those who become naturalized citizens possess the same rights and responsibilities as native-born citizens and cannot be deported. In some cases, lawful permanent resident children can become citizens automatically if their parents naturalize before the children turn 18. Lawful permanent residents 18 years and older must demonstrate five years of "good moral character" before seeking to naturalize.

Parolees: Parolees enter the country lawfully while the U.S. Government decides what status to give them. Some persons are "paroled indefinitely", which is also a lawful status. A parolee may have a document stating this status, but as stated above, statuses are conferred regardless of the availability of documents.

PRUCOL (Permanently residing under color of law): If the USCIS is aware of the presence of an undocumented immigrant and has done nothing to deport him or her, he or she may be considered part of this special category. This commonly occurs when, for instance, an undocumented person applies for lawful status. Before the undocumented

person obtains a green card, he/she may be considered "PRUCOL" because USCIS is aware of the immigrant's presence through the application but is not seeking (at that time) to deport him or her. This category can be very complicated, and if you are in doubt, consult with an ACS attorney. In New York, PRUCOL immigrants are eligible for some public benefits, including Medicaid, Child Health Plus, and cash assistance (Safety Net program).

Refugees and Asylees: Someone who comes to the United States fleeing persecution in his or her home country may have refugee or asylee status. They are in the United States legally, and have the right to apply to become lawful permanent residents. Asylees and refugees have the right to work in the U.S. without a separate employment authorization card. In addition, refugees and asylees are eligible for additional services that are not available to other types of lawful permanent residents. Refugees and asylees may have a stamp in the passport, or a letter from USCIS or INS.

Special Immigrant Juvenile Status: Unmarried, documented or undocumented immigrants under 21 are in some cases, such as when placed by the Family Court in long-term foster care or guardianship, able to become lawful permanent residents. For many, this will be their only opportunity to obtain legal status. If you think a young person might qualify, be sure to inform the ACS attorney immediately. Please refer to the section on "Undocumented Children in Foster Care" in this pamphlet and the Special Immigrant Juvenile Status memorandum issued August 2003 for more information.

Undocumented Immigrants: Undocumented immigrants are people who entered the United States unlawfully or people whose legal immigrant or visitor status expired or was cancelled by the government. Undocumented immigrants do not have permission to work. Undocumented immigrants are eligible for Child Health Plus and emergency Medicaid, and for many city and state services – including preventive and protective services offered by ACS and its contract agencies. Undocumented immigrants may be eligible to apply for lawful immigration status including Special Immigrant Juvenile Status, asylum, or lawful permanent residence through a family member or an employer.

United States Citizens: All children born in the United States and its territories are citizens of the United States, regardless of their parents' immigration status. Many children born outside of the United States may also be United States citizens, either through a parent born in the U.S., or through naturalization. (Children born outside the U.S. to a U.S. Citizen parent may lack documentation that they are U.S. citizens, and should be referred immediately to an agency that can assist them in filing the appropriate paperwork with USCIS).

Visa Holders: People with employment, student or tourist visas are in the United States legally for a fixed period of time and for a specific purpose. They are generally ineligible for public benefits.

The following is some valuable information that will help you in working with immigrant families:

Education for Immigrant Children: Regardless of their immigration status, all children are entitled to a free public education in their local school district. In fact, they are required to attend school until they are 17.

English Proficiency and Immigration Status: How well someone speaks English may not be reflective of his or her immigration status. A child who arrived in the United States at age 2 might speak perfect English and yet be an undocumented immigrant; an elderly woman who speaks no English may be a United States citizen, having qualified for certain exemptions from the English-language-speaking requirement. And of course, many immigrants come from English-speaking countries and have already mastered the language.

Multiple Statuses in One Family: It is very common for one household to have members with different immigration situations. For example, an undocumented mother and father may have children who were born in the United States (and who are thus citizens). They may live with recently arrived relatives who have green cards, and be receiving a visit from a family member in the country on a tourist visa.

IMMIGRATION ISSUES AND CPS INVESTIGATIONS/FOSTER CARE PLACEMENTS

Dual Citizenship: The United States recognizes dual citizenship in some circumstances. Children who may have dual citizenship should be considered United States citizens, but ACS may still be required to contact the consulate general of the other country of citizenship. If such contact is necessary, please contact an ACS attorney for guidance.

Kinship Care: ACS is required to seek suitable relatives for kinship care. Undocumented relatives can be considered as a resource for children. For all persons, including undocumented relatives, to be considered as foster parents, however, they must be able to demonstrate visible means of financial support other than the foster care rate and meet the other criteria for becoming kinship resources. Note that relatives residing outside the United States CAN be considered as a discharge resource for children in foster care. Organizations are available to arrange for home studies in other countries to explore relatives as discharge resources. Please see the list of resources in the Immigration and Language Issues Reference List for Child Welfare Staff in this guide for further references.

Protective Custody: In the case where a child who is not a United States citizen is taken into protective custody (removed from the home), ACS may be required to notify the consulate general of the child's country of citizenship. Staff should contact the ACS court unit attorney working on the case in this situation. They should also inform the family members that it is their right to contact their home country's consulate for assistance if they so wish.

Status of Diplomats: It is important to note that diplomatic and consular employees often have special rights and privileges. If the subject of an SCR report claims to have diplomatic status, staff should notify an ACS supervising attorney immediately.

Undocumented Children in Foster Care: In the case of foster children who are neither U.S. citizens nor lawful permanent residents, the caseworker should refer them to a legal service that could assess their eligibility and provide assistance in legalizing their status through an application for

Special Immigrant Juvenile Status (SIJS). (Please see above description of Special Immigrant Juvenile Status and refer to the Special Immigrant Juvenile Status memorandum issued August 2003). Since qualification is dependent both on foster care status and the timely filing of application, workers should promptly bring any such situation to the attention of the ACS court unit attorney. Because discharge from foster care can impact a Special Immigrant Juvenile Status application, workers should consult with the DLS and immigration attorneys prior to the child's discharge from foster care to "independent living".

The best way to determine whether a foster child might need immigration assistance is to look at his or her birth certificate. If the child has a U.S. birth certificate, that child is a United States citizen and does not need immigration assistance. To get a copy of a foreign birth certificate, take the child to the consulate of his or her home country. If possible, obtaining a copy of the child's birth certificate and collecting other relevant documents including a foreign passport and dispositions in any family court, criminal or delinquency proceedings will facilitate the status adjustment process.

Note: Immigrant families with immigration issues, including undocumented status, can and should be referred to certain agencies for free legal assistance or case consultation. Please see the list of immigration attorneys in this guide for further guidance/contact information. There are certain fees associated with the SIJS process. The immigration law attorney will give you a list of the various fees, and how and to whom they are payable. Your foster care agency must issue all funds in that regard promptly and keep copies of all bills/ invoices, receipts and checks issued as documentation of the payments. ACS will thereafter reimburse your foster care agency for all payments. You should send a request for reimbursement for immigration law related expenses to the ACS case manager, along with copies of all supporting documentation. After the ACS case manager obtains necessary approvals and submits your approved request, ACS's Budget & Fiscal Division will issue the reimbursement.

LANGUAGE ISSUES

Speakers of any language may report abuse or neglect to the State Central Registry (SCR). Operators have access to a 140-language interpretation service that they can access 24 hours a day.

It might not always be possible to determine if a family needs an interpreter before making the home visit. Upon meeting the family for the first time, the CPS worker is required, pursuant to Local Law 73, to determine the primary language spoken (please refer to the ACS memo on Local Law 73). If any of the caregivers or children clearly do not speak English, determine what language they do speak using **The ACS Language Identification Tool (see attached)**. If the primary language of the individual cannot be determined through the use of **The ACS Language Identification Tool**, refer to the ACS Translation/Interpretation procedure for further instruction. Remember, you cannot determine someone's native language from his or her name; what appears to be a Spanish surname could be Portuguese, or the individual might speak an indigenous Latin American language and not be proficient in Spanish.

If it is determined that the primary language spoken is not English, or if the children and/or caretakers appear to have a limited English-speaking ability, notify the individuals of the available language assistance services and offer an interpreter. They may feel more comfortable speaking through an interpreter, and may be able to provide more detailed, accurate information. As Local Law 73 contains recording and reporting requirements for ACS regarding language assistance, it is important that staff maintain specific records of the types of language assistance offered (please refer to the ACS memo on Local Law 73).

If some members of the family are perfectly comfortable speaking in English and decline interpreter services, there may be other family members who still need an interpreter. Due to the potential for a conflict of interest, **A FAMILY MEMBER SHOULD NOT BE USED TO INTERPRET FOR ANOTHER FAMILY MEMBER**. This is especially important in situations where children might be interpreting for their parents or where one spouse might be interpreting for the other. When informational, legal, or other such documents are handed to family members in order to read and/or sign, it is important to use the interpreter to explain the content verbally.

Additional Note: Staff is reminded that there are specific legal provisions for providing services to Native Americans under the Indian Child Welfare Act. Once again, ACS legal staff should be informed as soon as possible if a Native American child is identified.

**Immigration and Language Issues
Reference List for Child Welfare Staff**

IMMIGRATION QUESTIONS/ASSISTANCE

ACS resources for further guidance

- Interpretation and Translation Services Procedure
- ACS Language Identification Tool
- ACS Special Immigrant Juvenile Status Memo
- ACS Executive Order 41 Memo
- ACS Local Law 73 Memo
- James Satterwhite Academy for Child Welfare Training:
Immigration Issues in Child Welfare Training Curriculum
Handouts/Overheads
- Harry Gelb
ACS Division of Family Court Legal Services
(718) 590-5438
- Melissa Baker
ACS Division of Child Protection
(212) 341-0965
- Francine Sanchez (SIJS related inquiries)
ACS Office of Youth Development
(212) 487-6418

New York City Government Information and Services Phone Number: 311

All calls to 311 are answered by a live operator, 24 hours a day, seven days a week, and services are provided in over 170 languages. Dial 311 from within the City or (212) NEW YORK outside of the five boroughs. TTY service is also available by dialing (212) 504-4115.

The following organizations and individuals may be able to provide assistance with immigration questions, status information, and referrals. For other immigration resources, please consult *The New York City Mayor's Office of Immigrant Affairs Directory of Services to Immigrants: A Guide to Community-Based Organizations in New York City*.

Written guidance for immigrant eligibility for benefits:

- New York Immigrant Coalition and Greater Upstate Law Project:
Immigrant and Refugee Eligibility for Public Benefits in New York State

- An Advocate's Guide to Government Benefits for Immigrants, prepared by the Legal Aid Society Civil Appeals and Law Reform Unit

Government websites:

- U.S. Department of State: <http://www.state.gov/>
- U.S. Citizenship and Immigration Services: <http://www.uscis.gov>
- U.S. Department of Labor:
<http://www.workforcesecurity.doleta.gov>
- Mayor's Office of Immigrant Affairs:
<http://www.nycgov/immigrants>

The following individuals and organizations can provide information and assistance regarding immigrant children in foster care and should be contacted if a foster child is eligible for Special Immigrant Juvenile Status:

- Penni Bunyaviroch
Catholic Charities Office for Immigrant Services
(212) 419-3770
- Stephanie Kashkin
The Door Legal Services
(212) 941-9090, ext. 3345
- Julie Dinnerstein
Sanctuary for Families
(212) 349-6009
- Raluca Oncioiu
Catholic Migration Office (Brooklyn Diocese)
(718) 236-3000
- Mari Hinojosa
Lawyers for Children
(212) 966-6420, ext. 624
- Sylvia Rosario
Legal Aid Immigration Law Unit
(212) 577-3399
- M. Carmen Recalde
Covenant House Legal Department
(212) 330-0513
- Thomas Vanasse
New York Association for New Americans, Inc. (NYANA)
(212) 898-4180, ext. 1331

For questions regarding this protocol or for additional ACS guidance on working with immigrant issues, please contact:

- Harry Gelb
ACS Division of Family Court Legal Services
E-mail: harry.gelb@dfa.state.ny.us
(718) 590-5438

or

- Melissa Baker
ACS Division of Child Protection
E-mail: melissa.baker@dfa.state.ny.us
(212) 341-0965

or

- Francine Sanchez (SIJS related inquiries)
ACS Office of Youth Development
E-mail: francine.sanchez@dfa.state.ny.us
(212) 487-6418

Legal assistance for refugees and asylum seekers, especially Unaccompanied Minors and guidance on national and international regulations impacting immigrants:

- International Social Service—United States of America Branch, Inc.
700 Light Street
Baltimore, MD 21230
(410) 230-2741
Fax: (410) 230-2741
Website: <http://www.iss-usa.org>

Assistance with questions regarding asylum and refugee status

- Asylum Information and Referral Hotline
1-800-354-0365

Assistance with immigration status adjustments, information and referrals. Spanish.

- Cabrini Immigrant Services
139 Henry Street
New York, NY 10002
(212) 791-4590
Fax: (212) 791-4592

Assistance with immigration status adjustment; information and referral. Albanian, Arabic, French, Haitian/Creole, Hindi, Italian, Korean, Macedonian, Mandarin, Polish, Punjabi, Russian, Serbo-Croatian, Spanish, Turkish, and Urdu.

- Catholic Charities, Archdiocese of New York
1011 First Avenue, 12th floor
New York, NY 10022
(800) 566-7636

Immigration law, status adjustment and other services. Call for intake hours. Spanish.

- Central American Legal Assistance
240 Hooper Street
Brooklyn, NY
(718) 486-6800

General immigration advice/assistance. Spanish.

- City Bar Fund
42 W. 44th Street
New York, NY
(212) 382-6678

Asylum and VAWA. Spanish.

- Hebrew Immigrant Aid Society
333 Seventh Avenue
New York, NY
(212)613-1420

General immigration services/assistance/information. Arabic, French, Polish, Russian and Spanish.

- Jewish Association for the Aged
132 W. 31st Street
New York, NY 10001

or

- Older Immigrant Program
3161 Brighton 6th Street
Brooklyn, NY 11235
(718) 769-4401

General information and referral for questions regarding child welfare and immigration:

- Immigrants and Child Welfare Project
Hunter School of Social Work
129 East 79th Street
New York, NY 10021
(212) 452-7094

General legal assistance/information and referral. Any language.

- Legal Aid Society
199 Water Street, 7th Floor
New York, NY 10038
(212) 577-3300

Immigration law. Spanish.

- New York Association for New Americans, Inc. (NYANA)
17 Battery Place
New York, NY 10004
(212) 898-4180

General information and referrals for questions regarding immigration.

- New York Immigration Coalition
(212) 419-3737

Information and referrals regarding domestic violence and VAWA petitions. Albanian, Arabic, French, Haitian-Creole, Macedonian, Italian, Mandarin, Polish, Punjabi, Russian, Serbo-Croatian, Spanish, Turkish, Urdu.

- Safe Horizon Immigration Law Project
74-09 37th Avenue
Jackson Heights, Queens
(718) 899-1233, ext. 129
Hotline: (800) 621-4673

Immigration/domestic violence law, assistance, and information. Bengali, Dutch, French, Hindi, Korean, Mandarin, Punjabi, Russian, Spanish and Urdu.

- Sanctuary for Families/Immigration Intervention Project
67 Wall Street, Ste. 2211
New York, NY 10268
(212) 349-6009, ext. 246
Fax: (212) 566-0344

Administration for Children's Services ^{nyc} **ACS**
LANGUAGE IDENTIFICATION CARD

If you do not know the language of the person who wants your help, use this card. The person can point to the language needed and you can arrange for an interpreter.

| Language | Do you speak ___? | Please be seated. I will call an interpreter for you. |
|---------------------|--------------------------------------|---|
| Albanian | Flisni shqip? | Uluni ju lutem. Po shkoj të thërras një përkthyes për ju. |
| Arabic | هل تتكلم اللغة العربية؟ | تفضل بالجلوس. سأصل بمترجم لك. |
| Bengali | আপনি কি বাংলায় কথা বলেন ? | অনুগ্রহপূর্বক বসুন। আমি আপনার জন্যে একজন অনুবাদক ডাকব। |
| Bosnian | Govorite li bosanski? | Molimo, sjednite. Poslaću prevodioca za Vas. |
| Simplified Chinese | 您讲中文吗？ | 请坐。让我为您叫一位翻译。 |
| Traditional Chinese | 您講中文嗎？ | 請坐。讓我爲您叫一位翻譯。 |
| Creole | Èske ou pale Kreyòl? | Tanpri chita. Mwen pral rele yon moun pou tradwi pou ou. |
| Czech | Mluvíte Česky? | Prosím posadte se, já zavolám tlumočnicka pro vás. |
| French | Parlez-vous français? | Veillez vous asseoir. Je vais vous appeler un interprète. |
| Fulani | Me faalah hande so a haalahi pulaar. | Dioodo. Me nodaima interprete. |
| German | Sprechen sie Deutsch? | Bitte nehmen sie platz. Ich werde einem ubersetzer fur sie rufen. |
| Greek | Μιλάτε Ελληνικά; | Παρακαλω Καθηστε. Θα καλεσω διερμηνεα για εσας. |
| Hebrew | האם את/ה דובר/ת עברית? | נא לשבת. אני אצמין מתרגם/ת. |

This card was adapted from the language identification card of the Human Resources Administration.

| Language | Do you speak ___? | Please be seated. I will call an interpreter for you. |
|---------------------|--|---|
| Hindi | क्या आप हिन्दी बोलते हैं? | कृपया बैठ जाइए। मैं आपके लिए दुभाषिये की व्यवस्था करूंगा / करूंगी। |
| Italian | Parla italiano? | Prego, si accomodi e attenda mentre Le chiamo un interprete. |
| Khmer | តើអ្នកនិយាយភាសាខ្មែរឬទេ? | សូមអញ្ជើញអង្គុយ ។ ខ្ញុំនឹងទូរស័ព្ទហៅអ្នកបកប្រែ ជើងឡើងសម្រាប់អ្នក ។ |
| Korean | 한국어를 사용하십니까? | 앉으십시오. 통역사를 불러드리겠습니다. |
| Nigerian (Ibo) | Ina asu Igbo? | Biko nodi ani. Agam akpotaragi onye ntaprita. |
| Polish | Czy mówisz po polsku? | Proszę usiąsc. Poproszę o tłumacza dla Ciebie. |
| Punjabi | ਤੁਸੀਂ ਗਲ ਕਰਦੇ ਹੋ ? | ਤੁਸੀਂ ਬੈਠੋ ਮੈਂ ਤਹਾਫੇ ਵਾਸਤੇ ਪੰਜਾਬੀ ਗਲ ਕਰਨੇ ਵਾਲਾ ਬੰਦਾ ਬੁਲਾਨਾ ਹੀ । |
| Romanian | Vorbiți românește? | Vărog. Luați loc. O să vă obțin translator. |
| Russian | Вы говорите по- русски? | Присядьте, пожалуйста. Я сейчас позову переводчика, который вам поможет. |
| Spanish | ¿Habla español? | Tome asiento, por favor. Llamaré a un intérprete para que lo ayude. |
| Tagalog | Nagsasalita ka ba ng Tagalog? | Maupo ka. Tatawag ako ng tagapagpaliwanag para sa iyo. |
| Urdu | کیا آپ اردو بولتے ہیں؟ | کر کے بیٹھ جائے۔ میں آپ کے لیے مہربانی کسی ترجمان کو بلاتا ہوں / بلاتی ہوں |
| Vietnamese | Anh/chị nói tiếng Việt phải không? | Xin mời ngồi chờ. Tôi sẽ gọi người thông dịch cho anh/chị. |
| Yiddish | איך רעדט אײַדיש? | ביטע זעצט אײַך. איך װעל רופן א דאלמעטשער פאר אײַך. |
| Hearing Impaired | If you need an interpreter in Sign Language, please point here. | |



NYC Administration for Children's Services

Michael R. Bloomberg, *Mayor*

John B. Mattingly, *Commissioner*

Zeinab Chahine, *Executive Deputy Commissioner*