



Massachusetts Department of Public Welfare
600 Washington Street, Boston, MA 02111

FIELD OPERATIONS MEMO 95-2
JANUARY 1, 1995

TO: LOCAL OFFICE STAFF
FROM: JOYCE SAMPSON
ASSISTANT COMMISSIONER FOR FIELD AND ELIGIBILITY OPERATIONS
RE: ACTIVE CASES WITH LANGUAGE CODE 3 - OTHER REPORT

Overview In January, local offices will receive a report entitled Active Cases With Language Code 3 - Other. This report was developed to assist the Department in implementing an agreement with the Office of Civil Rights (OCR) to ensure that all category 0, 2, 4 and 9 cases are coded on PACES with the correct language code. This report displays two key fields, PID Field 34 Language Code and New Language that must be used to record data, if appropriate.

Report Summary The Active Cases With Language Code 3 - Other Report displays cases that are currently identified on PACES with language code 3 (primary language is other than English, Spanish or listed language). All language codes are displayed in Appendix B of the Systems User's Guide, Volume 1, PACES. To implement the agreement with OCR, each client's primary language must be determined and the language code entered on PACES. When recoding a case, use the report as the data entry document and enter the language code in the report column titled PID Field 34 Lang Code. Each local office will receive three copies of the report which displays cases specific only to that office. The report is sorted by LWO, CAN and alpha within CAN. Totals are displayed for CAN and LWO. The pagebreak is by CAN.

Local Office Responsibilities Local office staff must review each case listed on the report and determine whether or not the primary language of the recipient is known and if there is a valid PACES language code to identify the language.

If a language can be identified and the language code is displayed in the PACES User's Guide, enter the appropriate code on the report and submit the report to the data entry unit.

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Local
Office
Respon-
sibilities
(cont.)

If a language can be identified and the language code is not displayed in the PACES User's Guide, print the language in the field titled New Lang on the report.

If the language cannot be determined, contact the client and schedule an appointment for the client to review and sign the "I Speak" card.

- If the client checks a block displayed on the "I Speak" card, enter the appropriate language code on the report and submit the report to the data entry unit.
- If the client does not, check a block displayed on the "I Speak" card because the language is not displayed, print the language in the field titled New Lang on the report.

After all cases have been reviewed, submit the report to the Assistant Director. The Assistant Director must review the report and ensure that all cases have been reviewed and acted upon. The report must then be submitted to Peter Boyle of Field and Eligibility Operations in Central Office by the end of January. Arrangements will be made with appropriate staff to add the new language code to the PACES User's Guide and the "I Speak" card.

Data
Element
Description

The following data elements are contained on the report:

CAN

The case assignment number of the worker responsible for the case

Cat

The category of assistance of the grantee or head of household

SSN

The social security number or facsimile number of the grantee or head of household

St

The status of the case

(Continued on next page)

Data
Element
Description
(cont.)

Name

The name of the grantee or head of household

Address

The street address of the grantee or head of household

City

The city or town in which the grantee or head of household resides

State

The state in which the grantee or head of household resides

ZIP

The zip code for the city or town in which the grantee or head of household resides

PID Field 30 Type

Make no entry. Type Code E is preprinted on the report.

PID Field 34 Lang Code

Enter the appropriate PACES Language Code.

The PACES Language Codes are:

- 1 English
- 2 Spanish
- 3 Other (other than a listed primary language)
- 4 Armenian
- 5 Cambodian
- 6 Chinese
- 7 French
- 8 Greek
- 9 Haitian Creole
- A Italian
- B Laotian

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- PID Field
34 Lang
Code
(cont.)
- C Polish
 - D Portuguese
 - E Russian
 - F Vietnamese
 - G American Sign Language User (ASL)
 - H Amharic
 - I Croatian
 - J Slovenian
 - K Tagalog
 - L Serbian-Cyrillic
-

New Lang

If the language is not listed on the table for PID Field 34 Lang, print the full name of the new language in the space provided on the report.

CAN Total

The total number of cases displayed for each CAN

Questions

Questions regarding the Active Cases With Language Code 3 - Other Report should be directed to the Policy Hotline at (617) 348-8478.

COMMONWEALTH OF MASSACHUSETTS - DEPARTMENT OF PUBLIC WELFARE
ACTIVE CASES WITH LANGUAGE CODE 3 - OTHER
REG LMO

PID FIELD	PI0 FIELD	30	34	LANG CODE	NEH	LANG	CAN	TOTAL
ST	SSN	NAME	ADDRESS	CITY	STATE	ZIP	TYPE	E
CAN CAT	SSN	NAME	ADDRESS	CITY	STATE	ZIP	TYPE	E

CAN TOTAL

1