



Updating the Customers Preferred Language

12/03/2015

This NEWS FLASH is being issued to remind staff of the requirement to review each application to determine what language the participant reported is the preferred spoken and written language in their household.

Eligibility workers are required to review the language fields on the INDA screen in AZTECS, and on the "Process Application Page" in HEAplus for the preferred language reported by the participant on each application. These fields are used to ensure notices are mailed using the participants preferred language, whenever possible.

At each interview, workers must review the application and update the following screens:

INDA fields in AZTECS

- List Language That PI Reads
- List Language That PI Speaks

Process Application Page in HEAplus

- Language you speak best
- Language you read best

When a participant attempts to complete the interview or call with questions by speaking English, however English is not the preferred language already selected, do NOT change the preferred language to English.

Failure to update the system with the participant's preferred language based on what was selected on the application could result in a QC error.

Please contact the FAA Policy Support Team by phone at (602) 774-5523 or by e-mail at FAAPolicyMgmt@azdes.gov with any questions or concerns regarding this broadcast.

Please consider the environment before printing this broadcast.

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