

Policy F.Y.I.

From the Policy Unit

Date: 05-17-2024

FYI-439

Please contact the Policy Unit if you have questions regarding this announcement at

DCSSPOLICYQUESTIONS@azdes.gov.



SUBJECT: Policy FYI-439 | Reminders for Submitting Translation Requests

The purpose of this FYI is to provide team members with helpful reminders when submitting a written translation request.

All translation requests must be emailed to DCSStranslations@azdes.gov. Policy staff monitor this mailbox daily to ensure requests are completed timely.

When requesting a written translation of documents, you must submit the document(s) along with the [Request for Translation Services form \(CSE-1212A\)](#). Failure to include this form will result in a delay of the translation process.

Take the following actions prior to submitting your request:

- Review OnBase to ensure the documents have not already been translated.
- Check with your supervisor and team members to verify that someone else has not already submitted this translation request.
- Include the Request for Translation Services form (CSE-1212A).
- Submit only the document(s) that require translation. Do not include Picture Identifications.
- Review all documents and ensure they are clear and legible. A complete copy of the document is required. A translation will be delayed if any information is missing or imaged incorrectly.
- Use the Special Instructions field on the Translation Request form to provide specific details.

Examples of special instructions to include on the Translation Request form:

- ❖ If your translation is urgent due to pending legal action and/or scheduled hearings, note this on the form.

- ❖ If only a certain section(s) of your document needs translation, specify exactly what needs to be translated on the form.

We urge DCSS team members to view this information directly on The PORT and not create a separate personal file.
Please do not reply directly to this message as we will not be able to respond. This email address is only used for outgoing mail.