



Department of Human Resources
311 West Saratoga Street
Baltimore MD 21201

Family Investment Administration
ACTION TRANSMITTAL

Control Number: #13-09

Effective Date: Upon Receipt
Issuance Date: March 22, 2013

**TO: DIRECTORS, LOCAL DEPARTMENTS OF SOCIAL SERVICES
DEPUTY / ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS AND ELIGIBILITY STAFF**

Rosemary Malone
FROM: ROSEMARY MALONE, EXECUTIVE DIRECTOR

RE: NEW VENDOR FOR ON-SITE INTERPRETATIONS

PROGRAMS AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

SUMMARY:

The State recently awarded two new contracts to provide on-site interpretation services. Effective March 1, 2013, Ad Astra, Inc. is the primary interpretation service, replacing Lionbridge Global Solutions, Inc. In the event that Ad Astra cannot provide on-site services within the scope of the contract, they will contact the back-up provider, Interpreters Unlimited. The other two interpretation and translation service providers remain the same:

Schreiber Translations, Inc. (STI) - provides written document translations
■ Call 301-424-7737, Ext. 125 or Ext. 107

Language Line Services - provides interpreter services via telephone
■ Toll free: 1-800-316-5493 Customer service: 1-800-752-6069

ACTION REQUIRED:

Ad Astra is always the primary point of contact to request on-site interpretation services. The contact information for Ad Astra to arrange on-site interpretation services is:

AD ASTRA request line: 1-800-308-4807
E-mail request: interpreting@ad-astrainc.com
Fax: 1-301-408-4448

To place requests using Ad Astra's **on-line scheduling system**, go to:
www.ad-astrainc.com/STAR

Action Due: Upon receipt

INQUIRIES:

Please direct TCA policy questions to Mary Ellen Scalley at 410-767-7953 or mscalley@dhr.state.md.us. Food Supplement inquiries should be directed to Rick McClendon at 410-767-7307 or rmcclend@dhr.state.md.us. Direct Child Care Subsidy (CCS) policy or procedures inquiries to Myra White-Gray at 410-767-7863 or myra.white-gray@msde.state.md.us. Direct system inquiries to the MSDE CCATS Help Desk at 410-767-7816 or MSDECCATS@msde.state.md.us.

Please direct MA policy questions to the DHMH Division of Eligibility Policy at (410) 767-1463 or 1-800-492-5231 (select option 2 and request extension 1463). Document imaging system questions should be directed to the DHR Help Desk.

cc: DHR Executive Staff
FIA Management Staff
Constituent Services
Help Desk