 <p>DHS MARYLAND DEPARTMENT OF HUMAN SERVICES 311 West Saratoga Street Baltimore MD 21201</p>	<p align="center">Family Investment Administration ACTION TRANSMITTAL</p>
<p>Control Number: 19-15</p>	<p>Effective Date: January 23, 2019 Issuance Date: March 15, 2019</p>

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

FROM: NETSANET KIBRET, EXECUTIVE DIRECTOR, FIA *nk*

**RE: CHANGE TO FOREIGN LANGUAGE WRITTEN DOCUMENT
TRANSLATION SERVICES**

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF PROGRAMS

Summary

On January 23, 2019, the State of Maryland awarded a new Statewide Foreign Language Interpretation/Translation Services (FLITS) contract that will impact local departments of social services. The only vendor change is to Document Translation. Effective immediately, document translation services will be provided by Ad Astra, Inc.

Action Required

Beginning immediately, please use the following foreign language services:

For Telephonic Interpretation

Language Line Services, LLC, Monterey CA provides interpreter services via telephone.
Toll Free: 1-800-752-6096

For On-Site Interpretation & Written Document Translation:

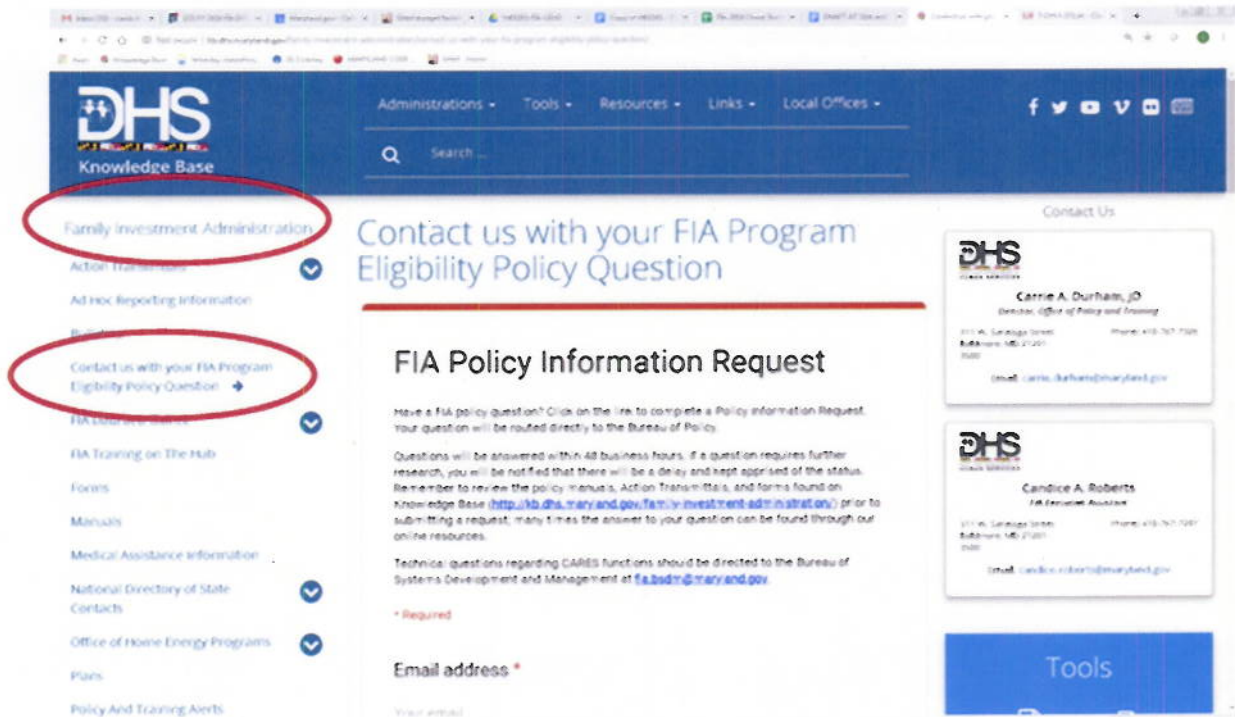
Ad Astra, Inc., Silver Spring MD provides on-site interpretation and written document translation services.

Telephone Number: 1-301-408-4242

Email request: interpreting@ad-astrainc.com

Inquiries

For policy-related questions, please complete the [FIA Policy Information Request Form](#) found on Knowledge Base as shown in the screenshot below.



cc: DHS Executive Staff
FIA Management Staff

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