RI Department of Labor and Training

Limited English Proficiency (LEP) Plan
Revised July 2019

PURPOSE

The purpose of this Limited English Proficiency (LEP) plan is to clearly delineate how the department's Language Access Policy Directives (DLT Policy 13-1) are to be implemented and sustained. The following procedures will be addressed in this document:

- Identification of persons responsible for implementation of a division's LEP policy work
- How divisions will identify and assess LEP needs
- Timeframes, objectives and benchmarks
- Identify funding necessary to fulfill objectives
- Provide meaningful notice of available services
- Procedures for staff training
- Ensuring quality and accurate translations/interpretations
- Monitoring for compliance with the policy/plan
- Collaboration with partners

LANGUAGE ACCESS COORDINATOR

Mr. Matthew D. Weldon
Assistant Director/EO Compliance Officer
Department of Labor and Training
1511 Pontiac Avenue
Cranston, Rhode Island 02920
(401) 462-8150 / matthew.weldon@dlt.ri.gov

LEP WORKGROUP

The department established the LEP Workgroup in December 2013. This group consists of representatives from each division at the department that provides customer service to the public, representatives of the DLT Executive/Legal Offices, the department's Language Access Coordinator and representatives of community groups that have experience and expertise in working with foreign language speaking populations.

To ensure that community input is sought and provided regarding the department's language access services, the department will engage at least two community-based groups from diverse backgrounds as members of the LEP Workgroup. Outreach efforts for obtaining input from new or additional groups will be discussed by the LEP Workgroup.

The LEP Workgroup will meet at least biannually to review materials, practices, the Language Access Policy Directives and this LEP Plan.

DIVISIONAL RESPONSIBILITIES

The department's Language Access Policy Directives require the divisions of the department to perform prescribed functions to ensure that the department's goal of providing meaningful access to all customers is fulfilled. The following table identifies the persons responsible for ensuring that all required functions are performed from each applicable division:

Income Support Unemployment Insurance/ Temporary Disability Insurance	**Fern Casimiro, Assistant Director** Jessica Videira, EO/LEP Coordinator for UI Raymond Pepin, EO/LEP Coordinator for TDI
Workforce Development Services	**Sarah Blusiewicz, Assistant Director** Ketty Gil, EO/LEP Coordinator
Workers' Compensation	**Matthew Carey, Assistant Director** Gretchen DeFazio, EO/LEP Coordinator Cindy Salvas, EO/LEP Coordinator
Workforce Regulation & Safety	**Joseph Degnan, Assistant Director** David Rodrigues, EO/LEP Coordinator
UI/TDI Board of Review	**Raymond Maccarone, Chief Referee** Carol Gibson, EO/LEP Coordinator
Labor Market Information	**Donna Murray, Assistant Director** Lisa Dutilly, EO/LEP Coordinator

Each of the persons identified above has assigned an EO/LEP Coordinator from their division to work with the department's Language Access Coordinator. Additionally, they may assign staff to assist in performing the necessary steps to fulfill their divisional responsibilities; the Assistant Directors/Chief Referee will be responsible for ensuring that the requirements have been met.

Each division shall:

- Assign an EO/LEP Coordinator
- Conduct a needs assessment
- Determine capacity for providing services
- Determine which documents are vital
- Translate vital documents into languages other than English
- Ensure access to oral language assistance/translators
- Develop written procedures for serving non-English speakers and LEP persons
- Notify customers as to the availability of services in languages other than English
- Monitor customer access to language assistance

NEEDS ASSESSMENT

In order to determine if the department is providing meaningful access to all services for persons with Limited English Proficiency (LEP), a needs assessment shall be conducted. The department will determine the need for services based on information obtained via two methods:

1. Each division will review their work unit's past experience regarding providing language access services. This review will require divisions to compile an inventory of requests for services their division has received in the last 12 months. If this information is not available divisions will poll their customer service/front line staff to gauge their opinion on the perceived need for services in a particular language. Additionally, the review will capture the number of customers served in a particular language by the division. This information will provide a baseline for expected levels of service/need.

2. The Labor Market Information (LMI) division will conduct a review of Rhode Island's population demographics in order to determine the languages that are most frequently utilized by the state population. The division will review data provided by the U.S. Census Bureau to make this determination. U.S. census information will be considered reliable for this purpose.

If the review conducted by the LMI division reveals that a new language is significantly used in Rhode Island, the LMI division shall report that information to the Language Access Coordinator. The Language Access Coordinator will subsequently issue a policy notification to each division at DLT that interacts with public customers to make them aware of the need to expand their language access services for that particular language.

PROCEDURES

Each public-facing division at DLT shall develop written procedures for serving non-English speaking and LEP customers. The department's Language Access Coordinator must review and approve all plans before implementation. Plans should address:

EFFECTIVE COMMUNICATION

To provide meaningful access to all services that DLT offers, the department must ensure that it communicates effectively with the public. When working with LEP customers, it is imperative that they have a full understanding of the information being discussed. To provide effective communications, DLT will translate all vital documents into the languages most frequently used by customers and provide interpreters for in-person and telephone interactions with those customers.

WRITTEN TRANSLATIONS

Vital documents are documents, either written or electronic, that contain information critical for accessing services. Each division of the department shall develop criteria to determine which documents regularly utilized by that division are considered to be vital.

Vital documents shall be provided in the languages most frequently used by DLT customers. In order to ensure that translations are both accurate and effective they will either be performed by state personnel that have been certified to translate materials in that particular language or DLT staff will procure the services of a professional language translation service. Approved vendors providing these services are available on the state's Master Price Agreement (MPA). Division EO/LEP Coordinators shall request from Assistant Directors that staff perform the service or work with their division's procurement liaison to obtain these services in accordance with all applicable RI purchasing rules. Once the translation service has been provided, divisions shall work with the Division of Information Technology (DoIT) to program the information into all necessary databases/IT programs so that the translated form will be available electronically and distributed to LEP customers.

Additionally, divisions shall work with DLT's Marketing and Communications unit to ensure that the translated documents are available on the department's website.

In addition to translating necessary forms and correspondence, DLT shall translate all vital information posted to the department's website. Each division that has information posted on the department's website will utilize the same criteria to identify vital documents as well as specific web materials to be translated. The Marketing and Communications unit will collaborate with the division's EO/LEP Coordinator to perform the necessary functions required to post this information on the department's website.

ORAL LANGUAGE SERVICES

To ensure that DLT customers have meaningful access to services, DLT employs interpreters for in-person interactions and telephone services. Based on need, department divisions have state personnel that have been certified as foreign language interpreters. Should a division require interpreter services for a language other than one in which they employ an interpreter, the division shall obtain the services via a professional interpreter service that is duly qualified to provide services in the necessary language. Additionally, should those services not be readily available, divisions may utilize services provided via telephone. Division EO/LEP Coordinators shall work with their division's procurement liaison to obtain these services in accordance with all applicable RI purchasing rules.

Current Services

Division	Language	State Personnel		Contracted Services	
		Interpreter	Translator	Interpreter	Translator
Income Support	Spanish	x	x	x	x
	Portuguese	x	x		x
	Cambodian				x
	Laotian				x
	Hmong	x			x
UI/TDI Board of Review	Spanish	x	x	x	x
	Portuguese	x	x	x	x
Workforce Development Services	Spanish	x	x		x
	Portuguese			x	x
Workers' Compensation	Spanish	x	x		x
	Portuguese			x	x
Workforce Regulation/ Safety	Spanish	x	x		x
	Portuguese			x	x

NOTICE OF AVAILABLE SERVICES

To fulfill DLT's mission of providing meaningful access to all services for persons with Limited English Proficiency, the department must provide notice to the public of all available language access services. To accomplish this, the divisional EO/LEP Coordinators will:

- Work with the Marketing and Communications unit to draft the copy for the notice and design the document
- Procure necessary translation services utilizing approved MPA vendors
- Post the notices to the DLT website
- Post the notices in each of the DLT public service offices/areas

FUNDING FOR LANGUGE ACCESS SERVICES

The department's divisions are funded either via federal grants, restricted receipt accounts or general revenue appropriations. Each division has resources available in their budget to provide the language access services described in this plan. Funds are budgeted at the previous year's level of service and with flexibility should additional services be needed.

STAFF TRAINING

The Language Access Coordinator is responsible for developing a training guide on the department's language access services. This guide will be reviewed by the LEP Workgroup before utilization.

The Language Access Coordinator will conduct training with divisional EO/LEP Coordinators that will cover the following:

- General information about working with non-English speaking or LEP customers
- LEP customer rights
- DLT's Language Access Policy Directives
- DLT's responsibilities to provide services

In order to ensure that all department staff that interacts with the public receives the appropriate training, the Language Access Coordinator will assist divisional EO/LEP Coordinators in developing division-specific training guides. Divisional EO/LEP Coordinators will be responsible for training the managers in their divisions. Managers will train their staff utilizing the divisional training guide. All staff that face the public will receive customer service training. DLT will utilize the state Learning Management System to register and track employee training.

All training will be conducted utilizing training guides that have been approved by the Language Access Coordinator. Additionally, divisional EO/LEP Coordinators shall track all training conducted in their division and report that information to the Language Access Coordinator.

MONITORING/EVALUATION

The department will formally evaluate this LEP Plan biannually, in January and July. This evaluation will be conducted by the LEP Workgroup. The process will entail a thorough review of:

- Updated information from LMI regarding new population demographics and new significant languages used by Rhode Island residents

- All processes to evaluate their effectiveness in providing language access services to non-English speaking or LEP customers

- Training protocols

On an ongoing basis, division EO/LEP Coordinators are responsible for regular review of the plan and the language access services provided to customers of their division. It is the responsibility of each division's assistant director to ensure that their division continues to adhere to the department's Language Access Policy Directives and this plan. Formal changes to the plan must be coordinated with the department's Language Access Coordinator and will be reviewed by the LEP Workgroup before implementation.

Periodic monitoring will be conducted by the State Workforce Development Division to ensure that the procedures in this plan are being adhered to and that services are readily available as required.

TIMEFRAMES/OBJECTIVES

<u>**Income Support Division**</u>
Unemployment Insurance/Temporary Disability Insurance
Fern Casimiro, Assistant Director

Action Item	Timeframe/ Completion	Party Responsible	Party Accountable
Assign EO/LEP Coordinator	January 2014 Completed Reviewed Annually	Asst. Dir.	Asst. Director
Conduct needs assessment	March 2014 Completed Reviewed Annually	EO/LEP Coord.	Asst. Director
Develop written procedures	July 2014 Completed Reviewed Annually	EO/LEP Coord.	Asst. Director
Determine vital documents	July 2014 Completed Reviewed Annually	EO/LEP Coord.	Asst. Director
Translate vital documents into Spanish and Portuguese	ongoing	EO/LEP Coord.	Asst. Director
Notify customers of availability of language services	ongoing	EO/LEP Coord.	Asst. Director
Staff training	ongoing	EO/LEP Coord.	Asst. Director
Monitor for ongoing compliance/changes in service requests	ongoing	EO/LEP Coord.	Asst. Director
		WFDS	Asst. Director

UI/TDI Board of Review
Raymond Maccarone, Chief Referee

Action Item	Timeframe/ Completion	Party Responsible	Party Accountable
Assign EO/LEP Coordinator	January 2014, completed Reviewed Annually	Chief Referee	Chief Referee
Conduct needs assessment	March 2014, completed Reviewed Annually	EO/LEP Coord.	Chief Referee
Develop written procedures	July 2014, completed Reviewed Annually	EO/LEP Coord.	Chief Referee
Determine vital documents	July 2014 completed Reviewed Annually	EO/LEP Coord.	Chief Referee
Translate vital documents into Spanish and Portuguese; Babel Notice included with all decisions	ongoing	EO/LEP Coord.	Chief Referee
Notify customers of availability of language services	ongoing	EO/LEP Coord.	Chief Referee
Staff training	Trained Sept. 2017 ongoing	EO/LEP Coord.	Chief Referee
Monitor for ongoing compliance/changes in service requests	ongoing	EO/LEP Coord.	Chief Referee
		WFDS	Chief Referee

Workers' Compensation Division
Matthew Carey, Assistant Director

Action Item	Timeframe/ Completion	Party Responsible	Party Accountable
Assign EO/LEP Coordinator	January 2014 completed Reviewed Annually	Asst. Dir.	Asst. Director
Conduct needs assessment		EO/LEP Coord.	Asst. Director
Develop written procedures		EO/LEP Coord.	Asst. Director
Determine vital documents	ongoing	EO/LEP Coord.	Asst. Director
Translate vital documents into Spanish and Portuguese	ongoing	EO/LEP Coord.	Asst. Director
Notify customers of availability of language services	ongoing	EO/LEP Coord.	Asst. Director
Staff training	Fall 2019	EO/LEP Coord.	Asst. Director
Monitor for ongoing compliance/changes in service requests		EO/LEP Coord.	Asst. Director
		WFDS	Asst. Director

Workforce Development Services Division
Sarah Blusiewicz, Assistant Director

Action Item	Timeframe/ Completion	Party Responsible	Party Accountable
Assign EO/LEP Coordinator	January 2014, completed Reviewed Annually	Asst. Dir.	Asst. Director
Conduct needs assessment	Feb. 2014, completed Reviewed Annually	EO/LEP Coord.	Asst. Director
Develop written procedures	July 2014, completed Reviewed Annually	EO/LEP Coord.	Asst. Director
Determine vital documents	July 2014, completed Reviewed Annually	EO/LEP Coord.	Asst. Director
Translate vital documents into Spanish and Portuguese	ongoing	EO/LEP Coord.	Asst. Director
Notify customers of availability of language services	ongoing	EO/LEP Coord.	Asst. Director
Staff training	Fall 2019	EO/LEP Coord.	Asst. Director
Monitor for ongoing compliance/changes in service requests	ongoing	EO/LEP Coord.	Asst. Director
		WFDS	Asst. Director

Workforce Regulation and Safety Division
Joseph Degnan, Assistant Director

Action Item	Timeframe/ Completion	Party Responsible	Party Accountable
Assign EO/LEP Coordinator	January 2014 completed Reviewed Annually	Asst. Dir.	Asst. Director
Conduct needs assessment	January 2014 completed Reviewed Annually	EO/LEP Coord.	Asst. Director
Develop written procedures		EO/LEP Coord.	Asst. Director
Determine vital documents	ongoing	EO/LEP Coord.	Asst. Director
Translate vital documents into Spanish and Portuguese	ongoing	EO/LEP Coord.	Asst. Director
Notify customers of availability of language services	ongoing	EO/LEP Coord.	Asst. Director
Staff training	Fall 2019	EO/LEP Coord.	Asst. Director
Monitor for ongoing compliance/changes in service requests	ongoing	EO/LEP Coord.	Asst. Director
		WFDS	Asst. Director

Labor Market Information Division

Donna Murray, Assistant Director

Action Item	Timeframe/ Completion	Party Responsible	Party Accountable
Assign EO/LEP Coordinator	January 2014 completed Reviewed Annually	Asst. Dir.	Asst. Director
Conduct needs assessment	January 2014 completed Reviewed Annually	EO/LEP Coord.	Asst. Director
Develop written procedures	ongoing	EO/LEP Coord.	Asst. Director
Determine vital documents	ongoing	EO/LEP Coord.	Asst. Director
Translate vital documents into Spanish and Portuguese	ongoing	EO/LEP Coord.	Asst. Director
Notify customers of availability of language services	ongoing	EO/LEP Coord.	Asst. Director
Staff training	Fall 2019	EO/LEP Coord.	Asst. Director
Monitor for ongoing compliance/changes in service requests	ongoing	EO/LEP Coord.	Asst. Director
		WFDS	Asst. Director

Executive Office

Action Item	Timeframe/ Completion	Party Responsible	Party Accountable
Assign EO/LEP Coordinator	January 2014 completed Reviewed Annually	LAC	LAC
Work with divisions/units to draft written procedures	ongoing	EO/LEP Coord.	LAC
Post notice of language services online	ongoing	EO/LEP Coord.	LAC
Develop LEP Flyer	ongoing	EO/LEP Coord.	LAC
Develop posters re: - notice of language services	ongoing	EO/LEP Coord.	LAC

DLT is an equal opportunity employer/program - auxiliary aids and services available upon request. TTY via RI Relay: 711

ATTACHMENT I – **Inventory of Products by Division/Unit available in Spanish**

DLT web pages in Spanish
- Contact Info
- Directions
- Home page in Spanish (DLT en Espanol)
- EEO page
- Discrimination

Income Support:
Unemployment
- Benefit Rights (Spanish + Portuguese)
- Fraud Fact Sheet (Spanish + Portuguese)
- Contact Us (web)
- File/Refile a claim (web) and online application
- Teleserve (web)

Temporary Disability/Caregivers
- File a TDI/TCI claim (The paper application is accessible for printing on the web, to apply on paper)
- Various decision (denial) letters have been translated to Spanish (Cancelled Claim decisions)
- Medical Instruction Form (Spanish)
- Direct Deposit Form (Spanish)
- TDI/TCI website FAQs – coming soon
- Online web application – coming soon

Board of Review
- Disagree with Referee's Decision (part of web page is in Spanish)
- File an Appeal web page (in process)
- Prepare for your hearing web page (in process)
- Online Appeal Form (in process)

Workforce Development + Labor Market Information
- EmployRI web application – includes LMI module in Spanish
- EmployRI for Job Seekers brochure
- 211 Spanish Poster
- Disability Employment Initiative (DEI) Customer Fact Sheet - Spanish
- netWORKri Career Centers Services – Spanish
- netWORKri Initial Customer Questionnaire – Spanish
- Customer Satisfaction Survey – Spanish
- netWORKri Resource Room Policy – Spanish
- netWORKri Customer Orientation Sheet - Spanish

Workers' Compensation + Arrigan Rehabilitation Center
- Calculation of Compensation Rate
- Employee Info
- Health and Safety Committees
- Medical Services and Treatment

- Right to Reinstate
- What Employers Should Know about WC
- Arrigan Customer Satisfaction Survey
- What Medical Providers should know about WC
- Calculation of Compensation Rate

Workforce Regulation and Safety:
Labor Standards
- Pay Equity Complaint Form
- Healthy and Safe Families and Workplaces (web)
- Child Labor (web) and Ready to Work? Understanding RI's Child Labor Laws brochure
- Minimum wage (web)
- FAQs (web)

Professional Regulation
- Exam Dates (web)
- All Burglar Alarm Forms except Bond of Burglar Alarms Business to Gen. Treasurer
- All Electrician Forms
- Hoisting Engineer App Form
- Operator Training License App Form
- Digsafe Study Guide
- Mechanical Application Form
- Plumbing and Irrigating Application Form
- Water Filtration Application Form
- Telecommunication Form
- Telecommunication Corp. Application Form

Occupational Safety
- Application for Permit to Install Boilers
- Application for Permit to Install/Modernize Vertical Devices
- Mechanic Installer Exam Application
- Right-to-Know Complaint Form
- Right-to-Know Registration Form
- Petroleum Dealers License Application Form

Prevailing Wage
- Complaint Form
- Certified Weekly Payroll Instructions
- Apprenticeship Requirement Complaint Form
- Prevailing Wage brochure
- Frequent Questions (web)

Google translate is available on all newly designed DLT webpages (exceptions include LMI, Workforce Development and the two Board of Review web applications – online appeal form + search past cases)

2004 Census Test

United States Census 2010

LANGUAGE IDENTIFICATION FLASHCARD

☐	ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
☐	Խնդրում ենք նշում կատարել այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
☐	যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
☐	ឈូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
☐	Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
☐	如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
☐	如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
☐	Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
☐	Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
☐	Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
☐	Mark this box if you read or speak English.	11. English
☐	اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بزنيد.	12. Farsi

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U.S. DEPARTMENT OF COMMERCE
Economics and Statistics Administration
U.S. CENSUS BUREAU

☐ Cocher ici si vous lisez ou parlez le français.	13. French
☐ Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐ Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐ Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐ अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐ Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐ Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
☐ Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐ Marchi questa casella se legge o parla italiano.	21. Italian
☐ 日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐ 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐ ໃຫ້ໝາຍໃສ່ຫ້ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
☐ Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

□ Assinale este quadrado se você lê ou fala português.　26. Portuguese

□ Însemnaţi această căsuţă dacă citiţi sau vorbiţi româneşte.　27. Romanian

□ Пометьте этот квадратик, если вы читаете или говорите по-русски.　28. Russian

□ Обележите овај квадратић уколико читате или говорите српски језик.　29. Serbian

□ Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.　30. Slovak

□ Marque esta casilla si lee o habla español.　31. Spanish

□ Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.　32. Tagalog

□ ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.　33. Thai

□ Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.　34. Tongan

□ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.　35. Ukranian

□ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔　36. Urdu

□ Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.　37. Vietnamese

□ באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.　38. Yiddish

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ATTACHMENT 3 – **Language Identification Flashcard for TDI employees**
A similar document and desk card is used by Unemployment Insurance and Workforce Development.

		STANDARDIZED WORK INSTRUCTION SHEET	Process Name:	Limited English Proficiency Interpreter Line	
			SWIS #:	8	REV #: 1
	ELEMENTS OF OPERATION		**JOB LAYOUT (details)**		

Interpreters and Translators, Inc.

QUICK REFERENCE GUIDE for RHODE ISLAND DEPARTMENT OF LABOR AND TRAINING

UNEMPLOYMENT INSURANCE AND TEMPORARY DISABILITY INSURANCE

1 Please use the following steps when speaking to a person that speaks limited English.

RECEIVING A CALL FROM A LIMITED ENGLISH-PROFICIENT INDIVIDUAL:

Use Conference Hold to place the limited English speaker on hold.

2 Identify the customer's primary language.

If customer's primary language is not English (and you are not a qualified Interpreter for the lanugage), offer an Interpreter. *

*If customer speaks Spanish or Portuguese, and you are not a Spanish or Portuguese Interpreter please see a manager for immediate assistance. (Manager will assign call to the appropriate on site Interpreter)

DIAL: Your assigned toll-free number: 1-866-xxx-xxxx

SELECT: Your language by pressing 1 for Spanish, 2 for all other languages and speak the name of language you need at the prompt. You may press 0 for assistance if you do not know the language.

ENTER: Your 4-digit access number on your telephone keypad or tell the representative your 4-digit number.

- Your 4-digit access number is: XXXXX

Steps to take according to customer response to interpreter service offering:

You will be connected to an interpreter who will provide his/her name and ID number. Summarize what you wish to accomplish and give any special instructions. Then add the limited English speaker to the line.

NOTE: If you are asked for a Client ID please provide XXXXXX

1. Customer states they do not need an interpreter, continue w/ conversation and remark on the claim that you offered interpreter services.

Say "End of Call" to the interpreter when the call is completed.

NOTE: When placing a call to a limited English speaker have the interpreter on the line and then call your limited English speaker. If you need assistance placing a call to a limited English speaker, inform the interpreter at the beginning of the call.

3 2. If Customer has their own interpreter, proceed w/ conversation while using customer's interpreter.

***Be sure to remark on the claim that conversation was conducted w/ use of the interpreted the customer provided on their own behalf.

IMPORTANT TIPS:

UNKNOWN LANGUAGE-If you do not know what language to request, our representative will help you.

WORKING WITH AN INTERPRETER-Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

LENGTH OF CALL-Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

3. Customer advised they need interpreter services provided by The Department. Continue onto step 4.

INTERPRETER IDENTIFICATION-Our interpreters identify themselves by their first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

DEMONSTRATION LINE-To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-XXXX

DOCUMENT TRANSLATION– We also provide written translation services, for more information please contact Interpreters & Translators, Inc at 1-800-648-XXXX

4 If the customer speaks another language other than Spanish or Portuguese follow the language line instructions (see picture to the right) on how to obtain assistance from an interpreter.

CUSTOMER SERVICE-To provide feedback, commend an interpreter, or report any service concerns, call Customer Service at 1-800-648-XXXX.

www.ititranslates.com

Required Skills		E&T Interviewer	Effective Date:	8/5/2019
SWIS Team Approval	8/5/2019		Author:	**Corinne Wood**