In order to ensure the Gulf Coast Workforce Board offers universal access to all programs, activities, and services, we provide interpreter services at no cost to Workforce Solutions’ customers who may need them.

**Interpreter Services Desk Aid**

When an interpreter is needed, a staff member fluent in the needed language or an approved vendor must be used, even if the customer has brought an individual along with them to act as an interpreter.

Currently approved vendors are: Nightingale Interpreting Services, Sign Shares, and Language Line Solutions.

**Scheduling an on-site interpreter:**

1. Notify appropriate manager / supervisor
2. Determine vendor to use
3. Contact vendor following process outlined below for that vendor
4. Enter TWIST note with subject line “Interpretation Service”; record confirmation information including interpreter’s name/ID number
   1. Ensure the Limited English drop-down box found on the TWIST Characteristics tab says “yes” and the customer’s preferred language is recorded as sign language in TWIST counselor notes
5. Immediately confirm appointment with Workforce Solutions’ customer requesting the service
6. When possible, re-confirm the appointment with the customer the day prior to the scheduled service
7. At time of service, collect receipt from interpreter and submit to FAPO
8. Scan receipt or service form to [fa.office@wrksolutions.com](mailto:fa.office@wrksolutions.com)
9. Services will be paid by the Financial Aid Payment Office (FAPO)

Revised July 2019

Page 1 of 3

**Nightingale Interpreting Services & Sign Shares**

**Interpreter Services Desk Aid**

(When possible, schedule / cancel these services 48+ hours in advance)

* ***Nightingale***: Email [service@nightingaleinterpreting.com](mailto:service@nightingaleinterpreting.com) or

call 713-893-8844

* ***Sign Shares***: Call 713-869-4373 or fill out online request at <https://www.signshares.com/request-services.html>
* Provide details on type of interpreter needed, date, time, location, and reason

**When a fluent staff member interprets:**

1. Enter TWIST note with subject line “Interpretation Service”
   1. Document the first and last name of the staff person
2. Record the customer’s preferred language in TWIST counselor notes

**Using Language Line Solutions telephonic interpreter services:**

Note: These services can be provided to customers that are on the phone or in the office.

1. Call 866-874-3972
   1. If the customer is on the phone, place them on a brief hold while taking this step
2. Enter the Workforce Solutions client ID number: 599457
3. Choose the language needed
   1. Use the “I Speak Cards” if needed to help identify the customer’s language
4. Enter the appropriate seven-digit code (listed on page 3)
5. Note interpreter ID number, brief interpreter on any special instructions, then add customer back to call if appropriate
6. Enter TWIST note with subject line “Interpretation Service”; record confirmation information including interpreter’s name/ID number and the total length of the phone call
   1. Also record the customer’s preferred language on the Optional Question tab in TWIST
7. Services will be paid by the Financial Aid Payment Office (FAPO)

Revised July 2019

Page 2 of 3

**Language Line Solutions Seven-Digit Codes**

**Interpreter Services Desk Aid**

Baker Ripley Career Offices 5627010

Baker Ripley Financial Aid Payment Office (FAPO) 5627060

Baker Ripley Tracking Unit 5627150

DB Grant                                 5627080

Dynamic Educational Systems Inc. (DESI) 5627100

Employment & Training Centers (ETC) 5627070

Houston-Galveston Area Council (H-GAC) 5627050

Interfaith Career Offices                                  5627040

Interfaith Financial Aid Support Center                       5627030

Interfaith TAA                                                       5627020

Interfaith Tracking Unit           5627140

Learning Designs, Inc. (LDI) 5627120

Performance Consulting Group (PCG) 5627130

Rescare                                  5627090

SER Jobs 5627110

Page 3 of 3

Revised July 2019