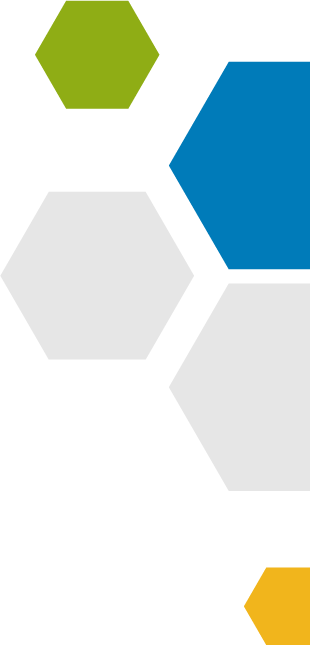
**Interpreter Services Desk Aid**

To ensure Workforce Solutions offers universal access to all programs, activities and services, we provide interpretation and translation services at no cost to customers who may need them.

Customers who may need and/or request an interpreter include, but is not limited to:

* A customer with a disability who requests a sign language interpreter as a reasonable accommodation.
* A customer with limited English proficiency who requests an interpreter in the language in which he or she is proficient.
* A customer identified and recorded in TWIST who needs an interpreter for future interactions.

We provide the following services:

* [Interpretation by a bilingual, fluent staff member](#_Process_when_a)
* [Interpretation by a qualified professional interpreter over-the-phone](#_Process_when_using) (language only)
* [Interpretation by a qualified professional interpreter on-site](#_Process_when_Scheduling) (in-person or virtual)
* [Sorenson Video Relay Services](#_Process_when_Sorenson) (sign language only; available in career offices for customers who are deaf and/or hard of hearing who sign)
* [Professional written translation](#_Written_Translation_Services_1)

All Workforce Solutions staff must be familiar with the various ways interpreter services may be provided to a customer.

1. **Process for Providing Interpreter Service**

A customer may bring an individual with them to act as an interpreter, however staff must inform the customer that interpreter and translation services are available free of charge. Staff may use a fluent staff member who is a qualified interpreter or staff should access the Language Line. Staff should always utilize the Language Line, if interpretations will discuss or cover “Customer Rights and Responsibilities.”

If a customer declines the offer of a fluent staff member or qualified interpreter, staff must:

1. Document in TWIST Counselor Notes that a qualified interpreter was offered, but the customer declined;
2. Make sure the Limited English drop-down box found on the TWIST Characteristics tab says “yes;” and
3. If not already documented in the customer’s file, add a TWIST Counselor Note titled “Preferred Language” and record the customer’s preferred language.

## Interpretation by a bilingual, fluent staff member

1. When a bilingual, fluent staff member interprets, staff must:
   1. Enter a TWIST note with the subject line **‘Interpretation Service’** and document the first and last name of the staff person;
   2. Make sure the Limited English drop-down box found on the TWIST Characteristics tab says “yes;” and
   3. If not already documented in the customer’s file, add a TWIST Counselor Note titled “Preferred Language” and record the customer’s preferred language.

1. If a bilingual, fluent staff member is not present, Workforce Solutions staff must offer interpreter service through the Language Line (in-person, over-the-phone, or virtually).

## Language Line over-the-phone interpreter services:

Over-the-phone interpretation services can be provided to customers who access our service via phone and in person using any device (phone, tablet, computer etc.). To access this service, staff must:

1. Call 866-874-3972. If the customer is on the phone, let them know you are going to place them on a brief hold while taking this step
2. Enter the Workforce Solutions client ID number: 599457
3. Choose the language needed (Use the “I Speak Cards” if needed to help identify the customer’s language.)

Enter the appropriate seven-digit contractor code (See Attachment 1).

1. Note the interpreter ID number and brief the interpreter on any special instructions. Then add the customer back to the call, if appropriate.
2. 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.
3. Check to make sure the Limited English drop-down box found on the TWIST Characteristics tab says “yes.”
4. If not already documented in the customer’s file, add a TWIST Counselor Note titled “Preferred Language” and record the customer’s preferred language.
5. We will be billed by the Interpretation Services. For any questions related to billing, please contact the Financial Aid Payment Office (FAPO).

## Language Line on-site (in-person or virtual) interpreter services:

On-site (in-person or virtual) interpretation services are accessible on any device (phone, tablet, computer, etc.). When possible, schedule these services two business days in advance.

1. Any staff member may receive a request for an interpreter.
2. Staff will gather any information relevant to the appointment such as details on the type of interpreter needed, in-person or virtual, date, duration, time, location, and reason.
3. Staff receiving the request will notify appropriate manager/supervisor and scheduler assigned for the office/contractor.
4. The assigned scheduler will contact the Language Line by going through the portal to submit a request.
5. In the portal, the scheduler will be asked to provide details on the type of interpreter needed: date, duration, time, location, customer name and reason.
6. The scheduler will enter a TWIST note with subject line “Interpretation Service”, record confirmation information including interpreter’s name and ID number.

* Check to make sure the Limited English drop-down box found on the TWIST Characteristics tab says “yes.”

1. If not already documented in the customer’s file, add a TWIST Counselor Note titled “Preferred Language” and record the customer’s preferred language.
2. Scheduler will immediately confirm appointment with Workforce Solutions’ customer requesting the service.
3. The scheduler will re-confirm the appointment with the customer the day prior to the scheduled service.
4. We will be billed by the Interpretation Services. For any questions related to billing, please contact the Financial Aid Payment Office (FAPO).

**Notes:**

* Assignments cancelled with less than one full day’s notice will result in the full charge for the reserved time of the assignment.
* If an interpreter is scheduled for an event where multiple customers may request an interpreter, please review the Language Line portal calendar to prevent double bookings.

## Sorenson Video Relay services:

1. Workforce Solutions staff will take the customer to the location where the Sorenson Video Relay system is set up:
   * 1. If the customer does not already have the phone number, provide the phone number of the employer, staff person, or other appropriate party they are trying to communicate with.
     2. If needed, assist the customer with entering the phone number and getting connected to an on-screen interpreter.
     3. Enter a TWIST Counselor Note with subject line ’Interpretation Service‘ and document that the customer is using Sorenson Video Relay.
     4. Check to make sure the Limited English drop-down box found on the TWIST Characteristics tab says “yes.”
     5. If not already documented in the customer’s file, add a TWIST Counselor Note titled “Preferred Language” and record the customer’s preferred language.
   1. If Sorenson Video Relay Services cannot be used because the customer is not in the career office, and/or there is a need for scheduling a future on-site (in-person or virtual) appointment, staff may request a sign language interpreter through the Language Line portal. [See Section 4.](#_Process_when_Scheduling)
2. **Written Translation Services**

When requesting written translation services for documents:

1. Office management will submit a request along with the documents requiring written translation to the board designee at [TranslationRequest@wrksolutions.com](mailto:TranslationRequest@wrksolutions.com).
2. The Board designee will submit the request to the approved vendor: Language Line Service, Inc. at [translation@llts.com](mailto:translation@llts.com) and cc [Kmistry@languageline.com](mailto:Kmistry@languageline.com).
   * If the documents are confidential and/or contain any PHI/PII, email [translation@llts.com](mailto:translation@llts.com) to request a secure upload link.
3. Once the request is sent, the vendor will provide a quote before beginning any work. The Board designee must approve all requests.
4. Written Translation Services turnaround times are as follows:
   1. Less than 1,000 words (1 – 3 business days)
   2. b. 1,001 to 2,500 words (4 – 6 business days)
   3. c. 2,501 to 7,500 words (6 – 8 business days)
   4. d. Greater than 7,501 words (8 + business days)
5. **Staff Requests for Interpreter Service**

Workforce Solutions contractors and partner staff will provide and arrange for interpreter services for their employees who request services as an accommodation in employment.

1. **Definitions**
2. **Interpretation**: Spoken language and orally relaying it into another language in a manner that preserves its meaning.
3. **Translation**: Taking information written in one language and conveying it in writing into another language while preserving the meaning.

Appendix

The following documents labeled as Attachment 1 and Attachment 2 are provided as supplemental materials. Attachment 1 is the seven-digit code by contractor, needed upon calling the Language Line for over-the-phone interpretation. Attachment 2 is the list of languages available through the interpretation service.

## Attachment 1

## Language Line Solutions Seven-Digit Codes

Alliance of Community Assistance Ministries (ACAM) 5627180

BakerRipley Career Offices, Tracking Unit 5627010

BakerRipley Financial Aid Payment Office (FAPO) 5627060

SERCO 5627075

Equus Career Offices, Tracking Unit 5627090

Houston-Galveston Area Council (H-GAC) 5627050

Interfaith Career Offices, Tracking Unit, TAA 5627040

Equus Financial Aid Support Center 5627130

Learning Designs, Inc. (LDI/NWI) 5627120

SER Jobs 5627110

Children’s Learning Institute 5627140

## Attachment 2

## Languages for Interpretation Services

**American Sign Language**

**Indo European Languages** Portuguese Brazilian, Spanish (Latin America), Rohingya, Armenian, Tamil, Persian, etc. (Spanish)

**Major European Languages**: Albanian, Bulgarian, Croatian, Czech, French, German, Italian, Slovak, Portuguese European, Polish, Romanian, Russian, etc.

**Major Nordic and Finno-Ugric Languages**: Danish, Dutch, Finnish, Hungarian, Norwegian, Swedish, Greek, Hebrew, Arabic, Pashto, Farsi, etc.

**Major Turkic Languages**: Turkish, Azeri, Uzbek, etc.

**Major Asian Languages**: Chinese, Korean, Japanese, Mandarin, Cantonese, etc.

**Major Indian & South East Asian Languages**: Bengali, Cambodian, Hindi, Tagalog, Thai, Vietnamese, Urdu, Burmese,

**Major African Languages:** Igbo, Tigrinya, Amharic, Swahili, Kinyarwanda, Oromo, etc.

**Indigenous Languages**: Burmese, Dinka, Haitian Creole, Spanish Creole, Garifuna, Quechua, Guarani, Nahuati, Aymara, Qeqchi, Kiche, Kichwa, Mam, Mapuche, Ixil, Achi, Chuj, Fula, Yoruba, Hausa, Moore, etc.