



## Language Access Desk Aid

### Overview

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.

All Workforce Solutions staff must be familiar with the various ways interpreter services may be provided to a customer. All Language Access information is located on the [Workforce Solutions Communications Hub](#).

A customer may be offered an interpreter because of limited English proficiency, or they may request an interpreter because of disability. Additionally, customers may be identified in the Workforce Case Management System (WCMS) as needing an interpreter for future interactions.

Workforce Solutions language access may include:

- I. Interpretation by a bilingual, fluent staff member
- II. Interpretation by a qualified professional interpreter over-the-phone (language only)
- III. Interpretation by a qualified professional interpreter on-site (in-person or virtual)
- IV. Sorenson Video Relay Services (sign language only; available in career offices for customers who are deaf and/or hard of hearing who sign)
- V. Professional written translation

Workforce Solutions language access contracted vendors include:

- **Language Line Solutions**
- **GLOBO Language Solutions**

These vendors provide (audio) over-the-phone interpretation, video interpreting, and on-site interpreting. The benefit of having two language access vendors is to have a backup provider, in the case where a request, assignment or service cannot be fulfilled by another vendor.

### Identifying Customer Language Needs

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 contracted language access vendors for customer interpretations when the communication involves the customer rights, determinations, and responsibilities.



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

1. Document in case notes that a qualified interpreter was offered, but the customer declined;
2. Check to make sure the Limited English Proficiency is selected "Yes" in Work in Texas;
3. If not already documented in the customer's file, add a case note titled "Preferred Language" and record the customer's preferred language.

## I. Interpretation by a bilingual, fluent staff member

1. When a bilingual, fluent staff member interprets, staff must:
  - i. Enter a case note with the subject line '**Interpretation Service**' and document the first and last name of the staff person;
  - ii. Make sure the Limited English drop-down box found on the case Characteristics tab says "yes;" and
  - iii. If not already documented in the customer's file, add a case note titled "Preferred Language" and record the customer's preferred language.
2. 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 by video remote).

## II. Language Access Contracted Vendor Process

### a) 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. Contact **Language Line Solutions at 866-874-3972** or **GLOBO Language Solutions at 844-755-8825**.
2. If the customer is on the phone, let them know you are going to place them on a brief hold while taking this step.
3. Identify the language needed (Use the "I Speak Cards" if needed to help identify the customer's language, if language is not known language access vendors will be able to identify).
4. Follow the prompts or enter the Workforce Solutions client ID number: 599457 (**Language Line Solutions Only**)
5. Enter the appropriate seven-digit contractor code (See Attachment 1).



6. Note the interpreter ID number and brief the interpreter on any special instructions. Then add the customer back to the call, if appropriate. (Language access vendors may offer to call customer back, if needed)
7. Enter case note with subject line “**Interpretation Service**,” record confirmation information including interpreter’s name, ID number and the total length of the phone call.
8. Check to make sure the Limited English Proficiency is selected “yes” in Work in Texas.
9. If not already documented in the customer’s file, add a case note titled “Preferred Language” and record the customer’s preferred language.
10. We will be billed by the Interpretation Services. For any questions related to billing, please contact the Financial Aid Payment Office (FAPO).

b) On-site (in-person or video remote) interpreter services

On-site (in-person or video remote) 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 video remote), start date, end date, duration, start time, location, appointment description, and contact name and number.
3. Staff receiving the request will notify appropriate manager/supervisor and scheduler assigned for the office/contractor.
4. The assigned scheduler will contact the selected language access vendor (either **GLOBO** or **Language Line**) by going through their website/portal to submit a request.
5. In the portal, the scheduler will be asked to provide details on the type of interpreter needed: start date, end date, duration, start time, location, customer name, appointment description, and contact name and number.
6. The scheduler will enter a case note with subject line “Interpretation Service,” record confirmation information including interpreter’s name and ID number.
7. Check to make sure the Limited English Proficiency is selected “yes” in Work in Texas.
8. If not already documented in the customer’s file, add a case note titled “Preferred Language” and record the customer’s preferred language.
9. Scheduler will immediately confirm appointment with Workforce Solutions’ customer requesting the service.



10. The scheduler will re-confirm the appointment with the customer the day prior to the scheduled service.
11. We will be billed by the Interpretation Services. For any questions related to billing, please contact 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 and the **GLOBO portal** to prevent double bookings.

### III. **Sorenson Video Relay services**

**Sorenson** Video relay is a tool for customers who are Deaf and hard of hearing who require the use of a sign language interpreter. This is a service at NO COST to the agency and is encouraged to be used. The current version of **Sorenson** available is the **Lumina** version, provided in a seated location. To access this service, staff must:

1. Walk with the customer to the location where the **Sorenson** Video Relay system is set up.
2. 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.
3. If needed, assist the customer with entering the phone number and getting connected to an on-screen interpreter.
4. Enter a case note with subject line 'Interpretation Service' and document that the customer is using **Sorenson** Video Relay.
5. Check to make sure the Limited English Proficiency is selected "yes" in Work in Texas.
6. If not already documented in the customer's file, add a case note titled "Preferred Language" and record the customer's preferred language.
7. 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 video remote) appointment, staff may request a sign language interpreter through the Language Line portal; [See Section 4.](#)



#### IV. 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:
  - a. Less than 1,000 words (1 – 3 business days)
  - b. 1,001 to 2,500 words (4 – 6 business days)
  - c. 2,501 to 7,500 words (6 – 8 business days)
  - d. Greater than 7,501 words (8 + business days)

#### V. 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.

#### VI. Definitions

1. **Interpretation:** Spoken language and orally relaying it into another language in a manner that preserves its meaning.
2. **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 any language access vendor for over-the-phone interpretation. Attachment 2 is the list of languages available through the interpretation service.

### Attachment 1

#### Language Access Seven-Digit Contractor 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, Nahuatl, Aymara, Qeqchi, Kiche, Kichwa, Mam, Mapuche, Ixil, Achi, Chuj, Fula, Yoruba, Hausa, Moore, etc.