

Accessing Interpreter for ESD Staff

Revised: 12/31/15

Effective: 11/25/14

Home Page: Communication Within DWS, Communication Outside DWS, Telephone, Managing Daily Work

INTRODUCTION: Customer is identified and interpretive services are needed to serve the customer. Some resources listed below may not be available or accessible to all offices. These offices may want to proceed to step #7 and access the CTS Language Link. Call center employees will mainly utilize the Language Link.

IMPORTANT: If the customer brings his or her own interpreter, the customer should be informed that he or she has the right to use an interpreter provided by DWS. **Minor children may not be used as interpreters** beyond requesting assistance in securing an interpreter with DWS staff.

Determine the Need for Interpretive Services

1. If interpretive services are offered to a customer and the customer declines, narrate information in the case.
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2. Check the [ESD Interpreter list](#) for an interpreter.
 - If an interpreter cannot be found, contact CTS Language Link. See [CTS Language Link Instruction Card](#)
 - Access interpretive services by conference call; contact the appropriate interpreter service depending upon the needed language.
 - Brief your Interpreter on the nature of the call. Summarize what you want to accomplish and give any special instructions.

Note: When disconnecting a conference call, disconnect all parties from each other. Do NOT allow the interpreter and customer to stay connected. This will cause the department to continue to be charged for that connection.

- If an internal interpreter is found, supervisor contacts interpreter's supervisor to schedule interpretative services. Telephone interpretation should be the first consideration.
3. Narrate limited English proficiency and interpretive services on case.

In-Person Employment Center Interpreter

Note: If the customer requests an in-person interpreter, follow these steps.

1. Check the EC interpreter lists for specific language. If interpreter cannot be found at local EC continue to step #2
 - Follow internal pathway for scheduling interpretive services.
2. Supervisor reviews [Interpreter Contracts Summary](#) for most appropriate provider.
 - Note: If interpreter cannot be found utilize the CTS Language Link
3. Supervisor contacts contract provider for appointment. Supervisor provides customer name, program and ID number
4. Narrate limited English proficiency and interpretive services on case.

5. Log and maintain documentation of the service used at the EC for contract reporting purposes

Accessing Interpreter Services for WDD Staff

Effective: 11/1/15

INTRODUCTION: Customer is identified and interpretive services are needed to serve the customer. Some resources listed below may not be available or accessible to all offices. These offices may want to proceed to step #3a. to access the CTS Language Link or #3b.the Linguistica International.

IMPORTANT: If the customer brings his or her own interpreter, the customer should be informed that he or she has the right to use an interpreter provided by DWS. Minor children may not be used as interpreters beyond requesting assistance in securing an interpreter with DWS staff.

1. Need for interpretive service is determined.
 - a. If interpretive services are offered to a customer and the customer declines, narrate information in the case.
2. Check with EC staff to determine is a staff member for a specific language is available as an interpreter. If interpreter cannot be found at local EC, continue to step 3.
 - a. Follow internal office pathway for scheduling interpretive services.
3. Access an interpreter contact:
 - a. CTS Language Link – Interpreting IVR System. See CTS Language Link – Interpreting IVR System Instruction Card e-docs 02-56.
 - i. Phone number: 1-877-650-8022
 - ii. Enter Account Number 8713 #sign
 - iii. Select desired language
 - iv. Enter unit/org number _____ (Only authorized unit/org numbers will be accepted)
 - v. Press “9” for:
 1. Other languages
 2. Operator assistance with 3rd party calls
 3. Speaking with a customer service representative
 - vi. Brief the Interpreter on the nature of the call. Summarize the services needed by the customer and give any special instructions.
 - vii. If conducting a conference call, disconnect all parties from each other. Do NOT allow the interpreter and customer to stay connected. This will cause the department to continue to be charged for that connection.
 - b. Linguistica International (24 hour access). See Linguistica International Instruction Card e-docs 02-56.
 - i. Call Toll Free: 1-866-908-5744
 - ii. Provide State – Utah and Account Number - #10562
 - iii. Select a Language – press 2 for Spanish and 3 for all other language. (Press 1 to immediately speak with a Call Center Agent.)

- iv. You will be connected to an Interpreter or Call Center Agent – provide your Employee Unit Number.
- v. When the interpreter connects to the call:
 1. Speak clearly and slowly, allowing time for the interpreted dialog, as the interpreter will try to interpret word-for-word.
 2. Briefly explain the purpose for the conversation, for example, “the call today is regarding applying for benefits.”
 3. Speak directly to the Limited English Proficient (LEP) individual, not to the interpreter who is acting a bridge between you and the LEP individual.
 4. Speak in one or two short sentences, avoid slang, abbreviations and acronyms, whenever possible.
 5. When there are not words in the target language that have an English equivalent and vice versa, the interpreter may need to explain the idea of what you are asking or what the LEP individual has said.
4. Narrate limited English proficiency and interpretive services on case.
5. Log and maintain documentation of the service used at the EC for contract reporting purposes.

Interpreter for UI Service Providers

1. Need for interpretive service is determined.
 - If interpretive services are offered to a customer and the customer declines, narrate information in CUBS.
2. UI service provider checks the DWS UI Info Packet for a UI Interpreter. If an interpreter cannot be found, the provider reviews interpretive services options and contacts the appropriate interpreter service.
 - List of Interpretation / Translation Providers <https://dws.utah.gov/login.aspx?ReturnUrl=%2fdivisions%2fedo%2finterpretive%2finterpretationproviders.pdf>
 - CTS Language Link Instruction https://dws.utah.gov/Infosource/esdOperationsManual/Operations-Communication/Communicating_within_DWS/Procedures/cts_language_link_instruction_card-esd.pdf
3. Brief your Interpreter on:
 - The nature of the call
 - Summarize what you want to accomplish
 - Give any special instructions.
4. Narrate limited English proficiency and interpretive services on CUBS information.
5. Log and maintain documentation of the service used by UI for contract reporting purposes.