



AB # 17-04 R1

Effective Date: Immediately

Supersedes: AB #44; Issued 7/8/2015

ACTION BULLETIN

TO: All Workforce Innovation and Opportunity Act (WIOA) Program Operators

DATE: January 16, 2019

SUBJECT: LANGUAGE ACCESS REQUIREMENTS FOR CONTRACTORS

Purpose of Bulletin:

This Action Bulletin provides an **UPDATE** to the Language Access programs offered through Alameda County. These additional services are available for Alameda County Workforce Development Board (ACWDB) contractors. Updated information will be referenced in **bold** text.

Citation(s):

- **Exhibit E** - Alameda County Social Services Agency (SSA) Language Access Requirements for Contractors
- Alameda County Social Services Agency Limited English Proficiency (LEP) Plan, 2015
- Dymally Alatorre Bilingual Services Act of 1973

Policy/Procedure/Definition:

ACWDB is required to ensure that all of its program operators are providing language accessible services to limited-English proficient (LEP) clients. Exhibit E of the Alameda County contract package requires all community-based organizations (CBOs) and/or service providers whose services are contracted by SSA or WDB to have a Language Access Plan for referring clients who are limited-English proficient. The contents of this plan shall include a list and copies of all printed, contract-related, marketing/promotional/education-related materials and provisions for staff to access the County's Language Line Services.

This Language Access Plan shall be available for review by ACWDB staff during programmatic monitoring visits.

Action:

- This bulletin is effective **immediately upon release.**

- All WIOA program operators will comply with this requirement.
- The ACWDB program monitor will review all Language Access Plans during the annual monitoring visit.
- All program operators must have a Language Access Plan in place that extends through the duration of any contract or procurement cycle wherein the operator is under contract with the ACWDB.

Beginning May 1, 2017, the Alameda County Social Services Agency (SSA) Language Access provider will be LanguageLine Solutions (LLS). LLS is contracted, County-wide, to provide: telephone interpreting services; sign language translation; and document translation for job seekers and employers.

The ACWDB sub-contractors are eligible to utilize the telephone interpreting services, as needed, to serve job seekers and employers. It is an easy four (4) step process to access an interpreter.

Step #1: Call the LLS toll free number 1-844-350-3731

Step #2: Select the language needed:

- Press 1 for Spanish
- Press 2 for Mandarin
- Press 3 for Cantonese
- Press 4 for Vietnamese
- Press 5 for Farsi
- Press 6 for Russian
- Press 7 for Kmer (Cambodian)
- Press 8 for Korean
- Press 9 for Arabic
- Press 0 for all other languages and/or to connect with an operator

Step #3: Enter your eight-digit PIN number: **4361-6425** (Admin & Finance Dept)

Step #4: Connect with an interpreter and provide them with a short introduction at the start of the call, and a brief background on the nature of the call.

Important Information:

- Avoid unauthorized use of your account:
Do NOT provide the toll free number or the PIN code to any customer or other unauthorized user. ONLY direct service staff are authorized to contact LLS.
- If you are ever asked for a Client ID by LLS, provide the following number: **501773**

Prior to utilizing LLS, all staff should read and comply with all rules for usage as outlined in User Guide available to print through the web link www.language.com. Alameda County SSA provides the services at no cost to customers.

Additional Services offered through Alameda County:

- 1. A dedicated contract for American Sign Language (ASL):**
Partners In Communication is the dedicated new vendor contracted to provide in-person ASL interpretation to customers. The ASL request process is provided as Attachment 4 to this bulletin.
- 2. Video Remote Interpretation (VRI):**
Interpreters Unlimited is the dedicated vendor contracted to provide on-demand interpretation for our customers. This service is accessible on any smart device (phone, tablet, laptop) for remote use. This service is primarily for ASL interpretation when staff believes that face-to-face communication would improve comprehension for the customer. The VRI process is provided as Attachment 5 to this bulletin.
- 3. Language Preference Form:**
An updated Language Preference Form is provided as Attachment 6 to this bulletin. This form is intended to assist English Language Learner (ELL) populations in identifying their language preferences for staff – who can then obtain effective interpretation services to aid in assisting the customer.

Information & Inquiries:

For information and inquiries please contact:

Rhonda Boykin, Assistant Director
Alameda County Workforce Development Board
24100 Amador Street, 6th Floor
Hayward, CA 94544-1203
RBoykin@acgov.org
510.259.3844

Attachments:

- Attachment 1: LanguageLine Solutions Save the Date
- Attachment 2: LanguageLine Solutions Quick Reference Guide
- Attachment 3: LanguageLine Solutions Interpreting Services Available (Languages)
- Attachment 4: American Sign Language (ASL) Request Process
- Attachment 5: Virtual Remote Interpretation (VRI) Process
- Attachment 6: Language Preference Form

MAY 1, 2017

Save the Date!

Alameda County awarded the Over-the-Phone Interpreter (OPI) services contract to Language Line Services (LLS) who will replace Lionbridge. In the past, LLS had been the County's OPI vendor, so we anticipate this transfer to be seamless.

The LLS service begins Monday 12:01 am May 1, 2017, and will provide service through April 30, 2020.

The new 'Interpreting Services Available' posters will be distributed to Facility Managers via QIC today. Please replace your old Lionbridge 'Interpretation Services' posters with the new posters on May 1, 2017.

There is a limited supply of these posters at the moment. Please work with your Facility Mgr. to order more posters.

(Size: 8 x 11 and 18 x 24 are the options)

Until your order arrives, please make and use copies of the new poster at each place customers are seen.

Lionbridge contract and services will ends
April 30, 2017, 12:00 am

Quick Reference Guide



Alameda County Social Services Agency

Please use these easy-to-follow instructions for an on-demand interpreter.

Step 1. Call this special toll free number for Social Services Agency **+1 844 350-3731**

Step 2. Select language needed:

- Press 1 for Spanish
- Press 2 for Mandarin
- Press 3 for Cantonese
- Press 4 for Vietnamese
- Press 5 for Farsi
- Press 6 for Russian
- Press 7 for Kmer (Cambodian)
- Press 8 for Korean
- Press 9 for Arabic
- Press 0 for All Other Languages to Connect with an Operator

Step 3. Enter your eight digit PIN number

Adult and Aging	PIN: 3893-5068
Children and Family Services	PIN: 3892-5067
Workforce & Benefits Administration	PIN: 3891-5066
Admin and Finance	PIN: 4361-6425

Step 4. Connect with interpreter and provide them with a short introduction at the start of the call, and a brief background on the nature of the call.

IMPORTANT INFORMATION:

AVOID UNAUTHORIZED USE OF YOUR ACCOUNT – Please do not give out the toll free number or your PIN code to your clients.

TIPS FOR USE AND FASTER CONNECTION TIME – Be sure to listen to all of the Prompts carefully and enter your 8 digit PIN accurately. Failure to enter the appropriate information at the time of the prompt will delay call routing. You can enter number for the Language needed once the menu begins. You do not need to listen to all 10 options.

WORKING WITH AN INTERPRETER – At the beginning of the call, allow for a short introduction and briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to “Please Hold,” and then conference in the interpreter.

If you are ever asked for a Client ID by LanguageLine it is 501773

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Interpreting Services Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

American Sign Language  Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	Korean  귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Arabic  أشير إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.	Mandarin  請指認您的語言，以便為您提供免費的口譯服務。
Bengali  আপনার ভাষার দিকে নির্দেশ করুন। একজন সোভাষীকে ডাকা হবে। সোভাষী আপনি নিখরচায় পাবেন।	Nepali  आफ्नो भाषासय् आँल्यावनुहोस्। एक दोभाषेलाई बोलाइनेछ। उपाईको बिना कुनै खर्चकाँ, एकजना दोभाषे उपलब्ध गराइनेछ।
Burmese  သင့်ဘာသာစကားကို ညွှန်ပြပါ။ ကောင်းပြန် ခေါ်ယူပါမည်။ သင့်အတွက် ကောင်းပြန် အခမဲ့ ပေးပါမည်။	Polish  Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.
Cantonese  請指認您的語言，以便為您提供免費的口譯服務。	Portuguese  Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Farsi  زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	Punjabi  ਅਪਣੀ ਭਾਸ਼ਾ ਦੱਸ ਦਿਓ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਬਾਸੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਦੁਬਾਸੇ ਲਈ ਦੁਬਾਸੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਐਤਾ ਜਾਂਦਾ ਹੈ।
French  Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	Romanian  Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret caere vă este asigurat gratuit.
Haitian Creole  Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	Russian  Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hindi  अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।	Somali  Farta ku fiiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.
Hmong  Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	Spanish  Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian  Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog  Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese  あなたの話す言語を指してください。無料で通訳サービスを提供します。	Vietnamese  Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Attachment 4: American Sign Language (ASL) Request Process

Step 1: Upon determination that American Sign Language (ASL) interpretation may be required, program staff should immediately contact their assigned ACWDB Program Liaison and provide the following information. The assigned Program Liaison will then initiate the request for ASL services. One-week advanced notice would be ideal in order to arrange for appropriate assistance.

SIGN LANGUAGE IN-PERSON INTERPRETATION SERVICE REQUEST PROCESS:

Alameda County Social Services Agency contracts with **Partners In Communications** to provide in-person sign language Interpretation services for our applicants and clients by appointments.

1. Service Type: American Sign Language (ASL) or Certified Deaf Interpreter (CDI)
2. Gender Preference: Male, Female, No Preference
3. Client's Name:
4. Type of situation: One-on-one, Entire class/presentation, One individual in class, etc.
5. Date:
6. Start Time:
7. End Time:
8. Notes:
9. Site Name: (ex. Eastmont, Client's Home)
10. Site Address:
11. Area Name: (West Oakland, Tri-Valley, Cherryland, none)
12. Cross Street:
13. Nearby Landmark:
14. Site Title: (ex. County Office, Rolling Hills Apt, Cherry Community Center)
15. Dress Code: Business Casual, Business Dress, Semi-Formal, Formal, Recreational, Relaxed Professional
16. Contact Name: This would be the person the Interpreter asks for when they arrive; preferable the staff who needs the service for work.
17. Where to Park:
18. Estimated Cost for Parking:

Attachment 5: Virtual Remote Interpretation (VRI) Process

AMERICAN SIGN LANGUAGE VIDEO REMOTE INTERPRETATION SERVICE REQUEST PROCESS:

Alameda County Social Services Agency contracts with **Interpreters Unlimited** to provide on demand Video Remote Interpretation services for our walk-in applicants and clients. This service is primarily used for our deaf clients who need American Sign Language interpretation, but can be used as a **back-up** when the over the phone interpretation service is unavailable. By using the assigned laptop in the waiting room of each location, an American Sign Language interpreter can be reached and seen on the screen by staff and applicant.

Process for Video Remote Interpretation (Computer/Laptop):

1. Using the Google Chrome web browser go to: <https://weyivideo.com/client?company=IU-ALL>
2. Sign in using the login email and password assigned to your department below
3. Click 'Get Service' then select 'American Sign Language'
4. Greet your interpreter!

DEPARTMENT	LOGIN EMAIL	PASSWORD
Admin & Finance	alameda_af@iugroup.com	weD@Lweo!

IMPORTANT INFORMATION:

- **Avoid unauthorized use of your account:** Please do not give out the login information to anyone without prior approval from the Language Access Coordinator.
 - This service is relatively expensive compared to in-person interpretation. Please use this service for on-demand or emergency situations.
- **Tips for use and faster connection time:** Save website to bookmark for quick access. Make sure to enter login email and password accurately. Failure to enter the appropriate information will delay the process.
- **Working with an interpreter:** Introduce yourself to the interpreter and briefly tell the interpreter the nature of the call. Speak directly to the client not the interpreter when you begin the conversation with the client. Pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may ask for clarification or repetition.

Attachment 6: Language Preference Form

Client/Applicant Name: _____ Case #: _____

LANGUAGE PREFERENCE FORM

This form is an identifier of your preferred spoken and written language needs.

SPOKEN LANGUAGE PREFERENCE

Please check the language you prefer to **speak**, and want to be **spoken** to:

- I speak and understand English. I do not need special language services.
 Spanish: Hablo y comprendo español
 Dari: من به زبان دری صحبت و تفهیم میکنم
 Cantonese: 我會說和懂粵語
 Farsi: من به زبان فارسی صحبت می کنم و زبان فارسی را متوجه می شوم
 Mandarin: 我会说和懂普通话
 Lao: ຂ້ອຍເຂົ້າໃຈພາສາລາວ
 Cambodian: ខ្ញុំចេះនិយាយនិងយល់ភាសាខ្មែរ
 Arabic: أنا أتکلم وأفهم اللغة العربية
 Vietnamese: Tôi nói và hiểu được Tiếng Việt
 Mien: Yie gongv caux biecg hnyouv Mien waac
 Pashto: زه پښتو وایم او پرې پوهیږم
 Russian: Я говорю и понимаю по-русски
 Tagalog: "Ako ay nakakapagsalita at nakakaintindi ng Tagalog
 Bosnian: Ja govorim i razumijem bosanski
 American Sign Language: I speak and understand ASL
 Other: _____

WRITTEN LANGUAGE NEEDS (CHECK AS APPLIES)

Please check the language you prefer to **write**, and want to receive written information in:

- I write, read, and understand English, and do not need special language services.
 Spanish: Escribo, leo y comprendo español
 Dari: من به زبان دری می نویسم، می خوانم و تفهیم میکنم
 Cantonese: 我會寫、讀、和懂粵語
 Farsi: من به زبان فارسی می خوانم، می نویسم و این زبان را متوجه می شوم
 Mandarin: 我会写、读、和懂普通话
 Lao: ຂ້ອຍຂຽນ, ອ່ານ, ແລະ ເຂົ້າໃຈພາສາລາວ
 Cambodian: ចេះអាន សរសេរ និងយល់ភាសាខ្មែរ
 Arabic: أنا أكتب وأقرأ وأفهم اللغة العربية
 Vietnamese: Tôi đọc, viết và hiểu được Tiếng Việt
 Mien: Yie fiev nzangc, doac nzangc, caux biecg hnyouv Mien waac
 Pashto: زه پښتو لیکم، لولم او پرې پوهیږم
 Russian: Я пишу, читаю и понимаю по-русски
 Tagalog: Ako ay nakakasulat, nakakabasa, at nakakaintindi ng Tagalog
 Bosnian: Ja pišem, čitam i razumijem bosanski
 Other: _____

I would like an alternative format of communication:

- Large Print Recording
 Other: _____

I, the client, accept responsibility for the use of my own interpreter. * (Authorization to Release Information form may be needed)

I, the client, was offered interpretive services at no cost but declined.

I, the client, have read or had read to me in my preferred language, my rights on page 2 of this form.

Applicant/Recipient Signature

Date

WORKER VERIFICATION OF CLIENT LANGUAGE NEEDS

The person identified above could not complete this form on his/her own. I determined this person’s language using:

Bilingual staff:
Worker Name Worker #

Community interpreter*:
*Authorization to Release Information form may be needed Name Community Organization

I Speak Chart Over the Phone Interpretation Services Other*:

ET/EC/ESC/SW Name ET/EC/ESC/SW Signature Worker # Date

LANGUAGE SERVICES RIGHTS

English:

When applying for or receiving public assistance, you have the right to bilingual services—an interpretation service at no cost to you. In addition, you may request that forms and letters in your preferred language be used. The County must give you the forms in your preferred language if they have been translated into that language. Otherwise, the County must interpret these forms/letters (tell you what they say). These language services must be provided without an unreasonable delay. If you feel you have been denied these services, you may contact the County Civil Rights Officer at 510-907-0642, or the State Office of Civil Rights toll-free, at 1-866-741-6241.

Spanish/Español:

Cuando usted presenta una solicitud para recibir asistencia pública, tiene el derecho a tener acceso a servicios bilingües: servicios de interpretación gratuitos. Asimismo, también puede pedir el uso de formularios y cartas en su idioma de preferencia. El Condado debe proporcionarle los formularios en idioma de preferencia si éstos existe una versión traducida en ese idioma. De lo contrario, el Condado debe interpretar estos formularios/cartas (un intérprete lee para usted lo que dice el formulario). Estos servicios bilingües se deben proporcionar sin demoras por motivos que no sean razonables. Si a usted le parece que se le han negado estos servicios, puede comunicarlo al Funcionario de Derechos Civiles del Condado (*County Civil Rights Officer*) llamando al teléfono 510-907-0642, o a la línea telefónica gratuita 1-866-741-6241 de la Oficina Estatal de Derechos Civiles (*State Office of Civil Rights*).

Cantonese/粵語:

在申請或接受公共援助時，您有權獲得雙語服務 - 免費提供口譯服務。此外，您可以要求使用您首選語言的表格和信件。如果文件已經翻譯成該語言，縣必須以您的首選語言提供表格。否則，縣必須解釋這些表格/信件（告訴您具體說些什麼）。必須提供這些語言服務以便不會有不合理的延遲。如果您認為您被拒絕提供這些服務，您可以撥打電話：510-907-0642 聯繫縣民權官員，或撥打免費電話，聯繫州民權辦公室，電話號碼是1-866-741-6241。