

ACTION BULLETIN

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

DATE: June 16, 2023

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(S):

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 ACWDB 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, 2023**, the Alameda County Social Services Agency (SSA) Language Access provider will be **GLOBO Language Services**. **GLOBO** is contracted, County-wide, to provide 24/7, **over the phone language interpretation for job seekers and employers**.

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

Step #1: Call the **GLOBO** telephone number **(510) 529-2798**

Step #2: When prompted, select the number representing the language you need assistance with or select "0" to reach an operator:

- 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 **location** PIN number: **Location PINs will be provided directly to each individual service provider from Alameda County. These PINs should NOT be shared with any individual outside of your organizations or with clients or participants. Please reach out to the WDB Department regarding questions about how to access your organization's PIN.**

Step #4: Connect with an interpreter and provide them with a short introduction at the beginning 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 number or the PIN code to any customer or other unauthorized user.
ONLY direct-service staff are authorized to contact **GLOBO**.

Prior to utilizing the **GLOBO Language service**, all staff should read and comply with all rules for usage as outlined in the documents attached to this bulletin. Alameda County Social Services Agency provides this service at no cost to customers.

ADDITIONAL SERVICES AVAILABLE FOR LANGUAGE OR TRANSLATION ASSISTANCE:

- 1. Bilingual County Employees**
Alameda County has over 900 employees qualified to provide language interpretation.
- 2. Website Translation through Google Translate**

INFORMATION AND INQUIRIES:

For information and inquiries please contact:

Michele G. Garcia
Workforce Board System Administrator
Alameda County Workforce Development Board
24100 Amador Street, 6th Floor
Hayward, CA 94544-1203
MGGarcia@acgov.org
510.259.3802

ATTACHMENTS:

- Attachment 1: Language/Translation Information Sheet (Alameda County)
- Attachment 2: GLOBO Instructional Flyer (2 pages)
- Attachment 3: GLOBO Quick Guide User Instructions
- Attachment 4: GLOBO Language Table Tent
- Attachment 5: Alameda County Language Preference Form (2 pages)



Alameda County Language Access Solutions



1 24/7, 365 Over-the-phone Language Interpretation

Employees have around-the-clock phone language interpretation access by calling (510) 529-2798. Please [click here](#) to request pin code access.



2 Bilingual County Employees

Alameda County has over 900 employees qualified to provide language interpretation.



3 Live interpretation of BOS and Committee Meetings

Request for live interpretation of BOS and committee meetings can be made by calling (510) 208-4949 or (510) 834-6754 (TDD) or by emailing CBS@acgov.org.



4 Self-Service Agenda Translation

[Click here](#) to download any Board of Supervisors' (BOS) agenda and upload to Google Translate for instant language translation.



5 Website Translation

Look for the Google Translate icon on County webpages to translate webpage content into your preferred language.

County of Alameda



Access Audio Interpreting from any Telephone

1

To access Telephone Interpreting, simply dial your dedicated number on any telephone.

Your dedicated GLOBO number for Telephone Interpreting:

510.529.2798

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 to connect with an Operator

3

Enter your location PIN number

4

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

**Contact your Language
Access Coordinator for
your Location PIN Code**



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 & Faster Connect Time.

Listen to all of the prompts carefully and enter your PIN accurately. Failure to enter the appropriate information at the time of the prompt will delay call routing. You can enter the 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 that to ensure accuracy, your interpreter may sometimes ask for clarification or repetition. For more information on how to work effectively with an interpreter, please refer to the reverse side of this page.

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.

How to Work Effectively with an Interpreter



Understanding an interpreter's role can help your clients have the best experience when utilizing GLOBO's Services.

The interpreter works only with what they are given. They will not add or omit any part of a spoken message.

This means: if the question/initial statement does not make sense or is confusing, chances are that the response will be the same.

AVOID asking the interpreter to speak to the Limited English Proficient (LEP) person (i.e., "Ask him if..." or "Tell him I am going to...")

DO speak directly to the LEP *through* the interpreter. Behave as if addressing a speaker of your same language. The interpreter will deliver the message to your intended recipient, just as if you were speaking directly to the person: (i.e., "Do you...?")

The primary function of an interpreter is to serve as a conduit of the message (i.e. to make the conversation take place as if all parties involved spoke the same language).





There are rare times when an interpreter acts as a cultural broker and in even rarer occurrences, they may advocate. But the majority of the time, an interpreter's job is limited to being a conduit from language to language.



Tips for Working with an Interpreter

- Speak directly to the other party, not the interpreter.
- Speak in short phrases.
- Speak audibly and clearly.
- Speak in "living room" language. The simpler the concept is, the easier it is to interpret.
- Acronyms/jargon that you use every day may not be familiar to the interpreter, let alone the LEP. Health literacy in the US is not that high, and it is lower in many other countries.
- Pause often.
- Let the interpreter finish their rendition before you begin speaking again.
- Be aware of your surroundings - remember that all of the background noise that you can filter out affects the ability of the interpreter to hear you clearly through the phone.
- Remember not every culture is as direct as ours. A simple yes or no question that you ask will likely get a long answer with all of the surrounding details and background context. The reverse could also be true.
- Use a teach-back. If you are not getting the answer you want from the LEP, ask them directly to tell you what they have understood from your question/statement.

 + 

Telephone Interpreting User Instructions

County of Alameda

510.529.2798

- 1 Dial your dedicated GLOBO number: 510.529.2798
- 2 When prompted, select the number representing the language you need assistance with (ex: "1" for Spanish) or select "0" to reach an Operator
- 3 Enter your location PIN number
- 4 Connect with the interpreter and provide a brief introduction at the beginning of the call



The County of Alameda complies with applicable State and Federal laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

العربية	Arabic
لغة عربية اَلْعَرَبِيَّةُ الْعِلْمِيَّةُ	
Português brasileiro	Brazilian Portuguese
ATENÇÃO: Oferecemos serviços linguísticos gratuitos para quem fala português brasileiro.	
မြန်မာဘာသာ	Burmese
သတိပြုရန် - အကယ်၍ မြန်မာစကား ချဟပ်ကြ ဘာသာစကားအကူအညီလိုအပ်ပါက ပေးပို့ပါ။	
ខ្មែរ	Cambodian (Khmer)
បរិយាកាស: ប៉ុលីនជាអ្នកនិយាយ ភាសាខ្មែរ, សំដៅជួយផ្លូវភាសា ផ្តល់ជូនលោកអ្នកតាមព័ត៌មានផ្សេងៗ។	
廣東話	Chinese (Cantonese)
注意：如果您講廣東話，您可以免費獲得語言援助服務。	
國語	Chinese (Mandarin)
注意：如果您講國語，您可以免費獲得語言援助服務。	
زبان	Dari
توجه: اگر شما به زبان دری صحبت می کنید، خدمات همکاران زبانی بدون هزینه در دسترس شما است.	
فارسی	Farsi
توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی به صورت رایگان برای شما فراهم می‌باشد.	

French	Français
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.	
Haitian Creole	Kreyòl Ayisyen
ATANSYON: Si ou pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.	
Hebrew	עברית
שמיאל: אם אתם מדברים עברית, שירותי עזרה בשפות זרות זמינים לך בחינם.	
Hindi	हिंदि
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिये मुफ्त में भाषा सहायता सेवाएं उपलब्ध.	
Japanese	日本語
注意事項:日本語をご希望の方は、言語支援サービス(無料)をご利用いただけます。	
Korean	한국어
주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.	
Laotian	ພາສາລາວ
ຊ່ຽງປາດທ່າງເຊີນຊາວ: ຖ້າທ່ານວ່າທ່ານມີພາສາລາວ, ການບໍລິການຊ່າງເຊີນຊາວພາສາລາວມີຢູ່ໃຫ້ທ່ານໂດຍບໍ່ຄ່າເສຍ.	
Mam	Gyol
tiQANEL: Qa nyoline tuj tz'ib`anku alk'ye tyole, Ja'ku txi qmo`jin tuj t'eya tyol, nti`x te tu`n tchojen ti`j.	
Mien	Mienh
MIBUOX DUQV HUV OC: Beiv hhangv meih gomngv beix mieh waac, nih m'buo l'p'erc m'bec duqv maah tengx wanguv-hen' nzie taan beix mieh' waac bun muangx oc.	
Mongolian	Монгол
АНХЛАВУУЛГА: Хэрэв та Монгол арьдаг бол хэлний тусламжийн үйлчилгээг үнэ төлбөргүй авах боломжтой.	
Nepali	नेपाली
ध्यान दिनुहोस्:यदि तपाईं नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ ।	
Pashto	پښتو
پاملرنه: که تاسو په پښتو ژبه خبرې کوئ، د ژبني مرستې خدمتونه وړاندې لاس ته راځي.	

Português	Português
ATENÇÃO: Oferecemos serviços linguísticos gratuitos para quem fala português.	
ਪੰਜਾਬੀ	Punjabi
ਗਿਆਰ੍ਹੀ ਧੀਨਿ ਈਓ: ਜੇ ਝੀਨ੍ਹੀ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੈ, ਤਾਂ ਫਾਨ੍ਹੀ ਈਨ ਮਾਹਿਤ ਸੇਵਾਵਾਂ ਝੀਨ੍ਹੀ ਲਈ ਮੁਫਤ ਹੋਣਗੀਆਂ।	
Română	Romanian
ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii gratuite de asistență lingvistică.	
Русский	Russian
ВНИМАНИЕ! Если вы говорите на русском языке, то вам доступны бесплатные услуги языковой поддержки.	
Srpsko-hrvatski	Serbo-Croatian
OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.	
Español	Spanish
ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.	
Tagalog	Tagalog
PAUNAWA: Kung nagsasalita ka ng Tagalog, may inilaang para sa iyang mga pantulong na serbisyo sa wika na walang bayad.	
தமிழ்	Tamil
கவனம்: இந்தியத் தமிழ் பேசுபவர்கள், மொழிப் சேவைகள் உடனுக்குடன் இலவசமாகக் கிடைக்கப்படும்.	
ትግርኛ	Tigrigna
እስተወሰደ፡ ትግርኛ ትሕረግ እንዲያንገሩ ብዙ ግዛዝ ቁረጽ እንደለላችሁ ሓገዝ ናይ ቋንቋ አለብዎ።	
Українська	Ukrainian
УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.	
اردو	Urdu
ملاحظہ: اگر آپ اردو بولتے ہیں تو آپ کو لسانی معاونت کی خدمات مفت دستیاب ہیں۔	
Tiếng Việt	Vietnamese
CHÚ Ý: Nếu bạn nói tiếng Tiếng Việt, sẽ có dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.	

Client/Applicant Name: _____

Case #: _____

LANGUAGE PREFERENCE FORM

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

SPOKEN LANGUAGE PREFERENCEPlease check the language you prefer to **speak**, and want to be **spoken** to:

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

WRITTEN LANGUAGE NEEDS (CHECK AS APPLIES)Please check the language you prefer to **write**, and want to receive written information in:

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

☐ I would like an alternative format of communication:

- | | |
|---------------------------------------|------------------------------------|
| <input type="checkbox"/> Large Print | <input type="checkbox"/> Recording |
| <input type="checkbox"/> 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:

<input type="checkbox"/>	Bilingual staff:	<input type="text"/>	<input type="text"/>
		Worker Name	Worker #
<input type="checkbox"/>	Community interpreter*:	<input type="text"/>	<input type="text"/>
		Name	Community Organization
*Authorization to Release Information form may be needed			
<input type="checkbox"/>	I Speak Chart	<input type="checkbox"/>	Over the Phone Interpretation Services
<input type="checkbox"/>	Other*:	<input type="text"/>	

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

Quando 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。