David A. Paterson, Governor Colleen C. Gardner, Acting Commissioner

NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM TECHNICAL ADVISORY

Workforce Development System Technical Advisory # 10-01

TO: Workforce Development Community

DATE: April 2, 2010

SUBJECT: Language Interpretation Services Available at One-Stops

Purpose:
To communicate guidance to all Workforce Development System partners to ensure that customers who are not proficient in English receive, free of charge, the language assistance necessary to afford them meaningful access to effectively participate in and benefit from all One-Stop Center programs, services, and information.

Background:
In accordance with Section 601 of the Civil Rights Act of 1964 and Section 188 of the Workforce Investment Act of 1998, the New York State Department of Labor's (NYSDOL's) Division of Employment & Workforce Solutions, as a recipient of federal financial assistance, must take reasonable steps to ensure that Limited English Proficiency (LEP) individuals receive the language assistance necessary to afford them meaningful access to all programs, services, and information.

***Action*:**
The following are services available to One-Stop Center customers and instructions to staff on how to secure the needed services. Prior to utilizing these services, staff are reminded to explore and utilize bilingual staff, if available, as well as existing "language banks" of volunteers who are fluent and able to translate in other languages.

Over the Phone Interpreters

Language Services Associates provides language interpretation services by telephone using "INTERPRETALK." This service can be useful when non-English speaking customers visit a One-Stop Center with questions or if a call is received from a non-English speaking customer. Staff may use Attachment A, "One Moment Please," to initially respond to the non-English speaking customer. For customers visiting the Center, a speaker phone should be used in a quiet area to ensure customer privacy. Both NYSDOL and One-Stop Center staff can contact Language Services Associates' INTERPRETALK service directly by calling 1-800-305-9673.

Instructions for Accessing INTERPRETALK Services

- Identify the language needed. (This can be provided by the customer, through use of Attachment B - "Point to your Language" or by the INTERPRETALK coordinator after dialing the toll-free number.) Call toll-free: 1-800-305-9673 then press 2.
- Give your name and account number (**9315**) – See Attachment C.
- Request the language needed or ask for assistance in identifying the language.
- Hold while your interpreter is connected.
- You will be informed that the interpreter is "on the line" and be given the interpreter's ID number.
- Explain the reason for the call to the interpreter and proceed by speaking directly to your non-English speaking customer in the first person (Example: "What is your name?" NOT "Ask her what her name is?"). The interpreter will then translate your questions into the customer's native language and translate the responses back to you. Hang up upon completion of the call. (Your time will be automatically recorded by Language Services Associates.)

Language Services Associates will bill the NYSDOL directly. No additional procurement is required. A comment should be made in OSOS stating Language Services Associates provided an interpreter so services can be verified for billing purposes.

Consecutive Interpreters (In Person Oral and/or Written Translation)

In some cases it will be necessary to arrange for an on-site interpreter to assist non-English speaking customers to participate in One-Stop Center services, for example, workshops on job search or résumé preparation.

For such a situation, both NYSDOL and One-Stop Center staff can contact Geneva Worldwide directly to arrange for services via email, fax or phone.

Reference Purchase Order **#090003519**; give the name of the customer and the Customer's OSOS ID number when arranging for services.

For ease of ordering:

Toll-free number:	1-877-464-3638
Email:	interpretingstaff@genevaworldwide.com
Fax:	(212) 255-8409
Phone:	Adam Becht, Ext. 143 (Dispatcher)
	Nancy Garufi, Ext. 140 (Dispatcher)
	Leo Morales, Ext. 141 (Dispatch Manager)
	Victor Giglietto, Ext. 112 (Director, Interpreting Services)

Geneva Worldwide will bill the NYSDOL directly. No additional procurement is required.

A comment should be made in OSOS stating Geneva Worldwide provided an interpreter so services can be verified for billing purposes.

Sign Language Interpreters

Sign language services are available to the One-Stop Centers, however, One-Stop Center staff must work with a local NYSDOL staff member authorized to utilize the NYSDOL Asset Management procurement system to secure sign language interpreters. Attachment D contains instructions for NYSDOL staff regarding this process.

Inquiries:
Inquiries regarding this advisory may be directed to Joan Pozza at joan.pozza@labor.ny.gov.

Attachments:
A. "One Moment Please"
B. "Point to Your Language"
C. Desk Reference
D. Asset Management Instructions for NYSDOL Staff