



Translation Service

RA Quality Assurance Training Team



Background

The U.S. Department of Justice issued a Policy Guidance Document, "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons With Limited English Proficiency."

This Limited English Proficient (LEP) Persons Guidance sets forth the compliance standards that recipients of Federal financial assistance must follow to ensure that their programs and activities normally provided in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of Title VI's prohibition against national origin discrimination.

Federal regulations require that the Department of Economic Opportunity and its recipients of federal financial assistance provide interpretive and translation services at no charge.

<https://www.justice.gov/crt/executive-order-13166>

Reminders

- If a third party is calling on behalf of the claimant due to a language barrier, the agent must use translation services to assist the claimant
- If a third party is calling on behalf of a claimant due to a hearing impairment, refer the caller to the Florida Relay Service at 711 or 1-800-955-8770

Note: The practice of requiring individuals to rely on friends or family members for interpretive services is not recommended

Useful Phonetically Spelled Greetings

Use this chart to phonetically say “**One Moment, please**” when you need to place a Limited English Proficient call on hold to access an interpreter.

English	Please Wait
Arabic	you-shall in-pee-var
Cantonese	Pang-da dahng
French	Attond-hey, see-voo PLAY
German	Bitt-uh var-ten
Hebrew	na lei-amTEEN beva-KA-SHA
Italian	See pray-gah dee ah-ten-deh-ray
Korean	CHAHM-shee-mahhn, GHEE-dah-r'yuh-joo-seh-yo
Mandarin	cheem shaow ho
Polish	PROshea CHEkatch
Portuguese	Ace-pay-ray PORE-fah-voar
Romanian	vaROOGam saw ash-teh-top law telephone
Russian	Po-zha-loo-sta podo-zhdi-te
Spanish	Ace-pay-ray PORE-fah-voar
Turkish	lute-fan beck-leen
Vietnamese	sin doi yay lat

Procedures

Directions for Contacting and Using the Translation Service to Assist Claimants, Employers and Members of the Public

- Claimant contacts the Department, or is contacted by an agent, and it is determined that he or she speaks a language other than what the agent speaks.
- The agent/staff will ask the claimant to **HOLD** the line while the interpreter is connected to the call.
- The agent/staff will dial **1-844-541-3961**, which is the direct Client Services Number, to get the interpreter. The agent/staff will validate him/herself by entering his or her **Account Number/PIN** via interactive response (IVR). This process will save the staff time.

Note: If there are issues with the main phone number (1-844-541-3961), you can also try dialing one of the backup numbers.
Backup 1: 1-866-998-0338
Backup 2: 1-530-361-6782

Steps for Accessing a Voiance Interpreter

1. Dial 1-844-541-3961 (Voiance Client Service)
2. Enter only the last 5 digits of the Account Number/**19665**
3. Enter the 4-digit PIN/**0796**

Metropolitan Area Site location	Office /Unit	Account Number	PIN
Orlando/ Tallahassee	Contact Center	501019665	0796

Steps for Accessing a Voiance Interpreter

4. Enter Claimant's Phone Number (10 digits – area code and number)
Note: *Please use the # displayed on your caller ID (i.e. Workspace, Jabber, Cisco, etc.)*

Exception: If the caller ID shows as private/block, ask the caller for the phone number. If the caller is unable or un-willing to provide the number, use our number 833-352-7759.

5. Say the language you need or enter the 3-digit language code.

Need Assistance? Say “**Client Services**”

Working Effectively with an Interpreter

Once connected to the interpreter:

- Allow the interpreter to greet you and the customer
- Write the interpreter ID number for documentation
- Provide the interpreter with a brief explanation of the call
 - The agent/staff will ask the interpreter to hold while a conference call with all parties is created
- Speak in the first person
- Use short but complete phrases
- Avoid slang, jargon or metaphors
- Allow the interpreter to clarify linguistic and cultural issues

Beginning the Call

The agent/staff should begin by asking the interpreter for the claimant information starting with:

- a. Social Security Number
- b. Claimant's Full Name as it appears in CONNECT
- c. Date of Birth
- d. Address on File
- e. Telephone Number on File
- f. Reason for calling the Department

Note: Once the claimant has been successfully assisted to his/her satisfaction, the agent/staff can end the call; all parties will be disconnected.

Questions

