Assisting Customers with Language Barriers

ASSISTING CUSTOMERS WITH LANGUAGE BARRIERS
Worker: Welcome to the Department of Workforce Services! My name is Jim. How can I help you today?
Assisting Customers with Language Barriers

Herr Schmidt: Hallo, guten Tag. (speaking German)
Worker: What did he just say??? What language is that? What am I supposed to do?
Assisting Customers with Language Barriers

I bet I can just walk away.
No...wait...that’s not right. I remember there was something I was supposed to do...what was it???? Think...think....
If you’ve ever interacted with someone with limited or no English proficiency, you might have had similar thoughts.
Also, please keep in mind that some divisions have specific pathways to obtain interpretive services.
Reading Assignment

Please read policy section 1602 Assisting Customers with Language Barriers found on the DWS Intranet.

1. Use the "Open Policy" button below to open this mandatory reading assignment in a new browser window. If you have trouble, read these tips.
2. Do not close this training window. Return here after you finish reading the policy.
3. Return to this training. A checkbox will be enabled for you to confirm that you have read the policy.
4. Once you check the confirmation box you may advance to the next page, i.e., the “Continue” button will be enabled.

Open Policy (new window or tab)

Confirmation Checkbox

Check this box to indicate that you have read the policy.
Assisting Customers with Language Barriers

LEP
Limited English Proficiency

Any customer who is not fluent in the English language, often because it is not their native language.

Limited English Proficiency (or LEP for short) refers to any customer who is not fluent in the English language, often because it is not their native
Title VI
Civil Rights Act of 1964

Prohibits discrimination based upon national origin by recipients of federal funds.
Deaf and Hard of Hearing

Any customer who may have challenges with the English language due to hearing loss whether the person is deaf, hard of hearing, or deaf and blind.

Deaf and Hard of Hearing refers to any customer who may have challenges with the English language
Assisting Customers with Language Barriers

ASL
American Sign Language

ADA
Americans with Disabilities Act

ADAA
ADA Amendments Act of 2008

Section 504
Rehabilitation Act of 1973

the ADA Amendments Act of 2008 (ADAA), and Section 504 of the Rehabilitation Act of 1973.
As you read the policy and procedures you will learn answers to the following questions:
Assisting Customers with Language Barriers

-Assisting Customers with Language Barriers
- Deaf and Hard of Hearing

Do NOT refer the customer to Carolyn directly!

Be prepared to provide:
- Customer’s name
- PID
- Time
- Date
- Place of scheduled appointment
- Applying for SNAP

Carolyn Parsons
ADA/Section 504 Coordinator

Be prepared to provide the customer’s name, PID if known, time, date, and place of the scheduled appointment. Also indicate if the customer is applying for SNAP.
Assisting Customers with Language Barriers

- Limited English Proficient

Procedure 1602

Assisting Customers with Language Barriers
- Limited English Proficient

⇒ Know of staff in your office who speak other languages and interpret for customers in that language.

The 1st step is to know of staff in your office who speak other languages and interpret for customers in that language.
Assisting Customers with Language Barriers

- Limited English Proficient

Procedure 1602

Assisting Customers with Language Barriers
- Limited English Proficient

Know of staff in your office who speak other languages and interpret for customers in that language

Utilize the DWS contracted interpretive services

The 2nd step is to utilize the DWS contracted interpretive services when the other option is not available.
Assisting Customers with Language Barriers

Notice of Interpretive Services
Publication Form #09-65

The Notice of Interpretive Services is available and explains the customer's right to have an interpreter provided to them.
Assisting Customers with Language Barriers

Available Resources
Forms and Publications

Contact the forms manager or creative director in the Communications division with requests to translate forms or publications into additional languages.
Assisting Customers with Language Barriers

1602 ASSISTING CUSTOMERS WITH LANGUAGE BARRIERS - POLICY

Policy Effective: September 29, 2004

PURPOSE/BACKGROUND

The following are included in the procedures:

- Section 508 of the Rehabilitation Act of 1973 requires agencies that receive Federal financial assistance to ensure equal opportunity and access for all Federal requirements, this section outlines the Department's policy regarding effective communications, including bilingual service standards.
- The Equal Employment Opportunity Commission (EEOC) prohibits discrimination against individuals with disabilities in Federal programs and activities. For service and programs to be accessible to individuals with disabilities, reasonable accommodations must be provided.
- Title VI of the Civil Rights Act of 1964 prohibits discrimination based upon race, color, and national origin. The following procedures are pursuant to the Americans with Disabilities Act of 1990, 42 U.S.C. 12101 et seq., as well as the implementing regulations of the Department of Justice, 28 CFR Part 35.

REQUISITE

The following are included in the procedures:

- The Department's policy is to ensure that communications with customers with disabilities are as effective as its communications with individuals who do not have disabilities. The following procedures are included in the provisions:
- The Department must provide an interpreter at no cost to the customer if the customer is in distress and an interpreter is necessary to prevent unnecessary delays in providing services.
- Follow the USOR procedure for scheduling certified ASL interpreters.
- Contact one of the current contracted language interpretive service providers.
- Be familiar with DWS staff interpreters and the languages they speak in your office or division.
- Forms and other publications that have been translated are available through the DWS Intranet in eDocs.
- The Department may not require customers to provide their own interpreters. However, customers may at times bring their own interpreter.
- If the customer brings his or her own interpreter and that person is an adult, the Department may, at any time, have a Department-provided interpreter present even when the customer's interpreter is present.
- Minor children should not be used as interpreters beyond requesting assistance in securing an appointment or providing other limited information.
- If the customer brings an interpreter who does not speak English well or if the customer has a need for more than minimal services, the customer should be informed that the Department will provide an interpreter.
- If the customer brings an interpreter who does not speak English well or if the customer has a need for more than minimal services, the customer must be prominently displayed in all DWS offices.

PROCEDURE

POLICY

1. The following procedures are provided to the individuals with Disabilities Act of 1990, 42 U.S.C. 12101 et seq., as well as the implementing regulations of the Department of Justice, 28 CFR Part 35. These procedures are in addition to the other required procedures for accommodating the needs of individuals with disabilities.

DEAF AND HARD OF HEARING - PROCEDURE

1. If a customer brings his or her own interpreter, the customer should be informed of the right to refuse to use an interpreter provided by the Department at any time and place of the scheduled appointment; and the reason for the refusal.
2. If DWS staff are using an interpreter, the customer should be informed if the customer chooses to use the Department-provided interpreter.
3. If the customer brings an interpreter who does not speak English well or if the customer has a need for more than minimal services, the customer should be informed that the Department will provide an interpreter.
4. Minor children should not be used as interpreters beyond requesting assistance in securing an appointment or providing other limited information.

LIMITED ENGLISH PROFICIENCY - PROCEDURE

1. The Department requires that auxiliary aids or services (i.e., services and devices for ensuring effective communications) be provided to persons with disabilities regardless if they received Federal financial assistance. In some situations, this may allow the use of the customer's interpreter if DWS deems the adult to be qualified to interpret.
2. Requests to translate forms into additional languages should be directed to the USOR Staff.
3. The Department may, at any time, have a Department-provided interpreter present even when the customer's interpreter is present.
4. Minor children should not be used as interpreters beyond requesting assistance in securing an appointment or providing other limited information.
5. If the customer brings a child interpreter who does not speak English well or if the customer has a need for more than minimal services, the customer should be informed that the Department will provide an interpreter.

REFERENCE

The following are included in the procedures:

- The Department must provide an interpreter at no cost to the customer if the customer is in distress and an interpreter is necessary to prevent unnecessary delays in providing services.
- Follow the USOR procedure for scheduling certified ASL interpreters.
- Contact one of the current contracted language interpretive service providers.
- Be familiar with DWS staff interpreters and the languages they speak in your office or division.
- Forms and other publications that have been translated are available through the DWS Intranet in eDocs.
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- Minor children should not be used as interpreters beyond requesting assistance in securing an appointment or providing other limited information.
- If the customer brings an interpreter who does not speak English well or if the customer has a need for more than minimal services, the customer should be informed that the Department will provide an interpreter.
- If the customer brings an interpreter who does not speak English well or if the customer has a need for more than minimal services, the customer must be prominently displayed in all DWS offices.