

WE ARE YOUR DOL



Providing Language Access in Career Centers

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NEW YORK
STATE OF
OPPORTUNITY..

Department
of Labor

What is Language Access?



Interpretation vs. Translation

Interpretation is spoken; Translation is written

Agencies should provide interpreters for any language

Vital documents should be translated into most widely used

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What is Considered a Vital Document?

Intake & application forms

Written notices of rights

Notices of denials, losses or decreases in benefits/services

Notices of disciplinary action

Signs/notices of free language services

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Career Center Vital Documents

Career Center Registration Form – ES100

EEO Notices

RESEA Work Search UI Eligibility Questionnaire

Work Search Plan

Federal Bonding Fact Sheet

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Vital Document Languages

Spanish

Simplified Chinese

Russian

Haitian-Creole

Korean

Polish

Bengali

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Language Access

Language Interpretation Service is **good customer service** and is **FREE of charge**

Don't expect the customer to provide their own interpreter

Explore the possibility of **bi-lingual staff** via videoconferencing

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Language Access

Intranet Home

Employees Need to Know

Plain Language

Laws & Regulations

Your Safety & Health

Emergency Management

Helpful Information

NYSDOL Internet

Useful Links

Information Technology Services

Questions / Comments

Site Map

To personalize the Intranet, please enter the info below

Please enter the region you are located in:

Please enter your Windows User Name:

This is your 6 character user name used to login to your computer (NOT necessarily your mainframe user ID).

Submit

Civil Service Employee Suggestion Program

Calendar

Lost & Found

Bldg 12 Cafeteria Menu

Language Access

Language Bank

Acronym Search

Local Traffic Conditions

NYS Chief Information Security Office

Notaries Public

DOL Language Bank can be found on the Intranet under **Helpful Information**

Ask the **customer** what method they are comfortable with

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Services Available



Services Available to All Customers

Telephonic – Over the phone interpreters

In-person interpreters

Written Translation Services

Sign Language Interpreters

Every Career Center Manager has received instructions for the contracted vendors



Telephonic Services

Interpreting services in over **200 languages**

- 1. Identify** the language needed (from customer, Language ID Tool, or by Operator)
- 2. Request** the language needed (or ask for help identifying language)
- 3. Provide** the access code to the operator

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DIVISION OF EMPLOYMENT AND WORKFORCE SOLUTIONS**HOW TO ACCESS AN INTERPRETER****■ When Receiving a call:**

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial **1-800-593-2835**
3. Select the language you need
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages and state the name of the language you need
*** Press 0 for agent assistance if you do not know the language*
4. Provide the four-digit Career Center Access Code:
(use the four-digit Career Center Access code provided for your location). *You will be connected to an interpreter who will provide his/her name and ID number.*
5. Brief the interpreter. *Summarize what you wish to accomplish and provide any special instructions.*
6. Add the LEP person onto the call.
7. Say "End of Call" to the interpreter when your call is completed.



Telephonic Services

4. **Hold** while your operator is connected
5. **You will be informed** that the interpreter is “on the line” and be provided with their ID number
6. **Explain** the reason for the call to the interpreter
7. **Say End of Call** when the call is completed



Working With the Interpreter

Briefly tell the interpreter the **nature of the call**

Speak directly (**naturally, not louder**) to the customer

Ask if the customer **understands**

Don't ask for the interpreter's opinion

Avoid jargon or technical terms

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Using Over the Phone Interpreters

Learn your phone system

Your interpreter will alert you of any sound issues on either end

Be **patient**

Plan for adequate time

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Consecutive Interpreters (In-person)

On-site interpreter services for Career Center services

Contact your primary vendor listed on the **Consecutive Interpretive Services** listing

Vendor will ask for the Purchase Order or Account number



What to Expect

What is the **role of the interpreter?**

- ✓ It is not the job of the interpreter to ensure the non-English speaker understands
- ✓ Interpreter may not change the register/level of the language
- ✓ Interpreter is not an advocate
- ✓ Interpreters may not give any legal or medical advice
- ✓ Interpreters should only convey what the Career Center staff or the non-English speaker actually say

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Protocol for Interpreters

Interpreters should be clear about explaining his/her **role**

Interpreters should refer to themselves as “**the interpreter**”

Interpreters should be as **unobtrusive** as possible

Interpreters must interpret **every word** from all parties

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Top Languages in NYS

- Spanish
- French
- French Creole
- Italian
- Yiddish
- Indic languages (Hindi, Urdu)
- Russian
- Polish
- Chinese
- Korean
- Arabic

NYC (5 counties)

Albany

Suffolk

Nassau,

Dutchess

Rockland

Westchester

Erie

Monroe

Onondaga

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Highest Volume of English Language Learners

- Manhattan
- Brooklyn
- Jamaica
- White Plains
- Hempstead
- Hicksville
- Spring Valley
- Utica
- Syracuse
- Flushing
- Bronx
- Staten Island
- Patchogue
- Yonkers
- Hauppauge
- Peekskill
- Rochester
- Buffalo

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Sign Language Interpreters

Contact the approved vendors the same way you would an in-person vendor

Contact primary vendor first, then secondary, tertiary vendor

If there is a need to utilize the tertiary vendor, please contact Ruth.Post@labor.ny.gov or at (518) 457-6690

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Tips for Working With Sign Language Interpreters

Speak directly to **your customer** and not the interpreter

Maintain eye contact and speak to your customer in the first person (**Ex: What is your name?**)

Use plain English and speak clearly

Ask **one question** at a time

Allow the interpreter to finish before speaking

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OSOS



Services News Government Local

Search

Translate

Department of Labor

Services Unemployment Insurance Find a Job Manage Your Workforce Laws and Regulations **Government and Research**

Other Information

- Labor Statistics
- Local Workforce Development Boards
- State Data Center
- Programs & Tools for Workforce Professionals
- State Workforce Development Board
- Unemployment Insurance Data Sharing

Individuals ▶

labor.ny.gov/workforcenypartners/tools.shtm


Businesses ▶

Government & Research ▶

- Funding Opportunities ▶ 599
- New York State Career Centers ▶ Agricultural Workers
- Policy Directives ▶ Disability Employment Initiative
- Staff Professional Development ▶ Dislocated Workers
- USDOL Documents ▶ Displaced Homemaker Program
- Workforce Innovation and Opportunity Act ▶ Employment Services Complaint System
- Workforce Planning ▶ ETPL
- ▶ Fiscal
- ▶ H-1B Advanced Manufacturing
- ▶ Income Eligibility Guidelines
- ▶ InterviewStream
- ▶ JobZone, OSOS & REOS
- ▶ **Language Access**
- ▶ NYESS/Ticket to Work
- ▶ OJT
- ▶ Posting Requirements
- ▶ Rapid Response
- ▶ Record Retention Schedule
- ▶ Re-employment Orientation
- ▶ UI
- ▶ Self-Employment Assistance Program (SEAP)
- ▶ Special Populations
- ▶ TAA
- ▶ UI-ES Connectivity
- ▶ Veterans
- ▶ Workshop Toolkits
- ▶ Youth

- ▶ Agricultural Workers
- ▶ Disability Employment Initiative
- ▶ Dislocated Workers
- ▶ Displaced Homemaker Program
- ▶ Employment Services Complaint System
- ▶ ETPL
- ▶ Fiscal
- ▶ H-1B Advanced Manufacturing
- ▶ Income Eligibility Guidelines
- ▶ InterviewStream
- ▶ JobZone, OSOS & REOS
- ▶ Language Access
 - Language Interpretation Technical A
 - Language Access PowerPoint
 - Language Services OSOS Guide
- ▶ Publications
- More information on Language Acc
- ▶ NYESS/Ticket to Work
- ▶ OJT
- ▶ Posting Requirements
- ▶ Rapid Response
- ▶ Record Retention Schedule
- ▶ Re-employment Orientation
- ▶ UI
- ▶ Self-Employment Assistance Program
- ▶ Special Populations
- ▶ TAA
- ▶ UI-ES Connectivity
- ▶ Veterans
- ▶ Workshop Toolkits

Math & Reading

- Basic Skills Deficient / Low Levels of Literacy
- English Language Learner 

Education Completed

Education

Current School Status

Customer below appropriate grade level?

Pell Grant Recipient?

Award Amount

Any indication of learning disabilities?

Learning Disabilities:

Training Information

Training Completed

Training in Progress

Job-Related Interests

Job-Related Aptitudes

Training Needs

Primary Language			
	CD06 ID	Create Admin	Creation Time
<input checked="" type="checkbox"/>			

Primary Language

Language:

Other Language:

Language Assistance Needed:

Translated Documents:

Interpreter Information

Interpreter Name:

Relationship to Customer:



Add Delete Print List

Help Print Record Audit

Activities

- └─ **L1 State Specific** ←
- └─ 599 CRU
- └─ 599 One-Stop
- └─ 599 Outreach
- └─ Bingham ton Outstation
- └─ Bronx Outstation
- └─ BTWorks
- └─ Customer Engagem ent Model
- └─ Elmira Outstation
- └─ Green Jobs Green New York
- └─ Initial Assessment Outcome
- └─ JL Initiative
- └─ KTW Initiative
- └─ **Language Assistance** ←

Activity Date 02/06/2020

RR Event #

Keyword(s) Search

OK Cancel

Activities

- └─ **Language Assistance**
- └─ Bilingual Staff (Staff Assisted)
- └─ Telephone Interpreter (Via Vendor)
- └─ Language Bank Staff (Volunteer Staff)
- └─ In-Person Interpreter (Via Vendor)
- └─ Community Volunteer
- └─ Sign Language
- └─ Language Assistance Waived
- └─ Documents Translated Upon Request
- └─ Vital Document - Career Center Registration form
- └─ Vital Document - DEOD 834 Complaint form
- └─ Vital Document - Federal Bonding
- └─ Vital Document - WS1 UI Eligibility Questionnaire
- └─ Vital Document - WS2 UI Work Search Plan

Activity Date 02/06/2020

RR Event #

Keyword(s) Search

OK Cancel

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For More Information

Contact the Language Access Coordinator

Eric Denk 607-778-2836 Eric.Denk@labor.ny.gov

For vendor information and access codes DEWS.Reemploy@labor.ny.gov