# WEARE YOUR DOL



Department of Labor

Providing Language Access in Career Centers





NEW YORK
STATE OF OPPORTUNITY.

OPPORTUNITY.

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





### 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





### **Career Center Vital Documents**

Career Center Registration Form – ES100

**EEO Notices** 

RESEA Work Search UI Eligibility Questionnaire

Work Search Plan

Federal Bonding Fact Sheet





# **Vital Document Languages**

Spanish

Simplified Chinese

Russian

Haitian-Creole

Korean

Polish

Bengali





# Language Access

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

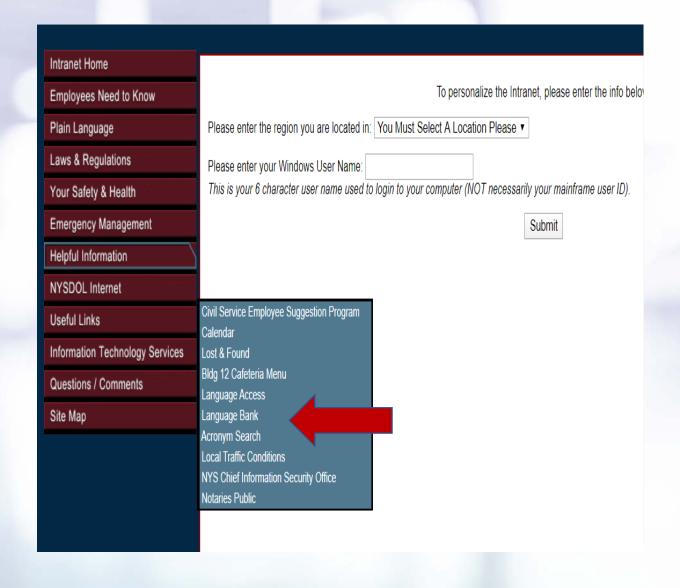
Don't expect the customer to provide their own interpreter

Explore the possibility of bi-lingual staff via videoconferencing





# Language Access



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





#### Quick Reference Guide

#### ACCESSING INTERPRETING SERVICES

#### DIVISION OF EMPLOYMENT AND WORKFORCE SOLUTIONS

#### **HOW TO ACCESS AN INTERPRETER**

#### When Receiving a call:

- Use your phone's conference feature to place the Limited English Proficient (LEP) speaker on hold.
- Dial 1-800-593-2835
- 3. Select the language you need
  - a. Press 1 for Spanish
  - 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 <u>Career Center Access Code</u>: (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.
- Brief the interpreter. Summarize what you wish to accomplish and provide any special instructions.
- 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





### **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





### **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





#### **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





## **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





### **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





#### 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





## **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

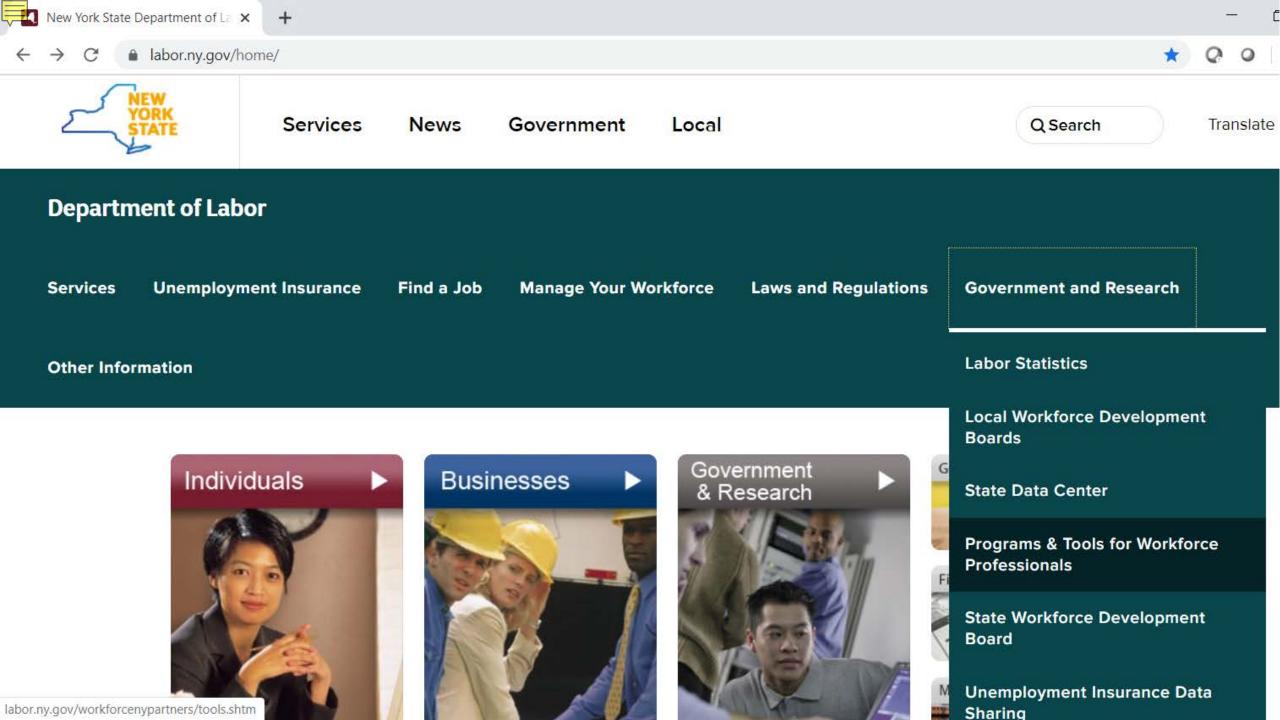


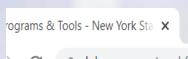
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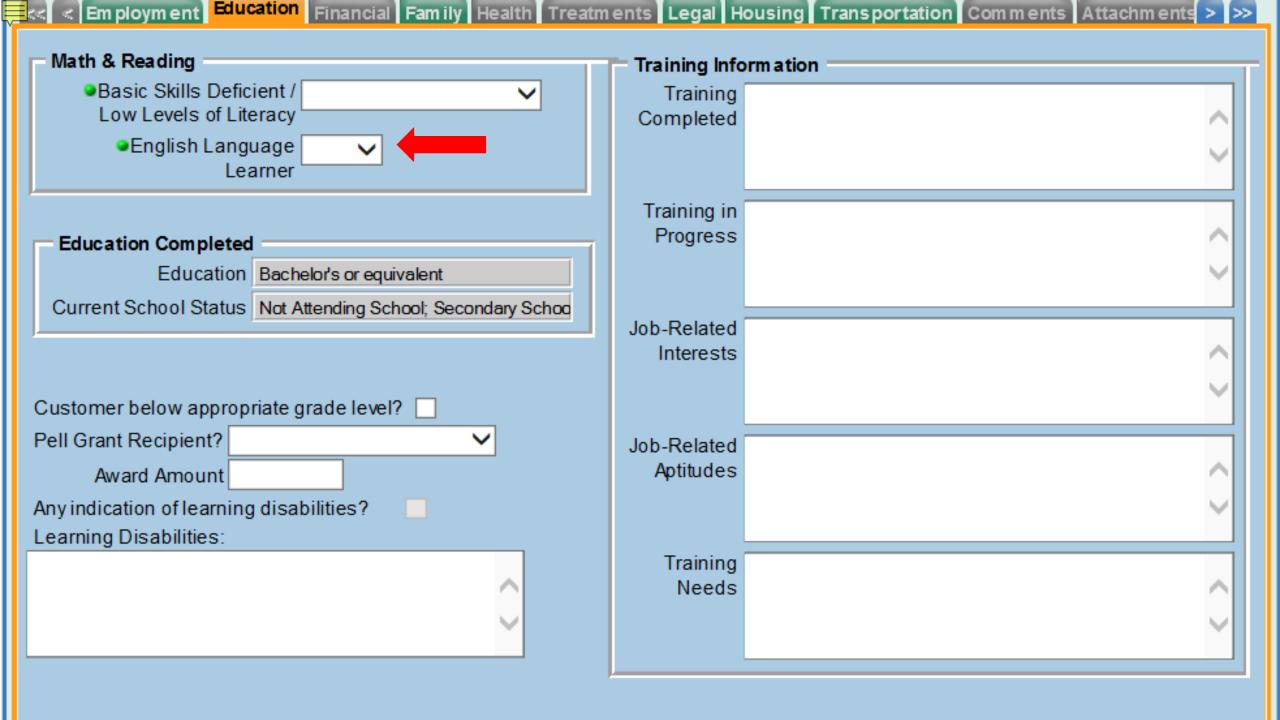


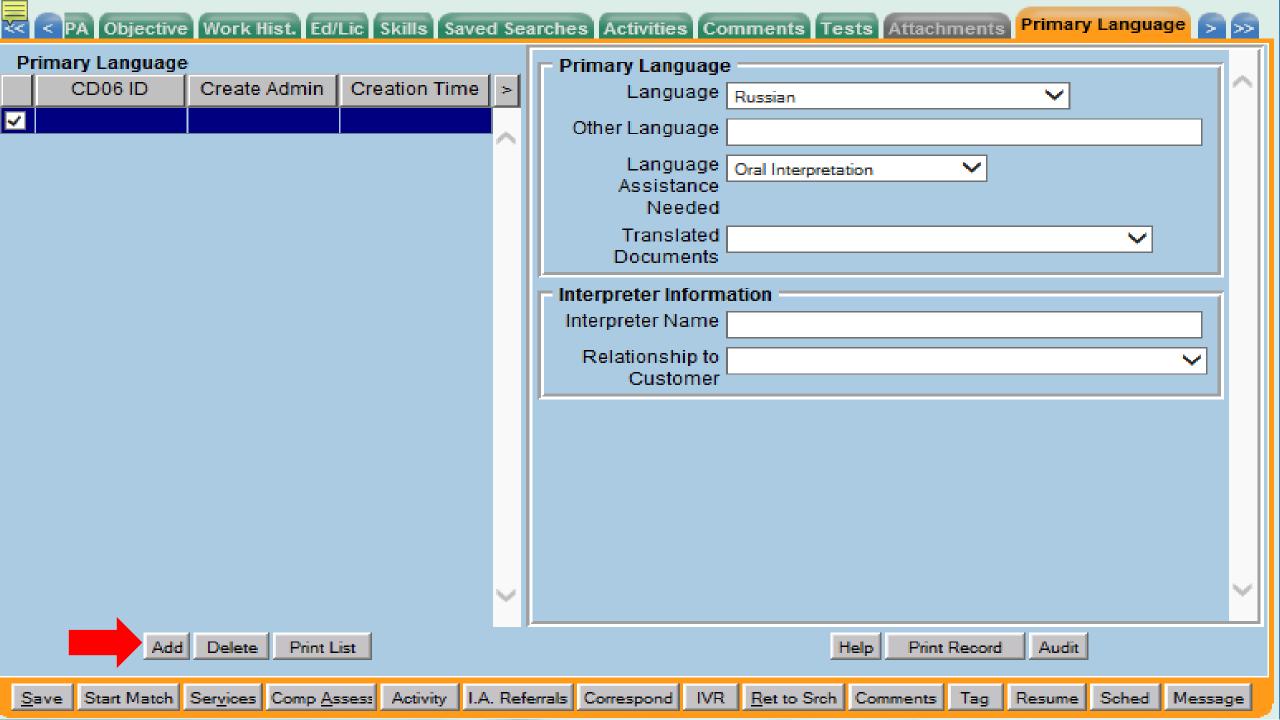
#### **Funding Opportunities** 599 Agricultural Workers **New York State Career Centers** Disability Employment Initiative Dislocated Workers **Policy Directives** Displaced Homemaker Program **Employment Services Complaint System** Staff Professional Development > ETPL **USDOL Documents** Fiscal H-1B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

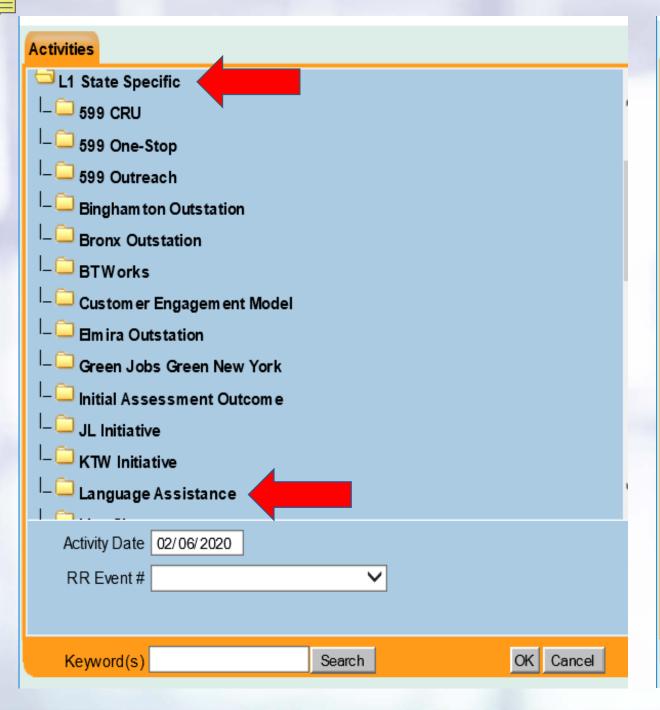
Agricultural Workers Disability Employment Initiative Dislocated Workers Displaced Homemaker Program Employment Services Complaint Syste ETPL Fiscal H-1B Advanced Manufacturing Income Eligibility Guidelines InterviewStream JobZone, OSOS & REOS Language Access Language Interpretation Technical I Language Access PowerPoint (2) Language Services OSOS Guide Publications o More information on Language Acc NYESS/Ticket to Work OJT Posting Requirements Rapid Response Record Retention Schedule Re-employment Orientation Self-Employment Assistance Program ( Special Populations ► TAA UI-ES Connectivity Veterans Markeban Taalkite











Activities		
_ = Language Assistance		
│	gual Staff (Staff Assisted)	
│	phone Interpreter (Via Vendor)	
Language Bank Staff (Volunteer Staff)		
In-Person Interpreter (Via Vendor)		
Community Volunteer		
I L Sign Language		
Language Assistance Waived		
L Documents Translated Upon Request		
Vital Document - Career Center Registration form		
United Decument - DEOD 834 Complaint form		
Vital Document - Federal Bonding		
L Vital Document - WS1 UI Eligibility Questionaire		
L Vital Document - WS2 UI Work Search Plan		
Activity Date	02/06/2020	
RR Event#		
Keyword(s)	Search	OK Cancel





#### **For More Information**

For vendor information and access codes <a href="DEWS.Reemploy@labor.ny.gov">DEWS.Reemploy@labor.ny.gov</a>