

INTERPRETER & TRANSLATION SERVICES REFERENCE GUIDE

Free Interpreting & Translation! The public has the right to free interpreter services to help them access services. Clients also have the right to request written information and forms in their primary language if they have been translated into that language by the California Department of Social Services (CDSS). Hearing and vision impaired clients may also request auxiliary aids such as TDD, large print forms/notices, and Braille translations to help them communicate with us.

Keep a Record! Remember, each time you start working with a non-speaking or limited English-speaking client, document in the file that you have asked if they need an interpreter or auxiliary aids with form [HSD1259 "Language Preference and Auxiliary Aid Identification."](#)

Accessing Interpreting & Translation Services. The Human Services Department employs staff proficient in a variety of languages. Please use staff to interpret and translate whenever possible. A list of bilingual staff is linked [here](#). If staff is not available, you may use the telephone or on-site interpreting through an agency that the department contracts with. Clients may provide their own interpreters, but children should never be used to interpret unless it is a true emergency situation.

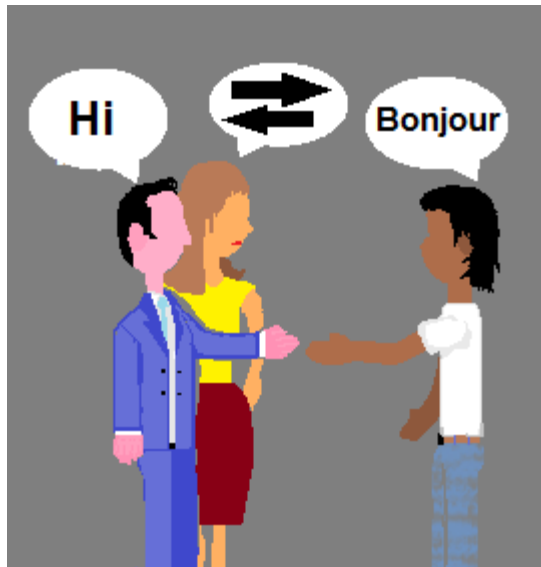
Telephone interpreting is a convenient way of communicating with a non- or limited English-speaking person. These services are available to you 24 hours a day, seven days a week. When trying to communicate with a client and the language is unknown, the "I Speak" cards available at each building reception desk, or Language People can help you determine the language.

HSD lobby/reception area telephones are equipped with a handset splitter to allow a second handset so that both worker and client can communicate simultaneously with the help of an interpreting service. Handset splitters and extra handsets are also available to check-out in each building for field appointments. The splitter will only work on modular phones with a handset cable connecting the handset to the base. If you are not in the office and do not have special equipment, you may use a land-line or mobile phone and pass the receiver back and forth, or use the speaker function on your phone.

The California Relay Service allows a person using a Telecommunications Device for the Deaf (TDD) to communicate with any other telephone user within the United States. This service also works in reverse, allowing a hearing person without a TDD to call a TDD user. Specially trained personnel are available 24 hours a day, seven days a week, to assist with calls.

[Bilingual Staff Listing](#) - List of staff who speak languages in addition to English. Please be sure to check with the worker's supervisor for availability when requesting assistance.

On-Site Interpreters Appointments



On-site interpreters, for either in-office or field appointments, can be scheduled to help you communicate with non- or limited-English speaking, hearing and vision impaired clients. These services are typically available Monday through Friday between 8:00 am – 5:00 PM. Evening, weekend and holiday appointments may also be accommodated. Please submit your request a week in advance to ensure the availability of an interpreter. Requests made with less than 24-hours notice should be limited to extreme situations, or when immediate response is mandated. If you do so, please follow up with the ISC to inform them of the emergency visit.

PROCEDURE

Spanish: Use bilingual staff available.

- If there is no bilingual staff available, we can use one of the contracted interpreter services agencies by completing the [HSD 1220 - In-Person Interpreter Services Request form](#)
 - If you have an issues with the form please contact the ISC at x5855.

Other language: Check bilingual staff list and arrange with the worker's supervisor.

- If there are no bilingual staff available, we can use one of the contracted interpreter services agencies by completing the [HSD 1220 - In-Person Interpreter Services Request form](#)
 - If you have an issues with the form please contact the ISC at x5855.

Sign Language:

- Please complete the [HSD 1220 - In-Person Interpreter Services Request form](#)
 - If you have an issues with the form please contact the ISC at x5855.

**This will not work if you are using Google Chrome (please use Internet Explorer).*

**A window may pop up that states "Adobe Reader – This operation is not permitted" (please contact the Help Desk (xt.5867) to update your version of Adobe).*

Telephone Interpreter Services (click [here](#) for the Language People Access Code and Language Codes)



Outgoing calls using the dual handset telephone: pick-up the right-most handset and dial Language People at 1 (866) 927-2038 or (707) 538-8900. Once you have been connected with an interpreter, take the other handset off the cradle and pass the other handset to the client. This allows both the client and the worker to communicate with the assistance of the contracted agency.

Outgoing calls using a telephone with a splitter: pick-up the handset and dial Language People at 1 (866) 927-2038. Once you have been connected with an interpreter, connect the other handset into the splitter and give it to the client. This allows both the client and the worker to communicate with the assistance of the contracted agency. Note: The handset may be connected at any time by plugging it into the open handset jack.

Incoming to your office phone: Put client on conference hold by depressing the switch hook lightly (or press the flash key if your phone has one). You will hear the dial tone. Dial Language People at 1 (866) 927-2038 or (707) 538-8900 to obtain an interpreter. Add the client to the line by depressing the switch hook lightly (or press the flash key if your phone has one). Note: D-Term phones use the "Transfer" key to get the second dial tone and "Conf" key to add everyone to the call.

Telecommunications Device for the Deaf (TDD): call the California Relay Service at 711 or 1 (800) 735-2922. When the relay service answers, provide the name, area code and telephone number of the person you want to call.

Field appointments without special equipment: use a land-line or mobile phone to call Language People and pass the receiver back and forth, or use the speaker function on your phone.

Calls from your office phone: call Language People, and the interpreter will dial the client to complete the 3-way call.



Document Translations Spanish Translation: Spanish translations are typically done by bilingual staff. Other languages may also be available.

State & HSD Forms: Check the Intranet or Forms Clerk at ext. 5855 to see if the form is available in the desired language and to obtain a copy.

If none is available, contact ISC at x5855 to discuss translation needs.

Other Translations: Contact ISC at x5855. Give details of the translation needed so the Coordinator will be able to do a cost comparison of having the document translated or having an interpreter assist the client with the document.

PROCEDURE

1. Obtain Division Director approval to translate document.
2. Send document to be translated to Interpreter Services Coordinator.
3. Coordinator calculates estimate, does cost comparison or sends document to contract services for quote.
4. Coordinator sends quote to Division Director for review and approval.
5. When approval received, Coordinator submits document for translation.
6. When translation is complete, Coordinator will send document to requester.

Questions? For more information, contact the Interpreter Services Coordinator (ISC) at x5855.