

Language Interpretation & Written Translation Desk Aid & Checklist

Language interpreting and written translation should be provided for all customers who are Limited English Proficient (LEP).

A customer should be notified of free interpreting and translation services available at the Job Center. A customer is never responsible for providing his or her own interpreter or translation. Customers should not be asked to provide their own interpreting or translation. Customers should be encouraged to utilize our free interpreting and translation services.

Over-the-phone language interpretation is available in-person or over the phone. Instructions are available at jobs.mo.gov/dwdeo. Contact your Functional Leader for account codes.

For *written document translation*, follow steps below, selecting a Written Language Translation vendor.

Steps to get a Verbal Language Interpreter

1. Record the customer's name, contact information, and availability. See checklist below.
2. Utilize Over-the-Phone interpreting service to communicate with the customer about Job Center services.
3. If an in-person interpreter is needed, schedule using the state contract website:
<http://archive.oa.mo.gov/purch/contracts/>.
 - a. Scroll down to **4. Search by Contract Type**, Select the radio button for **“Statewide Professional Service Contracts”**, Select **“Communication and Support Services”** and click Submit.
 - b. Scroll down to **“Translation Services-Verbal Language Interpretation”** and click the **“Contract number”** hyperlink to the right of the title (any hyperlink will go to the contract).
 - c. Select PDF or Word Format
 - d. Find your county where the interpreter is needed (listed by geographic region on pages 6-21). Use the low-cost vendor on the Non-Specialized price list that is contracted to provide services for your county. *Additional charges are incurred if the vendor is not contracted to provide services in your county. See page 2.* Find the low-cost vendor's contact info on pages 1-3.
4. Call and inform this interpreter agency (vendor) that you are using the State of Missouri's Contract to obtain services. Request an Interpreter for date/time when the customer is available and let the interpreter know what type of meeting you are having.
5. Confirm the contracted hourly rate and that there are no additional charges. The contracted hourly rates listed are a flat hourly rate. No additional charges for travel, travel time or mileage are allowed (2.6.6).
6. The interpreter will be paid for a minimum of 2 hours even if their services are required for less than 2 hours or if the state agency cancels with less than 24-hour notice. It is important to let the customer know when the interpreter has been confirmed and exactly what timeframe to expect.
7. Track the amount of time the interpreter is working.
8. Remember that **you are communicating with your customer, not the interpreter. Look at your customer, rather than the interpreter.** Be certain to address your customer directly when you speak, for example, **don't** say “tell him” or “tell her”. **Speak directly to your customer** in your usual manner. There is no need to speak slowly or loudly. Make the most of your time and **use facial expression and body language to help convey your message.** You will need to provide a clear line of vision for your customer, the interpreter and yourself. A conference table or office with adequate space may work best.

In-Person Language Interpreter Checklist **(Confidential)**

Complete this form to ensure equal and effective services are provided to anyone requesting a language interpreter.

Customer Name _____ Language/Dialect _____

Did customer utilize Over-the-phone interpreting? Y / N Reason for request _____

Customer's Contact Information (email/phone/text) _____

Day(s) & Timeframe(s) customer is available for appointment: (Example: March 11, 8am – 4pm)

Contact Interpreter Agency (Instructions are on pages 1 - 2 of the Desk Aid)

Low cost Agency's Name _____

Phone # _____

Agency's office contact person _____

Interpreter's Name & Cell phone #: _____

Agency available? (Y / N), (If not available, record reason and contact next agency to ensure 2-3 day turnaround)

Confirm the state contract's cost per hour (x2-hour min) \$ _____

Request a written confirmation of appt date/time & location using state contract

Email the Job Center's address, phone #, directions & contact staff person to the Interpreter and get contact info and telephone # for the interpreter.

Date and Timeframe of appointment (Interpreter confirmed) ____ / ____ / ____ : ____ - ____ :

Date and Timeframe Confirmed with Customer by: Email, Phone, In Person

Office Use:

Date _____ Staff Name _____

Notified Functional Leader or Designee by: email / phone / in-person/ _____

Planned Meeting's Attendees and Staff _____

Planned Services Welcome / Skills / Jobs / EUC / Workshop / Resume/Other:

(Forward this form to the Functional Leader)

Day of Meeting:

Interpreter's Name _____ Copy of Interpreter License (Y / N)

Time Started / Completed _____ Applicant ID/Future Appointment date _____

****Form should be maintained according to DWD Confidentiality Policy 01-2008, Change 2.**



For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).



Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1.

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