

ALABAMA DEPARTMENT OF HUMAN RESOURCES  
LANGUAGE ASSISTANCE PLAN

**I. PURPOSE:** To outline the Department of Human Resources' (hereinafter referred to as the Department) current policies/procedures for providing services to those individuals who as a result of national origin have limited English proficiency (LEP), to provide information about the currently available resources and to advise staff of our commitment, training and monitoring activities in this regard.

This plan is subject to change and changes may not always be reflected in the plan document. This plan should not be equated with the Department's responsibilities under Title VI of the Civil Rights Act of 1964.

**II. LEGAL BASIS:** Title VI of the Civil Rights Act of 1964.

Section 601 of Title VI provides that no person shall "on the basis of race, color, or national origin be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

**III. POLICY STATEMENT:** It is the intent of the Department to take reasonable steps to ensure meaningful access to all Department programs, services, and benefits to individuals considered to be (LEP) by informing/training staff, by providing public information about the availability of free interpreter services, by providing resources and by ongoing monitoring of needs and outcomes. For purposes of our activity LEP individuals are those who speak a language other than English and who have a limited ability to read, write, speak or understand English.

**IV. BACKGROUND and ANALYSIS:** The Department began work in earnest to develop a resource to provide a language interpreter service in February 2000. While the contract/financial approval process was underway for a telephone interpreter service, an informal survey of Directors, County Departments of Human Resources was conducted in October 2000. The purpose of the survey was to solicit input by county as to the need for a telephone interpreter service. Twenty-three counties responded. Responses ranged from "no need" to "infrequent need" to "would be nice to have if needed". If a language was identified in the response, it was Spanish.

A bilingual requirements survey conducted by the Food Assistance Division according to guidance in 7CFR272.4(b) from October 2004 through March 2005 revealed that while there were encounters with LEP individuals in the target areas, they were not sufficiently significant in number to "mandate" bilingual materials pursuant to the cited regulations.

The Department through the Family Services Division conducted a Statewide Special Study on Latino Issues relative to the child welfare system from November 2003 through November 2004. This collaborative study involved State and County Department staff, community partners such as those associated with education and medical and health services and included on site reviews in selected counties.

State Program Divisions made an assessment of current and planned activities to serve LEP clients in April 2005. These assessments included an evaluation of program policies, training materials, translated documents, monitoring and computer systems. Reports were sent to the Department Language Assistance coordinator for review and follow up as needed.

Finally, a survey of Directors, County Departments of Human Resources was conducted in May 2005 to assess the need for resources in addition to those currently provided or in process. Comparative demographic data extracted from the 2000 census data was provided identifying LEP groups by language and population and by county. Community collaboration was encouraged. (See Attachment A.)

An analysis of the demographic data reveals that the primary "other" language in Alabama is Spanish. The percentage of the total population over the age of 5 that speaks a language other than English is 3.91%; of those as compared to the total population, .79% are LEP. Within the percentage of individuals who speak another language 20.2% are LEP or approximately 33,000 individuals statewide. Our conclusion as to the other primary language is further supported by a review of the billing for our telephone interpreter service. A fourteen month period covering January 2004 through February 2005 indicated usage minutes of 3,995; of that amount 3,663 minutes or 92.6% of the activity was for Spanish interpreters.

Based on the above and the variety of programs administered by the Department, some important and urgent (meaning immediate language services may be needed) while others are important (meaning a slight delay will not adversely impact the delivery of services or benefits), a mix (written translation and oral interpretation) of LEP services is provided and described under Public Information and Resources below. Following further research and internal review as a result of the Special Study on Latino Issues relative to the child welfare system, additional services may be made available.

V. PUBLIC INFORMATION: Public information is available through a variety of sources including the internet, written materials including posters, brochures, handouts, and coordination with other agencies.

A. Website: The Department website at [www.dhr.state.al.us](http://www.dhr.state.al.us) contains Spanish versions of the summarized eligibility rules for the Food Stamp and Family Assistance (TANF) Programs as well as Income Eligibility and Fee Criteria and Notice of Client's Rights for the Child Care Subsidy Program.

The website also provides at the EEOC section a statement in Spanish regarding the availability of free interpreter services for language assistance as well as interpreter services for the deaf and/or hard of hearing.

B. Posters: Posters displayed in waiting areas/lobbies of Department offices provide information on the availability of free interpreter services and how to get these services. The poster contains translations of this information in the 10 languages revealed in the demographic data to be present in recognizable numbers. Posters regarding the availability of program benefits to the Homeless displayed in these same offices are also in a Spanish version.

C. Informational Materials: The following general information materials are available in Spanish and are to be displayed in waiting areas/lobbies of Department offices: Notice of Privacy Practices required by the Health Insurance Portability and Accountability Act of 1996, the summarized eligibility requirements of the Food Stamp and Family Assistance Programs, pamphlets on nutrition education and on the food stamp program in general. Application forms for the Child Care Subsidy Program are available in Spanish at the Child Care Management Agencies located throughout the State. Also available is the Spanish version of the pre-admission form completed by parents when they enroll their children in child care as well as the Income Eligibility and Fee Criteria and Notice of Client's Rights for that program.

Documents explaining the use of the benefit delivery system for the Food Stamp and Family Assistance Programs known as Electronic Benefit Transfer (EBT) are available in Spanish.

All State Department Program Divisions as well as the Office of Civil Rights/EEO are conducting a needs assessment as appropriate of additional materials that should be translated into Spanish. Guidance in this regard focuses on forms/brochures that set appointments, solicit information or provide general program information as well as application forms.

VI. RESOURCES: Resources to serve LEP individuals are made available to clients and staff in several ways.

A. Written Translation: The department currently has a software package that provides translations of department materials as needed/determined appropriate in a number of languages including Spanish. This resource is available to all State Department Program Divisions directly and the County Departments indirectly through their respective State Department Program Division. Free internet websites considered reliable that provide free translations are also used for this purpose. One division has a bilingual staff member who has facilitated translations for that program area. Translated materials provided by USDA and the ACF Office of Child Support Enforcement are also used in the administration of the Food Stamp and Child Support Enforcement Programs.

## B. Oral Interpretation

1. **Contract Interpreters:** The Department contracts for telephone interpreter services. This service is available 24 hours a day 7 days a week and provides access to interpreters for 140 languages. This service became available in February 2002. At that time all staff were issued "Language Identification" cards to be used to identify the language spoken by LEP clients when presenting themselves at Department offices. A training video on use of the service was also provided. Additional language ID cards and quick reference guides are available in very limited quantities from the Civil Rights/EEO Office. (See Attachments B. and C.)

The Department contracts for an additional interpretation service to provide onsite assistance either at the Department office or at the LEP client's home. This service which also provides telephone interpretation was available in July 2004. (See Attachment D.)

2. **Volunteer/Community Interpreters:** Use of these individuals is permissible and encouraged to the extent staff are satisfied that the interpreter is competent in the language, program terminology and confidentiality issues are understood. (See Attachment E.)

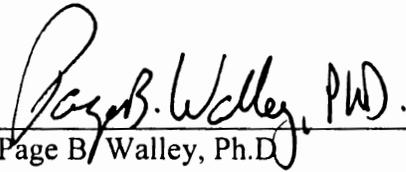
3. **Friend/Family Member Interpreters:** Use of these individuals is permissible if it is the preference of the LEP client or an emergency situation with the understanding that sensitive issues may be discussed and the individual is not also LEP. Use of children under the age of 12 is prohibited. Use of children between the ages of 13-18 is permissible if it is the preference of the LEP client or an emergency situation and staff believe the child is sufficiently mature to understand program terminology and deal with sensitive family issues and is not also LEP.

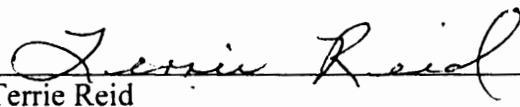
**VII. PROGRAM OPERATIONAL INSTRUCTIONS:** Requirements and resources regarding LEP services have been or will be incorporated into all worker program operational manuals or in operational instructions issued by administrative letter, memorandum or other means as determined appropriate by the Program Division or Department Language Assistance Coordinator. Distribution of the Department LEP plan included copies to supervisors in all program areas in County and State Department offices/divisions. Instructions provide that the plan and training presentation be reviewed with all current staff and new hires. (See Attachment F.)

VIII. TRAINING: Activities regarding LEP requirements/services have been or will be incorporated into all aspects of Department staff orientation training or program specific training. Such training includes Director Orientation, Family Assistance training for new workers and supervisor orientation, Adult Protective Services staff training, Alabama Certification (ACT) Training for child welfare staff, Basic Food Stamp Program Policy staff training, etc., to name a few. Additionally, the Department contracts for Quality Enhancement training in the Child Care Program area which is provided in English and Spanish to child care providers as well as parents. A power point presentation giving an overview of the Department's responsibilities as regards LEP and available services was disseminated with the plan and can be accessed on an ongoing basis by all staff online. (See Attachment G.)

IX. MONITORING: The Commissioner of the Department has designated the Deputy Commissioner of Family Resources as coordinator of language assistance activities. The Deputy Commissioner in conjunction with the Department's Civil Rights/EEO office and Program Divisions will monitor these activities through program reviews, field staff monitoring visits, record reviews, policy guidance issued as memorandums, administrative letters and program operational manuals, client complaints, and informal meetings at intervals to be determined. The evaluation of current services as meeting client needs is an ongoing process.

X. ENDORSEMENTS:

  
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Page B. Walley, Ph.D.  
Commissioner

  
\_\_\_\_\_  
Terrie Reid  
Deputy Commissioner for Family Resources

  
\_\_\_\_\_  
Larry Sims  
Director, Office of Civil Rights/EEO

2000 CENSUS DATA

	Total Population	# Speak Other Language	% Speak Other Language	# LEP	% LEP of Other Lang*	% LEP of Total Pop**	Primary Other		Secondary Other		
							Language	LEP	Language	LEP	
01 AUTAUGA	40,526	1,147	2.83%	259	22.58%	0.64%	Indo Euro	475	Spanish	463	190
02 BALDWIN	131,862	5,226	3.96%	800	15.31%	0.61%	Spanish	2,989	Indo Euro	1816	132
03 BARBOUR	27,238	967	3.55%	348	35.99%	1.28%	Spanish	669	Indo Euro	207	42
04 BIBB	19,429	353	1.82%	60	17.00%	0.31%	Spanish	249	Indo Euro	81	0
05 BLOUNT	47,360	2,668	5.63%	951	35.64%	2.01%	Spanish	2,363	Indo Euro	243	26
06 BULLOCK	11,003	674	6.13%	269	39.91%	2.44%	Spanish	554	Indo Euro	83	22
07 BUTLER	20,009	441	2.20%	86	19.50%	0.43%	Spanish	238	Indo Euro	126	7
08 CALHOUN	105,320	3,659	3.47%	588	16.07%	0.56%	Spanish	1,814	Indo Euro	1187	132
09 CHAMBERS	34,148	798	2.34%	114	14.29%	0.33%	Spanish	450	Indo Euro	321	49
10 CHEROKEE	22,558	473	2.10%	87	18.39%	0.39%	Spanish	300	Indo Euro	85	6
11 CHILTON	36,939	1,323	3.58%	400	30.23%	1.08%	Spanish	1,023	Indo Euro	261	15
12 CHOCTAW	14,849	312	2.10%	72	23.08%	0.48%	Spanish	199	Indo Euro	92	15
13 CLARKE	25,791	546	2.12%	43	7.88%	0.17%	Spanish	349	Indo Euro	134	10
14 CLAY	13,393	372	2.78%	53	14.25%	0.40%	Spanish	279	Indo Euro	84	7
15 CLEBURNE	13,280	349	2.63%	75	21.49%	0.56%	Spanish	299	Indo Euro	50	7
16 COFFEE	40,914	2,103	5.14%	291	13.84%	0.71%	Spanish	1,205	Indo Euro	569	33
17 COLBERT	51,637	1,209	2.34%	288	23.82%	0.56%	Spanish	800	Indo Euro	249	27
18 CONECUH	13,256	264	1.99%	47	17.80%	0.35%	Spanish	122	Indo Euro	87	9
19 COOSA	11,467	207	1.81%	32	15.46%	0.28%	Spanish	135	Indo Euro	45	4
20 COVINGTON	35,423	700	1.98%	51	7.29%	0.14%	Spanish	376	Indo Euro	254	15
21 CRENSHAW	12,859	229	1.78%	2	0.87%	0.02%	Spanish	154	Indo Euro	76	0
22 CULLMAN	72,614	2,477	3.41%	726	29.31%	1.00%	Spanish	1,654	Indo Euro	563	27
23 DALE	45,333	2,796	6.17%	408	14.59%	0.90%	Spanish	1,288	Indo Euro	1000	59
24 DALLAS	42,959	1,081	2.52%	117	10.82%	0.27%	Spanish	550	Indo Euro	337	49
25 DEKALB	60,078	3,947	6.57%	1,705	43.20%	2.84%	Spanish	3,319	Indo Euro	463	47
26 ELMORE	61,694	1,938	3.14%	207	10.68%	0.34%	Spanish	1,138	Indo Euro	504	13
27 ESCAMBIA	36,076	859	2.38%	134	15.60%	0.37%	Spanish	506	Indo Euro	184	12
28 ETOWAH	96,773	2,928	3.03%	703	24.01%	0.73%	Spanish	2,072	Indo Euro	560	34
29 FAYETTE	17,424	268	1.54%	23	8.58%	0.13%	Spanish	143	Indo Euro	99	0
30 FRANKLIN	29,285	2,246	7.67%	1,155	51.42%	3.94%	Spanish	2,085	Indo Euro	98	0
31 GENEVA	24,316	503	2.07%	95	18.89%	0.39%	Spanish	318	Indo Euro	157	4
32 GREENE	9,226	169	1.83%	13	7.69%	0.14%	Spanish	119	Indo Euro	29	2
33 HALE	15,785	321	2.03%	24	7.48%	0.15%	Spanish	227	Indo Euro	81	13
34 HENRY	15,238	434	2.85%	122	28.11%	0.80%	Spanish	277	Indo Euro	88	11
35 HOUSTON	82,828	2,450	2.96%	349	14.24%	0.42%	Spanish	1,344	Indo Euro	700	66
36 JACKSON	50,517	1,059	2.10%	139	13.13%	0.28%	Spanish	694	Indo Euro	281	23
37 JEFFERSON	618,995	28,683	4.63%	5,400	18.83%	0.87%	Spanish	14,727	Indo Euro	7936	687
38 AMAR	15,001	285	1.90%	47	16.49%	0.31%	Spanish	210	Indo Euro	45	0

2000 CENSUS DATA

	Total Population	# Speak Other		% Speak Other		# LEP	% LEP of Other Lang*		% LEP of Total Pop**		Primary Other		Secondary Other	
		Language	Language	Language	Language		Language	Language	Language	Language	Language	Language	Language	Language
9 LAUDERDALE	82,805	2,059	2.49%	458	22.24%	1,113	0.55%	343	Indo Euro	721	85			
10 LAWRENCE	32,625	807	2.47%	145	17.97%	523	0.44%	119	Indo Euro	178	6			
11 LEE	107,968	5,520	5.11%	771	13.97%	2,484	0.71%	481	AS/PI	1419	229			
12 LIMESTONE	61,239	2,470	4.03%	634	25.67%	1,593	1.04%	545	Indo Euro	611	24			
13 LOWNDES	12,465	218	1.75%	44	20.18%	148	0.35%	33	Indo Euro	48	9			
14 MACON	22,558	1,057	4.69%	113	10.69%	644	0.50%	92	Indo Euro	236	14			
15 MADISON	257,992	14,129	5.48%	2,222	15.73%	5,277	0.86%	1,195	Indo Euro	4868	401			
16 MARENGO	20,967	518	2.47%	163	31.47%	387	0.78%	157	Indo Euro	93	6			
17 MARION	29,360	706	2.40%	108	15.30%	473	0.37%	71	AS/PI	170	37			
18 MARSHALL	76,750	4,452	5.80%	1,971	44.27%	3,787	2.57%	1,884	Indo Euro	481	23			
19 MOBILE	370,583	16,989	4.58%	2,925	17.22%	6,748	0.79%	1,261	Indo Euro	5624	523			
20 MONROE	22,519	444	1.97%	84	18.92%	270	0.37%	72	Indo Euro	102	6			
21 MONTGOMERY	208,155	8,323	4.00%	1,349	16.21%	3,923	0.65%	810	Indo Euro	2427	248			
22 MORGAN	103,716	4,551	4.39%	1,515	33.29%	3,340	1.46%	1,340	Indo Euro	724	35			
23 PERRY	10,983	274	2.49%	43	15.69%	136	0.39%	5	Spanish	131	33			
24 PICKENS	19,521	365	1.87%	79	21.64%	250	0.40%	52	Indo Euro	96	21			
25 PIKE	27,629	1,064	3.85%	201	18.89%	502	0.73%	146	AS/PI	267	35			
26 RANDOLPH	20,929	561	2.68%	153	27.27%	409	0.73%	124	Indo Euro	136	29			
27 RUSSELL	46,183	1,835	3.97%	289	15.75%	918	0.63%	176	Indo Euro	618	77			
28 SAINT CLAIR	60,566	1,295	2.14%	168	12.97%	855	0.28%	126	Indo Euro	313	21			
29 SHELBY	132,542	5,563	4.20%	1,093	19.65%	3,332	0.82%	882	Indo Euro	1500	161			
30 SUMTER	13,744	284	2.07%	51	17.96%	209	0.37%	31	Indo Euro	64	20			
1 TALLADEGA	75,278	2,126	2.82%	267	12.56%	1,185	0.35%	192	Indo Euro	609	48			
2 TALLAPOOSA	38,899	817	2.10%	157	19.22%	497	0.40%	130	Indo Euro	203	9			
3 TUSCALOOSA	154,505	6,823	4.42%	1,094	16.03%	3,205	0.71%	688	Indo Euro	2154	198			
4 WALKER	66,242	1,484	2.24%	274	18.46%	942	0.41%	20	Indo Euro	435	53			
5 WASHINGTON	16,429	330	2.01%	44	13.33%	186	0.27%	32	All Other	55	9			
6 WILCOX	12,100	337	2.79%	62	18.40%	230	0.51%	50	Indo Euro	61	3			
7 WINSTON	23,293	617	2.65%	83	13.45%	467	0.36%	76	Indo Euro	80	7			
STATE TOTALS:	4,151,948	162,482	3.91%	32,843	20.21%	89,746	0.79%	24,163	Indo Euro	44062	4165			
						89,135		24,099	Indo Euro	41557	3632			
						611		64	Spanish	594	223			
									AS/PI	1856	301			
									All Other	55	9			

\*Percentage of those who speak other language with limited English proficiency.

\*\*Percentage of total population with limited English proficiency.



DON SIEGELMAN  
Governor

# State of Alabama Department of Human Resources

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50 Ripley Street  
P.O. Box 304000  
Montgomery, Alabama 36130-4000  
(334) 242-1310  
www.dhr.state.al.us



Bill Fuller  
Commissioner

## MEMORANDUM

February 14, 2002

TO: Directors, County Departments of Human Resources

FROM: Bill Fuller  
Commissioner 

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SUBJECT: Language Line Services, LLC

ACTION REQUIRED: Share with staff as indicated

In order to better serve individuals, who have limited or no English proficiency, the Department of Human Resources has contracted with Language Line Services, LLC, to provide telephone interpreter services to facilitate client access to department services and to assist workers in interviewing and gathering information. Language Line Services, LLC, provides interpreters 24 hours a day 7 days a week for over 140 different languages. This contract covers the following program areas of our department: Food Stamps, Family Assistance/JOBS, Child Care, Family Services, Adult Protective Services and Child Support.

This service is not intended to replace current local resources that provide interpreter services at no charge or for a nominal fee. You should continue to use those resources or any resource the client may bring to the office. This service is to be used when an interpreter is needed to provide services to an individual or household and you have no available resource or in emergencies when there is not sufficient time to arrange local resources.

Each program area has been assigned a specific access code to use when calling Language Line. Attached is a list of the codes. Each code should be shared only with the staff in the program for which it is assigned; for example, the access code for food stamps should only be shared with food stamp staff. The same is true for all the other programs. The access codes are used for billing purposes. Staff are to keep these codes in a secure location.

In addition, the Department of Human Resources has been assigned the Client ID number 515019. This number must be used in conjunction with the program access code when calling Language Line.

If an individual calls the receptionist and an interpreter is needed before the call can be routed and the language is known, Language Line can be contacted, using the general access code for a three-way call. The receptionist can then have the interpreter find out what program the individual is trying to access and any other general information that is needed, i.e. name, telephone number and the reason for the call. The individual should then be told that someone will return their call and the telephone conversation with the interpreter discontinued at that point. The program area would then be informed of the need to contact the client and, as needed, Language Line using the access code for that specific program. This will insure that the appropriate program is billed for the service.

Each county will be provided a copy of the Language Line training video and language identification cards. In addition, each worker will be provided a quick reference guide. The quick reference guide gives step-by-step instructions on how to use Language Line Services. If workers write their program access code on the reference guide, it must be kept in a secure location. These materials have been ordered and will be sent under separate cover following receipt.

The training materials contain information about document translation. Our contract does not include this service. Under no circumstances should document translation services be requested.

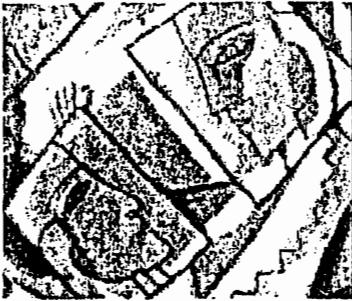
We hope this additional resource will prove helpful to you and those we serve. If additional information is needed, please contact the program partnerships following usual instructions.

BF/pj

Attachment

cc: Deputy Commissioner for Programs  
Program Partnership Directors  
Finance Partnership Director  
CMA Directors  
Office of Civil Rights and Equal Employment

DISTRIBUTION: One copy per county  
DISPOSITION: Retain in secure location for reference as needed



# Language Line Services

Interpretation and Translation in more than 150 languages

## LANGUAGE LIST\*

Acholi	French	Kurmanji	Russian
Afrikaans	French Canadian	Lakota	Samoa
Akan	Fukienese	Laotian	Sango
Albanian	Fula	Latvian	Serbian
Amharic	Fuzhou	Lingala	Shanghai
Arabic	Ga	Lithuanian	Sicilian
Armenian	Gaddang	Luganda	Sinhalese
Assyrian	Gaelic	Luxembourgeois	Sindhi
Azerbaijani	Georgian	Macedonian	Slovak
Bahnar	German	Malay	Slovenian
Bambara	Greek	Malagasy	Somali
Basque	Gujarati	Malayalam	Sorani
Belorussian	Haitian Creole	Maltese	Spanish
Bengali	Hakka	Mandarin	Swahili
Berber	Hausa	Mandinka	Swedish
Bosnian	Hebrew	Mankon	Szechuan
Bulgarian	Hindi	Marathi	Tagalog
Burmese	Hmong	Mien	Taiwanese
Cakchiquel	Hubei	Mixteco	Tamil
Cantonese	Hungarian	Mongolian	Telugu
Catalan	Hunanese	Navajo	Thai
Chaldean	Ibanag	Neapolitan	Tibetan
Chao-Chow	Ibo	Nepali	Tigre
Chavacano	Icelandic	Nigerian Pidgin English	Tigrinya
Cherokee	Igbo	Norwegian	Toishanese
Croatian	Ilocano	Nuer	Tongan
Czech	Indonesian	Oromo	Toucouleur
Dakota	Italian	Pampangan	Tshiluba
Danish	Jakartanese	Pangasinan	Turkish
Dari	Japanese	Papiamento	Ukrainian
Dinka	Jarai	Pashto	Urdu
Dutch	Javanese	Pidgin English	Vietnamese
Estonian	Kanjobal	Polish	Visayan
Ewe	Kashmiri	Portuguese	Welsh
Farsi	Khmer (Cambodian)	Portuguese Creole	Wolof
Fijian	Korean	Punjabi	Yiddish
Finnish	Krio	Rhade	Yoruba
Flemish	Kurdish	Romanian	Yupik



Language Line  
services

\* These languages represent 98% of all customer requests from the 6,809 languages spoken in the world today. We monitor our language requests continually, adding or deleting languages based upon customer needs.

One Lower Ragsdale Drive, Monterey, CA 93940-5747 • [www.LanguageLine.com](http://www.LanguageLine.com)

SALES TELEPHONE NUMBERS From the US call 800 752-0093, From Canada call 800 811-2075

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# Language Identification Card

As a Language Line Services customer you have access to over-the-phone interpretation 24 hours a day, 7 days a week. Use this Language Identification Card in a face-to-face situation, to determine which language a person speaks. The Language ID Card lists the languages most frequently encountered in North America, grouped by the geographical region where they are commonly spoken.

- To use the Language ID Card efficiently, locate the geographical region where you believe the non-English speaker may be from (Pacific Islands, Europe, etc.)
- Show the person the languages listed for that region. The message underneath each language says, "Point to your language. An interpreter will be called."

Sample:

00 English	English
Point to your language. An interpreter will be called.	

- Refer to your Quick Reference Guide (QRG) to access an interpreter through Language Line Services. In most cases, an interpreter is available within seconds.
- If you are unable to identify the language, our representative will help you.

*Please note: Listing of languages within this card does not guarantee availability of interpreters in these languages. Language Line Services interpreters from English into more than 150 languages, only the most requested languages are listed here. This list is subject to change based upon demand.*

©15 2001 - 15 are indicated above on screen. See back for more info. 1 800 753 4874, option 1, Language Line Services, One Laurel Ridge Blvd., Allentown, PA 18106

## Europe

70 Albanian	Shqip
Tregoni me gjuhën qe flim. Do të bëjmë një përkthyes për ju.	
72 Armenian	Հայերէի
Ding umba n'ra dhu, khand lo houb'ne m'p'nc'ni p'nc'nd'nd'ni, d'q' h'nd'niq' un'nd'ni.	
136 Basque	Euzkera
Zaurt jakuniza aitzamarraz erabuzi. Euzkerazai hareri denuko deusazu.	
69 Bulgarian	Български език
Поздрав Бамама ема. Ние сме амамаме опозаван за Бама.	
132 Catalan	Català
Assenyali arab el dir el seu idioma. Es truca a un intèrpret.	
67 Croatian	Hrvatski
Molim Vas, pokazite nam Vaš jezik. Zvaličemo rumeka za Vas.	
63 Czech	Český
Ukazte, který je váš jazyk. Zavoláme tlumočnicka.	
33 Danish	Dansk
Peg på dit sprog. En tolk vil blive tilkaldt.	
36 Dutch	Nederlands
Wij zijn uw taal aan. Wij zullen u een tolk geven.	
77 Estonian	Eesti Keel
Näidake oma emakeelele. Me anname teile tõlgi.	
32 Finnish	Suomi
Osoitkaa teidän kielenne. Tulkki kutsutaan auttamaan teitä.	
38 French	Français
Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	
37 German	Deutsch
Zeigen Sie auf Ihre Sprache. Wir holen einen Dolmetscher an.	
71 Greek	Ελληνικά
Αδείξτε ποιά γλώσσα μιλάτε και θα κάμψω εως διαφφράση.	
65 Hungarian	Magyar
Válassza ki az Ön által beszélt nyelvet. Képpelünk a tolmácsok.	

## Pacific Islands

133 Icelandic	Íslenska
Benni á þitt tungumál. Það verður þér hjálpt.	
59 Italian	Italiano
Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	
75 Javanese	Javanés
Parobok babo kabangma kalba. Verébas bus pakriestasa.	
68 Macedonian	Makedonski
Pozdrav moim Vaš jezik. Ke vihanje prevodilac Vas da dojde.	
54 Norwegian	Norsk
Pek på ditt språk. En tolk vil bli tilkalt.	
62 Polish	Polski
Proszę wskazać na swój język oczekuję. Tłumacz zostanie poproszony do telefonu.	
61 Portuguese	Português
Aponte seu idioma. Providenciaremos um intérprete.	
66 Romanian	Românește
Indicați limba pe care o vorbiți. Veți fi pus în legătură cu un interpret.	
78 Russian	Русский Язык
Укажите, на каком языке вы говорите. Сделаем для вас переводчика.	
148 Serbian	Српски
Montez Bac, pokazite nam Baw jezik. Zavolamo prevodnika za Bac.	
64 Slovak	Slovensky
Ukážte na vašu reč. Zavoláme tlumočnicka.	
60 Spanish	Español
Señale su idioma. Se llamará a un intérprete.	
35 Swedish	Svenska
Peka ut Ett språk. En tolk kommer att tillkallas.	
76 Ukrainian	Українська Мова
Показати, якою мовою ви розмовляєте. Зваємо перекладача на запитання.	
135 Yiddish	יידיש
'רעפן זיך פאר יך דיין 'ווארטער פאר יידישע דערן יוד	

## North America, South America, and Caribbean

130 Aklanon	Aklanon
Ituro mo to atong hambae. Magiswag kami et mag-intèrprete.	
127 Filipino	Kaiviti
Duta na nomu wosa. Ema qai kaciwi edua mi vakavaka de-wa.	
113 Ilocano	Ilokanon
Indom hi som. Unarayad kami hi intèrprete.	
50 Indonesian	Bahasa Indonesia
Tunjukkan bahasamu. Jumlahnya akan disediakan.	
51 Malay	Bahasa Malaysia
Tunjukkan yang mana bahasa anda. Seorang jurubahasa akan diberitahu.	
138 Samoan	Gagana Samoa
Tusi lou 'a'ao i lau gagana. O le a vala'utina se tasi e fa'amatala 'upu mo 'oe.	
117 Tagalog	Tagalog
Paliwano mo nga ang Young wika. Magpapantawag ako ng intèrprete.	
128 Tongan	Tonga
Tuhū kīhe ke 'oku ke lea 'āhi. 'e 'etu wāki kīhe fīsiatōnūke.	
38 French	Français
Montrez-nous quelle langue vous parlez. Nous vous fournirons un/e interprète.	
139 Haitian Creole	Kreyòl Ayisyen
Montre lang ou-a. Yap voye chèchè you enpèrèt.	
14 Navajo	Diné
Sand béé hoodóogéé náí? hóe híí'wááhan. A'ar háneé bí nááshí? hoodóohí.	
61 Portuguese	Português
Aponte seu idioma. Providenciaremos um intérprete.	
60 Spanish	Español
Señale su idioma. Se llamará a un intérprete.	

**India, Pakistan, and Southwest Asia**

84	Bengali	বাংলা
	বাংলা ভাষা বা বাংলা - বাংলা। বাংলা ভাষা বা বাংলা - বাংলা।	
85	Bhojpuri	भोजपुरी
	भोजपुरी भाषा ? भोजपुरी भाषा ?	
88	Gujarati	ગુજરાતી
	ગુજરાતી ભાષા ગુજરાતી - ગુજરાતી. ગુજરાતી ભાષા ગુજરાતી - ગુજરાતી.	
82	Hindi	हिंदी
	हिंदी भाषा हिंदी - हिंदी। हिंदी भाषा हिंदी - हिंदी।	
86	Malayalam	മലയാളം
	മലയാളം ഭാഷ മലയാളം - മലയാളം. മലയാളം ഭാഷ മലയാളം - മലയാളം.	
81	Nepali	नेपाली
	नेपाली भाषा नेपाली - नेपाली। नेपाली भाषा नेपाली - नेपाली।	
80	Punjabi	ਪੰਜਾਬੀ
	ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਪੰਜਾਬੀ - ਪੰਜਾਬੀ। ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਪੰਜਾਬੀ - ਪੰਜਾਬੀ।	
89	Sinhalese	සිංහල
	සිංහල භාෂා සිංහල - සිංහල. සිංහල භාෂා සිංහල - සිංහල.	
137	Tamil	தமிழ்
	தமிழ் மொழி தமிழ் - தமிழ். தமிழ் மொழி தமிழ் - தமிழ்.	
79	Urdu	اُردو
	اُردو زبان اُردو - اُردو۔ اُردو زبان اُردو - اُردو۔	

**Africa**

27	Ambareic	አማርኛ
	አማርኛ ቋንቋ አማርኛ ቋንቋ	
90	Arabic	اللغة العربية
	اللغة العربية اللغة العربية	
19	Bambara	Bamanankan
	l bolo da l fakan kan. An dema kuma yelanabage do wele.	
28	French	Français
	Monrez-vous quelle langue vous parlez. Nous vous fournissons un/e interprète.	
22	Hausa	Hausa
	Nuna yarenka/yarenki. A à kira' ulfinkir.	
99	Italian	Italiano
	Faccia vedere qual è la sua lingua. Un interprete sarà chiamato.	
61	Portuguese	Português
	Apoine seu idioma. Providenciamos um intérprete.	
141	Portuguese Creole	Cabo Verdiano
	Ponta pa bu lingua. Un interprete la ser chumado.	
142	Somali	Alsomali
	Tilmaan afaad ku hadasho. Taruuman aya la wacayaa.	
26	Swahili	Kiswahili
	Onyeshia lugha yako. Tunawawa nua atakayakufahsira.	
28	Tigrinya	ትግርኛ
	ትግርኛ ቋንቋ ትግርኛ ቋንቋ	
20	Wolof	Wolof
	Wan nu sa lakk. Negal dinnah la weenal ab tekkirar.	
21	Yoruba	Yorùbá
	Tòka sí èdè rẹ. A ó pe ògbirò wá.	

**Middle East**

90	Arabic	اللغة العربية
	اللغة العربية اللغة العربية	
72	Armenian	Հայերեն
	Որո՞ւնք եք Ձեր լեզուի կամ լեզուի խոսողը? Ինչպե՞ս կարող եմ օգնել Ձեզ:	
139	Assyrian	ܐܘܪܝܝܐ
	ܐܘܪܝܝܐ ܐܘܪܝܝܐ	
111	Dari	داری
	دا دې ژبې ښه ښوئئ. دا د ژبې ښه ښوئئ.	
107	Farsi	فارسی
	فارسی که صحبت میکنی بگو. فارسی که صحبت میکنی بگو.	
106	Hebrew	עברית
	עברית עברית	
140	Kurdish	کوردی
	ژبه ئێـزێ ژبه ئێـزێ	
110	Pasho	پښتو
	پښتو ژبه پښتو ژبه	
112	Turkish	Türkçe
	Kendi ana dilinizi gösterin. Siz de lerdinim çöşnyoruz.	

42	Burmese	မြန်မာစကား
	မြန်မာစကား မြန်မာစကား	
46	Hmong	Hmoob
	Thov tau tes rau koj yam lus. Peb yuav hu no tug neeg txhais lus rau koj.	
50	Indonesian	Bahasa Indonesia
	Tunjukkan bahasamu Jumbuhass akan disediakan.	
40	Japanese	日本語
	あなたの話す言葉を教えてください。 言葉を教えてください。	
48	Khmer (Cambodian)	ខ្មែរ (កម្ពុជា)
	ខ្មែរ ខ្មែរ	
41	Korean	한국말
	한국말을 어떻게 하십니까? 한국말을 어떻게 하십니까?	
43	Laotian	ລາວ
	ຮາວ ຮາວ	
51	Malay	Bahasa Malaysia
	Tunjukkan yang mana bahasa anda. Seorang jurubahas akan diberitahu.	
45	Mien	Mienh
	Nyqv meih nyei wacw mbuox yie luiz. yie heuc fazn wacw meih bun meih oc.	
47	Thai	ภาษาไทย
	ภาษาไทย ภาษาไทย	
49	Vietnamese	Tiếng Việt
	Chị nói tiếng bạn nói. Sẽ có một đồng dịch viên nói chuyện với bạn ngay.	

**Language Line Services also offers Document Translation**  
 For more information contact us:  
 Phone: 1 888 765-3664 • Fax: 1 800 648-0170  
 Email: translation@languageinc.com  
 Web: www.LanguageLine.com



**BOB RILEY**  
Governor

**State of Alabama**  
**Department of Human Resources**

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Page B. Walley, Ph.D  
Commissioner

**M-E-M-O-R-A-N-D-U-M**

**TO: County Directors of Human Resources**  
**FROM: Gary W. Mitchell, Program Manager**  
**Office of Resource Development and Management**  
**RE: Interpreter/Translation Services**  
**Date: July 26, 2004**



Recently, notification of the contract with Foreign Language Services, Inc. (FLS) in Huntsville for translation services was sent to county via DHR News. The service is for face-to-face translation for all divisions of DHR, when the Language Line or free services are not appropriate or available. Under this contract, interpreters may accompany social workers in the field to provide assistance with language barriers, especially Spanish. Interpretation for other languages may be available by telephone only. County offices are encouraged to develop a pool of local interpreters, which may offer this service without charge. There will be occasions, however, when such services are not available or appropriate due to the confidential nature of the matter.

Referrals may be made directly to FLS by telephone, fax or letter. Their mailing address is **3609-A5 Memorial Parkway, Huntsville, AL 35801**, and they may be reached by telephone at **(256) 881-1120**. FLS is currently developing a network of interpreters to adequately cover the State with expedient response to the needs of county departments. A DHR-724, outlining the number of units (hours) that will be needed, must accompany any referral made to FLS. FLS will require that each referral have the name of the family, in order to meet billing requirements of State DHR.

Questions concerning billing may be addressed to Susan Ward at (334) 242-1653; those regarding programmatic issues, to Gary Mitchell at (334) 353-1196.

- CC: Commissioner's Office
- Deputy Commissioners
- Family Services Management Team
- Adult Services
- Child Support
- Family Assistance
- Food Stamps

*An Affirmative Action/Equal Opportunity Employer*

## HANDOUT FOR VOLUNTEER/COMMUNITY INTERPRETERS

### ETHICAL STANDARDS

- **Privacy:** Everything that is said in any interpreted exchange is private. It is only for the parties involved to hear. You may discuss the information only IF you are required to by current law or rule.
- **Correctness:** You must make sure that you understand the message to be transmitted. You are to transmit the entire content and spirit of the original language into the other language. Do not leave out, change, condense, or add anything. Ask for clarification, as needed, from any or all parties. IF there are problems with or questions about any information, tell everyone involved.
- **Neutrality:** You are to remain neutral and impartial. You must not take sides. You must not add your own opinions or biases into the exchange.
- **Conflict of Interest:** You must avoid any conflict of interest. You must inform all parties if you have a real or perceived conflict of interest. You will then be removed from the interpreting situation. You do not need to disclose the nature of the conflict of interest.
- **Professional Distance:** You must know the limits of your role. You must not become personally involved in the situation.
- **Personal Limits:** You must know your own limits. You must not interpret beyond your experience and skills.

### COMPETENCY STANDARDS

- **Self Introduction:** You must introduce yourself to all parties involved. You must explain your role.
- **Self-Positioning:** You must position yourself so that all parties can communicate well with each other through you. Speak "loud & clear" so that all parties can hear you well.
- **Communication:** You are to communicate the content and feelings expressed by all parties. You are to speak in the 1<sup>st</sup> Person for all parties. That is, use "I" in reference to the speaker rather than "s/he said".
- **Self-Monitoring & Correction:** You are to make sure that what you say is correct. You must identify and correct for all parties anything you have said wrong.
- **Cultural Brokering:** You are to share relevant information with all parties about each other's culture. You must help all parties understand the point of view of the other parties.
- **Information Exchange:** You are to keep the flow/pace of the exchange of information moving. Each party must be allowed time to give his/her complete information.

Handout based on documents produced by the Hennipen County Minnesota Department of Health and Human Services and provided to the Department of Human Resources by the U.S. Department of Health and Human Services Office of Civil Rights.

Administrative Letter  
No. 7166  
August 24, 2005

**STATE DEPARTMENT OF HUMAN RESOURCES**  
**Montgomery, Alabama**

TO: Directors, County Departments of Human Resources  
Division/Office Directors

FROM: Page B. Walley, Ph.D. *PBW*  
Commissioner

SUBJECT: Language Assistance Plan

ACTION REQUIRED: Review and take indicated actions

The attached plan has been prepared as a result of the Full Scope Compliance Reviews focusing on language assistance conducted by the Office of Civil Rights, U.S. Department of Health and Human Services. The plan provides guidance and information in regard to assistance/services available to staff and clients to allow meaningful access to department programs in order to serve the culturally diverse population of Alabama.

The plan is to be reviewed with all current staff (as well as new hires). Take steps to assure that all staff either read the training power point presentation or view it on the shared drive at F:\SHARED\OCR\CIVILRTS\LANGASST.pps. Section VI.B2 of the plan contains a new required handout for volunteer/community interpreters. Make copies as needed. Also note in Section VI.B3, children under the age of 12 may not be used as interpreters.

As stated in the plan, all Program Divisions have on going needs assessment activities. Direct program specific questions/concerns to the Division Director or appropriate contact, help desk, etc. Questions or suggestions that are more global in nature should be addressed to Terrie Reid, Deputy Commissioner for Family Resources.

We hope having this single source for language assistance information that generally identifies the Department's resources will prove helpful to you in the administration of our programs.

Thank you for your usual cooperation.

Attachments

DISTRIBUTION: State and County Regular

DISPOSITION: Retain for use in program administration

**ALABAMA DEPARTMENT OF HUMAN RESOURCES**



**LANGUAGE ASSISTANCE TRAINING**

**THE PURPOSE OF THIS TRAINING IS**



to provide an overview of the Department's current policies and procedures for providing language services;

to provide information about the currently available resources; and to advise staff of the Department's commitment in this regard.

**THE LEGAL BASIS FOR DEPARTMENT POLICY IS**



**Title VI of the Civil Rights Act of 1964, Section 601, which states:**

no person shall "on the basis of race, color, or national origin be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. "



It is therefore the intent of the Department that staff in all programs be aware of the various resources available to individuals who have limited English proficiency (LEP) and that these resources are utilized to ensure meaningful access to all Department programs, services, and benefits.



Individuals with limited English proficiency (LEP) are those who speak a language other than English and who have a limited ability to read, write, speak or understand English.

**Relevant Facts:**

•The percentage of Alabama's total population over the age of 5 that speaks a language other than English is 3.9%; of those as compared to the total population, .79% have LEP.

•Within the percentage of individuals who speak another language, 20.2% or approximately 33,000 individuals statewide, have LEP.



•The primary "other" language in Alabama is Spanish.

## Public Information

Public information is available through a variety of sources, including the internet, written material, posters, brochures, handouts, and coordination with other agencies.



## DEPARTMENT WEBSITE

[www.dhr.state.al.us](http://www.dhr.state.al.us)



The Department's website contains Spanish versions of the summarized eligibility rules for the Food Stamp and Family Assistance programs, as well as Income Eligibility and Fee Criteria and Notice of Client's Rights for the Child Care Subsidy Program. Information about free interpreter services is also available.

## POSTERS

Posters displayed in waiting areas/lobbies of Department offices provide information on the availability of free interpreter services and how to get these services.

The poster contains translations of this information in the 10 languages revealed to be present in recognizable numbers.

Posters regarding the availability of program benefits to individuals who are homeless are also in a Spanish version.



The following general information materials are available in Spanish and are displayed in waiting areas/lobbies of Department offices:

Notice of Privacy Practices required by the Health Insurance Portability and Accountability Act (HIPAA) of 1996

The summarized eligibility requirements of the Food Stamp and Family Assistance programs

Pamphlets on nutrition education and on the Food Stamp Program in general



Application forms for the Child Care Subsidy Programs are available in Spanish at the local Child Care Management Agency (CMA) throughout the state.

Also available is the Spanish version of the pre-admission form completed by parents when they enroll their children in child care, as well as the Income Eligibility and Fee Criteria and Notice of Client's Rights for that program.

Documents explaining the use of the benefit delivery system for the Food Stamp and Family Assistance programs, known as Electronic Benefits Transfer (EBT) are available in Spanish.



In addition to public information, resources to serve individuals with LEP are made available to clients and staff in several ways:

### Written Translation

The Department has a software package that provides translation of Department material in a number of languages, including Spanish. This resource is available to all State Department Program Divisions directly and to all County Departments indirectly through their respective State Department Program Division.





Translated material provided by USDA and ACF Office of Child Support Enforcement are also used in the administration of the Food Stamp and Child Support Enforcement programs.

### Oral Interpretation



The Department contracts for telephone interpreter services as of February 2002. This service is available 24 hours a day, 7 days a week, and provides access to interpreters for 140 languages.



All staff were issued a "Language Identification Card" which is to be used in face-to-face situations to identify the language spoken by clients with LEP when they come into the Department office.

Consult your immediate supervisor if you do not have a card.



The Department contracts for an additional interpretation service to provide onsite assistance either at the Department office or at the client's home. This service, which also provides telephone interpretation was available as of July 2004.

### Volunteer/Community Interpreters

Use of volunteer or other community interpreters is permissible and encouraged to the extent staff are satisfied that the interpreter is competent in the language and program terminology, and that confidentiality issues are understood.



### Friends/Family Member Interpreters

Use of friends or family members as interpreters is permissible if it is the preference of the client or an emergency situation with the understanding that sensitive issues may be discussed and the individual serving as interpreter does not also have LEP.

Use of children age 12 and under is prohibited.

Use of children ages 13 through 18 is permissible if it is the preference of the client or an emergency situation, and staff believe the child is sufficiently mature to understand program terminology and deal with the family issues and does not also have LEP.



### Program Operation Instructions



Requirements and resources regarding LEP services have been or will be incorporated into all program operational manuals or in operational instructions issued by administrative letter, memorandum, or other means determined appropriate by the Program Divisions or Department Language Assistance Coordinator.

### Need More Help or Have Suggestions?



Questions regarding language assistance for a particular program area should be directed to the State Program Division responsible for the administration of that program, using the established program protocol.

Needs that require more global, i.e., statewide, solution should be directed to the Deputy Commissioner of Family Resources as the Department Language Assistance Coordinator.

## REMEMBER!

**Our commitment is to provide meaningful access to all programs in order to serve the culturally diverse population of Alabama.**

