Interpretation, Translation

&

Visual Communication Services (VCS)

My Local LEP Coordinator (LLEPC): _____ Phone #: _____

My agency's Client ID number for Language Line Services: _____ (six digits)

My agency's Client ID number for Ad Astra: _____ (four digits)

NOTE: Schreiber Translations, Inc., the written document translation vendor, does not require an account number.

When contacting any vendor for services, please provide your name, DHMH, name of the DHMH unit, and Client ID # (where applicable).

DHMH LEP Coordinator:	**Delinda Johnson**	Phone #:	**(410) 767-5184**
DHMH EO Compliance Officer:	**Tina Smith**	Phone #:	**(410) 767-6597**

2014

Please note that VCS, interpretation and translation services are provided at **NO COST TO THE CONSTITUENT**.

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THE RATE SHEET FOR VISUAL COMMUNICATION, INTERPRETATION AND TRANSLATION SERVICES IS AN INTERNAL, CONFIDENTIAL DOCUMENT. DHMH EMPLOYEES MAY REQUEST RATE SHEETS FROM THE OFFICE OF EQUAL OPPORTUNITY PROGRAMS BY CONTACTING TINA SMITH AT (410) 767-6597 OR EMAIL TINA.SMITH**1**@MARYLAND.GOV.

INTERPRETATION & TRANSLATION SERVICES

For **TELEPHONIC SERVICES**, contact **Language Line Services**

Joe Matthews   JMatthews@languageline.com   (800) 316-5493   (831) 648-7140
1 Lower Ragsdale Drive, Building 2 | Monterey, California 93940 | Contract Effective Date: OCTOBER 1, 2012

NEW CUSTOMERS: You must register with Language Line <u>before</u> requesting telephonic interpretation services. A six digit client ID number will be sent to the designated contact once registration is complete. Account requests may be submitted online or by phone. Registration takes 24-36 hours. **If you are unsure of your office client ID number, contact the Equal Access Compliance Unit.**

- Account Request by Phone: **1-800-752-6096, Option 4**
- Online Account Request: **www.languageline.com/maryland**

REGISTERED CUSTOMERS:
- Request Telephonic Services: **1-866-874-3972**   (Have your 6 digit client ID # ready)
- Billing Inquiries: 1-800-752-6096, option 1
- Billing Inquiries website: www.languageline.com/customer-service/billing/inquiry/

For **WRITTEN DOCUMENT TRANSLATION**, contact **Schreiber Translations, Inc. (STI)**

Christine Wade   translation@schreibernet.com
51 Monroe Street, Suite 101 | Rockville, Maryland 20850 | Contract Effective Date: OCTOBER 1, 2012

- Customer Service: **301-424-7737, ext. 125 or ext. 107**
- Fax Number: 301-424-2336
- Email: translation@schreibernet.com
- Request a quote online: **www.schreibernet.com** (click "*Services*")
- Billing Inquiries: 301-424-7737, ext. 124

For **ON-SITE INTERPRETATIONS**, contact **Ad Astra, Inc.**

Heather Barclay, Vice President & COO   Heather@ad-astrainc.com   (301) 408-4242, ext. 112
Lena Petrova-Toolsie   Lena@ad-astrainc.com   (301) 408-4242, ext. 111
P.O. Box 3534 | Silver Spring, MD 20918 | Contract Effective Date: March 1, 2013

NEW CUSTOMERS: Complete a "*New Client Profile Form*" <u>before</u> requesting services. A confirmation and account number will be sent to the designated contact person when the registration is complete. **If you are unsure of your office account number, contact the Equal Access Compliance Unit.**

REGISTERED CUSTOMERS:
- Interpreter Request Line: **1-800-308-4807**   (Have your 4 digit account # ready)
- Request by email: interpreting@ad-astrainc.com
- Request Online through MD Online Scheduling: **http://ad-astrainc.com/starmd**
- Interpreter Request by Fax: Complete request form and fax to (301) 408-4448
- Billing Inquiries: 301-408-4242, ext. 113 or ext. 115
- Billing Inquiries Email: billing@ad-astrainc.com

Interpretation & Translation Services

Core Languages

The following languages are considered "Core Languages" for Language Line Services, Schreiber Translations, Inc. and Ad Astra, Inc. under the Department of Budget and Management Foreign Language and Interpretation Services contract (page 8, section 2.2).

Those languages marked with an asterisk (*) currently require the most interpretation/translation resources numerically based upon historical usage.

All languages <u>not</u> listed on this sheet are considered Non-Core Languages, which may incur a different rate.

Amharic *	Nepali
Arabic *	Portugese *
Bengali	Romanian
Burmese *	Russian *
Chin Hahka	Somali
Chinese (inclusive of Mandarin* & Cantonese*)	Spanish *
Dari	Swahili
Farsi / Persian	Tagalog
French *	Tigrinya
Gujarati	Turkish
Haitian Creole	Urdu
Hinki	Vietnamese *
Korean *	

LANGUAGE LINE

Telephonic Interpretation Services

LanguageLine Solutions℠

Interpretation Services Available

English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

Arabic	عربي 🖐	**Korean**	한국어 🖐
أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.		귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.	
Burmese	မြန်မာ 🖐	**Mandarin**	國語 🖐
သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။		請指認您的語言， 以便為您提供免費的口譯服務。	
Cantonese	廣東話 🖐	**Polish**	Polski 🖐
請指認您的語言， 以便為您提供免費的口譯服務。		Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.	
Farsi	فارسي 🖐	**Portuguese**	Português 🖐
زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.		Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.	
French	Français 🖐	**Punjabi**	ਪੰਜਾਬੀ 🖐
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.		ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।	
Haitian Creole	Kreyòl 🖐	**Russian**	Русский 🖐
Lonje dwèt ou sou lang ou pale a epi nap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.		Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.	
Hindi	हिंदी 🖐	**Somali**	Af-Soomaali 🖐
अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।		Farta ku fiiqluqadaada… Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.	
Hmong	Hmoob 🖐	**Spanish**	Español 🖐
Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.		Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	
Italian	Italiano 🖐	**Tagalog**	Tagalog 🖐
Indicare la propia lingua. Un interprete sarà chiamato. Il servizio è gratuito.		Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.	
Japanese	日本語 🖐	**Vietnamese**	Tiếng Việt 🖐
あなたの話す言語を指してください。 無料で通訳サービスを提供します。		Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.	

Interpreting
Three-way communication: Connecting you, your customer and our interpreter.

Translation
All content types including documents, websites, training materials, multimedia and apps.

Testing and Training
LanguageLine Academy℠
Utilize our expertise to help improve interpreter and bilingual staff skill development and language proficiency.

LanguageLine Solutions℠

11 Helpful Tips for Working with an Over-the-Phone Interpreter

1. **BRIEF THE INTERPRETER -** Identify the name of your organization to the interpreter, provide specific instructions of what needs to be done or obtained and let him/her know whether you need help with placing a call. If you need the interpreter to help you place a call to the limited English Proficient (LEP) customer, you may ask the interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the interpreter in a timely manner.

2. **SPEAK DIRECTLY TO THE CUSTOMER -** You and your customer can communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the customer's response directly back to you.

3. **SPEAK NATURALLY, NOT LOUDER -** Speak at your normal pace, not slower.
   - SEGMENTS - Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
   - CLARIFICATIONS - If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or to clarify what the statement meant.

4. **ASK IF THE LEP UNDERSTANDS -** Don't assume that a limited English-speaking customer understands you. In some cultures a person may say 'yes' as you explain something, not meaning they understand, but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.

5. **DO NOT ASK THE INTERPRETER FOR THEIR OPINION -** The interpreter's job is to convey the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the interpreter responsible for what the customer does or does not say. For example, when the customer does not answer your question.

6. **EVERYTHING YOU SAY WILL BE INTERPRETED -** Avoid private conversations. Whatever the interpreter hears will be interpreted. If you feel that the interpreter has not interpreted everything, ask the interpreter to do so. Avoid interrupting the interpreter while he/she is interpreting.

7. **AVOID JARGON OR TECHNICAL TERMS -** Don't use jargon, slang, idioms, acronyms or technical medical terms. Clarify unique vocabulary and provide examples if they are needed to explain a term.

8. **LENGTH OF INTERPRETATION SESSION -** When you're working with an interpreter the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the interpreter may have to describe or paraphrase many terms you use. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.

9. **READING SCRIPTS -** People often talk more quickly when reading a script. When you are reading a script, prepared text or a disclosure, slow down to give the interpreter a chance to stay up with you.

10. **CULTURE -** Professional interpreters are familiar with the culture and customs of the limited English proficient (LEP) customer. During the conversation the interpreter may identify and clarify a cultural issue they may not think you are aware of. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question. You may or ask the interpreter to help you to get the information in a more appropriate way.

11. **CLOSING OF THE CALL -** The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call. Remember to thank the interpreter for his or her efforts at the end of the session.

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096

LanguageLine Solutions℠

Over-the-Phone Interpreting
Language List

These languages represent approximately 98.6% of all customer requests from the 6,809 languages spoken in the world today. Depending on the availability of qualified interpreters, particularly in rarely requested languages, this list is subject to change and may not match the list you find at www.LanguageLine.com/languages. If you do not see the language you need, please contact your account representative or customer service at wecare@languageline.com to determine if an interpreter is currently available. We also offer American and Mexican Sign Language through LanguageU℃.

Acholi	Edo	Italian	Moldavan	Sudanese Arabic
Afrikaans	Estonian	Jakartanese	Mongolian	Sundanese
Akan	Ewe	Japanese	Montenegrin	Susu
Albanian	Fante	Javanese	Navajo	Swahili
Amharic	Farsi	Kanjobal	Neapolitan	Swedish
Arabic	Fijian Hindi	Karen	Nepali	Sylhetti
Armenian	Finnish	Karenni	Nigerian Pidgin	Tagalog
Ashante	Flemish	Kashmiri	Norwegian	Taiwanese
Assyrian	French	Kikuyu	Oromo	Tajik
Azerbaijani	French Canadian	Kinyarwanda	Pahari	Tamil
Azeri	Fukienese	Kirundi	Papago	Telugu
Bajuni	Fula	Korean	Papiamento	Thai
Bambara	Fulani	Kosovan	Pashto	Tibetan
Basque	Fuzhou	Kotokoli	Patois	Tigre
Behdini	Ga	Krio	Pidgin English	Tigrinya
Belorussian	Gaddang	Kurdish	Polish	Toishanese
Bengali	Gaelic	Kurmanji	Portuguese Creole	Tongan
Berber	Gaelic-Irish	Kyrgyz	Portuguese	Toucouleur
Bosnian	Gaelic-Scottish	Lakota	Pothwari	Tshiluba
Bravanese	Georgian	Laotian	Pulaar	Turkish
Bulgarian	German	Latvian	Punjabi	Twi
Burmese	Gorani	Lingala	Putian	Ukrainian
Cambodian	Greek	Lithuanian	Quichua	Urdu
Cantonese	Gujarati	Luganda	Romanian	Uyghur
Catalan	Haitian Creole	Luo	Russian	Uzbek
Chaldean	Hakka	Maay	Samoan	Vietnamese
Chamorro	Hakka-Chinese	Macedonian	Serbian	Visayan
Chao-chow	Hausa	Malay	Shanghainese	Welsh
Chavacano	Hebrew	Malayalam	Shona	Wolof
Chin	Hindi	Maltese	Sichuan	Yiddish
Chuukese	Hmong	Mandarin	Sicilian	Yoruba
Cree	Hungarian	Mandingo	Sinhalese	Yupik
Croatian	Ibanag	Mandinka	Slovak	
Czech	Ibo	Marathi	Somali	
Dakota	Icelandic	Marshallese	Sorani	
Danish	Igbo	Mien	Spanish	
Dari	Ilocano	Mina		
Diula	Indonesian	Mirpuri		
Dutch	Inuktitut	Mixteco		

FOR MORE INFORMATION VISIT:
www.LanguageLine.com

Interpreter Code of Ethics

Interpreter Code of Ethics

The LanguageLine Solutions Interpreter shall limit him/herself to interpreting. While performing his/her professional duties, the Interpreter shall not give advice, express personal opinions, or engage in any other activity that may be construed to constitute a service other than interpreting. The LanguageLine Solutions Interpreter shall comply fully with this Code of Ethics.

CONFIDENTIALITY — The LanguageLine Solutions Interpreter shall respect all confidences received in the course of interpretation. All information gained by the Interpreter in the course of his/her professional duties shall remain strictly confidential. This information shall not be communicated, published or in any way, divulged to any organization or person, other than the organization or person engaging the services of the Interpreter.

ACCURACY AND COMPLETENESS — The LanguageLine Solutions Interpreter shall render, to the best of his/her ability, a complete and accurate interpretation without altering or omitting anything that is stated. Interpreter shall neither add to what is said nor provide an unsolicited explanation.

IMPARTIALITY — The LanguageLine Solutions Interpreter shall be impartial and unbiased and shall refrain from conduct that may give an appearance of bias. He/she shall neither allow personal opinions to interfere with his/her duties nor add unsolicited comments or make recommendations except to assist communication.

CONFLICT OF INTEREST — The LanguageLine Solutions Interpreter shall disclose any real or perceived conflict of interest. He/she shall not take personal advantage, financial or otherwise, of information obtained in the course of his/her work.

DISQUALIFICATION AND IMPEDIMENTS — The LanguageLine Solutions Interpreter shall, at all times, assess his/her ability to maintain LanguageLine Solutions' highest standards for professional interpretation. He/she shall immediately convey any reservations about his/her ability to successfully complete the assignment for the client. The Interpreter shall decline any assignment he/she believes to be beyond his/her technical knowledge or linguistic ability.

ACCREDITATION — The Interpreter shall only interpret for the language(s) for which he/she is authorized to interpret by LanguageLine Solutions and as certified by LanguageLine Solutions.

PROFESSIONAL COURTESY — Interpreter shall provide excellent customer service. He/she shall maintain a professional demeanor, be courteous and use the tone of voice appropriate to the situation. Interpreter shall defer to instructions from clients.

PROFESSIONAL DEVELOPMENT — Interpreter shall continually improve his/her skills and knowledge. Interpreter shall maintain and improve his/her Interpreter skills and knowledge through activities such as professional training or education and interaction with colleagues and specialists in related fields. The Interpreter shall keep informed of, adhere to, and conform his/her practices to LanguageLine Solutions policies and guidelines that relate to his/her professional duties.

HIGH STANDARDS OF CONDUCT — The LanguageLine Solutions Interpreter shall act at all times in accordance with the standards of conduct and decorum appropriate to his/her profession as an Over-the-Phone Interpreter.

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096

SCHREIBER

Written Document Translation

Schreiber Translations, Inc.

Not only are our translators experts in more than 100 languages, they are also experts in the language of the Limited English Proficient (LEP) community.

STI - Expert translators for the **LEP** community:

The depth of our LEP translation experience speaks for itself. A few examples of recent and rewarding projects include...

- Translation of hundreds of education-related documents & forms into four languages for a local public school system in Maryland.
- Translation of various notices & forms for the Oakland Housing Authority in California in Cantonese, Russian, Spanish, and Vietnamese.
- Translation & Desktop Publishing of public health informational brochures into Amharic, Chinese, Khmer, Korean, Oromo, Punjabi, Somali, Tagalog, Tigrinya, and Vietnamese for a public health department in Washington State.
- Translation of various informational sheets for the USCIS "E- Verify" program in over 15 languages.

A few of our clients . . .

State of Maryland- Numerous Agencies

Seattle-King County Public Health Department

State of Oklahoma

Loudoun, Fairfax, and Arlington Counties in Virginia

Oakland Housing Authority

District of Columbia Government- Numerous Agencies

U.S. Citizenship and Immigration Service

Washington Hospital Center

Whitman-Walker Clinic

Chevy Chase bank

Transportation Security Administration

Houston Associates (A Raytheon Company)

Immigration Solutions Group, PLLC

English:
Get the information you need to make a sound decision about your housing and financial future before foreclosure.

Chinese:
在被取消赎回权之前获取所需信息，
以便就您的房产和财务前景作出合理决定．

Spanish:
Obtenga la información que necesita para tomar una decisión acertada acerca de su vivienda y de su futuro financiero antes de llegar a un juicio hipotecario.

What 30 years of translation service to the LEP community means to you- We are a leading provider of LEP document translation services to numerous federal, state, and local governments agencies , as well as private corporations. We understand the particular challenges of communicating with the non-English-speaking American public in their own languages, which is why the State of Maryland, and the U.S. Citizenship & Immigration Service among many others rely on us time and again.

About Us- Established in 1984, Schreiber Translations, Inc. (STI) is one of the nation's leading LEP language services providers. STI's clientele of more than 500 government and private sector organizations turn to us for translation, multilingual Desktop Publishing (DTP), and website localization services in more than 100 languages. Our customers turn to us because of our proven commitment to providing high-quality, cost-effective translations on-time, every time!

There is no project too big or too small.
Visit **www.schreibernet.com** • E-mail **translation@schreibernet.com** • Call **1-800-822-3213**

Certified Language Translation and Content Translation

Text (Written) Translation

We provide precise, accurate and certified translations in any discipline, of any type of material from English into any language and any language into English. All of our translations are completely edited and undergo our multi-step Quality Control Process. There is no subject matter too obscure or too specialized for us to handle – examples of those we deal with most often are: patents, marketing, business, law, medicine, science, engineering, military/defense, computers, information technology and more. The types of materials we handle routinely include correspondence, public service information, legal agreements, corporate brochures and literature, scientific articles, patent applications, technical drawings, manuals, research papers, presentations, regulatory documents, product specifications and more - see our Areas of Expertise for more information. These translations can be provided as any type of hard copy or electronic file.

Editing

We provide two kinds of editing services – editing and proofreading. Both services apply to previously translated materials and it is important to specify which kind you are interested in. As part of the editing process, we will review the translated document thoroughly, comparing it to its original counterpart. The translation will be checked for translation accuracy as well as for grammatically and idiomatically correct language. The translation will also be checked for completeness and accuracy of transcription, where applicable. The proofreading process involves checking mainly for grammatically and idiomatically correct language in a translated text, but does not involve checking for translation accuracy or completeness as it does not involve the comparison of the translated text to its original counterpart. Unless otherwise requested, both services focus on the content of the material and not on the formatting or layout.

Abstracting

Abstracts are a cost-effective way for you to gain, or provide, the gist of a document's contents in a language other than the one in which it was written. We can provide summaries of foreign text in English, or in foreign languages of English texts. The abstracts will generally average 200 words or less, will be written in complete sentences and will include the purpose, scope, and conclusion of the document in question.

AD ASTRA, INC.

On-Site Interpretation Services

Business should be a Pleasure ©

New Client Profile Form

Please fill out the form below, and contact heather at heather@ad-astrainc.com or 301-408-4242 x 112 if you have any questions. The more information you can provide, the better. Ad Astra will use this information to build a complete profile on your agency, which will allow for quicker filling of interpreting requests, and more accurate billing.

AGENCY NAME:

MAIN POINT OF CONTACT:

POC PHONE NUMBER:

POC EMAIL ADDRESS:

LIST OF PEOPLE AUTHORIZED TO MAKE REQUESTS: If there is not a specific list of requestors, please indicate if ANYONE is allowed, or if specific groups are allowed, ie: Caseworkers

DOES YOUR FACILITY FALL UNDER AN UMBRELLA AGENCY? Yes
IF YES, WHAT FACILITY?

TO WHOM SHOULD INVOICES BE SENT?
SHOULD INVOICES BE:
☐ EMAILED
☐ FAXED
☐ MAILED
PLEASE PROVIDE ADDRESS INFO FOR SUBMITTING REQUESTS

PLACING REQUESTS:
How would you like to place requests?

☐ BY EMAIL
☐ BY PHONE
☐ BY FAX
☐ VIA ONLINE SCHEDULING SYSTEM

FILLING REQUESTS:
How would you like to receive confirmations?

☐ BY EMAIL
        For email, let us know what time you would like to receive the confirmation, what information should be in the confirmation, how frequently you would like to receive them, who they should be sent to, etc:
☐ BY PHONE
        For phone, let us know what time you would like to receive the confirmation, how frequently you would like to receive them, what number we should be calling, etc:
☐ BY FAX

New Client Profile Form

For fax, let us know what time you would like to receive the confirmation, what information should be in the confirmation, how frequently you would like to receive them, who they should be sent to, etc

PLEASE PROVIDE A LIST OF FACILITIES W/ADDRESSES
☐ (CHECK HERE IS YOU WILL BE ATTACHING A FACILITY LIST TO YOUR EMAIL)

PLEASE PROVIDE INFORMATION ABOUT THE TYPES OF ASSIGNMENTS YOUR FACILITY USUALLY REQUESTS:

IS THERE ANY ADDITIONAL INFORMATION THAT WOULD BE HELPFUL FOR PLACING OR FILLING REQUESTS?

Language Identification Card
If you need an interpreter, please point to your langauge.

Albanian: Shqip Nëse keni nevojë për përkthyes, tregoni gjuhën tuaj.	**Arabic** :عربي إذا كنت في حاجة إلى مترجم، أشر إلى اللغة المطلوبة
Armenian: Հայերեն Եթե դուք թարգմանիչի կարիք ունեք, խնդրում ենք մատնանշել ձեր լեզուն:	**Bosnian**: Bosanski Ako vam je portreban prevodilac, označite vas jezik.
Cambodian: ខ្មែរ បើអ្នកសំឡោកត្រូវការអ្នកបកប្រែ សូមចង្អុលទៅកាន់ភាសារបស់ខ្លួន	**Croatian**: Hrvatski Ako vam je potreban prevodilac, označite vas jezik.
Dutch: Nederlands Als u een tolk nodig hebt, wijs dan uw taal aan.	**Farsi**:فارسي اگر به مترجم احتیاج دارید لطفا با انگشت زبان خود را نشان دهید.
Finnish: Suomi Jos tarvitset tulkin, osoita haluamaasi kielivalintaa.	**French**: Français Si vous avez besoin d'un interprète, indiquez votre langue.
German: Deutsch Bitte zeigen Sie auf Ihre Sprache, wenn Sie einen Dolmetscher brauchen.	**Greek**: Ελληνικά Εάν χρειάζεστε διερμηνέα, παρακαλώ δείξτε τη γλώσσα σας.
Gujarati: ગુજરાતી જો તમારે ભાષાંતરકર્તાની જરૂર હોય તો તમારી ભાષા તરફ ચીંધો.	**Haitian Creole**: Kreyòl Ayisyen Si w bezwen yon entèprèt, montre ki lang ou pale.
Hebrew: עברית אם הנכם זקוקים למתורגמן, הצביעו על השפה שלכם.	**Hindi**: हिन्दी यदि आप को भाषा अनुवादक की आवष्यकता हो, तो अपनी भाषा की ओर इषारा करें।
Hmong: Hmoob Yog koj xav tau tus neeg pes lus, taw tes rau koj yam lus.	**Hungarian**: Magyar Ha tolmácsra van szüksége, mutasson anyanyelvére.
Ibo: Ibo! Oburu na ichoro onye nkowa okwu, tuo aka na asusu gi	**Italian**: Italiano Se avete bisogno di un interprete, puntate alla vostra lingua.
Japanese: 日本語 通訳をお捜しの場合、必要な言語を指し示してください。	**Korean**: 한국어 통역서비스가 필요한 언어를 선택하십시오.
Laotian: : ພາສາລາວ ຖ້າຫາກຕ້ອງການຊ່ວຍແປພາສາລາວ ຈົ່ງຊີ້ໃສ່ພາສາທີ່ທ່ານຕ້ອງການ	**Latvian**: Latviešu Ja Jums ir vajadzīgs tulks, lūdzu, norādiet Jūsu valodu.
Norwegian: Norsk Pek på ditt språk hvis du trenger hjelp av en oversetter.	**Polish**: Polski Jeśli potrzebują Państwo tłumacza, proszę wskazać na swój język.
Portuguese: Português Se precisa de um intérprete aponte para o nome da língua que fala.	**Punjabi**: ਪੰਜਾਬੀ ਜੇ ਤੁਹਾਨੂੰ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਸੰਕੇਤ ਕਰੋ!!!
Romanian: Română Daca aveti nevoie de un interpret, va rugam indicati catre limba vorbita	**Russian**: Русский Если Вам нужен переводчик, укажите свой язык.
Serbian: Српски Ако Вам је потребан преводилац, означите Ваш језик.	**Somali**: Soomaali Hadaad u baahan tahay qof kuu turjuma, tilmaamo luqadaada.
Spanish: Español Si necesita un intérprete, señale su idioma.	**Swedish**: Svenska Om du behöver tolk, var god peka på ditt språk.
Tagalog: Tagalog Kung kailangan ninyo ng interpreter o tagasalin, ituro ang inyong wika.	**Tamil**: தமிழ் மொழிபெயர்ப்பு தேவையென்றால் தங்களின் மொழியைக் குறிப்பிடவும்.
Thai: ไทย หากท่านต้องการล่าม กรุณาชี้ที่ภาษาของท่าน	**Vietnamese**: Tiếng Việt Nếu cần thông dịch viên xin hãy chỉ vào ngôn ngữ của quý vị.
Yiddish: אידיש אויב איר נויטיגט זיך אין א דאלמעטשער, ביטע צייגט אן אייער שפראך	**Yoruba**: Ede Yoruba Ti o ba nilo ogbufọ, jọwọ tọka si ede rẹ

	Simplified Chinese	Traditional Chinese
Cantonese	粤语	粵語
Chaochow	潮州话	潮州話
Fukienese	福建话	福建話
Fuzhou	福州话	福州話
Mandarin	普通话	國語
Shanghai	上海话	上海話
Taiwanese	台湾话	台語
Toishanese	台山话	台山話
Ning Po	宁波话	寧波話
	如果您需要译员，请指向您的语言。	如果您需要譯員，請指向您的語言。

Please contact Ad Astra, Inc. to schedule on-site interpreter services.
Contact information is on the reverse of this card.

Interpreter Request Instructions

To place a request by phone: **(800) 308-4807**

To place a request via fax: **(301) 408-4448**

To place a request via online
scheduling system, go to: **http://ad-astrainc.com/starmd**

To place a request via email: **interpreting@ad-astrainc.com**

Information you will need to place a request:

- **-Date and time of the request**
- **-Length of the assignment**

- **-Location of the assignment** (full address, suite number,
    room number, department name, etc.**)**

- **-Name of an on-site point of contact**
- **-Phone number of the on-site point of contact**

- **-Name of Patient/End User**
- **-Language of Patient/End User**
    -Regional dialect, or country of origin, if known

- **-Type of appointment** (medical, psychiatry, social services,
    legal/court, etc.**)**

- **-Any other details** that would be helpful for Ad Astra staff
    in scheduling the interpreter

Interpreter Request Form

Please fill out form completely	
Requesting Agency	
Agency Address	
Requestor's Name	
Requestor Phone	
Date Request Placed	

Assignment Information	
Language Requested	
Dialect (if applicable)	
End User Name	
Date of Assignment	
Assignment Start Time	
Assignment End Time	
Address of Assignment	
Building	
Floor/Room/Dept/Suite	

Point of Contact Information	
POC's name	
POC's phone	
Alternate POC	

Request Details (Type of appointment, Language preference, Specific interpreter requested, specific gender requirements, etc…Please be SPECIFIC)

Visual Communication

Services for individuals who are Deaf or Hard of Hearing

FACT SHEET
Visual Communication Services (VCS)

DESCRIPTION OF VCS

The Department of Budget and Management (DBM) awarded ten Contractors to provide Visual Communication Services for individuals who are **deaf or hard of hearing**. These services provide an on-demand, easy to use, cost-effective source of **sign language interpreters** and **computer assisted real-time transcription** (CART).

VCS CATEGORIES

The categories of Visual Communication Services for the deaf and hard of hearing are:

(Category I)	**On-Site** Interpretation (sign language in-person)	Real-time, in-person visual language interpretation, such as American Sign Language, Pidgin Signed English, Signed Exact English (I and II), Oral, Tactile and/or Cued Speech.
(Category II)	**On-Site** Computer Assisted Real-Time Transcription (CART)	The instant verbatim translation of the spoken word into English text performed on-site by a CART provider using a stenotype machine, notebook computer and real-time software.
(Category III)	Video **Remote** Interpretation (VRI) (sign language by video)	Requires the interpreter to use video conferencing equipment to provide visual language interpreting services from an off-site location to the individual requiring the visual language interpretation service.
(Category IV)	**Remote** Computer Assisted Real-Time Transcription (CART)	The instant verbatim translation of the spoken word into English text by a remote CART provider using a computer and real-time software through an Internet or telephone connection from an off-site location.

ARRANGING VCS SERVICES

In order to arrange Visual Communication Services, the type of service needed and region must be determined.

Per the ADAAA, Title II, Subpart E(b)(1)

THE CONSTITUENT'S PREFERRED REQUEST SHOULD BE GIVEN <u>PRIMARY</u> <u>CONSIDERATION</u>.

STEP 1: Visit the DBM Visual Communication Services website to select the service at:
http://dbm.maryland.gov/contractors/swcontracts/Pages/VCSContractHome.aspx.

STEP 2: Identify the Region where services will be rendered.
NOTE: This region is identified by the location of the meeting, <u>not</u> the billing address.

STEP 3: Contact the **#1 ranked Contractor** to set-up an account.
When naming your office, state "*Department of Health and Mental Hygiene*" <u>before</u> providing the office information. **The Contractor will provide a UserID and Password that will allow access to their website to request services.**

STEP 4: Receive confirmation for your request.

NOTE: ONLY If the #1 ranked Contractor has <u>documented</u> that they cannot provide the service *or* if the Contractor fails to confirm the assignment within the <u>specified time frame</u>, is the #2 ranked Contractor afforded the assignment.

Follow steps 1 and 2, then proceed to the next ranked vendor by selecting "NO" to the confirmation of services question listed at the bottom of the webpage.

Please refer to the Visual Communication Services "***WEBPAGE GUIDANCE***" sheet for screen shots of the steps.

FACT SHEET
Visual Communication Services (VCS)

CONFIRMATION TIMEFRAMES

Contractors must confirm within:

- 1 day for requests made 3-5 days in advance, or
- 2 days for requests made 6-29 days in advance, or
- 5 days for requests made 30 days or more in advance

EMERGENCY & EXPEDITED REQUESTS

Due to the nature of emergencies that may arise, expedited and emergency requests may follow a different ordering process than Standard/Routine assignments.

For both emergency and expedited requests, the agency must **verbally contact** each Contractor **in order** of highest-ranked to lowest-ranked until a confirmation of assignment is completed.

RATES FOR SERVICES

Rates for services are billed as Standard/Routine, Non-Standard/Routine, Expedited, Emergency, or Holiday. Non-Standard/Routine, Expedited, Emergency, and Holiday requests incur additional charges.

There is a minimum of two (2) hours for Visual Communication Services under **Categories I and II** (on-site sign-language and on-site CART). Sign-language interpretation services lasting more than 90 minutes require a minimum of two interpreters. If more than one sign-language interpreter is required, each interpreter is paid the hourly rate. There is a minimum of ten (10) minutes for Visual Communication Services under both **Category III and Category IV** (video remote interpretation and remote CART).

Cancellation fees vary by service category and when notice was given. Before paying for services rendered, agencies should verify that the hours and rates charged on the invoice are accurate.

Please refer to the Visual Communication Services "***RATE SHEET***" for Contractor rates.
The rates listed represent one interpreter

NOTE: The rate sheet for Visual Communication Services is an internal confidential document.
It is not to be shared with offices or agencies outside of DHMH.
To obtain the VCS Rate Sheet, contact Tina Smith at (410) 767-6597 or email Tina.Smith1@maryland.gov.

ADDITIONAL INFORMATION

The Visual Communication Services contract went live on January 1, 2014 and extends through December 31, 2016, with two one-year renewal options. Interpretation services are available 24 hours a day, 365 days a year. The interpreters under the Visual Communication Services contract are all licensed or certified. For a more detailed description of available sign-language or computer assisted real-time transcription (CART) services, visit the Office of the Deaf and Hard of Hearing's website: http://odhh.maryland.gov/icctcscs.html

If you have questions or concerns relating to the Contractors or visual communication services contract, please contact the DBM Visual Communication Services Administrator, Joy Epstein, at (410) 260-7570 or send an email to Joy.Epstein@maryland.gov.

You may also contact the DHMH Office of Equal Opportunity Programs, Equal Access Compliance Unit, at (410) 767-6597 or email Tina.Smith1@maryland.gov with questions or concerns relating to billing and DHMH accounts with the Contractors.

Please note that each DHMH office must contact the Visual Communication Services Contractors
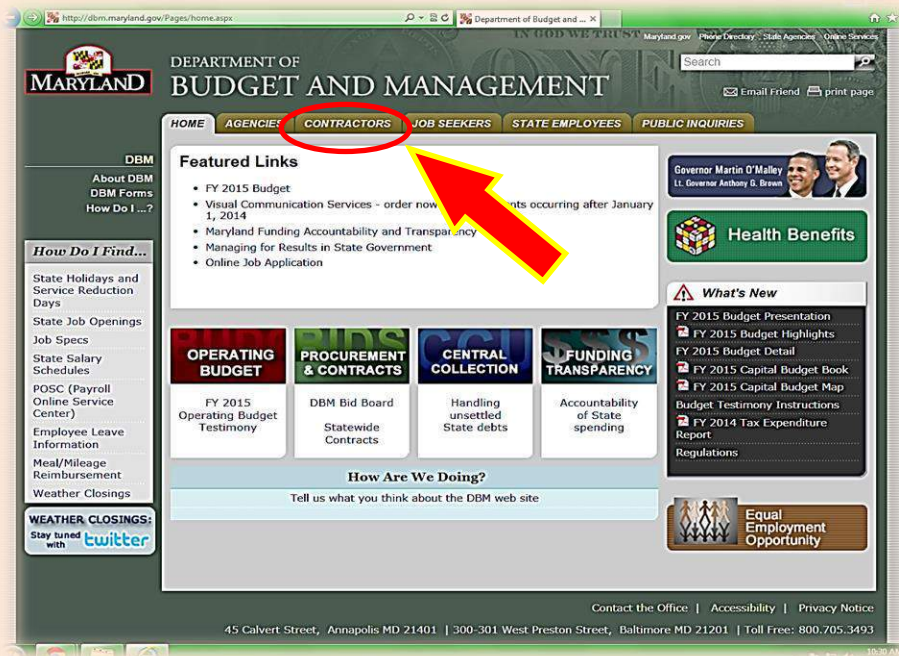*to set-up their own account and arrange services.*
Services are not arranged for the offices by DBM or the DHMH Office of Equal Opportunity Programs
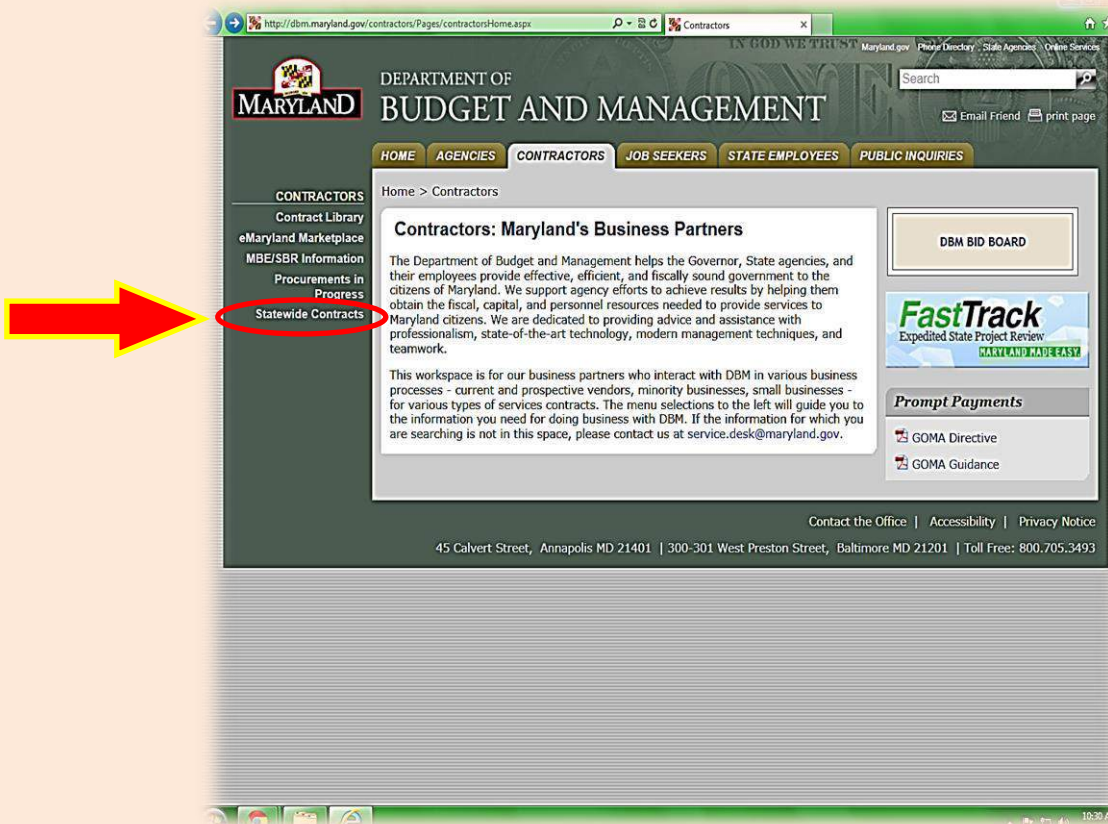
VISUAL

COMMUNICATION

SERVICES

Webpage Guidance

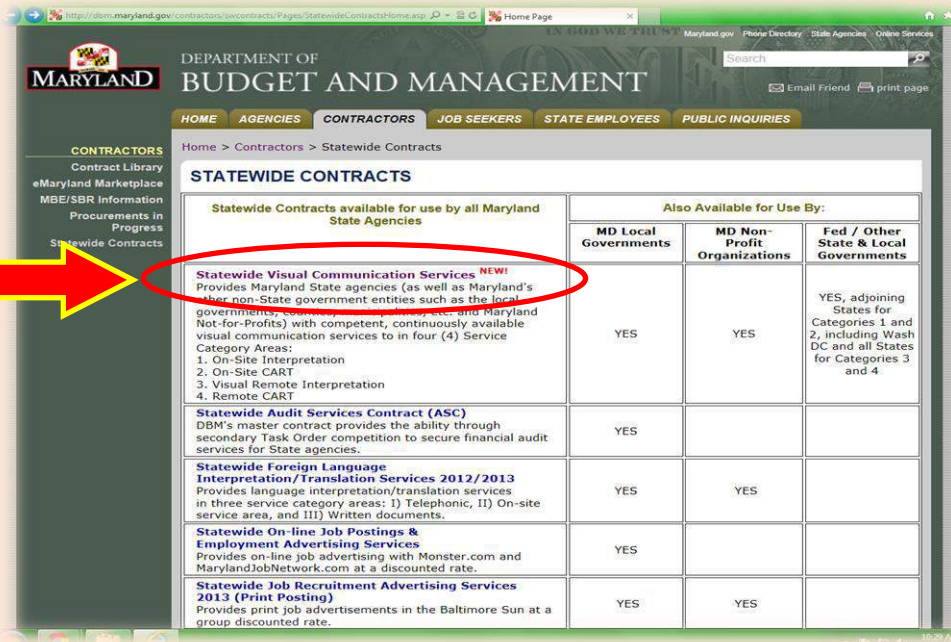**#1:** Visit the Department of Budget and Management's website: **www.dbm.maryland.gov**

#2: Click "**Contractors**"

#3: Click "**Statewide Contracts**"

#4: Click "**Statewide Visual Communication Services**"

| You should arrive at the VISUAL COMMUNICATION SERVICES webpage |
| :---: |

#5: Select the **TYPE OF SERVICE** you require from the four options:

1. <u>On-Site</u> Interpretation (in-person sign language interpreter)
2. <u>On-Site</u> CART (Computer Assisted Real-Time Transcription)
3. Visual <u>Remote</u> Interpretation (sign language interpretation by video)
4. <u>Remote</u> CART (Computer Assisted Real-Time Transcription)

#6: **Select the REGION**

NOTE: Identify the Region by the **location where the meeting will be held,** not by the billing address.
The Contractors vary by Region.

<div align="center" style="background-color:#9cc63e;">
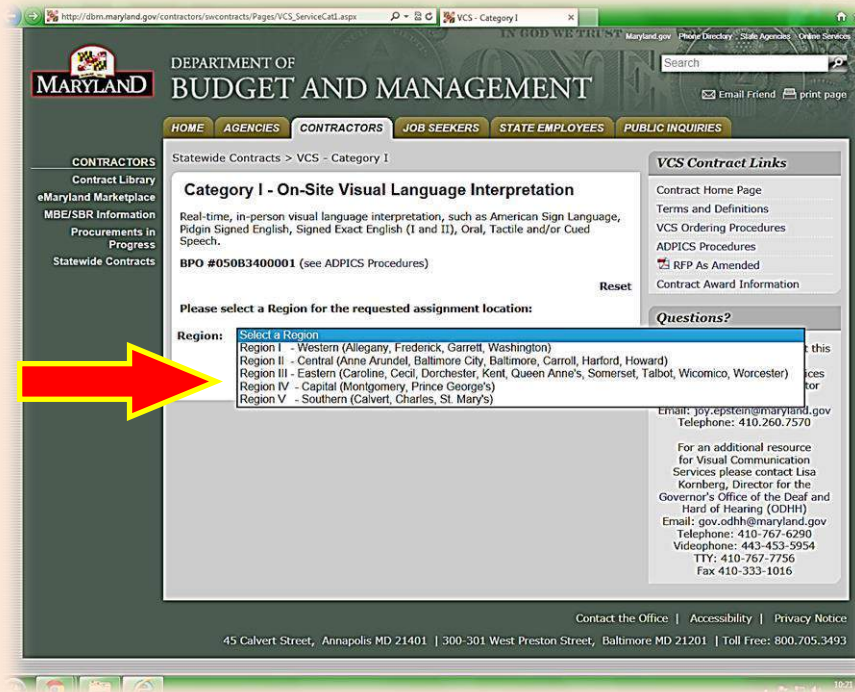
EXAMPLE

</div>
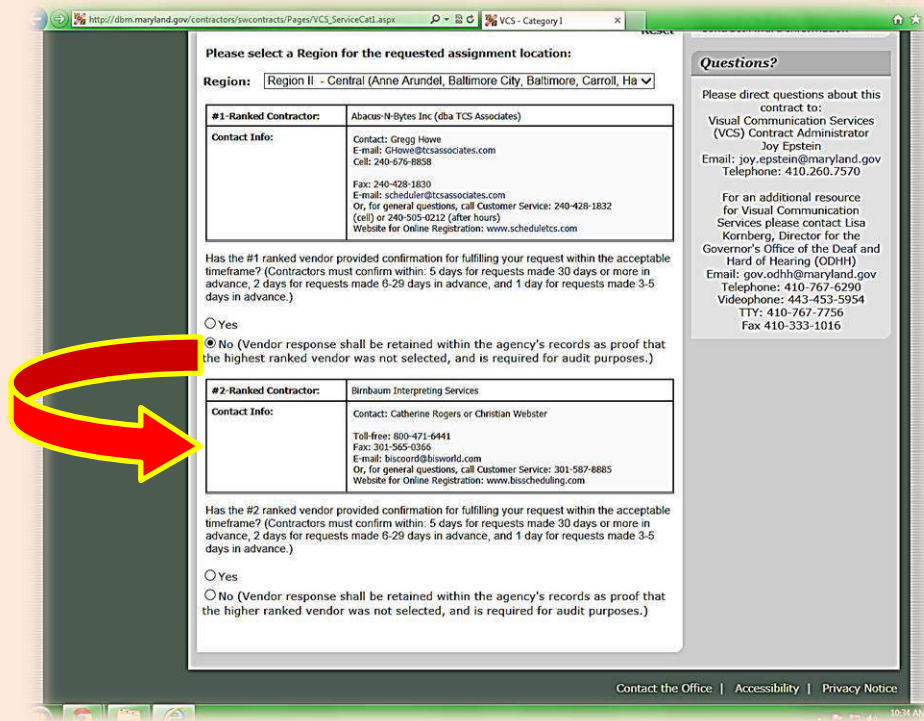
For Region II, the **#1 ranked Contractor** is "*Abacus-N-Bytes, Inc.*"

Note: The Contractor(s) must be contacted for services in ranking order, starting with the #1 ranked Contractor.
Remember, the Contractors vary by Region.
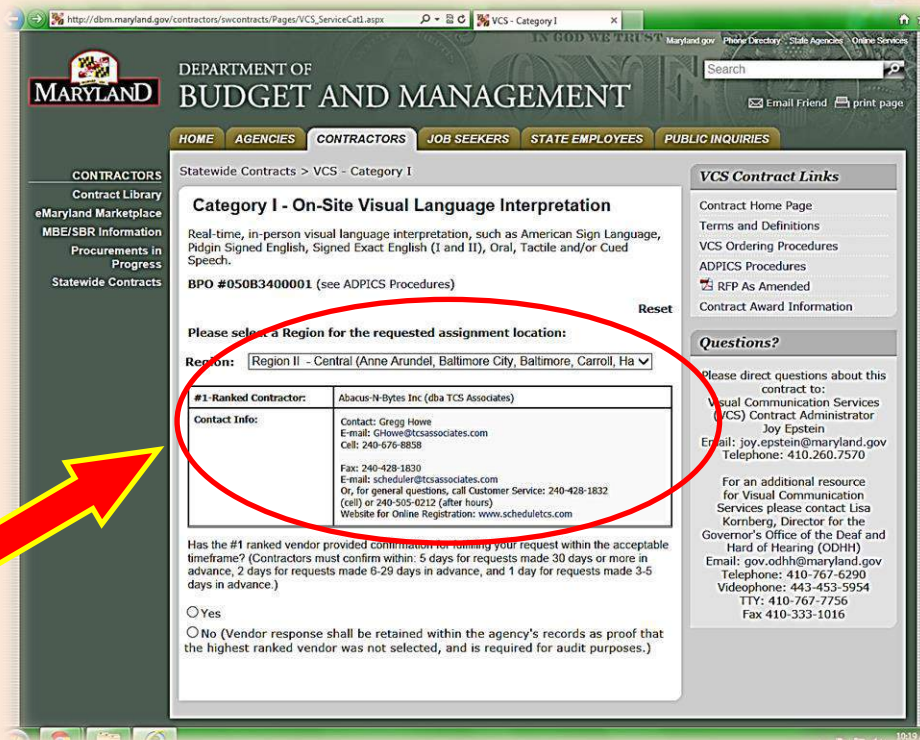
If the #1 ranked Contractor is unable to provide Visual Communication Services or does not respond within the required timeframe, select **"NO"** and the **#2 ranked Contractor will appear**.

Contact the #2 ranked Contractor to request Visual Communication Services.

Request Timeframes and Response Times per RFP § 1.1.3.1 and RFP § 1.1.3.2 and RFP § 1.1.3.4

Request Timeframes and Response Times for On-Site Categories Requests								
Category of Services	**Longer Term Request**	**Response Time**	**Medium Term Request**	**Response Time**	**Shorter Term Request**	**Response Time**	**Expedited Request***	**Emergency Request***
On-Site (Category I)	**30** Days or >	**5** Days	**6 - 29** Days	**2** Days	**3 - 5** Days	**1** Day	< than **72** Hrs. Notice	Within **24** Hrs. Notice
On-Site CART (Category II)	**30** Days or >	**5** Days	**6 - 29** Days	**2** Days	**3 - 5** Days	**1** Day	< than **72** Hrs. Notice	Within **24** Hrs. Notice
Request Timeframes and Response Times for Off-Site Categories Requests								
VRI (Category III)	The Primary Contractor will receive the Assignment first. If the Primary is unavailable or does not respond within the required timeframe stated on the request, the Secondary Contractor will receive the award.							
Remote CART (Category IV)	The Primary Contractor will receive the Assignment first. If the Primary is unavailable or does not respond within the required timeframe stated on the request, the Secondary Contractor will receive the award.							

Note: Days are Calendar Days. If no Contractor is available in the Region, the request may go to all remaining Contractors who have awards in other Regions and be fulfilled by the first Contractor to respond.

*Verbal requests allowed with a written follow-up within 5 days

VISUAL

COMMUNICATION

SERVICES

Terms & Definitions

The following terms apply to ALL SERVICE CATEGORIES

TERM	DEFINITION
On-Site Computer Assisted Real-time Transcription (CART)	Computer Assisted Real-time Transcription performed at the assignment location.
Assignment	The work which results from Routine, Emergency and Expedited Requests for services submitted to the awarded Contractor(s).
Computer Assisted Real-time Transcription (CART)	The instant verbatim translation of the spoken word into English text by a CART provider using a stenotype machine, notebook computer and real-time software. Also known in the industry as Communication Access Real-time Translation.
Contractor	A selected Contractor / Offeror that is awarded a contract by the State.
Cued Speech Transliteration	Mode of communication in which the interpreter uses eight hand-shapes in four locations ("cues") in combination with the natural mouth movements of speech to clarify ambiguous mouth movements for lip readers.
DBM	Maryland Department of Budget and Management
Highest Ranked Contractor (#1st-ranked Contractor)	The Contractor that must be contacted **first** for Visual Communication Services. The highest-ranked Contractors rates have been deemed the most advantageous to the State. Contractors with the highest overall ranking will be selected first in each Region. Only if the #1st-ranked Contractor has not responded to requests for services within the acceptable timeframe or if the #1-ranked Contractor is unable to service the agency should the next ranked Contractor(s) be contacted. Contractors are ranked in the following order: #2nd-ranked; #3rd ranked; #4th-ranked; and #5th-ranked.
Holidays	Observed Holidays under the Visual Communication Services contract are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Each Holiday will start at 12 a.m. and end at 11:59 p.m. on that day.
Interpreter	A sign language interpreter is a person trained in translating between spoken and a signed language. This usually means someone who interprets what is being said and signs it for someone who can't hear, but understands sign.
Lowest Ranked Contractor (#2nd-ranked; #3rd-ranked; #4th-ranked; and #5th-ranked)	The Contractor(s) that may be contacted **after** the initial request for services have been requested from the highest ranked (first) Contractor. Only if the #1st-ranked Contractor has not responded to requests for services within the acceptable timeframe or if the #1-ranked Contractor is unable to service the agency should the next ranked Contractor(s) be contacted. Contractors are ranked in the following order: #2nd-ranked; #3rd ranked; #4th-ranked; and #5th-ranked.

Non-Routine Travel	Travel to the location of an on-site Assignment beyond the thirty (30)-mile radius of the Base of Operations for which the Contractor will be reimbursed mileage. The first thirty (30) miles of Non-Routine travel conducted by automobile will be treated as Routine Travel and, as described in the definition, will not be reimbursed.
Non-Standard Hours	All hours not specified as standard hours.
OEOP	Department of Health and Mental Hygiene, Office of Equal Opportunity Programs
On-Site	Means that the Contractor must provide a Transcriber / Interpreter at the assigned location.
On-Site Visual Language Interpretation	Real-time, in-person visual language interpretation, such as American Sign Language, Pidgin Signed English, Signed Exact English (SEE1), Signed Exact English II (SEE2), Oral, Tactile and/or Cued Speech.
Optional Services (add-on)	Optional services consist of Oral Transliteration, Cued Speech Transliteration, SEE1, SEE2, Tactile Services, and interpretation provided by a Certified Deaf Interpreter (CDI). Due to the infrequent need for transliterators for these optional services, optional services may be requested under Categories I and III.

Category I (on-site sign language interpretation) optional services which may be requested from Contractors include, but are not limited to, Oral Transliteration, Cued Speech Transliteration, SEE1, SEE2, Tactile Services, and Certified Deaf Interpretation (CDI).

Category III (video remote interpretation) optional services which may be requested from Contractors include, but are not limited to, Oral Transliteration, Cued Speech Transliteration, SEE1, SEE2, and Certified Deaf Interpretation (CDI). |
| **Oral Transliteration** | The interpretive process by which oral interpreters convey information to clients who are deaf or hard of hearing and who rely solely on speech reading for communication. An oral interpreter enunciates, repeats, and/or rephrases a speaker's remarks using natural lip movements and gestures, carefully choosing the words that are more visible on the lips. |
| **Region** | The location (county) where the assignment will take place, in other words, the county where the interpreter will provide services.

The Region should <u>not</u> be chosen using the billing address unless the meeting will take place at the same location as the billing address. Contractors vary by Region and they are ranked in order from highest (first) to lowest (last). |
| **Remote Computer Assisted Real-time Transcription (CART)** | The instant verbatim translation of the spoken word into English text by a remote CART provider using a computer and real-time software through an Internet or telephone connection from an off-site location. |
| **Routine Travel** | Travel within a thirty (30)-mile radius of the interpreter's Base of Operations (i.e., the interpreter's home or business) to the location of an on-site assignment. There will be no payment for hourly/minute rates for travel time or reimbursement for any travel expenses for work performed within this radius. |

Seeing Essential English I (SEE1)	SEE1 uses American Sign Language (ASL) signs, but it implements English word order and other grammatical markers, such as conjugation. In SEE1, all compound words are formed as separate signs. SEE1 also uses the same sign for all homonyms-the same sign is used to sign *blue* and *blew*. Many gestures from ASL are initialized in SEE1. Grammatical markers also have signs of their own, including the *–ing* ending and articles such as *the*, which are not typically included in ASL. The verb "*to be*" is unique in SEE1; *is*, *am* and *are* can be signed in the same way, again using initialization.
Signing Exact English II (SEE2)	Many features of SEE2 are identical to the system used in SEE1. Initializations and grammatical markers are used in SEE2, but compound words with an equivalent ASL sign are used as the ASL sign. Signing Exact English uses more markers than the fourteen (14) used in SEE1.
Standard Hours	Standard hours are weekdays (Monday through Friday) from 8 a.m. to 11 p.m. Local time, excluding Holidays.
Tactile Interpretation	A technique where the client places his/her hands over the hands of the interpreter, in order to read signs through touch and movement. The interpreter should supply both auditory and visual information to the client.
User ID	The identification code assigned by the Contractor to the Requesting Agency / Entity for billing and contact purposes for services requested pursuant to the Contract(s) awarded through the Visual Communication Services contract.
Video Remote Interpretation (VRI)	Requires the interpreter to use video conferencing equipment to provide visual language interpreting services from an off-site location to the individual requiring the visual language interpretation service.

POLICIES

Limited English Proficiency
&
Annotated Code of Maryland

OFFICE OF DIVERSITY AND INCLUSION (ODI) /
EQUAL OPPORTUNITY PROGRAMS (EOP)

DHMH POLICY 01.02.05
Effective March 9, 2011

LIMITED ENGLISH PROFICIENCY (LEP) POLICY

I.   EXECUTIVE SUMMARY

In accordance with applicable State and federal law, the Department of Health and Mental Hygiene (DHMH) seeks to make programs, services, and benefits accessible to eligible individuals who, as a result of national origin, are limited in their English proficiency. The Department's ongoing efforts to make these programs, services and benefits accessible to persons with limited English proficiency (LEP) is consistent with the obligations imposed under Title VI of the Civil Rights Act of 1964 and the Annotated Code of Maryland, State Government Article, §§10-1101—10-1104.

This policy applies to those programs operated or funded by DHMH that provide services or benefits directly to the public; to grant-in-aid programs; and providers of health services, contractors and sub-contractors that receive federal or State funds, which are collectively referred to as "covered entities" in this policy.

Each covered entity that provides services or benefits DIRECTLY to the public shall develop language assistance procedures for 1) assessing the language needs of the population served; 2) translating both oral and written communications and documentation; 3) training staff in the language assistance program requirements; and 4) monitoring to assure that LEP individuals are receiving equal access to services and are not treated in a discriminatory manner.

The Fair Practices Officer in the DHMH Office of Diversity and Inclusion (ODI) shall monitor the LEP Policy compliance efforts of covered entities, and will, with the assistance of program designees, enforce this policy.

II.   BACKGROUND

Title VI of the Civil Rights Act of 1964 states that "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to, discrimination under any program or activity receiving Federal financial assistance."

The federal government has promulgated policies prohibiting national origin discrimination against persons with limited English proficiency. See Presidential Executive Order 13166, issued August 11, 2000, and U.S. Department of Health and Human Services–Office of Civil Rights Policy Guidance published in the Federal Register on August 30, 2000 [pp. 52762-52774] and August 8, 2002 [pp. 47311 to 47323]. In essence, these policies require federal fund recipients to take reasonable steps to create meaningful access to information and services provided at the State and local level. "What constitutes reasonable steps to ensure meaningful access will be contingent on a number of factors. Among the factors to be considered are the number or proportion of LEP persons

in the eligible service population, the frequency with which LEP individuals come in contact with the program, the importance of the service provided by the program, and the resources available to the recipient." Department of Justice Policy Guidance dated August 11, 2000.

The Annotated Code of Maryland,-State Government Article, §§10-1101--10-1104, also mandates that State departments, agencies, and programs take reasonable steps to provide equal access to public services for individuals with limited English proficiency. The law also requires certain "vital documents" to be translated into any language spoken by a LEP group that constitutes 3% of the overall population within a specified geographic area under specified circumstances.

This version DHMH 01.02.05 recodifies and supersedes an earlier version codified as DHMH 02.06.07, dated September 5, 2006. The changes to this version are administrative in nature and include changing the codification number, changing the office name and updating references and hyperlinks.

III.   POLICY STATEMENTS

A.   DEFINITIONS

1.   The definitions included in the Annotated Code of Maryland, State Government Article, §10-1102 are hereby included by reference in this policy.
http://www.michie.com/maryland/lpext.dll/mdcode/20422/210a0/2138c/21392?fn=document-frame.htm&f=templates&2.0#

2.   **"Appropriately trained"**- shall mean:
- proficiency in both English and the language spoken by the LEP individual;
- orientation or training that includes the ethics of interpreting; and,
- fundamental knowledge in both languages of specialized terms and concepts used in the subject program.

3.   **"Covered entities"** shall mean, to the extent that they provide services or benefits directly to the public:
- all administrations and programs operated or funded by DHMH;
- all grant-in-aid programs of DHMH;
- all health service providers, contractors, or subcontractors of DHMH that receive Federal or State funds.

"Covered entities" excludes any DHMH unit or other entity that does not provide services or benefits directly to the public including but not limited to the DHMH Office of Procurement and Support Services (OPASS), the Office of Human Resources (OHR), the Laboratories Administration, and the Health Occupation Boards.

4.   **"Fair Practices Officer"** shall mean the Executive Director, ODI, or his/her designee.

5.   **"Limited English Proficiency (LEP)"** shall describe someone who, as a result of his/her national origin cannot adequately understand or express oneself in a health care or social services setting using the spoken or written English language.

6.   **"Vital Documents"** shall mean documents that individuals applying for services or benefits from a covered entity must understand, respond to or complete in order to access the services/benefits or continue to receive the services or benefits. Vital documents also include documents that inform the participant of his/her rights under each covered entity.

B.   GENERAL POLICY STATEMENTS

It is the policy of DHMH that eligible applicants and recipients having limited English proficiency shall be provided with equal access to public services in accordance with State and Federal law. Through the adoption of this policy, DHMH seeks to enhance the quality and efficacy of the services provided to persons with limited English proficiency.

C.   RESPONSIBILITES

1.   The Office of Diversity and Inclusion (ODI) is responsible for monitoring the ongoing efforts of all DHMH units to comply with this policy.

2.   The Chief Administrative Officer of each DHMH unit shall be responsible for implementing this policy, with respect to the programs operated by that unit.

3   The Equal Opportunity Programs (EOP) will provide technical assistance by cataloging translation and interpreter resources.

4.   The EOP will monitor the efforts of covered entities to implement this policy and offer recommendations to enhance the effectiveness of these programs.

5.   Each principal DHMH unit and other covered entities identified by the Department will submit an annual report to the EOP beginning July 30, 2004. Subsequent annual reports will be submitted by July 30th of each year. The report shall include the following information:

a.   A summary of efforts to fully implement and improve LEP services during the reporting period;

b.   An outline of possible initiatives to enhance LEP services that might be implemented during the forthcoming reporting period;

c.   A listing of vital documents translated in accordance with this LEP policy;

d.   A description of the number of individual translator services provided to LEP individuals and the process used to deliver such services;

D.   LANGUAGE ASSISTANCE PROCEDURE

1.   Language assistance procedures will be developed for each covered entity subject to this policy. These procedures will take into consideration:

a.   The number or proportion of LEP persons eligible to be served or likely to be encountered by the covered entity;

b.   The frequency with which LEP individuals come in contact with the program;

c.   Nature and importance of the program, activity or service provided by the program to people's lives; and

d.   Resources available to the covered entity and costs.

2.   Language assistance procedures shall be designed and implemented so that the covered entity has the affirmative capability to communicate with the LEP individual.

3.   Covered entities shall take appropriate steps to make LEP individuals aware that they may request the services of an interpreter or have access to other appropriate communication aids. In accordance with legal mandates, these services shall be supplied by the program at no cost to the individual. Depending on the circumstances, notification may be given verbally by staff, posted at appropriate entry points throughout the facility, and/or printed on forms and brochures.

4.   Program staff will be instructed not to require/request that LEP persons utilize family members, especially minor children or friends as foreign language interpreters. The emotional involvement of family or friends with an LEP person can jeopardize interpretation and translation of critical information. Additionally, family or friends may not be adequately versed in the specialized terminology required for communication between the LEP person and the service provider.

5.   A person's own interpreter should only be used at the request of the LEP person, and when use of that interpreter would not compromise the effectiveness of services or violate the LEP individual's confidentiality. An LEP person's request to use his/her own interpreter will be noted in the individual's record.

6.   Covered entities shall take appropriate steps to secure access to community or contractual interpreter resources. These resources may be utilized in the event that the program does not have sufficient and/or competent in-house interpreter resources or in the event that in-house interpreter resources are not available for a specific language or at a specific time. All costs incurred through the use of a contractual interpreter will be paid by the covered entity.

7.   The procedures and information necessary for securing qualified foreign language interpreters, including contact information for both live interpreters and telephone service interpreters, shall be made available to employees, especially staff that are in direct contact with patients, family members, and program clients (e.g., physicians, nurses, aides, billing clerks, admissions personnel, etc).

8.   If the program utilizes in-house staff interpreters, these staff members will be appropriately trained to provide needed services.

9.   The covered entity shall maintain appropriate records of requests for communication assistance.

10.   Vital documents will be translated into appropriate languages and made available to LEP individuals.

> **EXCEPTIONS:** "Vital documents" does not include applications and examinations related to licensure, certification, or registration under the Annotated Code of Maryland: Health Occupation Article, Financial Institutions Article, and Business Regulation Article, within the jurisdiction of DHMH or DLLR.

11.   Modifications to Language Assistance Procedures will be made whenever necessary to ensure that LEP individuals have meaningful access to DHMH program services.
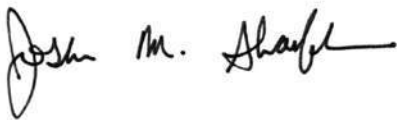
E.   COMPLIANCE

The Fair Practices Officer shall monitor the LEP Policy compliance efforts of each covered entity and will, with the assistance of program designees, enforce this policy. The Fair Practices Officer or designee shall investigate LEP complaints as it does other EOP complaints.

IV.   REFERENCES

- Title VI, Civil Rights Act of 1964, as amended.
  http://www.justice.gov/crt/grants_statutes/titlevi.txt

- *Lau v. Nichols*, 414 U.S. 563 (1974).
  http://laws.findlaw.com/us/414/563.htm

- Federal Executive Order No. 13166 signed on August 11, 2000.
  http://www.justice.gov/crt/lep/13166/eo13166.html

- U.S. Department of Health and Human Services,-Office of Civil Rights, Fact Sheet on Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient (LEP) Persons
  http://www.hhs.gov/ocr/civilrights/resources/specialtopics/lep/factsheetguidanceforlep.html

- Annotated Code of Maryland,-State Government Article, §§10-1101—0-1104.
  http://www.michie.com/maryland/lpext.dll/mdcode/20422/210a0/2138c?fn=document-frame.htm&f=templates&2.0#

APPROVED:

_____   <u>**March 9, 2011**</u>
Joshua M. Sharfstein, M.D., Secretary, DHMH   **Effective Date**

This version DHMH 01.02.05, effective March 9, 2011 recodifies and supersedes
   DHMH 02.06.07dated September 5, 2006.   **PAGE 5 OF 5**

Annotated Code of Maryland

*** Statutes current through Chapter 1 of the 2014 General Assembly Regular Session ***

STATE GOVERNMENT
TITLE 10. GOVERNMENTAL PROCEDURES
SUBTITLE 11. EQUAL ACCESS TO PUBLIC SERVICES FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

Md. STATE GOVERNMENT Code Ann. § 10-1101 (2014)

§ 10-1101. Legislative findings

The General Assembly finds that the inability to speak, understand, or read the English language is a barrier that prevents access to public services provided by State departments, agencies, and programs, and that the public services available through these entities are essential to the welfare of Maryland residents. It is the policy of the State that State departments, agencies, and programs shall provide equal access to public services for individuals with limited English proficiency.

HISTORY: 2002, ch. 141.

*** Statutes current through Chapter 1 of the 2014 General Assembly Regular Session ***

STATE GOVERNMENT
TITLE 10. GOVERNMENTAL PROCEDURES
SUBTITLE 11. EQUAL ACCESS TO PUBLIC SERVICES FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

Md. STATE GOVERNMENT Code Ann. § 10-1102 (2014)

§ 10-1102. Definitions

(a) In general. -- In this subtitle the following words have the meanings indicated.

(b) Equal access. -- "Equal access" means to be informed of, participate in, and benefit from public services offered by a State department, agency, or program, at a level equal to English proficient individuals.

(c) Limited English proficiency. -- "Limited English proficiency" means the inability to adequately understand or express oneself in the spoken or written English language.

(d) Oral language services. -- "Oral language services" includes various methods to provide verbal information and interpretation such as staff interpreters, bilingual staff, telephone interpreter programs, and private interpreter programs.

(e) Program. -- "Program" means all of the operations of a State department, State agency, or any other instrumentality of the State.

(f) Vital documents. --

(1) "Vital documents" means all applications or informational materials, notices, and complaint forms offered by State departments, agencies, and programs.

(2) "Vital documents" does not include applications and examinations related to the licensure, certification, or registration under the Health Occupations Article, Financial Institutions Article, Business Occupations and Professions Article, and Business Regulation Article within the jurisdiction of the Department of Health and Mental Hygiene or the Department of Labor, Licensing, and Regulation.

HISTORY: 2002, ch. 141; 2010, ch. 72.

Annotated Code of Maryland
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STATE GOVERNMENT
TITLE 10. GOVERNMENTAL PROCEDURES
SUBTITLE 11. EQUAL ACCESS TO PUBLIC SERVICES FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

Md. STATE GOVERNMENT Code Ann. § 10-1103 (2014)

§ 10-1103. Providing equal access to public services

(a) In general. -- Each State department, agency, or program listed or identified under subsection (c) of this section shall take reasonable steps to provide equal access to public services for individuals with limited English proficiency.

(b) Reasonable steps. -- Reasonable steps to provide equal access to public services include:

(1) the provision of oral language services for individuals with limited English proficiency, which must be through face-to-face, in-house oral language services if contact between the agency and individuals with limited English proficiency is on a weekly or more frequent basis;

(2) (i) the translation of vital documents ordinarily provided to the public into any language spoken by any limited English proficient population that constitutes 3% of the overall population within the geographic area served by a local office of a State program as measured by the United States Census; and

(ii) the provision of vital documents translated under item (i) of this paragraph on a statewide basis to any local office as necessary; and

(3) any additional methods or means necessary to achieve equal access to public services.

(c) Implementation schedule. -- The provisions of this subtitle shall be fully implemented according to the following schedule:

(1) on or before July 1, 2003, full implementation by:

(i) the Department of Human Resources;

(ii) the Department of Labor, Licensing, and Regulation;

(iii) the Department of Health and Mental Hygiene;

(iv) the Department of Juvenile Services; and

(v) the Workers' Compensation Commission;

(2) on or before July 1, 2004, full implementation by:

(i) the Department of Aging;

(ii) the Department of Public Safety and Correctional Services;

(iii) the Department of Transportation, not including the Maryland Transit Administration;

(iv) the Commission on Civil Rights;

(v) the Department of State Police; and

(vi) five independent agencies, boards, or commissions, to be determined by the Secretary of Human Resources, in consultation with the Office of the Attorney General;

(3) on or before July 1, 2005, full implementation by:

(i) the Comptroller of Maryland;

(ii) the Department of Housing and Community Development;

(iii) the Maryland Transit Administration;

(iv) the Department of Natural Resources;

(v) the Maryland State Department of Education;

(vi) the Office of the Attorney General; and

(vii) five independent agencies, boards, or commissions to be determined by the Secretary of Human Resources, in consultation with the Office of the Attorney General; and

(4) on or before July 1, 2006, full implementation by:

(i) the Department of Agriculture;

(ii) the Department of Business and Economic Development;

(iii) the Department of Veterans Affairs;

(iv) the Department of the Environment; and

(v) five independent agencies, boards, or commissions to be determined by the Secretary of Human Resources, in consultation with the Office of the Attorney General.

HISTORY: 2002, ch. 141; 2010, ch. 72; 2011, ch. 65, § 5; ch. 580.

*** Statutes current through Chapter 1 of the 2014 General Assembly Regular Session ***

STATE GOVERNMENT
TITLE 10. GOVERNMENTAL PROCEDURES
SUBTITLE 11. EQUAL ACCESS TO PUBLIC SERVICES FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY

Md. STATE GOVERNMENT Code Ann. § 10-1104 (2014)

§ 10-1104. Providing equal access to public services -- Entities not mentioned in § 10-1103 (c) of this subtitle

Each State department, agency, or program not listed or identified under § 10-1103 (c) of this subtitle shall monitor its operations to determine if the State department, agency, or program should take reasonable steps to achieve equal access to public services for individuals with limited English proficiency.

HISTORY: 2002, ch. 141.