



# Interpretation, Translation

&

# Visual Communication Services (VCS)

My Local LEP Coordinator (LLEPC): \_\_\_\_\_ Phone #: \_\_\_\_\_

My agency's client ID number for Language Line Services: \_\_\_\_\_

My agency's account number for Ad Astra: \_\_\_\_\_

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**

**2016 - 2017**

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



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\* THE RATES FOR VISUAL COMMUNICATION, INTERPRETATION AND TRANSLATION SERVICES ARE CONFIDENTIAL. DHMH EMPLOYEES MAY REQUEST RATE SHEETS BY CONTACTING THE OEOP EQUAL ACCESS COMPLIANCE UNIT AT (410) 767-6600.



## **PROVIDING EFFECTIVE COMMUNICATION**

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

### **Language Assistance for persons who speak limited English**

To ensure that persons with limited English skills can effectively access services offered by the Department of Health and Mental Hygiene, this packet is provided to staff as guidance on how to access the contractors who provide language access services in order to assist limited English proficient (LEP) constituents.

### **Visual Communication Services for persons who are deaf or hard of hearing**

To ensure that persons who are deaf or hard of hearing can effectively access services offered by the Department of Health and Mental Hygiene, this packet is provided to staff as guidance on how to obtain visual communication services in order to assist deaf and hard of hearing constituents.

All questions may be directed to the DHMH Office of Equal Opportunity Programs, Equal Access Compliance Unit, at (410) 767-6600 or visit the website at [www.dhmh.maryland.gov/oeop](http://www.dhmh.maryland.gov/oeop).



## 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](#) (pp. 8-9, section 2.2).

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

**All languages not 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 *	



*DHMH is committed to ensuring language access.  
To provide language access, contact the vendors below.*

## INTERPRETATION & TRANSLATION SERVICE PROVIDERS

For **TELEPHONIC SERVICES**, contact **LanguageLine Solutions, Inc.**

1 Lower Ragsdale Drive, Building 2 | Monterey, California 93940 | Contract Effective: 10/1/2012 – 9/30/2017

All DHMH entities have been assigned **LanguageLine Solutions client ID numbers** to arrange telephonic interpretation services. To request your entity client ID number, please contact your agency Limited English Proficiency (LEP) Coordinator or the DHMH Office of Equal Opportunity Programs, Equal Access Compliance Unit at (410) 767-6600. Registration takes 3-5 business days.

### **REGISTERED CUSTOMERS:**

- Telephonic Services Line: **1-866-874-3972** (Have your client ID # ready)
- Billing Inquiries: 1-800-752-6096, option 1
- Billing Inquiries website: [www.language.com/customer-service/billing/inquiry/](http://www.language.com/customer-service/billing/inquiry/)

For **WRITTEN DOCUMENT TRANSLATION**, contact **Schreiber Translations, Inc.**

51 Monroe Street, Suite 101 | Rockville, Maryland 20850 | Contract Effective: 10/1/2012 – 9/30/2017

Schreiber Translations does not require an account number to request document translation services. DHMH entities may contact Schreiber by phone, fax, email or online to request a quote for written document translation services.

- Customer Service: **301-424-7737 (ext. 107 or 125)**
- Request a quote by email: [translation@schreibernet.com](mailto:translation@schreibernet.com)
- Request a quote online: [www.schreibernet.com](http://www.schreibernet.com)
- Billing Inquiries: 301-424-7737 (ext. 124)
- Fax Number: 301-424-2336

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

P.O. Box 3534 | Silver Spring, MD 20918 | Contract Effective: 3/1/2013 – 2/28/2018

All DHMH entities have been assigned **Ad Astra account numbers** to arrange on-site interpretation services. To request your entity account number, please contact your agency Limited English Proficiency (LEP) Coordinator or the DHMH Office of Equal Opportunity Programs, Equal Access Compliance Unit at (410) 767-6600. Registration takes 3-5 business days.

### **REGISTERED CUSTOMERS:**

- Interpreter Request Line: **1-800-308-4807** (Have your account # ready)
- Interpreter Request by Email: [interpreting@ad-astrainc.com](mailto:interpreting@ad-astrainc.com)
- 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](mailto:billing@ad-astrainc.com)

Questions & concerns may be directed to the DHMH, Office of Equal Opportunity Programs (OEOP),  
**EQUAL ACCESS COMPLIANCE UNIT** | <http://dhmh.maryland.gov/oeop> | (410) 767-6600

Delinda Johnson

[Delinda.Johnson@maryland.gov](mailto:Delinda.Johnson@maryland.gov)

(410) 767-5184

Tina Smith

[Tina.Smith1@maryland.gov](mailto:Tina.Smith1@maryland.gov)

(410) 767-6597



# LanguageLine Solutions

## Telephonic Interpretation Services

## 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](http://www.LanguageLine.com) / 1-800-752-6096**

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

<p><b>Arabic</b> عربي </p> <p>أشرك إلى لغتك. وسيتصل المترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.</p>	<p><b>Korean</b> 한국어 </p> <p>귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>
<p><b>Burmese</b> မြန်မာ </p> <p>သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။ သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။</p>	<p><b>Mandarin</b> 國語 </p> <p>請指認您的語言， 以便為您提供免費的口譯服務。</p>
<p><b>Cantonese</b> 廣東話 </p> <p>請指認您的語言， 以便為您提供免費的口譯服務。</p>	<p><b>Polish</b> Polski </p> <p>Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.</p>
<p><b>Farsi</b> فارسي </p> <p>زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.</p>	<p><b>Portuguese</b> Português </p> <p>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</p>
<p><b>French</b> Français </p> <p>Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.</p>	<p><b>Punjabi</b> ਪੰਜਾਬੀ </p> <p>ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਭਾਸ਼ੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਆ ਦੀ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।</p>
<p><b>Haitian Creole</b> Kreyòl </p> <p>Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.</p>	<p><b>Russian</b> Русский </p> <p>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</p>
<p><b>Hindi</b> हिंदी </p> <p>अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।</p>	<p><b>Somali</b> Af-Soomaali </p> <p>Farta ku fiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</p>
<p><b>Hmong</b> Hmoob </p> <p>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.</p>	<p><b>Spanish</b> Español </p> <p>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</p>
<p><b>Italian</b> Italiano </p> <p>Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	<p><b>Tagalog</b> Tagalog </p> <p>Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.</p>
<p><b>Japanese</b> 日本語 </p> <p>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。</p>	<p><b>Vietnamese</b> Tiếng Việt </p> <p>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.</p>

## 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](http://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](mailto:wecare@languageLine.com) to determine if an interpreter is currently available. We also offer American and Mexican Sign Language through LanguageU<sup>®</sup>.

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	Sylheti
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](http://www.LanguageLine.com)**

## Easy, Quick, Online Bill Pay

Language Line Solution® has made paying your invoice even easier!

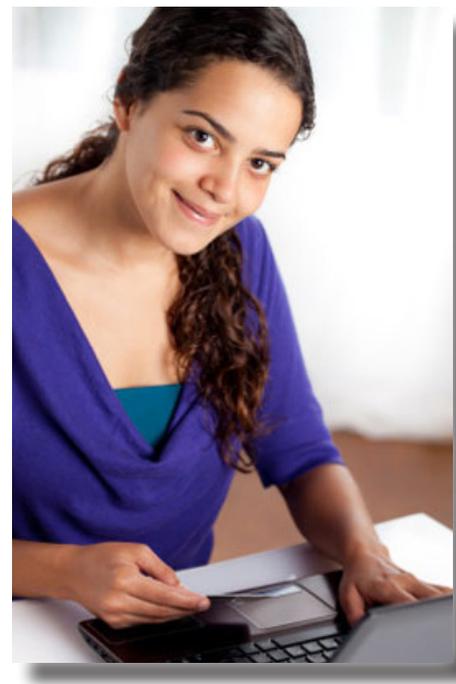
Now you can make online credit card payments on individual invoices. By simply visiting the page on our website and completing the information, your credit card payment can be accepted and confirmed. We can accept one payment per invoice. Credit card payments will no longer be accepted via fax or email. Your payment is secure and no credit card information is stored by LanguageLine. It's simple, just follow the easy steps below.

### ONLINE BILL PAY STEP-BY-STEP PROCESS

1. Visit [www.LanguageLine.com](http://www.LanguageLine.com).
2. Go to Bill Pay under the Customer Service tab.
3. Enter your First and Last Name, Email Address (to receive payment confirmation), Phone Number, Business Address, City, State, Zip.
4. **VERY IMPORTANT** – From the drop down menu, choose the correct company to pay (matching your invoice).
5. Next enter the Organization Name as it appears on the invoice, Invoice #, Account #, and Amount of the invoice.
6. Click the SUBMIT button to proceed to the second page.
7. Choose the type of credit card from the drop down menu.
8. Enter the Name on the card, the Card #, and Expiration Date in the following format MM-YYYY.
9. Click the SUBMIT button.
10. You will see a Payment Confirmation page that will confirm your payment has been accepted. You will also receive an email with payment confirmation to the address you entered.

### FOR ASSISTANCE OR MORE INFORMATION

Contact our Customer Service Department  
[Customer\\_Care@LanguageLine.com](mailto:Customer_Care@LanguageLine.com) | 1-800-752-6096



## 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](http://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

## 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!

### 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.

There is no project too big or too small.

Visit [www.schreibernet.com](http://www.schreibernet.com) • E-mail [translation@schreibernet.com](mailto: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**



## 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](mailto: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	
<b>Requesting Agency</b>	
<b>Agency Address</b>	
<b>Requestor's Name</b>	
<b>Requestor Phone</b>	
<b>Date Request Placed</b>	

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)	<b>On-Site</b> 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)	<b>On-Site</b> 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 <b>Remote</b> 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)	<b>Remote</b> 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 ADA, Title II, Subpart E(b)(1)

#### **THE CONSTITUENT’S PREFERRED REQUEST SHOULD BE GIVEN PRIMARY CONSIDERATION.**

- STEP 1:** Visit the DBM Visual Communication Services website and select the service category at: <http://dbm.maryland.gov/proc-contracts/Pages/statewide-contracts/VCSContractHome.aspx>
- STEP 2:** Identify the Region where services will be rendered.  
**NOTE:** This region is identified by the location of the meeting, not 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*” before 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 documented that they cannot provide the service **or** if the Contractor fails to confirm the assignment within the confirmation time frame, 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)

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#### 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.**

#### 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/resources/>

If you have questions or concerns about the Visual Communication Services contract or selected contractors, please contact the DBM Visual Communication Services Administrator, [Joy Epstein](mailto:Joy.Epstein@maryland.gov), at (410) 260-7570 or send an email to [Joy.Epstein@maryland.gov](mailto: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](mailto:Tina.Smith1@maryland.gov) with questions or concerns related to billing or 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**

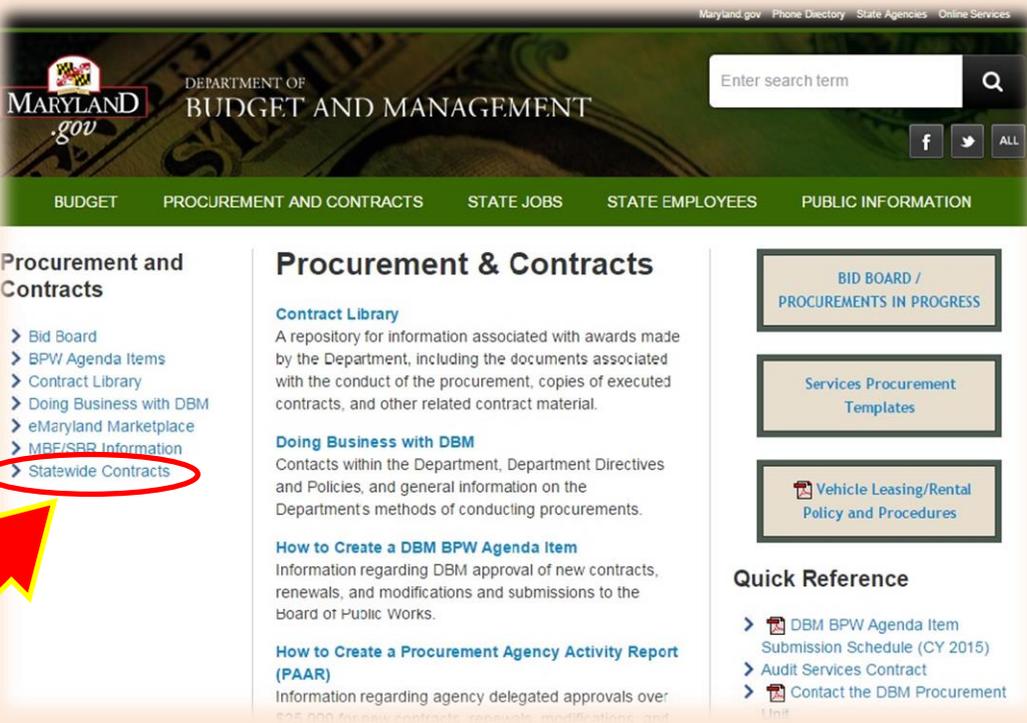
**Webpage Guidance**

#1: Visit the Department of Budget and Management's website: [www.dbm.maryland.gov](http://www.dbm.maryland.gov)

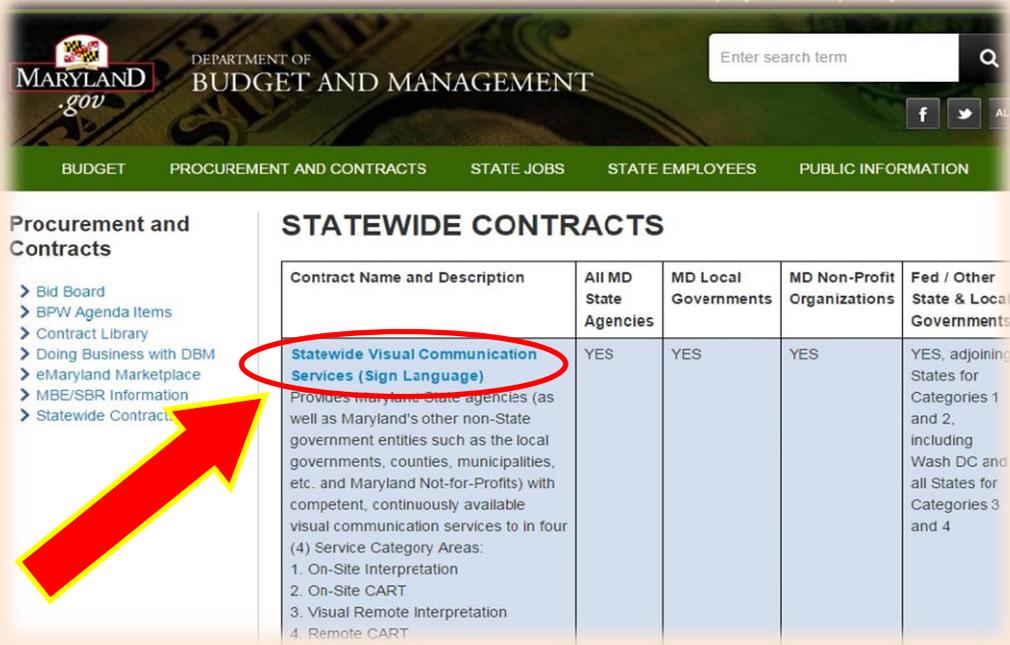
#2: Click "Procurement & Contracts"



#3: Click "Statewide Contracts"



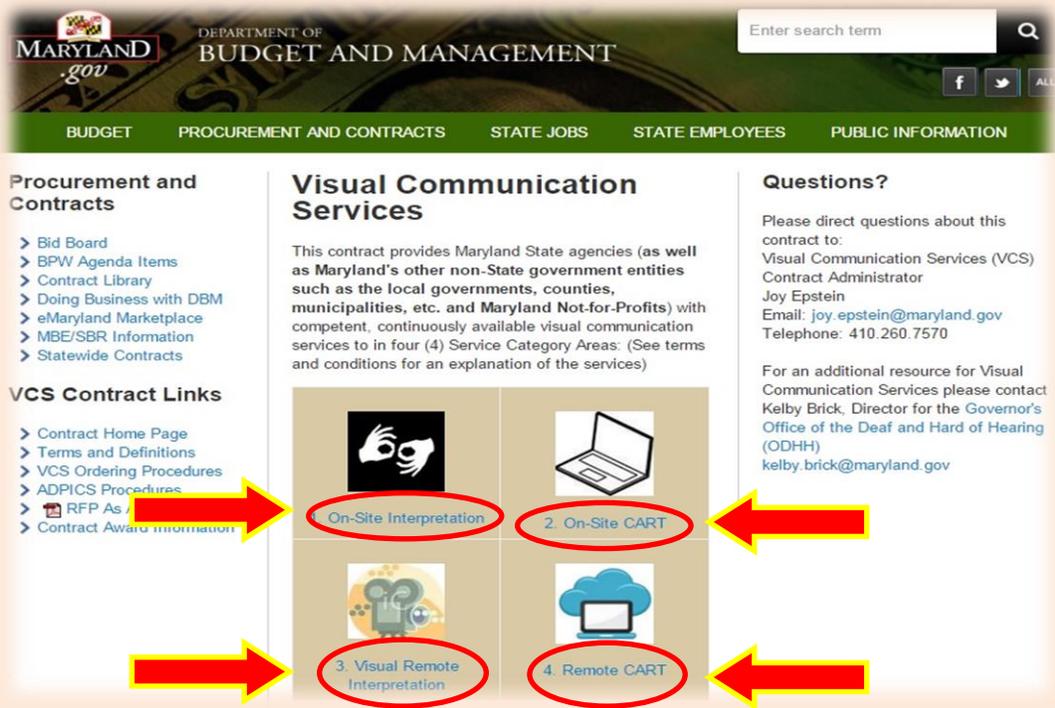
#4: Click "Statewide Visual Communication Services"



You should arrive at the VISUAL COMMUNICATION SERVICES webpage

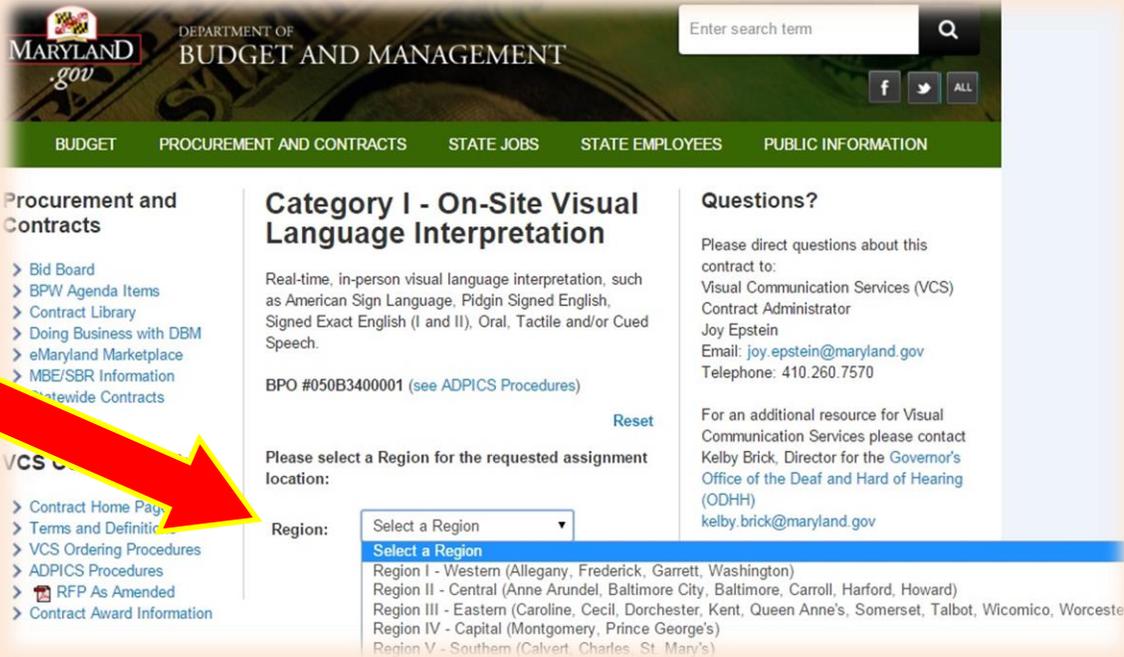
#5: Select the TYPE OF SERVICE you require from four options:

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



#6: Select the REGION

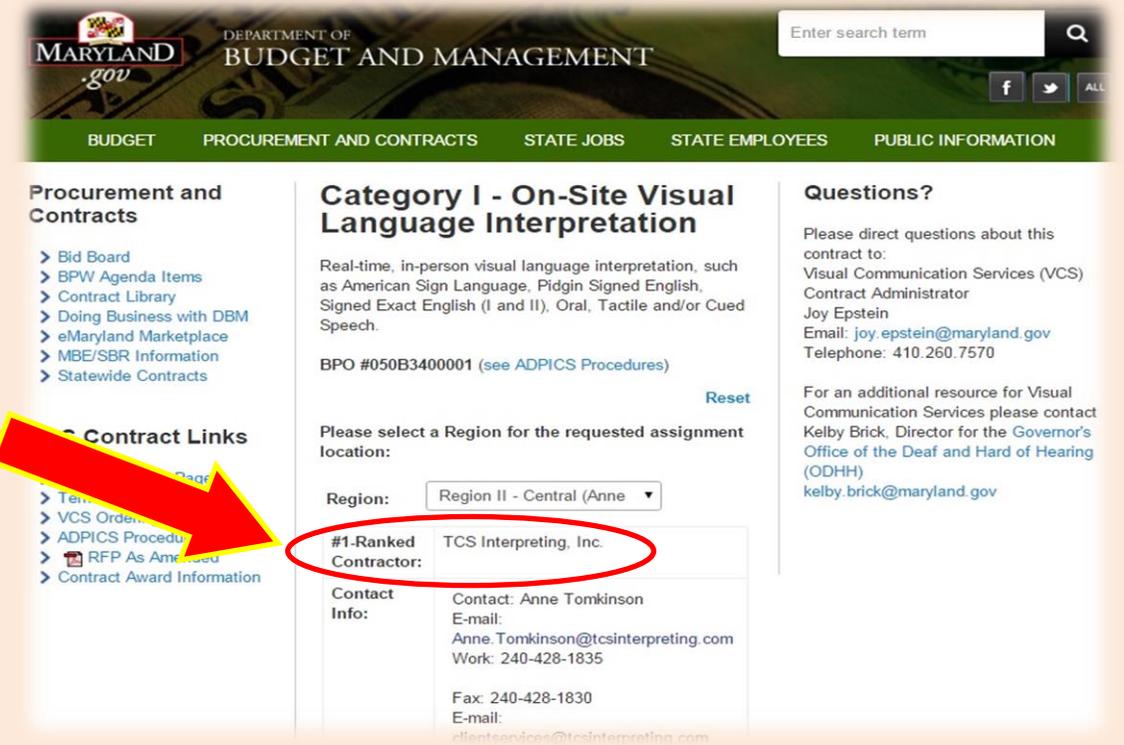
NOTE: Identify the Region by the **location where the meeting will be held, not** by the billing address. The Contractors vary by Region.



**EXAMPLE**

For Region II, the #1 ranked Contractor is "TCS Interpreting, 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 time frame, select “**NO**” and the **#2 ranked Contractor will appear**.

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

Has the #1 ranked vendor provided confirmation for fulfilling your request within the acceptable timeframe? (Contractors must confirm within: 5 days for requests made 30 days or more in advance, 2 days for requests made 6-29 days in advance, and 1 day for requests made 3-5 days in advance.)

Yes

No (Vendor response shall be retained within the agency's records as proof that the highest ranked vendor was not selected, and is required for audit purposes.)



<b>#2-Ranked Contractor:</b>	Birnbaum Interpreting Services
<b>Contact Info:</b>	Contact: Christian Webster  Toll-free: 800-471-6441 Fax: 301-565-0366 E-mail: <a href="mailto:bisCOORD@bisworld.com">bisCOORD@bisworld.com</a> Or, for general questions, call Customer Service: 301-587-8885 Website for Online Registration: <a href="http://www.bisscheduling.com">www.bisscheduling.com</a>

**VISUAL  
COMMUNICATION  
SERVICES**

**Terms & Definitions**

The following terms apply to ALL SERVICE CATEGORIES

TERM	DEFINITION
<b>On-Site Computer Assisted Real-time Transcription (CART)</b>	Computer Assisted Real-time Transcription performed at the assignment location.
<b>Assignment</b>	The work which results from Routine, Emergency and Expedited Requests for services submitted to the awarded Contractor(s).
<b>Computer Assisted Real-time Transcription (CART)</b>	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.
<b>Contractor</b>	A selected Contractor / Offeror that is awarded a contract by the State.
<b>Cued Speech Transliteration</b>	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.
<b>DBM</b>	Maryland Department of Budget and Management
<b>Highest Ranked Contractor</b> (#1 <sup>st</sup> -ranked Contractor)	<p>The Contractor that must be contacted <b>first</b> 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.</p> <p>Only if the #1<sup>st</sup>-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: #2<sup>nd</sup>-ranked; #3<sup>rd</sup> ranked; #4<sup>th</sup>-ranked; and #5<sup>th</sup>-ranked.</p>
<b>Holidays</b>	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.
<b>Interpreter</b>	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.
<b>Lowest Ranked Contractor</b> (#1 <sup>st</sup> -ranked; #2 <sup>nd</sup> -ranked; #3 <sup>rd</sup> -ranked; #4 <sup>th</sup> -ranked; and #5 <sup>th</sup> -ranked)	<p>The Contractor(s) that may be contacted <b>after</b> the initial request for services have been requested from the highest ranked (first) Contractor.</p> <p>Only if the #1<sup>st</sup>-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:#1<sup>st</sup>-ranked; #2<sup>nd</sup>-ranked; #3<sup>rd</sup> ranked; #4<sup>th</sup>-ranked; and #5<sup>th</sup>-ranked.</p>

<p><b>Non-Routine Travel</b></p>	<p>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.</p>
<p><b>Non-Standard Hours</b></p>	<p>All hours not specified as standard hours.</p>
<p><b>OEOP</b></p>	<p>Department of Health and Mental Hygiene, Office of Equal Opportunity Programs</p>
<p><b>On-Site</b></p>	<p>Means that the Contractor must provide a Transcriber / Interpreter at the assigned location.</p>
<p><b>On-Site Visual Language Interpretation</b></p>	<p>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.</p>
<p><b>Optional Services (add-on)</b></p>	<p>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.</p> <p>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).</p> <p>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).</p>
<p><b>Oral Transliteration</b></p>	<p>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.</p>
<p><b>Region</b></p>	<p>The location (county) where the assignment will take place, in other words, the county where the interpreter will provide services.</p> <p>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).</p>
<p><b>Remote Computer Assisted Real-time Transcription (CART)</b></p>	<p>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.</p>
<p><b>Routine Travel</b></p>	<p>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.</p>

<b>Seeing Essential English I (SEE1)</b>	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 <i>blue</i> and <i>blew</i> . Many gestures from ASL are initialized in SEE1. Grammatical markers also have signs of their own, including the <i>-ing</i> ending and articles such as <i>the</i> , which are not typically included in ASL. The verb “ <i>to be</i> ” is unique in SEE1; <i>is</i> , <i>am</i> and <i>are</i> can be signed in the same way, again using initialization.
<b>Signing Exact English II (SEE2)</b>	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.
<b>Standard Hours</b>	Standard hours are weekdays (Monday through Friday) from 8 a.m. to 11 p.m. Local time, excluding Holidays.
<b>Tactile Interpretation</b>	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.
<b>User ID</b>	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.
<b>Video Remote Interpretation (VRI)</b>	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**

## DHMH Limited English Proficiency Policy

&

## Article, State Government, §10-1101 through 10-1104

# DHMH POLICY

<http://www.dhmh.state.md.us/policies/inpolm.htm>

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

**Department of Health & Mental Hygiene**

OFFICE OF REGULATION AND POLICY COORDINATION (ORPC)

201 West Preston Street - Suite 512 - Baltimore Maryland 21201-2301

Phone 410 767-6499 FAX 410 767-6483

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 DHHM 01.02.05 recodifies and supersedes an earlier version codified as DHHM 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 DHHM;
- all grant-in-aid programs of DHHM;
- all health service providers, contractors, or subcontractors of DHHM that receive Federal or State funds.

**“Covered entities”** excludes any DHHM unit or other entity that does not provide services or benefits directly to the public including but not limited to the DHHM 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. RESPONSIBILITIES**

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 30<sup>th</sup> 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 DHHM or DLLR.

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

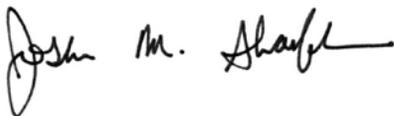
#### **E. COMPLIANCE**

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](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:**



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Joshua M. Sharfstein, M.D., Secretary, DHHM

**March 9, 2011**  
**Effective Date**

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§10–1101.

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.

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§10–1102.

- (a) In this subtitle the following words have the meanings indicated.
- (b) “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” means the inability to adequately understand or express oneself in the spoken or written English language.
- (d) “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” means all of the operations of a State department, State agency, or any other instrumentality of the State.
- (f) (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.

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§10–1103.

(a) 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 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) 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 Economic Competitiveness and Commerce;

(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.

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§10-1104.

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.

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