



Language Access Translation and Interpretation Services

Standard Operating Procedures

Purpose

The Health Resources and Services Administration (HRSA) Language Access Plan established HRSA's strategy to ensure meaningful access for individuals who are limited English proficient (LEP) to HRSA programs and activities. Providing language services helps HRSA to comply with federal civil rights laws, which prohibit discrimination on the basis of language-speaking ability/national origin. This document outlines how HRSA staff members may request and use oral interpretation and written translation services to communicate with LEP individuals.

Objective

To provide effective communication for LEP individuals through the use of interpretation and translation services.

Application

HRSA's language services may only be used by HRSA programs and staff to communicate with LEP individuals. HRSA's language services **may NOT** be used by HRSA recipients to communicate with their service populations.

Utilizing Interpretation and Translation Services

Telephonic Interpretation Services:

Any HRSA staff member can utilize HRSA's on-demand telephonic interpreter services. If you receive a call from a LEP individual and require interpreter assistance, follow the steps below:

1. Introduce yourself to the caller.
2. Ask for the caller's name and phone number.
 - Confirm the spelling of the caller's name and the caller's phone number.
3. To the best of your ability, ask the caller what language they speak.
4. To the best of your ability, ask the caller what city and state they are calling from.
5. Indicate to the caller that you will either:
 - Call them back within the next 15 minutes with an interpreter; or

- Put them on hold so that you can get an interpreter on another line.
6. End the call or put the caller on hold.
 7. Follow steps 8-13 below.

To access a telephonic interpreter, follow the steps below:

8. Dial **800-651-2075**.
9. Provide the operator with the following:
 - Your first and last name;
 - Your Bureau/Office;
 - The LEP individual's name;
 - The LEP individual's preferred language, if known;
 - The LEP individual's phone number; and
 - The LEP Caller Location, if known (City and State).
10. You will be connected with an interpreter.
 - If the caller is on hold, you may bring the caller back on the line at this time; or
 - If you ended the call, the interpreter can dial the LEP individual and connect them to the call.
11. The interpreter will open the call by informing the LEP individual that they are an interpreter and introducing the HRSA staff member.
12. Conduct the call as normal, stopping every 1-2 sentences to allow the interpreter to translate.
13. **(OPTIONAL)** After you end the call, provide any relevant feedback about the quality of the interpreter services to OCRDI by emailing HRSACivilRights@hrsa.gov. Please include the following information:
 - Language requested;
 - Date and time of call; and
 - Nature of service.
 - Positive feedback
 - Concerns
 - General Feedback

Written Translation Services

All written translation service requests must be submitted at least four (4) weeks in advance. If you have an urgent need, please contact HRSACivilRights@hrsa.gov.

Documents submitted for translation must be a minimum of 500 words. If you have a translation need that is fewer than 500 words, please contact HRSACivilRights@hrsa.gov.

To request written translation services, please send the following information to HRSACivilRights@hrsa.gov:

- Your name;
- Your Bureau/Office;
- The format of document requiring translation services, (e.g., pdf, informational flyer, word document, web content, etc.);
- The length of the document, (i.e., how many words are in the document);
- The language(s) you would like the document translated into; and
- A copy of the documents/text to be translated.

Please note that due to limited resources, documents with vital information have priority for translation. OCRDI will review your submission and contact you within three (3) business days to provide you with the status of your request. If approved, OCRDI will inform you of next steps regarding completing your request.

In-person Interpretation Services

In-person interpretation services are offered on a limited basis.

All in-person interpretation requests must be submitted at least six (6) weeks in advance. If you have an urgent need, please contact HRSACivilRights@hrsa.gov.

To request in-person interpretation services, please send the following information to HRSACivilRights@hrsa.gov:

- Your name and your B/O;
- The language/s needed for in-person interpretation;
- The date of the service request;
- The time of the service request;
- The meeting location of service request; and
- The purpose of the event.

Questions about Interpretation and Translation Services

If you have questions about HRSA's interpretation and translation services, please send an e-mail to HRSACivilRights@hrsa.gov.