



General Information Memorandum

ISD GI 19-07

TO: ISD Employees

FROM: Karmela Martinez, ^{KMB} Acting Director, Income Support Division

RE: Language Translation Services

DATE: February 18, 2019

This GI replaces ISD-GI 12-20, ISD-GI 13-23 and ISD-GI 16-77. Instructions to access translation services are as follows:

- Step 1:** Call 1 800-535-7749
- Step 2:** Enter Account Number **14919**, followed by # sign
- Step 3:** **Select 1** to be connected directly to your **Spanish** interpreter, *or*
Select 2 to be connected directly to your **Swahili** Interpreter, *or*
Select 3 to be connected directly to your **Arabic** interpreter, *or*
Select 4 to be connected directly to your **Vietnamese** interpreter, *or*
Select 5 to be connected directly to your **Dari** interpreter, *or*
Select 6 to be connected directly to your **Kinyarwanda** interpreter, *or*
Select 7 to be connected directly to your **Russian** interpreter, *or*
Select 8 to be connected directly to your **Somali** interpreter, *or*
Select 9 for all other languages or to schedule telephone requests for **Navajo** translation or other languages or if you require a 3rd party call or to reach a Customer Service Representative.
- Step 4:** Enter Personal Code, followed by # sign

CTS Language Link provides translator services for Navajo speaking applicants and recipients. Requests for a Navajo translator must be prescheduled. Requests to preschedule telephone requests may also be emailed to schedule@ctslanguagelink.com.

FAQs:

What is a third party call?

A third party call is when you need Language Link to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third party call with Language Link?

If you need a third party call, **press 9** (*even for Spanish*) to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our *interpreters are not able to make the third party call* directly.

I need another language other than the ones listed. How do I get my interpreter on the line?

Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

When interpretation is needed, it should be provided in a timely manner. Bilingual staff that are proficient are encouraged to communicate directly with a Limited English Proficient (LEP) person, but may not provide interpretation services for that LEP applicant or recipient. If bilingual staff is not available and bilingual communication is needed, CTS Language Link should be utilized.

If the applicant/recipient has been offered free interpretation services and chooses to utilize their own interpreter, the applicant/recipient will need to sign a waiver (ISDB 202) indicating that they are giving up their right to free interpreter services. The waiver does not replace a signed Authorization to Release Information or Authorized Representative form. The waiver will be in effect for the time period specified on the form, but not to exceed a period of one year. Staff should never require, suggest, or encourage a LEP applicant/recipient to use friends or family members as interpreters. **At no time will children under the age of 18 be utilized to provide interpretation services.** The waiver will be scanned into the applicant/recipient's electronic case file. A copy of the waiver is attached and is also available in ASPEN.

Relay NM Service

Relay NM is a service contracted by the state as part of the American's with Disabilities Act (ADA) to provide telephone access for Deaf, Hard of Hearing, and Speech Impaired individuals.

Relay NM will provide the interpretation through a call center in their facility, regardless of whether the call is incoming or outgoing. Instructions on how to receive a Relay call or place a Relay call are attached to this GI.

Community Outreach for the Deaf Program (COPD) should still be utilized for face to face communication with individuals who are deaf or hard of hearing.

If you have any questions regarding this GI, please contact Carolyn Craven, Quality Assessment Bureau Chief, at 505-827-7224, or at Carolyn.craven@state.nm.us

Attachments:

ISDB 202

Relay NM Guide

Waiver of Rights to Free Interpreter Services

Free interpreter services are available through agencies of the New Mexico Human Services Department (HSD). HSD will call an interpreter after identifying the primary language in which you are able to communicate. You are entitled to bring your own interpreter; however, HSD or its subsidiary agencies will not authorize payment for interpreters not previously secured or approved by HSD.

I, _____, have been informed of my right to receive free
(Customer Name)
interpretive services from _____. I understand that I am
(HSD/Agency)
entitled to interpretive services at no cost to myself or to other family members, but do
not wish to receive HSD's free services at this time. I choose _____
(Interpreter's Name)
to act as my interpreter from _____ until _____.
(Date) (Date)
I understand that I may withdraw this waiver at any time and request the services of an
interpreter, which will be paid for by _____.
(HSD/Agency)

To the best of my knowledge, the person I am using to act as my own interpreter is over the age of 18. I understand that this waiver pertains to interpreter services only and does not entitle my interpreter to act as my Authorized Representative. I also understand that the service agency may secure a qualified or certified interpreter of my choice during the interpreting session to ensure accuracy of the communication and follow-up instructions.

The interpreter identified below orally translated this form to me.	
(Customer's Signature)	(Date)
(Interpreter's Signature)	(Date)
(Interpreter Printed Name)	(Date)
(Staff Person Signature)	(Date)

Renuncia a mi Derecho Recibir los Servicios Gratuitos de un Interprete

Los servicios gratuitos de interpretes estan disponibles en las oficinas del Departamento de Servicios Humanos (HSD). HSD puede Hamar a un interprete despues de identificar el idioma principal en el cual usted puede comunicarse. Usted tiene derecho a traer su propio interprete; sin embargo, HSD o sus oficinas representativas no autorizaran el pago de los servicios de interpretaci3n que HSD no haya obtenido o aprobado previamente.

Yo, _____, he sido informado de mi derecho a recibir los
(Nombre del cliente)
servicios gratuitos de tener interprete de _____. Entiendo que tengo
(Oficina)
derecho a que se presten servicios gratuitos de interpretaci3n para mi o mis familiares,
pero no deseo recibirlos en este momento. Elijo a _____ para que
(Nombre del interprete)
actúe como mi intérprete de _____ hasta _____.
(Fecha) (Fecha)
Entiendo que podré revocar esta renuncia en cualquier momento y solicitar los servicios
de un intérprete, los cuales serán pagados por _____ -
(Oficina de HSD)

A mi entender, la persona que estoy usando para que actue como mi propio intérprete es mayor de 18 años. Entiendo que esta renuncia se refiere solamente a los servicios de interpretaci3n, y que no confiere ningún derecho a mi intérprete para que actúe como mi Representante autorizado. También entiendo que la oficina de servicios podrá contratar a un intérprete certificado o calificado para que observe al intérprete de mi elecci3n durante la sesi3n de interpretaci3n con el fin de garantizar la precision de la comunicaci3n y las instrucciones de seguimiento.

El siguiente interprete tradujo verbalmente este formulario para <i>mi</i> .	
(Firma del Cliente)	(Fecha)
(Firma de) Inte rprete)	(Fecha)
(Imprima Nombre de Interprete)	(Fecha)
(Firma de) Empleado de la Oficina)	(Fecha)

Important Information Regarding Relay New Mexico

Relay New Mexico is a public service which guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY/TDD, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Spanish and Captioned Telephone in order to connect with family, friends or businesses with ease.

Here's how Relay New Mexico works:

Dial 7-1-1 or the appropriate toll-free number provided to connect with Relay New Mexico. A qualified Communication Assistant (CA) will ask for the area code and number of the individual you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TDD/TTY) user to the hearing person on the other end. The CA then relays the hearing person's spoken words by typing them back to the TDD/TTY user.

Specialized Services:

Relay New Mexico offers specialized services for individuals who have difficulty speaking and for Spanish speaking residents. Specially trained CAs are on hand to assist in these types of calls. Since Relay New Mexico offers a variety of services please refer to the website listed or call Relay New Mexico Customer Service for more details.

Captioned Telephone is also available and ideal for individuals with hearing loss who are able to speak for themselves. A captioned telephone works like any other telephone with an essential difference: it allows you to listen as well as read every word the other party says throughout the conversation on the display window.

Internet Relay is also available. You can connect with a CA via your computer, web device or wireless device. To access this service, visit www.hamiltonrelay.com.

Access to Services:

Both 7-1-1 and the 800 numbers are toll free calls and provide access to the same relay services. If you are experiencing trouble dialing 7-1-1 to reach Relay New Mexico, please call Relay New Mexico Customer Service.

All services are available 24 hours a day, seven days a week. Consumers may place relay calls to English and Spanish speaking persons within New Mexico, across the United States and even internationally. By law, each conversation is handled with strict confidentiality. There is no charge to access Relay New Mexico, although standard long distance charges apply.

To place a call using
Relay New Mexico, dial 7-1-1
or dial one of the toll free numbers below:

Voice: 1-800-659-1779

VCO: 1-877-659-4174

Spanish: 1-800-327-1857

TTY/ASCII: 1-800-659-8331

Speech-to-Speech: 1-888-659-3952

Customer Service Information:

1-877-463-0994 V/TTY

1-301-689-5197 Fax

One Science Park

Frostburg Business Park

Frostburg, MD 21532

Email: relaynm@hamiltonrelay.com

Web: www.hamiltonrelay.com

Captioned Telephone:

Dial: 7-1-1 or 1-877-243-2823

Customer Service: 1-888-269-7477

Special points of interest:

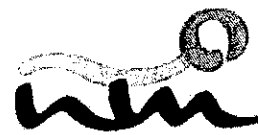
• Equipment Distribution Program

The New Mexico Commission for Deaf and Hard of Hearing (NMCDH) Telecommunications Equipment Distribution Program distributes telecommunications equipment designed for individuals who are deaf, deaf-blind, or hard of hearing. Equipment is distributed to qualified applicants living in New Mexico. For more information on the distribution program, go to <http://www.edhh.state.nm.us/> or call 1-505-881-8824 (Voice/TTY/VP).

Emergency Calls

Please note that 7-1-1 is only to be used to reach Relay New Mexico.

In an EMERGENCY, you should continue to use 9-1-1 For emergencies, call 9-1-1 or your local emergency service TTY number directly. The Americans with Disabilities Act (ADA) requires that all 911 centers have a TTY and are prepared to handle emergency calls placed in this manner. Relay New Mexico will make every effort to assist you in an emergency. However, it is important to understand that relay centers are not 911 centers and do not assume responsibility for emergency calls.



RELAY NEW MEXICO