



General Information Memorandum

ISD-GI 13-23

TO: ISD Employees
FROM: *MuFor* Ted Roth, Director, Income Support Division
RE: New Language Translation Provider, CTS Language Link
DATE: February 22, 2013
CC: ISD Employees

Beginning Monday, February 25, our current language translation provider, Language Line, is being replaced with CTS Language Link. Please remove all Language Line posters from your offices and temporarily replace them with the attached *Language Poster*. Permanent replacement posters and language identification cards are being mailed to your offices. Also attached are the *Interpretation Services* document that lists the languages they offer and *Tips and Advice* that provides instruction on how to work with an interpreter. Here are the instructions for accessing their services.

How to Use CTS Language Link

- Step 1:** Dial 1-800-535-1419
- Step 2:** Enter account number 14919, followed by the # sign
- Step 3:** Select 1 to be connected directly to a Spanish interpreter, *or*
Select 2 to be connected directly to a Russian Interpreter, *or*
Select 9 to reach a customer service representative, who will assist you with all other languages or for assistance in placing a call out to a third party
- Step 4:** Enter your personal code, followed by the # sign. Your personal code is your six digit SHARE employee id

If you have questions or if you do not receive the language identification cards and posters, please contact Diane Rivera at diane.rivera@state.nm.us or (505) 827-7228.

INTERPRETATION SERVICES

CTS LanguageLink provides spoken Interpretation Services in 240+ languages and/or dialects. If you do not see your target language listed here, please contact a CTS LanguageLink representative for more information at +1 800-208-2620.

A	Acholi	Fijian	Khmer (Cambodian)
	Afrikaans	Finnish	Kikuyu
	Akan	Flemish	Kinyarwanda
	Albanian	French	Kirghiz
	Amharic	French Canadian	Kirundi
	Arabic	Frisian (West)	Korean
	Armenian	Fukinese	Kpelle
	American Sign Language	Fula	Krio
	Ashanti	Fulani	Kurdish
	Assyrian	Fuzhou	L Lhotian
	Azerbaijani	G Ga	Latin
B	Bambara	Gaelic	Latvian
	Basque	Georgian	Lebanese
	Bassa	German	Lingala
	Behdini	Grebo	Lithuanian
	Belarusian	Greek	Luganda
	Bengali	Gujarati	M Maay
	Bosnian	H Haitian Creole	Macedonian
	Bulgarian	Hakha Burmese	Malagasy
	Burmese	Halla	Malay
C	Cantonese	Hausa	Malayalam
	Cape Verde	Hebrew	Maltese
	Catalan	Hindi	Mam
	Cebuano	Hmong	Mandarin
	Chamorro	Ho	Mandingo
	Cherokee	Hungarian	Mandinka
	Chuukese	I Ibang	Mankon
	Croatian	Igbo (Ibo)	Marathi
	Czech	Icelandic	Marshallese
D	Danish	Ilocano	Mien
	Dari (Persian)	Indonesian	Mina
	Dimli	Italian	Mixteco Alto
	Dinka	J Jakartanese	Mixteco Bajo
	Duala	Japanese	Moldovan
	Dutch	Javanese	Mongolian
E	Efik	K Kanjobal	Moroccan Arabic
	Estonian	Kannada	N Nahuati
	Ethiopian	Karen	Navajo
	Ewe	Kashmiri	Nepali
F	Farsi (Persian)	Kazakh	Norwegian
			Nuer

RESCHEDULED

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O	Ojibay	Spanish (Latin America)
	Oromo	Spanish (Mexican)
P	Pahari	Sudanese
	Pampangan	Swahili
	Papiamento	Swedish
	Pashto	T Tagalog
	Polish	Tahitian
	Portuguese	Taiwanese
	Portuguese Brazilian	Tajiki
	Potwari	Tamang
	Pulaar	Tamil
	Punjabi	Tatar
Q	Quechua	Telugu
	Quiche	Teochew
R	Rhade	Thai
	Romanian	Tibetan
	Russian	Tigrigna – Tigrinya
S	Samoan	Toishinese
	Sara	Tongan
	Serbian	Tsonha
	Serbo Croatian	Tshiluba
	Shanghainese	Turkish
	Shona	Turkmen
	Sichuan	U
	Sicilian	Ukrainian
	Sindhi	Urdu
	Sinhalese	Uzbek
	Slovak	V Vietnamese
	Slovenian	Visayan (Cebuano)
	Somali	W Welsh
	Soninke	Wolof
	Sorani	Y Yiddish
	Sotho	Yoruba
	Spanish (European)	Z Zulu

RESCHEDULED



Point to your language

(Arabic) العربية

日本語 (Japanese)

Bosanski (Bosnian)

한국어 (Korean)

Português do Brasil
 (Brazilian Portuguese)

ພາສາລາວ (Lao)

ខ្មែរ (Cambodian)

國語 (Mandarin)

廣東話 (Cantonese)

ਪੰਜਾਬੀ (Punjabi)

(Farsi) فارسی

Română (Romanian)

Français (French)

Русский (Russian)

Deutsch (German)

Soomaali (Somali)

Kreyòl Ayisyen
 (Haitian Creole)

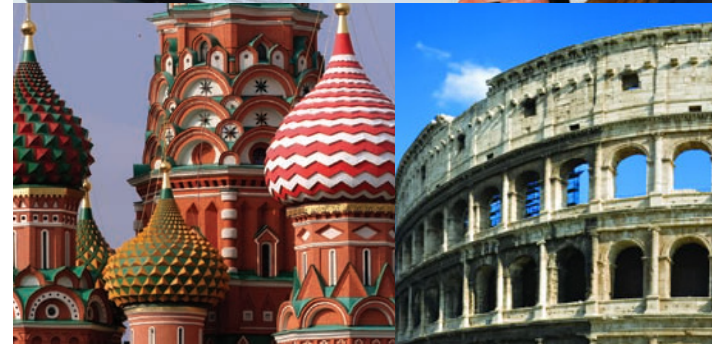
Español (Spanish)

हिन्दी (Hindi)

ภาษาไทย (Thai)

Hmoob (Hmong)

Tiếng Việt (Vietnamese)



{ Over 240 languages 24:7:365 }

TIPS AND ADVICE

How to Work with a Telephone Interpreter

YOUR ROLE

Telephone interpreters may receive several calls a day—each one requiring special attention in a specific field. When working with an interpreter over the phone, there are a few things you should keep in mind to ensure your call is handled quickly and successfully.

- Always speak in first person, just as you would in normal conversation. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever, please."
- Immediately introduce yourself to the limited English proficient (LEP) client and explain your reason for calling.
- Telephone interpretation is "consecutive" interpretation. That means you will experience pauses when the interpreter repeats each statement in the respective language.
- After you speak one-two sentences or finish a thought, pause to give the interpreter enough time to interpret.
- Be prepared to explain something in more detail for the telephone interpreter. Some terminology and concepts may not have an equivalent in the target language.
- Control the conversation. The telephone interpreter is only there to interpret. You're responsible for making sure the LEP client receives the same service as an English-speaking client.
- Ask the interpreter and the LEP client questions to ensure they understand what you want to communicate.
- Avoid asking the interpreter for his/her opinion about the situation being interpreted.
- We can accommodate three-way telephone interpretation calls. Tell the call center agent the name and phone number of the third party, and they will arrange the call for you. The interpreter cannot facilitate this for you. You must ask the call center agent at the beginning of the call.
- Follow up by providing us with feedback about your interpretation services.

YOUR TELEPHONE INTERPRETER'S ROLE

We expect our interpreters to meet high standards and want to know when they are meeting our expectations. To that end, your feedback is critical

- Make sure your interpreter introduces himself/herself using a first name and ID number. They are not required to provide a last name.
- Your interpreter should not have a side conversation with you or the client. He or she must relay everything that is said back to you or your client. This includes any advice that the client may ask of the interpreter.
- Your interpreter should not discuss anything unrelated to the telephone interpretation assignment.

More questions about telephone interpretation? Contact us at 1-866-610-1338 or email info@ctslanguageink.com.