

Department of Employment Services

How to use Language Line when you identify a customer as LEP/NEP

STEPS

1

- If in person, ask the customer to point to their preferred language on the Language ID Desktop Poster.
- If communicating over the phone, say "please wait a moment" or "*un momento, por favor*" (if the client speaks Spanish).

2

Dial 1(800) 367-9559 and enter your 6-digit Client ID# 511079. Follow the command prompts. When prompted enter your 6 digit access code (Employee ID number or any six digits).

3

Continue providing assistance through the interpreter. When transferring a call, inform DOES employee that the customer is on the phone with an interpreter.

Interpretation Services Available

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

<p>Ambahe አማሕጺን / ማሕ ለሐረርየት ልሳሳል። ለሐረርየት ማሕ ለሐረርየት</p>	<p>Arabic أهل أهلك ومراف لهم طلب زكرم قورى الله. سيك تلمن لكرم قورى الله.</p>	<p>Bengali সমস্ত কথা আপনাকে জানিয়ে দেব, আপনি চাইলে অন্য ব্যক্তি (কোনও ভাষা) নিচে:</p>	<p>Cantonese 請用您想用的語言，以便為您提供免費的傳譯服務。</p>	<p>French Pointez votre langue et on appellera un interprète qui vous sera fourni gratuitement.</p>	<p>Haitian Creole Lanng du-vè ou sou lang ou pale a apre a ap rive pou kontep pou ou. Men li ou nivo kontep li gratis.</p>	<p>Hindi आप किस भाषा में बातचीत करना चाहते हैं, हम आपको उस भाषा में सहायता प्रदान करेंगे।</p>	<p>Indonesian Tunjukkan bahasa Anda kemudian akan dibantu. Perhatikan duration tempo Anda dibantu tempo.</p>	<p>Japanese あなたの話す言語を指して下さい。通訳者を提供します。</p>	<p>Amharic</p>	<p>Arabic</p>	<p>Bengali</p>	<p>Cantonese</p>	<p>French</p>	<p>Haitian Creole</p>	<p>Hindi</p>	<p>Indonesian</p>	<p>Japanese</p>	<p>Korean</p>	<p>Mandarin</p>	<p>Pashto</p>	<p>Portuguese</p>	<p>Spanish</p>	<p>Tagalog</p>	<p>Urdu</p>	<p>Vietnamese</p>
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Not available by telephone only. Spanish © 2019. 1 (800) 367-9559. * some services may vary. Call for more information and detailed restrictions. * see Page 1-10 Language Line