

Serving LEP Populations On-Site

To ensure quality customer service for customers with Limited English Proficiency (LEP) needs:

1. Utilize "I Speak" and Language Posters.
2. Welcome the customer into a conference or private room.
3. Determine if an interpreter is available onsite. If no interpreter is available, use a speaker phone to contact your specific language interpreting service. Phone Number: _____
4. If contacting your language interpreting service, be prepared to provide (this may vary):
 - a. Your Name
 - b. Your county/consortia and phone number
 - c. Your customer code: _____
 - d. The language you require
5. Once the interpreter is on the line, tell them the reason for your call and continue with business as usual.
6. When ending the call, make sure to summarize the conversation and ensure understanding with all parties involved.

BE PATIENT AND POLITE. YOU ARE REQUIRED TO PROVIDE SERVICE TO ALL CUSTOMERS.

Other things to keep in mind:

- Speak clearly and naturally.
- Choose your words carefully. Avoid using slang, jargon, acronyms, or technical terms that may not translate well into other languages.
- Keep questions short and to the point.
- Pause often to allow the customer and interpreter time to speak.
- Don't assume that the interpreter knows more about your organization or its procedures than what you tell them.
- Make sure that you get the answers you require. Ask for clarification when needed.
- Do not hesitate to ask the interpreter for help.

Serving LEP Populations via the Telephone

To ensure quality customer service for customers with Limited English Proficiency (LEP) needs:

1. Identify the language your customer needs interpreted.
2. Contact your specific language interpreting service. (Phone Number: _____)
3. Be prepared to provide (this may vary):
 - a. Your Name
 - b. Your county/consortia and phone number
 - c. Your customer code: _____
 - d. The language you require
4. Once the interpreter is on the line, tell them the reason for your call and continue with business as usual.
5. When ending the call, make sure to summarize the conversation and ensure understanding with all parties involved.

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