

TRIDENT

Trident Workforce Investment Board Workforce Investment Act

Interpretive Services Policy

TO: SC Works Trident Contractors and Staff

ISSUANCE DATE: March 18, 2013

EFFECTIVE DATE: March 18, 2013

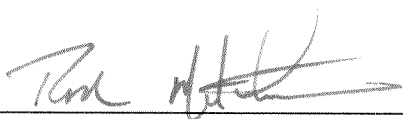
SUPERSEDES: August 14, 2012

SUBJECT: Request for Interpreter Services

PURPOSE: To provide guidance to contractors and staff in utilizing interpreter services for customers as needed.

BACKGROUND: As recipients of federal financial assistance, local SC Works areas and services providers have a responsibility to provide translation and interpretation assistance to individuals having limited English proficiency.

POLICY: Recipients of federal financial assistance must take reasonable steps to ensure that individuals having limited English proficiency, hearing and vision impairment receive the language assistance necessary to afford them meaningful access to the programs, services, and information provided by the recipients. See State instruction letter 01-02 for more detailed information. Staff and Contractors will use the SC Works Trident intranet to access procedures to utilize interpreter services in accordance with this policy.



Ronald Mitchum, Executive Director
BCDCOG

March 18, 2013
Date

PROCEDURES:

If a customer is in need of interpretive services for the deaf and/or blind, please follow the following steps:

1. Contact South Carolina School for the deaf and The Blind (SCSDB) Department of Interpretive Services at 1-888-567-0980 to arrange services.
2. Provide them with account number **4006928** for Berkeley Charleston Dorchester Council of Governments (BCDCOG)
3. If you are unable to reach South Carolina School for the Deaf and Blind, please contact Ruth Braxton-Brown of Interpretive Services for the Deaf at (843) 724-9113; cell (859)760-2165; email address: RBraxBrown@aol.com to arrange services or Jana Brady at (843) 696-6517.
4. Invoice should be sent to BCDCOG attention Finance Manager. If it is a partner utilizing the services, the partner program needs to have invoices sent to their Finance Department.

Standard practices for interpretive services for the deaf and blind require two interpreters for workshops and/or presentations type services lasting for two hours or more. To avoid the additional cost of having two interpreters, this type of service should be provided one on one. If one on one service cannot be arranged, then Center Managers will need to submit a purchase requisition for the additional interpreter.

If a customer is in need of language interpretive services, please follow the following steps:

Telephonic Interpreting Instructions for Berkeley Charleston Dorchester Council of Governments

Telephonic interpreters from Legal Language Services are available 24/7 and can be reached in just seconds.

1. Dial **877-296-0820** to reach a live call coordinator. You will then hear a recording:
 - a. "Thank you for calling Language Services, please enter your six digit access code".
 - b. **The specific code for BCDCOG is 170160**
2. Does another person need to be dialed in? Tell the call coordinator immediately.
3. You will be asked to provide the following information:
 - First and last name of the caller
 - First and last name of Participant
 - Language needed
4. An interpreter will be on the line soon – usually within 60 seconds.
5. Invoice should be sent to BCDCOG attention Finance Manager. If it is a partner utilizing the services, the partner program needs to have invoices sent to their Finance Department.

If you need an interpreter for a less commonly used language (for example, Swahili, Ashanti and Wenchow), you also have the option to schedule a telephonic interpreter in advance. Call the same number above and tell the call coordinator the language you need, as well as the date and time you will need the interpreter.