

MEMORANDUM

DLR 2012- XX

TO: Division Directors
South Dakota Department of Labor and Regulation

FROM: Marcia Hultman, Deputy Secretary
Michael L. Ryan, Employment Services Director

DATE: March 1, 2013

RE: Immediate Changes to Translation Services Provider

Preface and Background:

Over the past several years, DLR has utilized Language Line Services for the purpose of telephonic interpretation services for individuals who do not speak English or have limited English proficiency (LEP). Interpretive services are in place at DLR not only as a courtesy to the non-English speaking customers we might serve, but also as a necessary requirement of meeting the need of providing universal access to all DLR participants under our department's Methods of Administration (MOA) as required by the Civil Rights Center (CRC) of the U.S. Department of Labor (USDOL).

The purpose of this numbered letter is to advise you that due to extremely heavy usage of the Language Line Services over the past several months by DLR, it was necessary to consider alternative interpretive services to stem the rapid inflation of costs associated with Language Line. DLR has turned to a cooperative agreement between South Dakota state government and Western States Contracting Alliance (WSCA) which allows every SD state government department to enter into an agreement with an interpretive services company called **CTS Language Link**. By entering into this agreement, it eliminates the need for a department to go through the RFP process since it has already been completed through the Bureau of Administration (BOA) and it provides the same services as Language Line at a greatly reduced cost.

This letter will further explain to all DLR division directors the change in the carrier of the services, contact information, website information, and training opportunities for using the CTS Language Link services. Whether the particular division you lead has used an interpretive service rarely or extensively, you are requested to designate a point of contact (POC) within your staff. If your division has used/currently uses interpretive services, you are to begin utilizing CTS Language Link immediately for your telephonic interpretive needs. Should your division require any *written* material or publications to be translated, you must follow the '*Publications for Translation*' policy found in the Public Affairs Policy and Procedures manual found on the DLR Intranet.

Andrew (Andy) Szilvasi, Andrew.Szilvasi@state.sd.us, will be the central point of contact (POC) for all divisions regarding CTS Language Link and will assist in providing answers to questions, concerns, usage information, or other pertinent information you may need during your transition and will provide communications of any issues from within the department to CTS' representative. As you read through the information attached with this letter, feel free to contact Andy with questions you may have.

Division Information

The use of CTS Language Link will be highly structured. Each division within DLR will have its own CTS account number. Each division director will be able to access his/her account only. The DLR master account will be administered by Andy Szilvasi who will have access to all division usage information and overall usage by DLR as a whole. To keep the system as structured as possible and to prevent unnecessary, duplicative calls to CTS Language Link, you or your designated staff person within your division is asked to contact Andy first with questions or concerns and contact CTS Language Link only if instructed to do so. Various issues and glitches will need to be worked out in the beginning as with any new system or process, thus it is imperative Andy be aware of the issues at hand to allow system-wide fixes rather than just divisional fixes.

You are requested to provide Andy with the names of one or two designated individuals within your division who will have access to your divisional information besides yourself. Please email these names to Andy in a timely manner to ensure information and updates can be passed along to the right people when it becomes available. Even if your division is not, or does not anticipate becoming a user of interpretive services, it is necessary to advise all divisions of this service and the procedural processes involved.

Each division's POC will be provided with instructions regarding account information and access, how to access reports through the CTS Language Link website, instructional information (much of which is attached with this email), requesting supplies such as "I Speak" cards, phone labels, etc.

Please be aware that as this is a new process, those divisions that have utilized translation services in the past will be a priority in becoming acclimated to the new service. The Unemployment Insurance and Employment Services divisions will be provided immediate attention and set-up. Other divisions will follow accordingly.

Your cooperation and attention to the procedures in using and disseminating this information to all possibly affected staff that might use this service is greatly appreciated. Any individual within the department may use this service without the need for managerial approval or other delays in providing service to a non-English speaking individual; however the processes must still be followed when making calls for an interpreter and inputting the necessary account information to complete a translation call.