

**DATE:** December 30, 2014

**OPERATIONS MEMORANDUM 14-12-04**

**SUBJECT:** Phone Translation Services: Propio LS LLC

**TO:** Executive Directors

**FROM:** Tom Strickler  
Director  
Bureau Operations

**PURPOSE**

To provide County Assistance Offices (CAOs) with additional information for providing language assistance using oral and written interpretation.

This change was implemented October 1, 2014.

**BACKGROUND**

Title VI of the Civil Rights Act of 1964 states "No person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance" (42 U.S.C. §2000d). The prohibition of discrimination based upon national origin has been interpreted to mean that no person shall be denied access to services due to limited English proficiency (LEP).

**DISCUSSION**

It is the responsibility of each OIM bureau to ensure through its contracts, grants, or other means, that contractors, subcontractors, grantees and subgrantees adhere to the LEP policy.

OIM staff shall ensure that contracts, grants, request for proposal, grant announcements, and similar documents contain language specifying the requirement under Title VI to assure that persons with LEP have meaningful access to Department of Human Service programs. Access can be provided through the provision of bilingual staff or competent interpreting and translation services.

Effective October 1, 2014, CAOs are to use Propio LS LLC for all Over-The-Phone translation services.

Please see the attached documents which include a poster that provides a list of languages covered under the contract, the instructions card with the telephone number to call for the service, a tips guide for working with the interpreters and a guide to help you say [“One moment please” in 18 languages](#).

If CAOs require translation of a document, they must utilize their bilingual staff to translate documents whenever possible. In instances when this is not possible, the CAO may request translation of the document. The CAO will make the request to their Area Staff Assistant. The Staff Assistant will work with the Bureau of Policy to review the request and facilitate the translation.

### **NEXT STEPS**

1. Share and review this information with appropriate staff members.
2. Please contact your Area Manager if you have questions regarding this Operations Memorandum.

Attachments:

[Tips for Working With Interpreters – Propio](#)

[Language ID Poster – Propio](#)

[9285 IncomeMaintenance-Program Support Instruction card Tele](#)