



## CABINET FOR HEALTH AND FAMILY SERVICES

### How to Access a Foreign-Language Interpreter

- For telephone interpretation: if the client speaks Spanish, start with Resource 1. If it's a language other than Spanish, or if no one at Resource 1 is available, use Resource 4.
- If you need an in-person interpreter (only in cases like home visits or multi-party meetings), use Resource 3.

#### Resource 1

Call the **CHFS Language Access Section** at **(502) 564-7770**.

Enter extension 3379 for Alexandria Ramos, Section Supervisor, or go directly to an interpreter by entering one of the extensions below. If an interpreter is unavailable and you reach voice mail, you may skip directly to the next interpreter by pressing zero during the voice mail greeting to return to the menu. Do not leave a voice mail; instead, go on to the next interpreter or resource to access another interpreter.

- Eliot Ward: ext. 3383
- Yamilet Fuentes: ext. 3381
- Julio Urquiza: ext. 3384

#### Resource 2

Visit <https://chfsnet.ky.gov/ohrm/Pages/InterpretationResources.aspx> and click on Resource 2 for a list of **CHFS Qualified Staff Interpreters**. These are Cabinet employees who are qualified to interpret; however, interpreting is not necessarily part of their job description, so their availability may be limited. This resource is recommended only if the Staff Interpreter is located in the same office as you.

#### Resource 3 (In-person only)

Visit <https://chfsnet.ky.gov/ohrm/Pages/InterpretationResources.aspx> and click on Resource 3 for a list of **Approved Community-Based Partner Interpreters**. These are independent contractors. When you know in advance that you will need an in-person interpreter (when telephone interpreting is not appropriate, such as for a multi-party meeting), contact one from the list and check their availability. For a language other than Spanish, look for those approved as "organizations" and check with them to see if they offer the language you need.

#### Resource 4

Call **Language Services Associates, Inc. (InterpreTalk)**, at **1-866-712-2324**, and press: 1 for Spanish, 2 for Mandarin, 3 for Cantonese, 4 for Arabic, 5 for Vietnamese, 6 for Haitian Creole, 7 for Russian, 8 for French, or 9 for all other languages. You will need to give the operator or interpreter your name, Agency/PIN code, and county name or three-digit county number. See memos about Agency/PIN codes and county codes at

<https://chfsnet.ky.gov/ohrm/Pages/LanguageAccessSection.aspx>.

Do not share this information with other offices or agencies. The number above is for CHFS only, and your Agency/PIN code identifies your specific department within CHFS.

After you complete your interaction with your LEP client using any of the four Resources above, and even when you have an LEP interaction without using these Resources, please log the interaction using our online form at <https://chfsnet.ky.gov/ohrm/Pages/LEPIInteractions.aspx>.

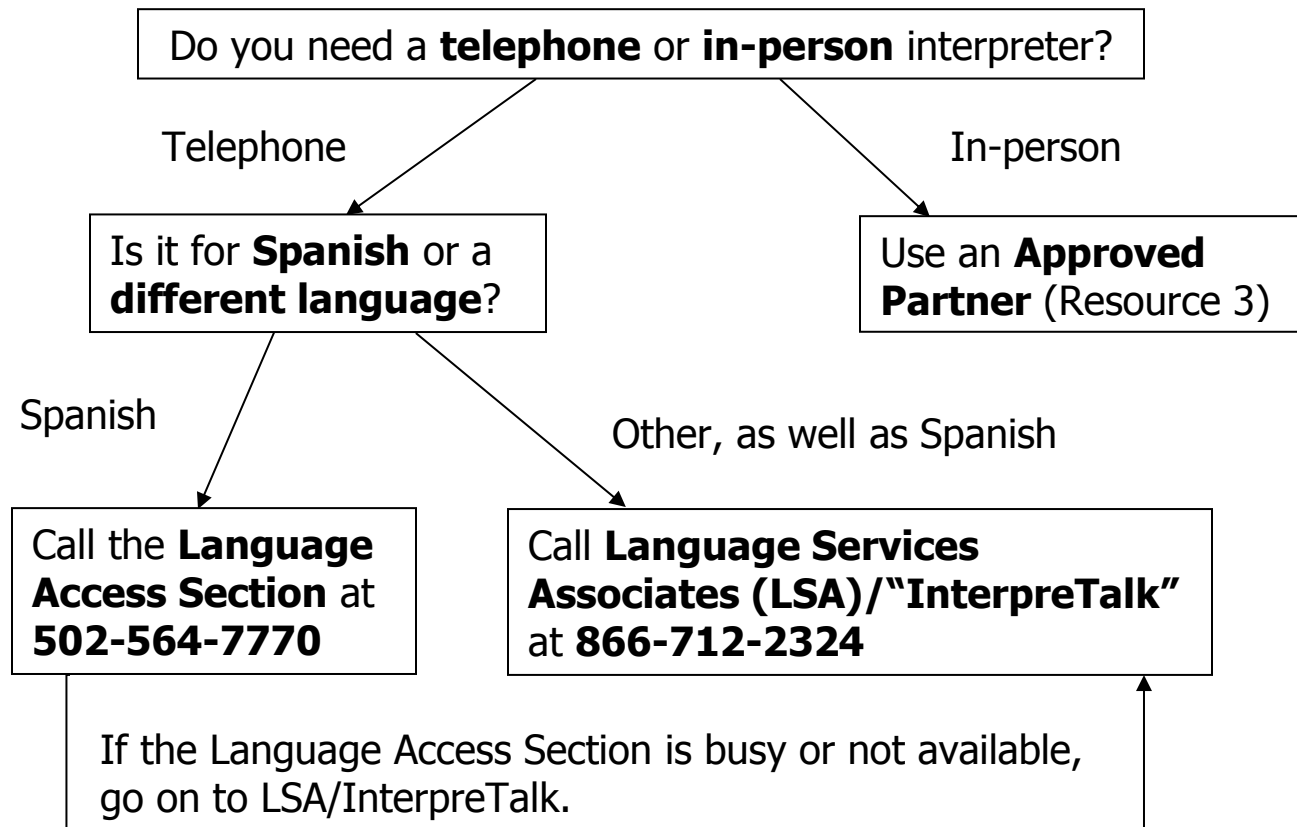
If you have any questions about any aspect of interpreting or translation services, please call the CHFS Language Access Section at any of the numbers in "Resource 1" (above).



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**Note:** For most purposes (such as SNAP or Medicaid), use a telephone interpreter. Only use a “Community Partner (Resource 3)” for situations like P&P home visits, multi-person meetings, etc.



For details, see our intranet site: <https://chfsnet.ky.gov/ohrm/Pages/LanguageAccessSection.aspx>. If you have any questions about accessing interpreter services, please contact the CHFS Language Access Section using the contact information on our intranet site or call **502-564-7770**.