

LEP Processes for Idaho Department of Labor

Bilingual staff assist Spanish speaking customers by phone and in-person.

- Callers to Local Offices and to Unemployment Insurance hear a prompt to select a menu option for Spanish, which routes them to a call group staffed by bilingual staff who are fluent in Spanish and English.
- Customers who visit a local office are served by bilingual staff. If a bilingual staff person is not available they may be connected to the Spanish call group to be helped by another staff or Language Link may be used if necessary.

Language Access other than Spanish: IDOL uses telephonic interpretation for more than 200 languages. If a customer calls and needs language assistance, staff connect to Language Link. All IDOL offices maintain a language access poster that individuals in the office may point to when indicating their preferred language. This allows staff to connect with an appropriate interpreter by phone using Language Link.

See attachment labeled Language Link Instructions for a description of how staff connect to Language Link.