



Oklahoma Department of Transportation
Civil Rights Division
200 NE 21st Street, Room 1-C5
Oklahoma City, OK 73105

Employee Guide

Process of Assisting a Limited English Proficient (LEP) individual

This document provides guidelines on assisting a Limited English Proficient (LEP) individual that contacts the department for services or requests. (This form is also available on the intranet and at [U:\Civil_Rt\Title VIII\Limited English Proficient.](#))

LEP – an individual who does not speak English as their primary language, and has a limited ability to read, speak, write, or understand English. These individuals may be entitled language assistance with respect to a particular type of service, benefit, or encounter.

In-Person

1. Use the "I Speak" cards located within this packet and ask the individual(s) to point to the language they speak.
2. Check the **LEP-Interpreter-Translator Database** located at [U:\Civil_Rt\Title VIII\Limited English Proficient\LEP-Interpreter-Translator Database](#) and contact the individual that speaks the requested language:

(should check in this order)

1. ODOT employee
 2. Volunteer
 3. Vendor (All statewide approved vendors for 7/1/10-11/30/11 are listed alphabetically)
3. If contacting the vendor (405-946-1624/(877)488-1559), the operator can help you identify the language if you need assistance. Provide the vendor with your contact information, department, and the contract information listed on the database sheet. The phone interpreter will ask to speak to the LEP individual and will speak with that person to determine the nature of the request. You may respond through the interpreter and ask follow-up questions of your own.
4. Following the phone conversation, complete the LEP reporting form to document the occurrence and how it was resolved.
 5. Complete and submit the "LEP Reporting Form" to Jenny Chong, Title VI Coordinator, in the Civil Rights Division or via email jchong@odot.org.

Translation via phone

1. Place the LEP caller on hold.
2. If you can determine the language being spoken, contact an ODOT employee or volunteer from the **LEP-Interpreter-Translator Database** located at [U:\Civil_RtlTitle VIII\Limited English Proficient\LEP-Interpreter-Translator Database](#) and use the 3-way conference calling process:

Conference calling instructions

Ask the caller to hold

Press the conference/transfer button

Dial the number for the ODOT employee or volunteer

Press the conference/transfer button again and all callers should be on the phone

OR

If you cannot determine the language spoken, contact the vendor (All statewide approved vendors for 7/1/10-11/30/11 are listed alphabetically) listed on the **LEP-Interpreter-Translator Database** located at [U:\Civil_RtlTitle VIII\Limited English Proficient\LEP-Interpreter-Translator Database](#) and use the 3-way conference calling process:

Conference calling instructions

Ask the caller to hold.

Press the conference/transfer button

Dial the number for the vendor

Press the conference/transfer button again and all callers should be on the phone

If contacting the vendor, the operator can help you identify the language if you need assistance. Provide the vendor with your contact information, department, and the contract information listed on the database sheet. The phone interpreter will speak to the LEP individual and determine the nature of the request. You may respond through the interpreter and ask follow-up questions of your own.

3. Following the phone conversation, complete the LEP reporting form to document the occurrence and how it was resolved.
4. Complete and submit the "LEP Reporting Form" to Jenny Chong, Title VI Coordinator, in the Civil Rights Division or via email jchong@odot.org.

Translation for written documents

Any in-coming correspondence (such as e-mails, fax, or letters) that require translation should be forwarded to Jenny Chong, Title VI Coordinator, in the Civil Rights Division. Identified vital documents will be translated as required by the Title VI program.