



DHS News Flash

Global Philadelphia Update

improve multilingual access to information about city services and employment opportunities to our varied and diverse populations, particularly those citizens with Limited English Proficiency (LEP).

Raheemah D Shamsid-Deen Hampton has been appointed DHS' Global Philadelphia Ambassador and files this report on our organization's status.

Ambassador's Message

As the Global Philadelphia Ambassador, I am pleased to report that this effort is moving ahead citywide, and within DHS we are progressing quickly. We now have an exciting logo and each day this department is becoming more accessible

Nearly a month ago, Commissioner Martinez distributed an email informing staff of the city's Global Philadelphia initiative—a citywide effort to

to LEP clients.

Language Identification Cards

Have you ever gone to a client's home and realized that they did not speak English? Not only that, you had no idea which language they were speaking? Well, coming to you direct from the city's contracted service provider Language Line are "Language Identification Cards." They are handy cards for you to take out in the field. Each card carries the phrase "point to your language, an interpreter will be called" printed in many languages. All your client has to do is point to the language they speak, then you can access Language Line services by following the procedure outlined below. These cards are now available and will be delivered to your department director for distribution.

Speaker Phone Devices

What do you do after a client identifies their language, and you don't speak it? Worry no more! We now have speaker-phone devices that can be connected to city cellular phones, allowing you to access Language Line from the client's home, and allowing all parties to listen to the interaction in their language.

Quick Reference Guides

Post card-sized guides are also available for use in the field when you need to access Language Line. These smaller guides offer some helpful hints for Language Line callers, as well as a step-by-step guide to the process. The quick reference guides will also be delivered to department directors for distribution.

Through Global Philadelphia we will make DHS more client-friendly to our Limited English Proficiency (LEP) clients. Soon, we will have our vital form documents translated into Spanish, Cambodian, Russian, Vietnamese, Mandarin, and Korean posted on DHS Central. Please email Global Philadelphia questions to me at: raheemah.d.shamsid-deen@phila.gov.



Language Line Procedures

Speaker Phone Devices

When at all possible, please contact Marie Cavill (ext 3-5810) several days in advance of a scheduled visit and advise her that you will require a speaker device for your telephone. When you arrive at the client's home, turn the speaker device "on" (the switch is located at the bottom of the cell phone battery), and conduct your conversation as normal.

Accessing Language Line

Contact Language Line at 1-800-874-9426. An operator will answer and ask you for basic information including a client identification number, personal code and the desired language assistance.

The Client ID# for DHS is 507055.

Your personal code is the last 4 digits of your office telephone number.

After informing the operator of the above information, and the desired language, you will be connected with an appropriate interpreter. At the end of the call, please tell the interpreter "end of call."