

# LIMITED ENGLISH PROFICIENCY (LEP) SERVICE

Care Management Appendix F.3

# AGENDA



Purpose



Goal



Service Provider



Procedure for Face-To-Face Encounter



Procedure for Telephone Call



Summary

# PURPOSE

The purpose of the Limited English Proficiency (LEP) Service is to provide interpreter services to individuals with LEP *at no cost to the Area Agencies on Aging.*

# GOAL

The goal is to ensure that all individuals contacting the Area Agencies on Aging are provided information or service in the language of their choice regardless of their inability or limited ability to read, speak, or understand English.

# **SERVICE PROVIDER**

Propio Language Services in the Commonwealth's contracted vendor for interpreter services.

Propio will provide telephone interpretation service for this Department of Aging-sponsored LEP Service.

Propio's service bridges the communications gap in face-to-face and telephone encounters between English-only speaking staff and individuals with LEP by adding an interpreter to the conversation via the telephone.

# PROCEDURE: FACE-TO-FACE ENCOUNTER

Give the [PLEASE POINT](#) sheet and [ONE MOMENT PLEASE](#) sheet to the LEP individual.

After the LEP individual points to his/her language, contact Propio (888) 804-2044 and follow the procedure for a telephone encounter.

# PROCEDURE: TELEPHONE ENCOUNTER

Place the LEP caller on conference HOLD and contact Propio (888) 804-2044.

When greeted by the Propio Coordinator, state:

- Your name and that you are calling from the Area Agency on Aging (Pennsylvania Department of Aging)
- The language that is needed (use the [CODE](#) sheet) or ask for assistance in identifying the language.
- Your AAA's four-digit account number

Hold while the Propio Interpreter is connected.

# PROCEDURE: TELEPHONE ENCOUNTER (CONT.)

The Propio Coordinator will inform you when the Propio Interpreter joins the call and will provide you with the Interpreter's ID number.

Briefly explain the purpose of the call to the interpreter.

Proceed by speaking directly to the LEP individual in the first person.

- Example: *"What is your name?"* NOT *"Ask her for her name."*



# **PROCEDURE: TELEPHONE ENCOUNTER (CONT.)**

Upon completion of the call, all parties should hang up. Your call data will be automatically recorded.

# CONTACT

PDA LEP Coordinator – Kevin Atkinson  
(717) 772-0204  
[Al-supportserviceshelpdesk@pa.gov](mailto:Al-supportserviceshelpdesk@pa.gov)

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# QUESTION & RESPONSE

Q: What is the wait time for an interpreter?

R: The average wait time to connect with an interpreter is less than 5 minutes.

Q: Are there any languages not available?

R: There are over 200 languages covered. Contact the LEP Coordinator if you encounter a language not covered.

Q: Is it possible to acquire a full language list?

R: Yes. The full language list will be emailed to all AAA Directors.

Q: Are there any cons to the service?

R: None that we are aware of.

Q: What is the capacity of Propio?

R: Propio services the entire commonwealth.