



Limited English Proficiency (LEP)

Employee Guide

January 2007
(updated)



Martin O'Malley, Governor
Anthony G. Brown, Lt. Governor
John D. Porcari, Transportation Secretary
Neil J. Pedersen, Administrator

Maryland State Highway Administration
Limited English Proficiency (LEP) Employee Guide

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I. Letter from the SHA Administrator:

It is the policy of the Maryland State Highway Administration (SHA) to assure non-discrimination in the award of and performance on all SHA business activities. I am personally committed to uphold the intent and spirit of Title VI of the Civil Rights Act of 1964 and other state and federal civil rights regulations to the fullest extent possible. This commitment extends to all SHA programs. It is my vision that no person will be discriminated against on the basis of race, color, national origin, sex, physical or mental disability, language or age.



It is our responsibility and desire to assure that no citizen, contractor - or person employed by a contractor - be discriminated against, be excluded from participation in, or denied the benefits of, any program or activity supported by SHA. It is also the responsibility of each and every employee of SHA to work cooperatively to achieve the goals and objectives of this directive. As an organization, SHA will work diligently to see that the vision and intent of the law is carried out in all phases of our operation.

As Administrator, I am fully committed to the goal of achieving equal opportunity and non-discrimination for all businesses associated with SHA, and associated transportation and related support industries.

Neil Pedersen
Administrator
Maryland State Highway Administration

II. Limited English Proficiency (LEP) Translation Procedures

A. In-Person Translation

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 enclosed list of volunteer staff members to see who speaks the requested language. Call that individual. Proceed to step 3 if the listed volunteer(s) for the identified language is not available.
3. Phone CTS Language Link at 1-877-963-7466. (*The cost is \$1.73/min when interpreter is on the line.*)
4. Give your name and office, and request a phone interpreter. The operator can help you identify the language if you need assistance. When prompted provide the RC access number _____. (*Each RC is handling the access# differently. Speak with your LEP Liaison to obtain your RC's access #.*)
5. 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.
6. Following the phone conversation, complete the SHA LEP Request Form to document the occurrence and how it was resolved. A sample of this form is included in this packet and additional copies are available on the SHA's Office of Equal Opportunity's Intranet site.

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B. Translation via Telephone

1. Place the LEP caller on hold.
2. If you can determine the language being spoken, refer to the list of volunteer staff members to identify who speaks that language. Attempt to locate the volunteer staff member to assist in the translation. Proceed to step 3 if a volunteer(s) is not available or the language being spoken cannot be determined.
3. Using the 3-way conference calling process, call CTS Language Link at 1-877-963-7466.
4. Give your name and office, and request a phone interpreter. The operator can help you identify the language if you need assistance. When prompted provide the RC access number _____. *(Each RC is handling the access # differently. Speak with your LEP Liaison to obtain your RC's access #).*
5. 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.
6. Following the phone conversation, complete the SHA LEP Request Form to document the occurrence and how it was resolved. A sample of this form is included in this packet and additional copies are available on the SHA's Office of Equal Opportunity's Intranet site.

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How to Conference a Call – Three Way Conference Calling Process

1. After receiving the original LEP call, press the “transfer” button. This will place the original caller on hold.
2. When you hear the dial tone, dial the extension of the third-party (CTS LanguageLink or SHA Staff Interpreter) you wish to include in the conference call.
3. Inform the third-party of the purpose of the call when answering the line.
4. When you are ready to begin the actual conference call, press the “conference” button. This will join the original caller with you and the third-party participant. The “conference” light will be lit indicating the conference call has been successfully initiated.
5. Simply hang up the phone to end the conference call. Remember to follow Step 6 outlined above.

C. Translation For Written Documents

**** Due to the costs associated with the translation of documents into other languages, the identification of vital documents needing translation will be completed through the Title VI Coordinator. Please forward all requests to SHA's Office of Equal Opportunity, Mail Stop C-406.****

1. Any in-coming correspondence (such as e-mails, faxes or letters) received at SHA that require translation should be submitted to the Office of Equal Opportunity at MS C-406, to the attention of the Title VI Coordinator who will facilitate the translation.
2. Any SHA literature or outgoing correspondence requiring translation, (i.e. e-mails, faxes, letters, press releases, literature, flyers or announcements) should also be submitted in print and electronically to the Office of Equal Opportunity at MS C-406, to the attention of the Title VI Coordinator, who will facilitate the translation process.

**** Vital documents are defined as: any document that "contains information that is critical for accessing the recipient's program(s) and/or activities or is required by law."*

D. On-Site Translators and Interpreters

1. Determine what language is necessary for an on-site interpreter.
2. Check the enclosed list of volunteer staff members to see who speaks the requested language. Call that individual to check their availability to attend the event that requires the interpreter. Proceed to step 3 if the listed volunteer(s) for that particular language is not available.
3. Phone CTS Language Link at 1-800-535-9250. (*The cost is \$63 hr. for on-site interpreter*).
4. Give your name, office and state to the operator. When prompted, provide the RC access number _____. (*Each RC is handling the access# differently. Speak with your LEP Liaison to obtain your RC's access #.*) The operator will ask for the following information: language needs to be translated, date, time frame, location and a point of contact name and phone number. This information will be forwarded to the interpreter.
5. After receiving the information in step 4, the operator will supply you with a job number and a confirmation via phone, fax, or email of the interpreter's name (at a later date).
6. Following the meeting, complete the SHA LEP Request Form to document it and how it was resolved. A sample of this form is included in this packet, and additional copies are available on SHA's Office of Equal Opportunity's Intranet site.

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III. "I Speak" Cards for Foreign Language Identification

2004 Census Test	United States Census 2010 LANGUAGE IDENTIFICATION FLASHCARD
<input type="checkbox"/> وضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
<input type="checkbox"/> Մարդու՞մ ենք նշում կատարե՞ք այս քանակուսում, կթի կտտում կամ կարդում եք հայերեն:	2. Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাবেস দাগ দিন।	3. Bengali
<input type="checkbox"/> ឈ្លូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
<input type="checkbox"/> Motka i kakhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro

如果你能读中文或讲中文，请选择此框。

6. Simplified
Chinese

如果你能讀中文或講中文，請選擇此框。

7. Traditional
Chinese

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.

8. Croatian

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.

9. Czech

Kruis dit vakje aan als u Nederlands kunt lezen of spreken.

10. Dutch

Mark this box if you read or speak English.

11. English

- | | | |
|--------------------------|---|-----------------------|
| <input type="checkbox"/> | اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بزنييد. | 12. Farsi |
| <input type="checkbox"/> | Cocher ici si vous lisez ou parlez le français. | 13. French |
| <input type="checkbox"/> | Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. | 14. German |
| <input type="checkbox"/> | Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. | 15. Greek |
| <input type="checkbox"/> | Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen. | 16. Haitian
Creole |
| <input type="checkbox"/> | अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। | 17. Hindi |

- | | |
|--|---------------|
| <input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob. | 18. Hmong |
| <input type="checkbox"/> Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet. | 19. Hungarian |
| <input type="checkbox"/> Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. | 20. Ilocano |
| <input type="checkbox"/> Marchi questa casella se legge o parla italiano. | 21. Italian |
| <input type="checkbox"/> 日本語を読んだり、話せる場合はここに印を付けてください。 | 22. Japanese |
| <input type="checkbox"/> 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. | 23. Korean |

- | | |
|---|----------------|
| <input type="checkbox"/> ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຊື່ປາກພາສາລາວ. | 24. Laotian |
| <input type="checkbox"/> Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. | 25. Polish |
| <input type="checkbox"/> Assinale este quadrado se você lê ou fala português. | 26. Portuguese |
| <input type="checkbox"/> Însemnați această căsuță dacă citiți sau vorbiți românește. | 27. Romanian |
| <input type="checkbox"/> Пометьте этот квадратик, если вы читаете или говорите по-русски. | 28. Russian |
| <input type="checkbox"/> Обележите овај квадратичић уколико читате или говорите српски језик. | 29. Serbian |

- | | | |
|--------------------------|--|--------------|
| <input type="checkbox"/> | Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. | 30. Slovak |
| <input type="checkbox"/> | Marque esta casilla si lee o habla español. | 31. Spanish |
| <input type="checkbox"/> | Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. | 32. Tagalog |
| <input type="checkbox"/> | ให้กาเครื่องหมายลงในช่องดำผ่านด้านหรือทุกภาษาไทย. | 33. Thai |
| <input type="checkbox"/> | Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. | 34. Tongan |
| <input type="checkbox"/> | Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. | 35. Ukranian |

اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔

36. Urdu

Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.

37. Vietnamese

באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.

38. Yiddish

V. SHA Staff Language Volunteer Listing (as of December 2005)

Last Name	First Name	Office	Telephone	Language/Dialect
Adzimahe	William	OMT-BRK	(410) 321-3189	Akan
Baassiri	H.B.	D-1	(410) 677-4023	Arabic (Lebanese)
Kamel	Randah	Bridge	(410) 545-8343	Arabic
Rahwanji	Saed	OOTS	(410) 787-5870	Arabic
Saab	Wissam	OMT-BRK	(410) 321-4099	Arabic (Lebanese)
Mahmud	Abdelwahab	OMT-BRK	(410) 321-4106	Arabic, Amharic
Das	Atasi	OMT-	(410) 321-3188	Bengali
Kam	Paul	OOM	(410) 582-5585	Chinese (Cantonese)
Soh	Fai-Tat	HDD	(410) 545-8877	Chinese (Cantonese)
Wei	Phil	Bridge Quality	(410) 545-8066	Chinese (Cantonese)
Soh	Fai-Tat	HDD	(410) 545-8877	Chinese (Mandarin)
Kam	Paul	OOM	(410) 582-5585	Chinese (Mandarin)
Li	Xuezhi Lynn	Bridge Design	(410) 545-8381	Chinese (Mandarin)
Wei	Phil	Bridge Quality	(410) 545-8066	Chinese (Mandarin)
Woo	Richard	OPR	(410) 545-0340	Chinese (Mandarin)
Gabriel	Norman	OFIT	(410) 545-5705	Colloquial English
Point-du-Jour	Jean Yves	OOTS	(410) 787-5866	Creole
Havlik	Dana	OHD	(410) 787-4091	Czech
Hanif	Safar	OOC	(410) 545-0084	Dari (Persian)
Igbinosun	Equa	CHART	(410) 787-5873	Edo
Mahmud	Abdelwahab	OMT-BRK	(410) 321-4106	Eritrea, Tigre, Tigrnia
Adzimahe	William	OMT-BRK	(410) 321-3189	Ewe
Merette	Andre	OFIT ITD	(410) 545-8677	French
Point-du-Jour	Jean Yves	OOTS	(410) 787-5866	French

Last Name	First Name	Office	Telephone	Language/Dialect
Vasilios	Frank	OFIT-ITD	(410) 545-8685	Greek
Sutton	Mona	OPPE	(410) 545-5643	Gujarati
Patel	Dilip	OOTS	(410) 787-5811	Gujarati
Patel	Nilesh	D-7	(410) 792-9496	Gujarati
Patel	Rajan	Bridge Design	(410) 545-8075	Gujarati
Patel	Vitthalbhai I.	OMT-BRK	(410) 321-4093	Gujarati
Pujara	Karuna	OHD	(410) 545-8390	Gujarati
Sanghavi	Sonal	HDD	(410) 545-8414	Gujarati
Shah	Gopal	OMT-BRK	(410) 321-3171	Gujarati
Shah	Milan "Mike"	D-1	(410) 677-4095	Gujarati
Shah	Romi	OFIT Audits	(410) 545-8702	Gujarati
Benyowitz	Joel	D-7	(301) 624-8137	Hebrew
Dave	Prakash	Bridge	(410) 545-8355	Hindi
Ganvir	Ravi	D-1	(410) 677-4020	Hindi
Khan	Azim	D-3	(301) 513-7363	Hindi
Kohli	Prabhjot	D-3	(301) 933-8817	Hindi
Kulkarni	Moreshwar	OHD - CDD	(410) 545-8825	Hindi
Nigam	Abhay	HISD	(410) 545-5506	Hindi
Patel	Dilip	OOTS	(410) 787-5811	Hindi
Patel	Nilesh	D-7	(410) 792-9496	Hindi
Patel	Rajan	Bridge Design	(410) 545-8075	Hindi
Patel	Vitthalbhai I.	OMT-BRK	(410) 321-4093	Hindi
Pujara	Karuna	OHD	(410) 545-8390	Hindi
Sanghavi	Sonal	HDD	(410) 545-8414	Hindi
Shah	Gopal	OMT-BRK	(410) 321-3171	Hindi
Shah	Milan "Mike"	D-1	(410) 677-4095	Hindi
Shah	Romi	OFIT Audits	(410) 545-8702	Hindi

Last Name	First Name	Office	Telephone	Language/Dialect
Shrestha	Shiva	OPPE	(410) 545-5677	Hindi
Sutton	Mona	OPPE	(410) 545-5643	Hindi
Veeramachaneni	Raja	OPPE	(410) 545-0412	Hindi
Duzs-Moore	Anna	OMT-BRK	(410) 545-4133	Hungarian
Okehie	Charles	Bridge	(410) 545-8346	Ibo
Mba	Mba E.	OFIT Audits	(410) 545-8708	Ibo/Igbo
Oduenze	Joseph	OFIT General	(410) 545-5707	Igbo
Oduenze	Joseph	OFIT General	(410) 545-5707	Ikwerre
Aromin	Cesar	OMT	(410) 321-4094	Ilocano
Agostino	Maurizio	Bridge Design	(410) 545-8308	Italian
Mahmud	Abdelwahab	OMT-BRK	(410) 321-4106	Italian
Ngangana	Togba	OMT-BRK	(410) 321-4099	Kpelleh
Anuzis	Donatas	OMT-BRK	(410) 321-4134	Lithuanian
Ngangana	Togba	OMT	(410) 321-4099	Lorma
Rajan	Sue	OPPE	(410) 545-8514	Malayalam
Wu	Holly	D-5	(410) 841-1049	Mandarin
Xiang	Hua	OPR	(410) 545-2922	Mandarin
Ganvir	Ravi	D-1	(410) 677-4020	Marathi
Kulkarni	Moreshwar	OHD - CDD	(410) 545-8825	Marathi
Sanghavi	Sonal	HDD	(410) 545-8414	Marathi
Shrestha	Shiva	OPPE	(410) 545-5677	Nepali
Fobujong	Suh Ade	OPPE	(410) 545-5657	Ngeumba
Wakil	Abdul	HDD	(410) 545-8392	Pashto
Mondanipour	Nader	Bridge	(410) 545-8357	Persian
Sajedi	Danesh	OMT-BRK	(410) 321-3190	Persian
Wakil	Abdul	HDD	(410) 545-8392	Persian (Dari)
Alemi	Narguess I.	OMT-BRK	(410) 321-3105	Persian (Farsi)

Last Name	First Name	Office	Telephone	Language/Dialect
Charharbaqhi	Ali	Bridge Design	(410) 545-8458	Persian (Farsi)
Izadi	Moj	Bridge Design	(410) 545-8337	Persian (Farsi)
Khan	Shameem	BIRE	(410) 545-8421	Persian (Farsi)
Moini	Ali	D-4	(443) 858-1111	Persian (Farsi)
Mosleh	Daryoosh	OOTS	(410) 787-7618	Persian (Farsi)
Toolabi	Hamidreza	OMT	(410) 321-4117	Persian (Farsi)
Barreira	Victor	HDD	(410) 545-8799	Portuguese
Desousa	Paulo	OMT-BRK	(410) 321-3232	Portuguese
Chaudhry	Akhtar	D-5 Utilities	(410) 841-1043	Punjabi
Khan	Azim	D-3	(301) 513-7363	Punjabi
Khan	Shameem	BIRE	(410) 545-8421	Punjabi
Kohli	Prabhjot	D-3	(301) 933-8817	Punjabi
Hanif	Safar	OOC	(410) 545-0084	Pushtu
Berenson	Lena	Bridge	(410) 545-8354	Russian
Bocharov	Galina	OOM	(410) 582-5568	Russian
Duzs-Moore	Anna	OMT-BRK	(410) 545-4133	Russian
Schulgin	Vassily	D-2	(410) 810-3280	Russian
Smolyak	Alexander	Bridge	(410) 545-8344	Russian
Mosleh	Daryoosh	OOTS	(410) 787-7618	Shahmirzadi
Aguila-lemaster	Liza	OOTS	(410) 787-4076	Spanish
Amaya	Jose	D-3	(301) 948-2477	Spanish
Bartosh	Margot	OED	(410) 545-8622	Spanish
Femenia	Luis	CHART/Colleg	(410) 582-5605	Spanish
Forbes	Shandale	OHD	(410) 545-8972	Spanish
Hawkins	Adeela	D-3	(301) 948-2477	Spanish
King	Miriam	OOTS	(410) 787-4049	Spanish
Lozano	Xiomaro	D-3	(301) 948-2477	Spanish

Last Name	First Name	Office	Telephone	Language/Dialect
Viamonte	Lucy	OMT	(410) 822-4494	Spanish (Castilian)
Aromin	Cesar	OMT	(410) 321-4094	Tagalong
Daus	Aida	Consultant	(410) 545-0432	Tagalong (Ilocano)
Veeramachaneni	Raja	OPPE	(410) 545-0412	Telugu
Kelly	Ungkana	OHD	(410) 545-8841	Thai
Chaudhry	Akhtar	D-5 Utilities	(410) 841-1043	Urdu
Khan	Azim	D-3	(410) 513-7363	Urdu
Khan	Shameem	BIRE	(410) 545-8421	Urdu
Kohli	Prabhjot	D-3	(301) 933-8817	Urdu
Paracha	Jawad	OOTS	(410) 787-5891	Urdu
Olagoke	Yinka	Bridge Design	(410) 545-8332	Yoruba
Igbinosun	Equa	CHART	(410) 787-5873	Yoruba

VI. SHA LEP Response and Tracking Form

Maryland State Highway Administration Limited English Proficiency (LEP) Tracking Form

PLEASE FILL OUT COMPLETELY

Staff Member	Office/Extension
Date:	Duration of Call:

Customer Contact: Walk-in/In-person Phone Call E-mail
 Fax Mail Other _____

Please briefly explain the services or information requested:

Language Spoken/Requested: _____

Translation Service: In-person Telephonic
 Written Other _____

Provider of Translation: SHA Employee Non-SHA State Employee
 Private Business Community Group/Organization
 CTS Languagelink Other _____

Name of Individual(s)/Company Who Assisted with Translation: _____

Comments/Resolution:

PLEASE RETURN FORMS to OEO T6 Officer (SHA – MS-C-406)