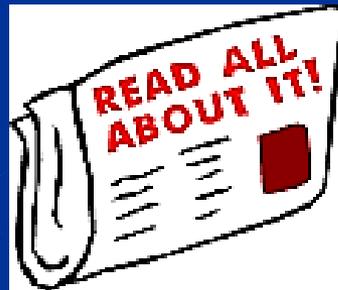


Service to Our Limited English Proficient (LEP) Public



Status Report
JULY 2008



LEP Workgroup Membership 2008

Debra A. Acord	Office of Income Security Programs
Nita Alba	American Federation of Government Employees
Luis Alicea	Hispanic Affairs Advisory Council
Karen Barrington	Office of Systems
Leo Brandenburg	Office of Communications, National Affairs
Nona Brooks	Office of the General Counsel
Thomas Brudenell	Office of Applications and SSI Systems
Linda Claramo	Former Pacific Asian American Advisory Council
Michele Connolly	American Indian Alaska Native Advisory Council
Alma S. De Leon	Office of Disability Adjudication and Review
Albert Fatur	Office of Income Security Programs
Angie Hoquang	Pacific Asian American Advisory Council



LEP Workgroup Membership 2008

Gene Jerry

Edie Lee

Everett Lo

Michele Noel

Aida Rosado-Duverge

George Schmittle

Ki Tran

Vicky Turek

Vivian Yao

Black Affairs Advisory Council

Office of Public Service & Operations Support

Pacific Asian American Advisory Council

Office of Personnel

Office of Communications Multi-Language Staff

Office of Applications and SSI Systems

Office of Systems

Office of Systems

Office of Public Service & Operations Support



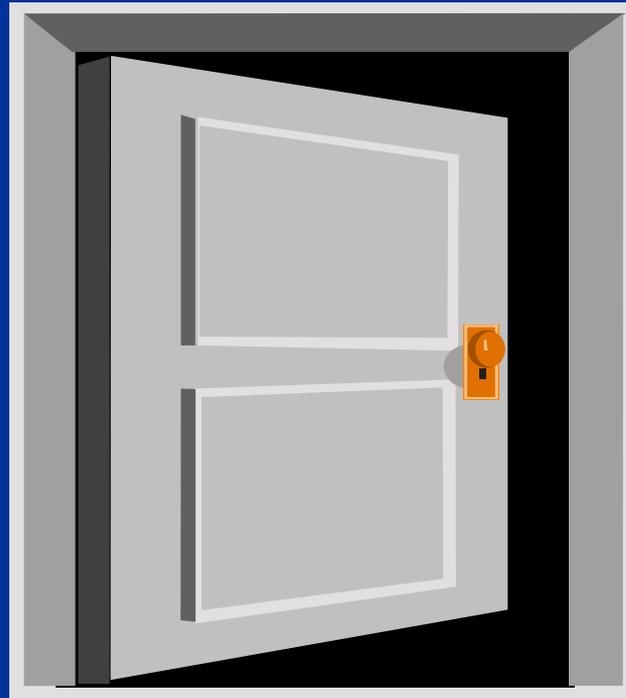


Vision Statement

Social Security provides effective, efficient and equitable service to the public we serve. The public has access to our services regardless of their ability to speak, read or write English. Service delivery options are available to our limited-English proficient public, enabling them to communicate effectively with us in person, over the phone, in writing or through electronic media.

Policy Statement

Social Security's policy is to ensure that individuals have access to our services regardless of their ability to communicate with us in English. We will provide an interpreter, free of charge, to any individual requesting language assistance, or when it is evident that such assistance is necessary to ensure that the individual is not disadvantaged. We do not require individuals needing language assistance to provide their own interpreters.



Policy & Procedures

We have taken a proactive approach to ensure interviewing guidelines are widely published and distributed to make public contact employees and our public aware of service delivery guidelines.

- LEP Principles approved-----September 1995
- Revised interpreter POMS published (GN 00203.011)-----March 1997
- DDS Admin. Letter (interpreter policy at DDS)-----May 1998
- HALLEX revised to include interpreter policy-----November 1998
- EO No. 13125 on Asian Americans and Pacific Islanders (Extended on June 6, 2001)-----June 1999
- EO No. 13166 Improving Access to Services for Persons with Limited English Proficiency---August 2000
- National LEP 3 Day Conference -----May 2001
- Creation of LEP Place on Intranet (Quick-place) to share LEP policy and activities-----June 2001
- HALLEX includes linguistic limitations as reason for good cause for late filing-----July 2001
- National Implementation of Telephone Interpreter Service -----October 2002
- Revised Interpreter Policy POMS GN00203.011 published -----June 2003
- Revised DDS & DHU Interpreter POMS DI 33010 & DI 23040-----October 2003
- OHA released 19 bilingual position descriptions covering six hearing office positions -----February 2004
- Expand the number of languages we collect in our workload systems to 90-----June 2004
- Published Update to SSA LEP Plan dated September 2004-----November 2004
- LEP Workgroup Recommends Additional Languages to the Multi-Language Gateway-----March 2005
- DI POMS to ensure inclusion of the interpreter policy for Arranging the CE in DI 22510-----January 2006
- Presenter at the National LEP Conference ----- March 2007
- Operating instructions update for SSA Central Translation Staff----- April 2008
- Production of a refresher training video for agency employees on SSA LEP Procedures ----- May 2008

Office of Communications plays a key role in reinforcing Social Security's LEP service delivery policy.

In December 2001, the Multi-Language Service Intranet Page was expanded to include documents to help employees who serve members of the public who prefer a language other than English. See the web site at: <http://eis.ba.ssa.gov/nes/>

Some materials provided at this web site for Social Security Employee Information:

- ~ Executive Order 13166 - Improving Access to Services for LEP individuals
- ~ FY 2004 Language Report
- ~ Interpreter Policy for Field Offices GN00203.011
- ~ Non-English Speaking Decision Memo
- ~ Our Updated LEP Plan
- ~ Telephone Interpreter Service Desk Guide
- ~ Spanish Disability Forms as Interviewing Guides



In June 2001, the “Multi-Language Gateway” was announced. In this multi-language site, you may access public information materials translated into 15 languages. See the newly redesigned website at: <http://www.socialsecurity.gov/multilanguage/index.htm>

PUBLIC INFORMATION MATERIALS

- Are translated into Spanish, along with the Monthly Information Packages, Red Book, Understanding Supplemental Security Income publication, etc.
- OCOMM maintains the **Seguro Social en Linea web site at <http://www.segurosocial.gov/español>**, which contains over 100 Spanish documents and revises and reproduces the “Language Card” and poster to reflect our interpreter policy in up to 19 languages. There are various sites to help the Spanish speaking audience understand SSA’s programs and services.
- The Multi-Language Services Staff updated 111 publications in Spanish and 35 publications and Glossaries of Social Security terms in Spanish and the other 14 languages offered on the Multi-Language Gateway. In the future, OCOMM is planning to make web pages for the other 14 languages equal to the Spanish pages found on the Multi-Language Gateway.

SOME EXAMPLES OF DOCUMENTS IN OTHER LANGUAGES

- **Retirement and Survivors Benefit fact sheet** into: Arabic, Armenian, Chinese, Farsi, French, Greek, Haitian-Creole, Italian, Korean, Polish, Portuguese, Russian, Spanish, Tagalog and Vietnamese.
- **Disability Benefit fact sheet** into: Arabic, Armenian, Chinese, Farsi, French, Greek, Haitian-Creole, Italian, Korean, Polish, Portuguese, Russian, Spanish, Tagalog and Vietnamese.
- **SSI Rights & Responsibilities Handout** into: Arabic, Armenian, Chinese, Farsi, French, Greek, Haitian-Creole, Italian, Korean, Portuguese, Polish, Russian, Spanish, Tagalog and Vietnamese.
- A **“Snapshot”** of Social Security Programs into: Arabic, Armenian, Chinese, Farsi, French, Greek, Haitian-Creole, Italian, Korean, Polish, Portuguese, Russian, Spanish, Tagalog and Vietnamese.
- **Social Security Terminology Glossary** is available in: English and Arabic, Armenian, Chinese, Farsi, French, Greek, Haitian-Creole, Italian, Korean, Polish, Portuguese, Russian, Spanish, Tagalog and Vietnamese.
- **SSA-827 (Authorization to Disclose Information to the Social Security Administration instructions)** into: Arabic, Armenian, Chinese, Farsi, French, Greek, Haitian-Creole, Italian, Korean, Polish, Portuguese, Russian, Spanish, Tagalog and Vietnamese.
- **Medicare Fact Sheet~Review of Your Eligibility For Extra Help With Medicare Prescription Drug Plan Costs Beginning August 2006-Some Things You Should Know** into: Arabic, Armenian, Chinese, Farsi, French, Greek, Haitian-Creole, Italian, Korean, Polish, Portuguese, Russian, Spanish, Tagalog, Vietnamese.

Operations: Delivering on its pledge

Bilingual Hires:

- 1993 --- 286 of 531
- 1994 --- 481 of 1,099
- 1995 --- 434 of 1,546
- 1996 --- 436 of 1,908
- 1997 --- 148 of 708
- 1998 --- 580 of 1,331
- 1999 --- 1,022 of 2,830
- 2000 --- 849 of 2,403
- 2001 --- 1,054 of 2,908
- 2002 --- 740 of 2,340
- 2003 --- 1,006 of 3,466
- 2004 --- 429 of 1,703
- 2005 --- 890 of 2,884
- 2006 --- 170 of 4,182
- 2007 --- 240 of 5,186 (includes 9 temporary employees for bilingual positions)



- **TOTAL: 8,765 of 29,839 or 28.6%**
These represent field office and tele-service center bilingual hires since 1993.
- **April 2001 --** Completion of National roll-out of Spanish language prompt for the National 800 Number, which is currently staffed by 766 Spanish speaking agents.
- Established internal Intranet site for translation requests. <http://oasweb.ba.ssa.gov/translators/translator.asp>
- **October 2002 --** Nationwide Implementation of Telephone Interpreter Services (TIS).

OPERATIONS: LEP Funding

Separate funding for LEP interpreter services:

- 1996 = \$150,000
- 1997 = \$190,945
- 1998 = \$202,348
- 1999 = \$333,238
- 2000 = \$490,346
- 2001 = \$764,489
- 2002 = \$832,871
- 2003 = \$571,037
- 2004 = \$543,500
- 2005 = \$515,116
- 2006 = \$562,550
- 2007 = \$477,780

ODAR provides separate funds for interpreters & translators (Actual):

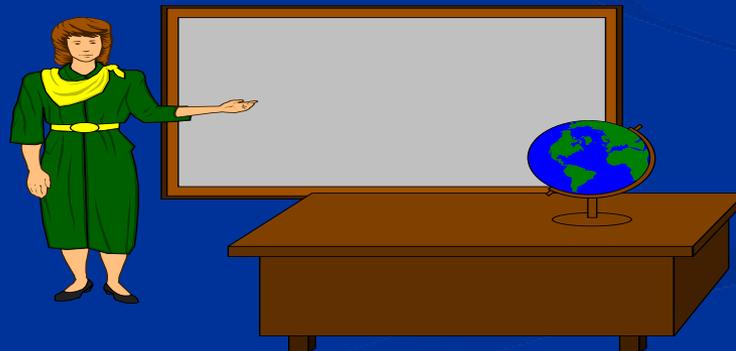
- 1998 = \$2,390,438
- 1999 = \$2,269,972
- 2000 = \$2,006,148
- 2001 = \$1,896,742
- 2002 = \$2,397,665
- 2003 = \$2,450,925
- 2004 = \$2,178,360
- 2005 = \$2,233,212
- 2006 = \$2,155,808
- 2007 = \$2,155,808 (Estim)

Operations: Training Initiative FY 2007

As of December 2007, there were 7,804 bilingual employees in public contact positions throughout our 1,266 field offices and 43 tele-service centers, speaking and translating a total of 122 languages and dialects plus American Sign Language.

We have developed bilingual employee training for 15 languages:

Spanish, Vietnamese, Chinese, Russian, Korean, Polish, Navajo, the dialects of the Philippines, Portuguese, French (including French and Haitian Creole), German, Italian, Arabic, Hmong and Cambodian.



Telephone Interpreter Service



We implemented the National Telephone Interpreter Service in October 2002. Social Security contracted with Tele-Interpreters, a private language service company, which handles telephone interpretations for Social Security public contact employees. The service is available 24 hours a day, 7 days a week, providing telephone interpreters in over 150 dialects and languages.

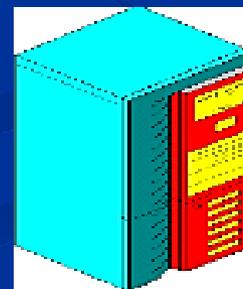
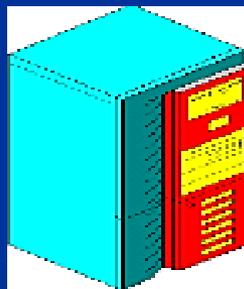
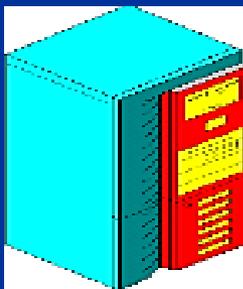
Date	Total Calls	Total Minutes	Total Cost
FY 2004	81,950	1,071,237	\$1,357,677.90
FY 2005	121,117	1,633,276	\$2,059,114.20
FY 2006	162,651	2,173,942	\$2,738,882.03
<u>FY 2007</u>	<u>179,407 (avg)</u>	<u>2,425,574 (avg)</u>	<u>\$2,791,000.00</u>
Totals thru FY 2007	544,692	7,304,381	\$8,946,674.13

- Spanish is the language most often requested. After Spanish, the top five languages are: Vietnamese, Russian, Cantonese, Mandarin, and Korean.
- Beginning June 2005 we began tracking Medicare related calls.

Systems Support of the LEP Initiative

Include activities to capture, store, make available via query and provide management information on LEP public contact workloads. SSI began collecting and storing data on the SSR in May 1996 for 26 languages (and Spanish since 1978).

- Random sample in Modernized Claims Systems (MCS)----- December 1995
- Random sample in Earnings Discrepancies ----- November 1996
- Random sample for Enumeration----- December 1996
- Random sample in Modernized SSI Claims (MSSICS)----- May 1997
- Posting language preference (written & spoken) to Integrated Client Data Base (ICDB)
for title II initial claims and representative payee----- June 1999
- Automated management information reports----(Ongoing)----- November 1999
- Language preference coding for 800 # referrals----- December 2000
- Language preference coding for post-entitlement actions (POS)----- September 2001

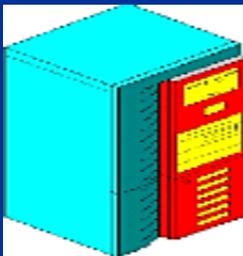


Systems Support of the LEP Initiative

- MSSICS participates in the collection of language preference (written and spoken) on client language screen (CLLG) ----- January 2002
- OHA collects the language preference data of our claimants for 26 languages through the Case Processing and Management System ----- May 2004
- Expanded the number of language preference options from 27 to 90 for MSSICS claims, re-determinations, representative payee, 800 # system, MCS claims, and TII POS ----- June 2004
- Removal of enumeration and itemized corrections data from the FY 2005 LEP reports - October 2005
- Language preference coding for Itemized Corrections began collecting 90 languages -- January 2006

FUTURE ENDEAVORS:

- The Office of Systems' technology strategy supports Social Security's 2010 vision by providing our public with a wide choice of options for conducting business with us that includes options in terms of time, place, access and preferred language.



Management Information Report

Fiscal Year 2007

NOTE: Does NOT contain the Virgin Islands and Puerto Rico

WORKLOAD VOLUMES

T2 RSI	T2 DIB	SSI AI	SSI B&D	Redets	*Post Entitlement
3,560,863	2,542,165	276,509	2,296,930	616,792	66,453

Clients who prefer a language other than English

132,448	67,768	92,534	123,316	93,206	32,542
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Percentage of clients that prefer a language other than English:

3.72%	2.67%	33.47%	5.37%	15.11%	48.97%
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Management Information Report up to FY 2007

- In fiscal year (FY) 2007, approximately 5.7% or 542,630 customers preferred to be interviewed in a language other than English out of a total volume of 9,361,101
- In fiscal year (FY) 2006, approximately 5.6% or 565,511 customers preferred to be interviewed in a language other than English out of a total volume of 10,014,371.
- In fiscal year (FY) 2005, approximately 5.4% or 535,767 persons preferred to be interviewed in a language other than English out of a total volume of 9,878,142.
- In fiscal year (FY) 2004, approximately 5.4% or 519,695 persons preferred to be interviewed in a language other than English out of 9,756,290. Enumeration and Earnings Discrepancies reports were removed from the total volume in FY 2004 due to a problem when converting the collection of language preference from 27 languages to 90 languages.

* Post Entitlement data displayed reflects only Post-entitlement Online System (POS) inputs made for language preference.

- Complete FY 2005 language preference data is available via our Intranet website at http://mi.ba.ssa.gov/emis/menus/management_information_menu.cfm

Array of Top 5 Languages by Workload Category FY 2006

NOTE: Does NOT contain the Virgin Islands and Puerto Rico

RETIREMENT CLAIMS

Spanish	98,488
Mandarin/Cantonese	7,690
Vietnamese	4,988
Russian	3,855
<u>Korean</u>	<u>3,051</u>
TOTAL	118,072

DISABILITY INSURANCE CLAIMS

Spanish	52,083
Vietnamese	1,174
Mandarin/Cantonese	1,120
American Sign Lang	534
<u>Polish</u>	<u>459</u>
TOTAL	55,370

SSI AGED CLAIMS

Spanish	57,207
Mandarin/Cantonese	10,834
Vietnamese	3,493
Korean	2,729
<u>Russian</u>	<u>2,381</u>
TOTAL	76,644

SSI BLIND & DISABLED

Spanish	97,606
Vietnamese	3,261
Mandarin/Cantonese	2,426
Russian	1,723
<u>Arabic</u>	<u>1,310</u>
TOTAL	106,326

REDETERMINATIONS

Spanish	78,746
Mandarin/Cantonese	8,622
Vietnamese	8,030
Russian	6,373
<u>Korean</u>	<u>2,943</u>
TOTAL	104,738

TITLE II POST ENTITLEMENT

Spanish	16,633
Mandarin/Cantonese	2,187
Korean	1,571
Arabic	143
<u>Chinese/Toishanese</u>	<u>93</u>
TOTAL	20,627

For claimants who prefer to use a language other than English:

- In FY 2006, over 71% of our language demand was for Spanish (400,763 of 561,511 claimants preferred to have their interview conducted in Spanish). Mandarin/Cantonese was 5%, and Vietnamese was 3.7%.
- In FY 2005, over 72 % of our language demand was for Spanish (389,978 of 535,767 claimants preferred to have their interview conducted in Spanish). Mandarin/Cantonese was 5.4%, and Vietnamese was 3.5%.
- In FY 2004, over 66% of our language demand was for Spanish (344,728 of 519,695 claimants preferred to have their interview conducted in Spanish). Mandarin Cantonese was 7.3%, and Vietnamese was 4.9%.
- In FY 2003, over 75 % of our language demand was for Spanish (1,158,431 of 1,539,668 claimants preferred to have their interview conducted in Spanish). Mandarin/Cantonese was 4.3%, and Vietnamese was 1.4%.
- In FY 2002, over 75 % of our language demand was for Spanish (1,533,318 of 2,044,141 claimants preferred to have their interview conducted in Spanish). Mandarin/Cantonese was 4.9%, and Russian was 2%.

SOCIAL SECURITY's LEP BUDGET



	<u>FY 2005</u> <u>Approved</u>	<u>FY 2006</u> <u>Approved</u>	<u>FY 2007</u> <u>Actual Spending</u>
Operations:			
- Training	\$ 300,000	\$ 300,000	\$ 247,183
- Interpreters	\$ 600,000	\$ 600,000	\$ 477,780
- Telephone Interpreter Service	\$ 2,102,441	\$ 3,200,000*	\$ 2,791,000*
		*06/06-06/07	*07/07-06/08
		(*Reflects contract timeframes)	
Communications:			
- Translation Contract	\$ 420,632	\$ 554,724	TBD
- Detailees	\$ 229,500	\$ 200,000	TBD
- Multilanguage Review Team Training	\$ 41,000	\$ 100,000	\$ 100,000
TOTALS:	\$ 3,693,573	\$ 4,954,724	\$ 3,615,963 (Estim)

NOTE: OHA interpreters are funded separately. In addition, DDS does not separately identify monies for interpreters.