



Memorandum

#15-023

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Amanda Hovis, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: February 9, 2015

SUBJECT: Video Remote Interpreting through LanguageLine Solutions

The State Agency's (SA) contract with LanguageLine Solutions now includes video remote interpreting for use with Deaf and Hard of hearing applicants and WIC participants. The attachment provides additional information and benefits about the video remote interpreting service. The SA encourages the use of the remote interpreting service for walk-ins and in areas where onsite Deaf and Hard of Hearing interpreters are not available within a reasonable distance (travel more than 1 hour away). Additional consent is not required because LanguageLine Solutions is HIPPA and WIC confidentiality compliant.

Before contacting the LanguageLine Solutions account executive you will need to know:

- The network requirements/internet connectivity for your Local Agency
- The number of licenses/devices for your Local Agency

For additional questions about video remote interpreting contact the LanguageLine Solutions Account Executive:

Thomas Costello

Strategic Account Executive

Phone/fax: 831-648-5537

Email: tcostello@languageline.com

Lastly, the State Agency (SA) pays for onsite sign language interpreting services through an Interagency Contract with the Department of Assistive and Rehabilitative (DARS). We encourage onsite sign language interpreting services as a best practice whenever possible.

If you have questions or require additional information, please contact Rachel Edwards, Clinic Services Branch Manager, at 512-341-4763 or rachel.edwards@dshs.state.tx.us.

VIDEO REMOTE INTERPRETING NOW AVAILABLE TO TEXAS WIC AGENCIES

On demand interpreters enable communication with the Deaf and Hard of Hearing

LANGUAGEU^c IMPROVES UNDERSTANDING WITH YOUR CLIENTS



Texas WIC agencies can now access American Sign Language and foreign language interpreters in seconds, via LanguageU^c, a software-based video remote interpreting solution that works on a wide range of devices via WIFI, Ethernet or cellular connection.

CONSIDER THE BENEFITS

- Improved efficiency with instant video access to fully trained and tested interpreters
- Ensure Compliance with ADA and Title VI requirements for meaningful access
- Cost effective, using existing devices (tablets, smart phones, PCs, etc.)
- HIPAA compliant communication with the best quality interpreters available.
- Easy to use software interface.

SEE VIDEO REMOTE INTERPRETING IN ACTION



Click [HERE](#) or visit our website for more details:

<http://www.languageLine.com/solutions/video-interpretation/>

FOR MORE INFORMATION AND ACCOUNT SETUP

Contact your LanguageLine Solutions Account Executive today:

Thomas Costello
Strategic Account Executive
Phone/fax: 831-648-5537
Email: tcostello@languageLine.com