

LANGUAGE ASSISTANCE LINE

For Limited English Proficiency (LEP) Persons

Bilingual Staffing – The Division has five volunteer staff that has the ability to interpret six different languages.

“I Speak Cards” – The Title VI Coordinator, Carol Glatfelter, maintains a binder containing the “I Speak Cards” in an effort to determine which language the LEP person needs an interpreter for.

Qualified Interpreters – The Title VI Coordinator can contact the complete list of interpreters provided by the Office of Business and Economic Opportunity (OBEO) to assist the LEP person with a qualified interpreter.

Telephone Interpretation – The Title VI Coordinator can provide the LEP person with telephone interpreters, if necessary, by utilizing the Language Line Services. The service is designed for the staff to call and request an interpreter with the same language that the LEP person would require.

Division of Aeronautics **Language Assistance Volunteers**

Danny Uppal – Burmese, Punjabi, Urdu, Hindi
(916) 654-4232

Patrick Kyo – Burmese
(916) 654-5082

Phil Miller – Spanish
(916) 654-5507

Parvin Bijani – Farsi
(916) 657-0543

Sanaz Javadinejad – Farsi
(916) 654-4389

*If the Division Language Assistance Volunteers are not able to assist the person, the Department has an extensive list of Language Assistance Volunteers who can be accessed at:
http://www.dot.ca.gov/hq/bep/title_vi/LEP/documents/BilingualEmployees1109.pdf