

Operations Memos

Department Interpreter Services Procedures

All

Operations Memo 2013-11

This memo informs TAO and Central Office staff about interpreter services procedures.

To comply with federal law, the Department must advise applicants and clients (hereafter referred to as clients) of the right to professional interpreter services regardless of language, national origin or noncitizen status and must provide interpreter services to clients whose primary language is not English. Interpreter services must be provided to clients with Limited English Proficiency (LEP) at the first point of contact. Clients with LEP must not be turned away or told to return with an interpreter. The Department will provide a professional interpreter free of charge.

FYI

New Voter Registration Forms and Agency Workbook

The Secretary of State has revised its voter registration forms to reflect changes in the political parties. Updated forms include the agency voter registration forms and mail in voter registration forms. Local offices will be receiving a shipment of new forms in the very near future. Once an office receives the new forms, the office **must** ensure that the old forms are no longer used. Old forms should be recycled.

The Secretary of State has also revised the Workbook for Agencies to reflect the changes that are on the new voter registration forms. The [Workbook for Agencies](#) has been posted on the [Voter Registration Information page](#) of Policy Online. Copies can be ordered through Document Production at Schraffts.