

State of California
9-1-1 OPERATIONS MANUAL
CHAPTER VII – FOREIGN LANGUAGE INTERPRETATION

INTRODUCTION

Access to foreign language interpretation services at each California Public Safety Answering Point (PSAP) is vital to effective emergency first response to 9-1-1 callers. There are thousands of languages spoken in the world, and interpretation service companies have made great efforts to provide interpreters for many of these languages. The following defines the statutory responsibility each PSAP has to the 9-1-1 callers in their jurisdiction who speak a language other than English:

State of California, Government Code, Section 53112 "... At those '911' public safety answering points serving an area where 5 percent or more of the population, in accordance with the latest United States census information, speak a specific primary language other than English, operators who speak each such other language, in addition to English, shall be on duty or available through interagency telephone conference procedures at all times for '911' emergency services."

California's PSAPs are responsible for meeting this requirement either directly or by way of a conference call where the PSAP 9-1-1 call-taker stays on the line throughout the entire 9-1-1 call.

REIMBURSEMENT POLICY

It is the policy of the Governor's Office of Emergency Services Public Safety Communications, California 9-1-1 Emergency Communications Branch (CA 9-1-1 Branch) to reimburse PSAPs for documented costs directly associated with this effort.

Pre-approval is not required by the CA 9-1-1 Branch, in order to qualify for reimbursement of the costs associated with foreign language interpretation services for 9-1-1 callers. A PSAP must submit a Reimbursement Claim form (TDe-290) to the CA 9-1-1 Branch as outlined in Chapter III, Funding, and must provide all the following documentation:

1. A copy of the invoice from the PSAP's selected foreign language interpretation service provider for 9-1-1 calls only. This may require that the PSAP request invoicing for 9-1-1 interpretation services separate from the PSAP's other foreign language interpretation accounts with the selected service provider; and,
2. A copy of the cancelled check indicating payment has been made to the foreign language interpretation service provider.

All languages used for non-English speaking 9-1-1 callers qualify for reimbursement. The maximum cost allowed for reimbursement is \$.59 per minute.

Foreign language interpretation services for 9-1-1 calls may be directly billed to the CA 9-1-1 Branch when these services are provided by a California state contract. All other service arrangements will be funded on a reimbursement basis as defined in Chapter III, Funding.