

FOREIGN LANGUAGE EMERGENCY INTERPRETATION SERVICES  
TRANSITION PLAN TO THE NEW STATE CONTRACT WITH LANGUAGELINE SOLUTIONS (LLS)

	STATE ACTION	LLS ACTION	PSAP ACTION
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<b>SCENARIO 1:</b>  <b>Transition from the current State Contract with CanTalk to the new State Contract with LLS</b>  <b>(Completed by 6/28/13)</b>	<ul style="list-style-type: none"> <li>• Provided LLS with Master List of PSAPs using current State Contract.</li> <li>• Contact PSAP to advise the current State Contract will expire 6/30/2013 and a new foreign language service provider's 800# needs to be programmed into their system by 6/28/13.</li> <li>• Share with PSAP their LLS Client ID#.</li> </ul>	<ul style="list-style-type: none"> <li>• Reviewed Master List provided by State and identified PSAPs who have an active or inactive LLS Client ID and provided State with updated Master List.</li> <li>• Respond to PSAP inquiries.</li> </ul>	<ul style="list-style-type: none"> <li>• Advise State decision to transition to new State Contract.</li> <li>• Receive LLS Client ID# and share with call takers.</li> <li>• Program the LLS 800# (800-880-1994) into system by 6/28/13.</li> <li>• If your language button indicates a *code (such as *40), then you must contact your telephone company (telco) to change the 800#.</li> <li>• Delete CanTalk or other LLS 800# speed dials in system by 6/28/13.</li> <li>• Contact State to provide the date PSAP transitioned to new State Contract which would be after the LLS 800# has been programmed into system.</li> </ul> <p style="color: red;">Note: The current State Contract with CanTalk expires on June 30, 2013. All Can Talk interpretation services provided to PSAPs after June 30 will have to be billed by CanTalk to the PSAP. The PSAP may follow the State's reimbursement policy.</p>
<b>SCENARIO 2:</b>  <b>Transition from active or expired LLS CMAS PO to new State Contract with LLS</b>  <b>(Ongoing)</b>	<ul style="list-style-type: none"> <li>• Reference LLS Master List of PSAPs that include Client IDs and PO Expiration dates.</li> <li>• Receive notification from PSAPs who want to use the new State Contract.</li> <li>• Respond to PSAP inquiries.</li> </ul>	<ul style="list-style-type: none"> <li>• Receive changes from State and update the LLS database with changes.</li> <li>• Respond to PSAP inquiries.</li> </ul>	<ul style="list-style-type: none"> <li>• Contact State at any time to request transition to the new State Contract.</li> <li>• Determine which LLS 800# is programmed in your system (this can be done by right clicking your language button).</li> <li>• If your language button indicates a *code (such as *40), then you must contact your telco to change the 800#.</li> <li>• Delete previous LLS 800# speed dials in system.</li> <li>• Contact State and provide the date PSAP transitioned to new State Contract which would be after the LLS 800# has been programmed into system – should be (800-880-1994) unless otherwise directed.</li> </ul>