



## Telephonic Interpretation Services through OPWDD

OPWDD provides free telephonic interpretation services for its providers.

To access this service, you/your agency will first need to submit a completed and signed **Attestation Form** to OPWDD's Language Access unit for review.

Please email completed Attestation Forms to: [Language.Access.Requests@opwdd.ny.gov](mailto:Language.Access.Requests@opwdd.ny.gov)

Once your completed form is received and reviewed, you will be sent, via email, the access code and instructions to use the OPWDD contracted vendor, *Language Services Associates (LSA)*, for telephonic interpretation services. ***This service can only be used for meetings lasting 30 minutes or less.***

Please note that OPWDD policy requires staff and service providers to deliver language assistance to people with limited English proficiency (LEP), and/or persons who are deaf or hard-of-hearing.

If you require additional assistance, please contact the **Language Access Liaison** for your region (*see liaison contact list for information*).

You can also reach out to **Sofia Guerrero, OPWDD Statewide Language Access Coordinator** via email at [Sofia.C.Guerrero@opwdd.ny.gov](mailto:Sofia.C.Guerrero@opwdd.ny.gov) with any questions.