

Definitions and Common Terminology for CLAS Compliant Policies

Authorized translator: A [agency/organization name] employee serving in a designated bilingual position who is responsible for translating documents in the language indicated in his/her position description.

Certified interpreter: A person employed by a vendor that has met the requirement to provide interpretation services by the Department of Enterprise Services and/or the Fee Schedules and Payment Policies (MARFS) published by [agency/organization name]. A certified interpreter must either be a [agency/organization name] provider or employed by an interpreter service contracted by [agency/organization name].

Certified translator: A person employed by a vendor that has met the requirements to provide translation service by the Department of Enterprise Services and/or the Fee Schedules and Payment Policies (MARFS) published by [agency/organization name]. These translators can only bill for services rendered to [agency/organization name].

Contracted service provider or vendor: A person, agency, or business entity that contracts with L&I to provide the amount and kind of services requested to serve customers in their language of preference. In some cases, these services can be provided through a vendor contracted through statewide contracts with the Department of Enterprise Services or a [agency/organization name] provider.

Cultural competency: A set of behaviors, attributes, and policies enabling an agency (or individual) to function effectively and appropriately in diverse cultural interactions and settings. Creating culturally competent materials requires respect for individuals and cultural differences, and the use of appropriate language, messages, and images that are relevant to a specific community.

Customer's preferred language: The language that a customer identifies as the language in which s/he wished to communicate verbally and/or in writing with [agency/organization name].

Designated bilingual employee: [agency/organization name] staff that have passed a language proficiency examination administered by [accepted certifications, exams].

Interpretation: Immediate communication of meaning from one language (the source language) into another (the target language). Messages are conveyed orally.

Limited English proficient (LEP): This term refers to customers who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English.

Source language: This is the language from which translation occurs. For example, if you are translating an English document into Russian, the source language is Russian.

Target audience: The audience to which the translated document is intended for use. In some cases, it may be more appropriate to redesign and tailor the language of a document in English to meet the needs of another target audience that speaks another language.

Target language: This is the audience to which translation occurs. For example: If you are translating an English document into Russian, your target language is Russian.

Translation: The conversion of written communication from one language (source language) to another (target language) in a written form. An accurate translation is one that conveys the intent and essential meaning of the original text.

Vital documents: Documents deemed as vital to customer access to [agency/organization name] services and activities, or are required by law.