

WFC Staff Procedure to Assisting Tier 3 UI Customers (Does not speak English, Spanish, Hmong, or Somali)

Situation: Customer approaches WFC staff with unrecognizable language.

- A. WFC staff references I Speak language card to determine language.
- B. After language is determined, WFC staff contacts OET Language Line to speak to an interpreter to determine customer's need.
- C. If the need is for unemployment insurance benefit information, using the Language Line, ask the customer for his/her SS#. (SS# is needed to connect to a UI CRS via phone.)
- D. WFC staff uses the "Get Answers to Your Unemployment Benefit Questions" to contact a UI Customer Service representative, following the path (Forgot your Password?) select English for a language, and then follow the steps to reach a UI CRS and identify the customer's language:
- E. Call: 651-296-3644 Twin Cities area, or; 1-877-898-9090 Greater Minnesota
- F. Make your **language choice** (English, Spanish, Hmong, Somali)
- G. Enter customer's **Social Security number**
- H. **Press #** (pound sign).

After you press #, you will hear:

Press 1 To confirm your identity and select a new password.

Press 2 To have a temporary password mailed to you at the address we have on record.

Press 3 To speak to a representative

- 1) When you are connected to a representative, identify yourself as a WorkForce Center staff member.
- 2) Tell the representative that you have a customer with you who has a question about (or wants to apply for) unemployment insurance benefits.
- 3) Identify the language the customer speaks and ask the representative to connect to the Language Line.
- 4) Tell the representative that you will give the phone to the customer as soon as the representative has connected with the Language Line.