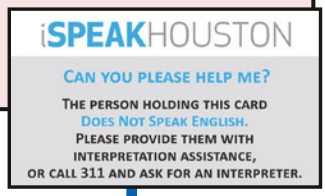
PROCESS FOR ASSISTING LIMITED ENGLISH PROFICIENT INDIVIDUALS

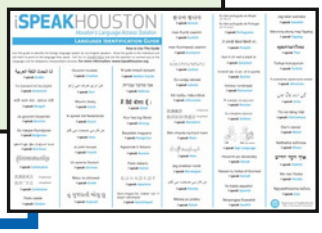
Start

Does the person have an iSpeak Card?



Yes → Check your department's list of bilingual staff to see if anyone **speaks the language identified.** Can a staff member assist you?

No → Do you have a Language **Identification Guide?**



No → Obtain one online: www.iSpeakHouston.org

Yes → Show the constituent the Language **Identification Guide, and have them** point to the language they speak. Are they able to identify their language?

Yes → Check your department's list of bilingual staff to see if anyone **speaks the language identified.** Can a staff member assist you?

No → Call Language Line at 1-866-874-2972. You must provide the City's Client ID, which is 504549, and your Department Code. Get your Department Code from your Department's Language Coordinator.

Yes → Finish

Finish

If the constituent does not have one already, print an iSpeak Card for them in the language they speak: www.iSpeakHouston.org