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Comments on Service Center Options
August 23, 2012

In Santa Clara County, there is effectively no language access at the Social Services Call Center. If you telephone the Call Center, there is about a 15 second message in English followed by 20 seconds in Spanish, and then Vietnamese. I do not know if this Call Center provides assistance in Chinese such as Mandarin/Cantonese or in Tagalog. However, I doubt that any very limited English-speaking clients will stay on the telephone long enough to find the Vietnamese message after 35 seconds of English and Spanish.

Even if you called the Call Center in English, on a good day, it takes an average of 30 minutes to reach someone. One advocate waited 4 hours.

For these reasons, before a county is considered as a service center site, the Exchange should ensure that the Call Center can provide timely services in English and other languages, as well as, provide an adequate number of bilingual staff who are trained with cultural and linguistic competency. If possible, dedicated language lines in the predominant languages would help.