

## Language Interpretation Services

### **What is the scope of Military OneSource language interpretation services?**

To allow our consultants to communicate with military family members who do not speak the English language, Military OneSource provides simultaneous language interpretation services. This interpretation service, which is provided by telephone, ensures that language will not be a barrier to family members seeking and receiving Military OneSource services. We make every effort to honor all language preferences. The language interpretation services are available to our consultants 24 hours a day, 7 days a week.

### **Who is eligible?**

Military OneSource interpretation services are intended to facilitate the providing of Military OneSource services to individual military family members who do not speak the English language. For example, a non-English-speaking military spouse may use the interpretation service to talk with a Military OneSource consultant about how to find child care programs in her community, or to discuss the concerns she may have about a spouse who has returned from combat.

To qualify, these family members must be family members of service members who are eligible to use the Military OneSource program. These service members include:

- Active-duty service members in the Army, Marine Corps, Navy, and Air Force and their immediate family members.
- National Guard and Reserve members -- regardless of activation status -- and their immediate family members (includes members of the Individual Ready Reserve).
- Separating service members and their immediate family members for up to six months following their separation.

### **Who is not eligible?**

Our language interpretation service is not a stand-alone service. It is used only in connection with providing usual Military OneSource services in the context of a Military OneSource case.

Situations for which the language interpretation service may *not* be used include:

- *Situations outside the context of a Military OneSource case.* Requests to use the interpretation service for reasons outside the context of a Military OneSource case, or by third-party advocates for reasons outside a Military OneSource case, are outside the scope of this service. For example, a Family Readiness Group leader may not use the interpretation service to contact a non-English speaking spouse.
- *Medical.* The interpretation services may *not* be used for discussion or delivery of information related to medical issues.

**What if a situation doesn't qualify for the interpretation services?**

Situations that do not meet the eligibility requirements may be considered for interpretation support if there are other available free resources. Military OneSource will explore community and government resources to assist you. Your Military OneSource consultant will explain how we can help with your request when the situation does not qualify for Military OneSource interpretation services.

If a military family member or military family support staff needs interpretation services that are outside the scope of this service, consultants will offer alternate resources that can assist them with their need.

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