

Communication with Diverse Populations

The bureau addresses individual communication needs of applicants for and recipients of services through the services of others able to communicate in alternate languages, appropriate modes, or in native languages. Approximately 10% of the current staff is bilingual in English and Spanish. The bureau employs staff who speak other languages as well as staff who use both American Sign Language (ASL) and English. The bureau publishes on its website all the languages its staff speaks, by district. The list below indicates the languages spoken by current staff and the regions in which they work:

- American Sign Language (ASL) – Northern, Southern, Western
- French – Northern
- French Italian – Southern
- Polish – Northern
- Portuguese – Northern
- Spanish – Northern, Southern, Western

The bureau can also hire interpreters in most languages and can access interpreter services over the phone for all languages.