NEW YORK STATE OF OPPORTUNITY. Office for People With Developmental Disabilities

Telephone Interpretation Instructions for Providers

Telephone Interpretation Services through OPWDD

OPWDD provides free telephonic interpretation services for its providers.

To access this service, you/your agency will first need to submit a completed and signed **Attestation Form** to OPWDD's Language Access Team for review.

Please email completed Attestation Forms to: Language.Access.Requests@opwdd.ny.gov

Once your completed form is received and reviewed, you will be sent, via email, the access code, and instructions to use OPWDD's contracted vendor for telephonic interpretation services. ***We strongly recommend only using this service for meetings lasting 30 minutes or less.***

Please note that OPWDD policy requires staff and providers to deliver language access services to people with limited English proficiency (LEP), and/or persons who are deaf or hard-of-hearing.

If you require additional assistance or have any questions, please contact:

Sofia Guerrero, OPWDD Statewide Language Access Coordinator
Sofia.C.Guerrero@opwdd.ny.gov

Updated January 2025