When should I utilize the language assistance line?

It may be difficult at times to tell if a Limited English Proficient (LEP) customer fully understands what we are trying to communicate. We want to do our best in making all of our customers feel welcomed and comfortable with each interaction.

As we interact with customers with Limited English Proficiency (LEP), one of the most important tools that everyone should feel comfortable using is our contracted language interpretation service offered by CTS, LanguageLink. We have had a contract with CTS LanguageLink since 2013. They provide 24/7, three-way phone assistance that is both confidential and user friendly.

The language line may be utilized whenever a customer’s inability to speak or understand English is impairing their ability to obtain information or services.

You may use the language assistance line in any of the following circumstances:

- When a customer requests an interpreter. Requests can include in-person communication or via phone.
- If you are having difficulty communicating or understanding the customer.
- If the customer is having difficulty communicating or understanding you.

Click here for addition LanguageLink resources.

Please note:
There is an access code for DIS employees and an access code for OVMCS employees, be sure to select the correct document when attempting to access the line.
Additionally, you may find following best practices helpful when interacting with LEP customers:

1) Keep it simple
   - Use simple words and phrases while trying to avoid acronyms and idioms.
2) Use pauses and silence
   - This allows the LEP individual time to process, comprehend, and form a response.
3) Speak slowly and clearly -- not LOUDLY
4) Give and seek feedback
   - Ask open ended questions that allow the LEP customer to respond. This is a great tool to gauge and highlight areas of misunderstanding or lack of comprehension.
5) Don’t assume that head nodding equals comprehension
   - In many cultures, head nodding equates to listening or partial understanding.
6) Don’t assume a person accompanying the LEP customer is their interpreter
   - If the LEP customer needs language assistance and is with another individual who may be able to assist, ask questions first. Ask the customer if they would like that individual to assist with translation or if they would prefer the use of professional translation. This ensures that we aren’t creating an uncomfortable or unwanted situation for our LEP customers.
7) Be patient, repeat, and rephrase if necessary

We believe displaying a “Point to Your Language” informational poster would be beneficial. Please let your County Liaison know if you would like to have one or two laminated for your office.

**Shout out!**

Shout out to Nikki Martens for graduating the CPM program on 12/12/2018. Nikki is the new County Liaison for eastern and central counties: Dubuque, Linn, Jones, Jackson, Johnson, Cedar, Clinton, Muscatine and Scott. Congratulations, Nikki!
**ERT**

Nearly 70 counties have completed their first ERT transaction. The Vehicle Services team encourages you to reach out to Tonya Bishop ([Tonya.Bishop@iowadot.us](mailto:Tonya.Bishop@iowadot.us)) when completing your first ERT transaction. Please also reach out to Tonya if your office infrequently handles ERT transactions and might like to be walked through the transaction. Review your ERT resources prior to rejecting a transaction as some issues may be known bugs, or there may be establish procedures to address a particular transaction deficiency.

**Fusebox**

You may have noticed the new Transaction Management tab in Fusebox. This tab allows you to search by card number to verify if a transaction was authorized or not.

Use the following steps to specify your search criteria and to search for a transaction:

1. Click on the **Transaction Management** tab, the **Transaction Search** screen appears.
2. Type in the last 4 numbers of the card that was unused in the **Account Number or last 4 box**.
3. Change the date to the date of the transaction.
4. Click search at the bottom of the screen.

**Transaction Search**
New Vehicle Services Manager
Daniel Yeh has joined the Iowa DOT as our new Vehicle Services Manager (the position once occupied by Andy Lewis). Daniel comes to Iowa DOT by way of the Maryland and Wisconsin DOTs for the past combined 28 years. Daniel has an extensive background in legislation (state and federal), management, special projects, research, process improvement, systems implementation, and program management. We are excited to have Daniel on our team within Vehicle & Motor Carrier Services. Daniel can be reached at Daniel.Yeh@iowadot.us.

New Title, Registration, and Plates Administrator
Paul Cornelius has joined the Iowa DOT as our new Title, Registration, and Plates Administrator (the position once occupied by LaVonne Short). Paul is joining us from the Department of Corrections where he has lead statewide programs, contracts, RFPs and system transitions. Paul is going to be a wonderful assistance to one of our highest profile programs that will also work closely with the counties. Paul can be reached at Paul.Cornelius@iowadot.us.
**mDL Meeting**

On Wednesday, December 5th, DIS hosted a stakeholder meeting for Law Enforcement personnel from various state offices to discuss the mobile driver’s license project, or mDL. Present for this meeting: identified law enforcement stakeholders, DOT mDL project staff, project coordinators, and Idemia, the vendor partnering with us to design the mDL. The goals were to introduce the mDL concept, discuss the current status of the project plan, gain insight to their distinct processes, and how we will work together as the project advances. We are planning more working sessions with law enforcement throughout the project. This is the first of many stakeholder group meetings for different industries.

**REAL ID**

Real ID adoption rate is currently at 30.4%. Great job, everyone!

We continue to see our adoption rate increase throughout the state. Keep up the great work and continue to have the REAL ID conversation with each customer, your efforts are making an impact!

Additional REAL ID resources are in the works such as magnetic buttons, talking point documents to assist you with answering questions, and posters to hang up within your centers. These materials should be ready after the 1st of the year.
Reminder - do not share usernames or passwords.

If you have questions please refer to Motor Vehicle Division Policy Memo #18-09 Prohibition Against Sharing DOT System User IDs and Passwords. Click here

#Engage

With the holidays near it's a wonderful time to spread a little cheer! To continue with our #engage theme, we had an Ugly Sweater Party. There were some pretty 'cute' ugly sweaters!
As you may know, Jason Maahs was recently promoted to the position of Deputy Director within the Bureau of Investigation & Identity Protection. Due to his promotion and job duty changes, Investigator Roquel Yeager has taken on the lead role for all odometer discrepancy investigations statewide when a request has been made for an odometer correction.

When correcting any odometer, Investigator Yeager will obtain all possible documentation and affidavits appropriate to justify the correction as the Bureau does not take lightly the correction of mileage onto an Iowa title document. Correction to an odometer may significantly increase the value of a vehicle and may inadvertently conceal odometer tampering that has occurred unbeknownst to the investigator.

On all odometer discrepancies we take into consideration the type of error, documentation received, logistics to the correction, etc. The main emphasis is to determine that the correction is a true and accurate representation of the mileage of the vehicle in question. On some cases, we may need to physically inspect the vehicle and odometer prior to authorizing the correction.

Investigator Yeager will typically review the following items when investigating any odometer discrepancy: Bills of sale, service records, title history, previous owner contacts, CARFAX, AUTOCHECK, NMVTIS, NICB – Claim Search, other internet resources, notarized statements of fact from both the seller and buyer, and corrected odometer statements or foreign attachments for odometer correction.

Once the investigation has been completed, all Iowa titled odometer correction investigations will be documented within ARTs. Upon completion of the investigation, Investigator Yeager will authorize the odometer correction approval in the ARTs Vehicle Maintenance, Inspection Tab. She will also record the findings and authorization in the specific vehicle sticky note which will give instructions on what the correct mileage should be. The customer will be advised to tell county treasurer staff that an odometer discrepancy investigation has been completed and the approval can be found in ARTs. County treasurer staff should check the ARTs vehicle record to find the appropriate authorization and sticky note with the findings.
I lead a team of software developers that support applications used by the Motor Vehicle Division.

About Corey!

My most used emoji — 👍

Three things on my bucket list:

1. Section hike the entire Superior Hiking (https://superiorhiking.org).
2. Spend a significant amount of time visiting Europe.
3. Visit a couple places I haven’t been to yet in the US, specifically the Pacific Northwest and the New York and Boston areas.
I cannot believe it is almost the end of another year! Most of you know that my family and I are looking forward to welcoming BabyBoy#2 (name to be decided soon...hopefully) any day now, which I think has augmented my end of the year reflective spirit. Bear (er, sloth) with me.

This past year I have heard many comments from our teams about how much we have going on. And it is true, we have a lot of great projects going on at once! The DL equipment refresh, pin-pad refresh, electronic registration & titling (ERT), REAL ID marketing and education, Skip the Trip, and mobile driver’s license, just to name a few. Not to mention, we’re welcoming several new team members to our division, winding down a very busy year of high renewal volumes for DL/ID cards, and we’re continuing to strategically align the work of our county liaisons who serve you and our entire Education & Information team.

2018 has been a busy year for sure, and in my opinion, also a year of tremendous growth and progress. Out of curiosity I looked back in my email exactly one year ago from this date and found that at that time we were discussing draft code language for changes to the ignition interlock law, emergency rulemaking for changing the planting and harvesting season to extend all year-round, answering questions from the Secretary of State’s Office about implementing the voter-ID law, there was an exchange about getting Angel Robinson’s office set up (she hadn’t even started with us yet!), and an exchange about getting our Business Analyst/Project Manager position clarified so we could post it (which is now filled by Nanette White). Wow, all of that seems like ages ago, and we have accomplished so much since then!

This sloth is a play off of the movie “Zootopia”. For those of you who haven’t seen it, the movie tries to poke a little fun at DMVs by suggesting DMV workers move at the pace of sloths. Knowing full well how ridiculously untrue that really is, we’ve adopted this sloth as a joke, and he will be taking my seat at my office while I’m on maternity leave. I’ve already been told that he may be making surprise appearances around the office – you’ve been warned!

UPDATE: Melissa had a baby boy on December 9th @ 2:28 PM. His name is Rylan Carl, he was 8 lbs. 15 oz and 21.25 inches tall. Mom and baby are both doing great!