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OSIG NEWS

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State Inspector General Offers Expanded Language Services to Better Serve Virginia's Diverse Population

In its ongoing effort to respond to changing demographics across the commonwealth, the Virginia Office of the State Inspector General (OSIG) is now offering expanded, high-quality language services to better serve the state's multicultural and special needs populations.

Virginia citizens with limited English proficiency may now request an over-the-phone interpreter when filing complaints with OSIG related to quality of services at state behavioral health facilities or to report incidents of fraud, waste or abuse in executive branch state agencies. While Spanish is the most commonly requested language, OSIG's progressive new service offers a menu of more than 200 language options, from Arabic to Vietnamese.

OSIG has also recently advanced its ability to connect with special needs citizens by establishing an association with Virginia Relay, a free public service that allows deaf, hard of hearing, deaf-blind or speech-disabled people to communicate through videophones, text telephone (TTY) and other special equipment. By dialing 7-1-1, callers can convey messages to a communications assistant who will relay the message to an OSIG recipient. All calls made through Virginia Relay and language interpretation services are confidential.

"OSIG continuously seeks to improve access and achieve more effective communication with Virginia's citizens," said Michael Westfall, acting state inspector general. "We recognize the growing need to enhance contact with the commonwealth's diverse population and ensure we have an open door to all Virginians who wish to report instances of wrongdoing in state government."

To facilitate a conversation with OSIG using language translation services, call the agency's direct line at 804-625-3255 and request an interpreter. Hearing or speech-impaired callers may dial 7-1-1 and provide OSIG's direct line to a Virginia Relay communications assistant, who will voice, text or sign the information between parties.

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The Virginia Office of the State Inspector General (OSIG) was established July 1, 2012, to investigate fraud, waste, abuse and corruption in executive branch state government. The agency manages the State Fraud, Waste and Abuse Hotline; conducts investigations and performance reviews of state agencies; provides training and standards for the commonwealth's internal audit divisions; and conducts inspections and reviews of Behavioral Health and Developmental Services facilities and programs. Additional information is available at www.osig.virginia.gov.