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STAFFING REDUCTION - May 25

Due to Memorial Day, shifts were cut for May 25. This is based on reductions required per hour, selected randomly.

- Check your schedule in NiCE
- You cannot log in without a posted schedule
- No additional leaves approved for this day
- Need the day off? Offer your shift on the job board
- Want to work? Pick up an open shift

IMPORTANT REMINDERS

If you are not scheduled in NiCE, you will not be able to log in to Interpreter Connect. Please review your schedules carefully each day.

- Breaks must be taken at their scheduled time in NiCE
- Interpreter Connect tracks breaks based on your NiCE schedule
- After finishing a call at break time, begin your break immediately

If you take an unscheduled break longer than 5 minutes, you must log out of Interpreter Connect. Otherwise, the system may incorrectly count that time as your scheduled break.

You may see an error message if:

- You try to log in while not scheduled
- You try to return from break early

If you notice any schedule issues, please email INTscheduling as soon as possible. Break times cannot be moved, as they are based on staffing and call volume needs.

PARTIAL LEAVE & ADDITIONAL HOURS

If you request a partial leave or are approved for additional hours, you must email INTscheduling so breaks can be properly added, adjusted, or removed as needed.

Failure to have your breaks updated may result in scheduling or RTOT-BOT issues within Interpreter Connect.

Thank you for helping us keep schedules accurate.

Thank you for your dedication. Have a wonderful week!

INTERPRETER OF THE MONTH



Congratulations, Pamela Leon!

Please join me in giving a massive round of applause to our incredible Interpreter of the Month for May! Pame was nominated for her outstanding professionalism, dedication, and the exceptional quality of her interpreting work. She consistently brings a positive attitude to the lines and goes above and beyond to support our clients and customers every single day. We are so incredibly proud to have her in our Kelly Services family!

Her Advice for Success:

"Don't be afraid to use your tools and communicate what you need in order to interpret to the best of your ability, because at the end of the day you know you did your best and used the tools that were provided to us as interpreters."

Favorite Part of the Job:

"The learning experience! Not only have I learned many life and adult skills that I might have not learned by experience, but I've also honed my communication skills."

Fun Fact: Pame loves photography and has a deep passion for taking pictures of all kinds of animals!

Thank you, Pame, for your exceptional consistency, your passion for learning, and for making a true difference on the lines. Keep shining!

By Adriana Maldonado

CMS REMINDERS

CMS Test Period Still in Effect

The CMS Test Period is still in effect for a couple more weeks. Please remember to do your best on these calls by reviewing reference material. The more familiar you become with the reference material (questions, plan names), the more successful a CMS call can be. With accurate interpretation, our clients will be able to more quickly provide the correct response to the individual with Limited English Proficiency, and on calls that are time-sensitive, this is crucial.

Plan Name Accuracy

When handling CMS calls, please make sure that every single word in the plan name is captured and interpreted exactly as provided. Even missing or changing one word can create a compliance risk for our CMS clients.

Tip: When the plan name is first mentioned, do not hesitate to ask for repetition or clarification if needed. Plan names are usually repeated multiple times throughout the interaction, so getting it right from the start helps avoid repeated errors.

Remember: Accuracy matters not only for interpretation quality, but also for CMS compliance requirements.

Blue Cross Blue Shield Plans:

- Medicare Plus Blue Vitality PPO
- Medicare Plus Blue Signature PPO
- Medicare Plus Blue Assure PPO
- Medicare Plus Blue + Meijer PPO
- Medicare Plus Blue Value PPO
- Medicare Plus Blue Secure PPO
- Medicare Plus Blue Giveback PPO
- BCN Advantage Connected Care HMO
- BCN Advantage Elements HMO-POS MA Only
- BCN Advantage Prime Value HMO-POS

VillageCareMAX Plans:

1. Flex Plan HMO D-SNP
2. VillageCareMAX Medicare Total Advantage Plan HMO D-SNP
3. VillageCareMAX Medicare Health Advantage Plan HMO D-SNP
4. VillageCareMAX Medicare Select Advantage Plan HMO

MEET OUR LEARNING COACH

Elisha Perez

Roots & Culture

Elisha is originally from New York, with family roots in the Dominican Republic. Whenever she needs a vacation or time to recharge, there's only one destination on her list: the island!

Life Outside of Work

Currently living in Texas, Elisha loves spending time in nature, especially around flowers and learning new things. She's simultaneously learning: Gardening, Piano, Tennis, Sewing, and Veganizing recipes. She loves sharing those passions with her sisters, who are still in their younger years. She takes her role as The Big Sister very seriously.

Faith & Community

Every Saturday, you'll find Elisha spending time with her faith family. She loves encouraging the next generation of believers and proudly serves as the Big Sister to many of the youth in her church.

Why She Loves Kelly

Elisha truly enjoys being part of Kelly. One of her favorite parts of the job is training the newbies, helping them build confidence and feel prepared from day one. What makes it meaningful is knowing the work directly supports the Hispanic community.

"I guess there's something about teaching, learning, and encouraging the next generation in anything that I find really fulfilling. I do it in my personal, professional, and spiritual areas of my life. It's fair to say this job is what I was meant to do." - Elisha P.

By Adriana Maldonado

UPLIFTING VOICES

We want to hear from YOU! Share your uplifting moments, stories, and experiences on the lines. Your voice matters and your story could inspire the entire team.

Send your story to: 33UL@kellyservices.com

Project by Clara Gonzalez



Comic by Elisha P.

THE MINDSET MINUTE

Your Brain is Growing!

Did you know that every single time you handle a difficult interpretation or navigate a complex vocabulary switch, you are physically changing your brain?

The Fact: Neuroscientists have found that learning and practicing a second language acts like an intensive workout for your brain. It actually increases the density of your gray matter and builds completely new neural pathways.

The Takeaway: On days when the calls feel heavy or the back-to-back pace gets intense, remember: it feels challenging because you are growing. You aren't just converting words; you are building a stronger, sharper, more resilient mind with every single connection you make.

You are doing incredible, life-changing work, one word, one bridge, and one neural pathway at a time. Keep stepping forward, trust your tools, and be incredibly proud of your progress!

By Adriana Maldonado

INTERPRETER BRAIN BOOST

Unscramble the Words

ETAPIRTNRE → _____

CYACURAC → _____

GNNRAIEL → _____

MOCNCIATUIONM → _____

Answers: Interpreter, Accuracy, Learning, Communication

Culture & Language Trivia

This Week's Trivia: Which language has the highest number of native speakers?

- A. English B. Spanish C. Mandarin Chinese D. Hindi

Answer: C. Mandarin Chinese

SPOTLIGHT CHALLENGE: SHARE YOUR VOICE

In honor of the Uplifting Voices initiative, take a moment to reflect:

Finish This Sentence:

"One thing I've learned as an interpreter that has helped me in everyday life is..."

Examples:

- Being a better listener
- Staying calm under pressure
- Understanding different perspectives
- Communicating with empathy

Interested in sharing your story? Submit to your leadership team for a chance to be featured in a future edition!

Keep learning, keep growing, keep connecting!