

PIN Blocking Policy for Licensing Compliance

Overview

Compliance with state licensing requirements is mandatory for all ASL Interpreters employed by Kelly Services in partnership with LanguageLine Solutions. Interpreters are expected to meet all licensing deadlines and maintain active communication with the Licensing Team.

Failure to meet these requirements may result in temporary deactivation of an Interpreter's PIN ("PIN Block").

Conditions for PIN Blocking

An Interpreter may be subject to a PIN Block under the following circumstances:

- Failure to complete required licensing within established deadlines
 - Failure to respond to outreach from the Licensing Team within the communicated timeframe
 - Lack of demonstrated progress toward licensing compliance
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Responsibilities During PIN Block

Interpreters whose PIN has been deactivated remain responsible for managing their scheduled commitments.

Requirements:

1. Shift Coverage

Interpreters must ensure that all assigned shifts are appropriately covered during the duration of the PIN Block.

2. Coverage Process

- Interpreters are expected to offer their shifts for coverage and confirm they are picked up by another Interpreter; or
- Submit a same-day leave request, where applicable, to avoid adherence penalties

3. Accountability

Failure to secure coverage for scheduled shifts may result in further disciplinary action.

Reinstatement of PIN Access

PIN access may be reinstated once the Interpreter:

- Demonstrates measurable progress toward completing required licenses; and
- Re-establishes consistent communication with the Licensing Team

Reinstatement decisions will be made at the discretion of Kelly Services based on compliance progress and communication.

Failure to Respond

Continued lack of communication or failure to make progress after a PIN Block has been applied may result in further disciplinary action, up to and including termination of employment.