

CHAPTER Service Delivery	CHAPTER 02	SECTION 003	SUBJECT 55
SECTION Access to Services		DESCRIPTION Limited English Proficiency, Interpretation and Translation Services	
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APPLICATION:

☒ CMH Staff	☒ Board Members	☒ Provider Network	☒ Employment Services Providers
☒ Employment Services Provider Agency	☒ Independent Contractors	☒ Students	☒ Interns
☒ Volunteers	☒ Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) accommodates persons served with limited English proficiency (LEP). LCCMH will provide reasonable access to services to facilitate full participation by persons served and will provide needed interpretation or translation assistance at no cost to the person served.

STANDARDS:

- A. LCCMH staff respect all persons served, regardless of their ability to read, understand and/or speak the English language.
- B. All services provided take into consideration an individual's language proficiency, ethnicity, cultural differences, communication method, and physical limitations. LCCMH provides reasonable access to linguistically-appropriate services based on persons served needs.
- C. LCCMH and its provider network continuously trains staff to be sensitive to diversity and recognition of the need for accommodation.

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- D. LCCMH and its provider network ensure ongoing staff training, policies, procedures and clinical practices promoting such sensitivity to and accommodation of persons with special language and communication needs and LEP.
- E. LCCMH and its provider network comply with the Region 10 PIHP Policy on Limited English Proficiency, policy number 05-01-02.
- F. LCCMH and its provider network accommodate persons of diverse ethnic and cultural backgrounds.
- G. LCCMH notifies all persons served of their right to have services provided in a language they understand at no cost. This notice will be provided in the most prevalent languages and will be posted near the front reception area.
- H. Service information will be offered in a manner understood by the person served.
 - 1. LCCMH ensures materials are written in easily understood language (4th grade reading level whenever possible) and format.
 - 2. Written materials will be available in alternative formats taking into consideration the special needs of persons served.
- I. LCCMH trains staff to use translation services and/or other resources to identify an unknown spoken language, and how to refer an individual to the appropriate staff to address any immediate language issues.
- J. LCCMH participates in the contract with a language interpretation service to accommodate any special language needs at the point of system access and on-going service delivery.
- K. LCCMH is responsible for covering the on-going costs of a language interpretation service as part of its contractual responsibilities to the PIHP.

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- L. LCCMH produces key brochures in languages supporting the cultural diversity of the population. For persons with vision issues, this may include audio-taping key brochures or publishing documents in large print or Braille. All brochures, advertisements and other public information will be written at a basic reading level.
- M. LCCMH will engage in outreach efforts with persons with LEP within Lapeer County.

PROCEDURES:

- A. When a staff member receives a call and identifies that the caller has limited English proficiency or need a special language accommodation, the staff will ask the person "Do you speak English?" or if they have any special communication needs. If the need for an alternative communication method is identified, the staff will utilize the translation service.
- B. When a primary case holder identifies any special alternative communication needs, or access of a language / interpreter, the staff will arrange with the Language Interpretation Service for ongoing interpretation services.

DEFINITIONS:

Alternative Form of Communication: Alternative methodologies by which service recipients may communicate if not by the English language or the written word. Examples of alternative forms of communication for persons who cannot speak may include: sign-language, poster board, or bliss-symbols. For persons who are deaf, alternative forms of communication may include: video language services or Michigan Relay Service for the hearing impaired. For persons who are blind, alternative forms of communication include: Braille or audio files.

Basic Reading Level: The reading level at which an individual is able to understand the overall meaning of what they read.

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“I Speak” Posters: Posters that have the words “I speak [name of language]” translated into several languages as well as written in English. Used to help staff identify the language being spoken by an individual who does not speak English.

Interpretation: Conversion of spoken or conversational language into a language understood by others.

Language: Speech or written characters used by a particular group to communicate, including sign language and Braille.

Limited English Proficiency (LEP): The inability to speak, write, read or understand the English language in a manner permitting effective interaction with health care providers and social service agencies.

Linguistically Appropriate Services: Services provided in the language best understood by the person served, through bilingual staff and/or the use of qualified interpreters, including American Sign Language, to persons served with LEP. These services are a core element of cultural competency and reflect an understanding, acceptance, and respect for the cultural values, beliefs, and practices of the community of individuals with LEP.

Outreach: Efforts to extend services to those persons who are under-served or hard to reach and often require seeking individuals in places where they are most likely to be found.

Reasonable Access (geographic access standard): Services are available within 30 miles or 30 minutes in urban areas, or within 60 miles or 60 minutes in rural areas.

Translation: Conversion of written language into a language understood by beneficiaries of the Agency’s service area.

EXHIBITS:

- A. Telephone contact with Individuals with LEP
- B. Three-Way Calling / Conference Call
- C. Language Line Quick Reference Guide

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This policy supersedes
#06/07010 dated 06/05/2007.

Telephone Contact with Individuals with Limited English Proficiency (LEP)

1. If a person is in need of communication alternative, the staff member will utilize the contracted translations services.
2. Staff asks the person "Do you speak English?"
3. If he/she responds "Yes", continue the call as usual in English.
4. If he/she responds "Not much" or similar response, staff asks what language he/she speaks? Then tell him/her you are making arrangements to better communicate at no cost to them.
5. If necessary, contact Language Line Solutions for translation services at: **1-866-874-3972**. Give our CLIENT NUMBER (**208248**), and the PERSONAL/SITE I.D. NUMBER (**Lapeer #44**). Connect the person to the conference call and tell them the language if you know it. Continue as normal with the phone service providing the interpretation (See Exhibit B for instructions on how to complete a Conference Call); also see Exhibit C "Language Line Quick Reference Guide".
6. If he/she responds by continuing to speak in his/her own language, say "one moment please" and if necessary initiate a conference call to LANGUAGE LINE at: **1-866-874-3972**. Give our CLIENT NUMBER (**208248**), and the PERSONAL/SITE I.D. Number (**#44**). Connect the person to the conference call and tell them the language if you know it. Continue the call as normal with them providing the interpretation. Keep in mind this scenario, it is your TONE that will do most communicating, not the words until you get the interpreter on the line. (See Exhibit B for instructions on how to complete a Conference Call.)

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Three Way Calling/Conference Call for Translation Services

Making Conference Calls:

- You may use your phone to create conference calls

Adding an Outside Line:

- Put your caller on hold. Press **HOLD**
- Access another outside line
- Dial the number 866-874-3972 for translation Services
- Press **CONFERENCE** after the extension answers.

Lapeer County CMH

TO ACCESS AN INTERPRETER

1. **DIAL: 1-866-874-3972**
2. **ENTER CLIENT ID: 208248**
3. **INDICATE LANGUAGE:**
 - 1 - FOR SPANISH
 - 2 - FOR ALL OTHERS AND CLEARLY STATE THE LANGUAGE
 - 0 - IF YOU DON'T KNOW THE LANGUAGE YOU NEED
4. **PROVIDE PERSONAL CODE: 44**

BEST PRACTICES FOR DOCUMENTATION:

- Document the Preferred Language
- Document professional language services offered & client's response
- Document the linguist name & number
- Document the client's understanding using a "Teach Back" method

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

LANGUAGELINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.