

Washtenaw County Community Mental Health

**LEP SERVICE REQUEST – (policy)**

**PURPOSE**

Clarify the process for staff to request language assistance services for Limited English Proficient (LEP)- identified consumers including interpretation in person or by phone, or translation of documents.

**POLICY**

- It is the policy of WCCMH that culturally and linguistically relevant assistance be made available as necessary to any consumer in order to ensure the consumer understands the services and benefits available to them.
- It is the policy of WCCMH that the use of these services is monitored for auditing purposes and to ensure timely payment for services.

**DEFINITIONS**

(none)

**PROCEDURE(S)**

*(see procedures manual)*

**REFERENCES/NOTES**

- Limited English Proficiency (CMH) training
- Culturally and Linguistically Relevant Services (regional/CMHPSM) policy

**EXHIBITS**

- A. Language Line Quick Reference Guide
- B. University Translators Services Request Form
- C. Instructions for Language Assistance (Translation/Interpretation) Services

## QUICK REFERENCE GUIDE



Language Line  
services

Washtenaw County CMH

Keep this Quick Reference Guide (QRG) nearby for easy reference to effectively utilize Language Line® Over-the-phone Interpretation Service.

(If you have received a call, use Conference Hold to place the limited English speaker on hold.)

1. Dial: **1-866-874-3972**
2. Enter on your telephone keypad or provide the representative:
  - 6-digit Client ID: **508242**
  - Tell the operator your organization: **Washtenaw County CMH**
  - Tell the operator what language you need or Press 1 for Spanish
  - Press 2 for all other languages and speak the name of the language you need at the prompt

(An Interpreter will be connected to the call.)

- Provide the consumer ID number and initials
- Provide your department/location (i.e. Towner, Annex, Ellsworth, Jail, etc.)
- Provide your First and Last Name and call back number

3. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.

(If on a call, add the Limited-English Speaker to the line.)

4. Say "End of Call" to the Interpreter when the call is completed.

(If this is a face-to-face encounter, or you are out-calling the Limited-English speaker, begin at Step 2.)

### IMPORTANT TIPS:

**UNKNOWN LANGUAGE** – If you do not know which language to request, our representative will help you.

**LINE QUALITY PROBLEMS** – If you have problems before reaching a representative, press "0" to be transferred. If there is a sound quality problem, ask the representative to stay on the line to check for sound quality. If you have problems connecting to an Interpreter call Customer Service at 1-800-752-8096.

**WORKING WITH AN INTERPRETER** – Give the Interpreter specific questions to relay. Group your thoughts or questions to help conversation flow quickly.

**LENGTH OF CALL** – Expect interpreted comments to run a bit longer than English phrases. Interpreters convey meaning-for-meaning, not word-for-word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.

**INTERPRETER IDENTIFICATION** – Our Interpreters identify themselves by first name and number only. For reasons of confidentiality, they do not divulge either their full names or phone number.

**DEMONSTRATION LINE** – To hear a recorded demonstration of over-the-phone interpretation call our demonstration line at 1-800-996-8808 or visit our website at [www.LanguageLine.com](http://www.LanguageLine.com)

**DOCUMENT TRANSLATION** – We also provide written translation services, for more information please contact our Document Translation Department at 1-888-763-3364 or email [translation@languageLine.com](mailto:translation@languageLine.com).

**CUSTOMER SERVICE** – To provide feedback, commend an Interpreter, or report any service concerns, call Customer Service at 1-800-752-8096.

Language Line Services • 1 Lower Ragsdale Drive, Bldg. 2 • Monterey, CA 93940

[www.LanguageLine.com](http://www.LanguageLine.com)

(Sample. This form is available in Word on the Wiki on the Limited English Proficiency page)

# UNIVERSITY TRANSLATORS SERVICES, LLC

**INTERPRETER REQUEST FORM**  
**EMAIL REQUEST TO: [REQUEST@UNIVTRANS.COM](mailto:REQUEST@UNIVTRANS.COM)**  
cc: [dona@univtrans.com](mailto:dona@univtrans.com), [hacketti@ewashtenaw.org](mailto:hacketti@ewashtenaw.org)  
**FAX REQUEST TO: 734-665-1345**

**Requested By:**

Name (your name):	
Company / Organization Name:	
Phone number / Fax number:.	
Email Address:	

**Date & Time of Service:**

Date:	Day: MO TU WE TH F SA SU (circle or bold the day your need)
Start Time:	End Time (best approximation is mandatory for ASL Interpreting): How many hours do you need with the interpreter?

**Request Information:**

Language:	
Name of Limited English Proficient (LEP) Person(s) and their Title(s):	
Charge (if applicable):	
Name of Judge (if applicable):	
American Sign Language (ASL) Interpreting: Proceeding Interpreter(s) (PIs) will be provided. If Advocate, Attorney or Guardian is present at counsel table w/ Deaf Consumer, Table Interpreter(s) (TI) will be provided.	
Type of Hearing/Subject Matter:	
Case Number / Project Number:	
Other Participants Names/Titles:	

Please add or attached pages that include any other information related to your request; the more informed your interpreter is, the better!

**Location of Services (Where should the interpreter arrive? Who is the contact person for the interpreter?)**

Company / Organization Name	
Address	
Room #/Courtroom #	
City / State / Zip	
On-site Contact Person	
On-site Contact Phone Number	

**Billing Information (Where should we send the invoice?):**

Company / Organization Name:	WCCMH
Address:	555 Towner, Ypsilanti MI 48197
Attention:	Jeff Hackett
Phone number/ Fax number:	734-544-2912/ 734-544-6732
Email Address:	<a href="mailto:hacketti@ewashtenaw.org">hacketti@ewashtenaw.org</a>

After we receive and fill your request, a confirmation will be forwarded to you via fax or email. If you do not receive a confirmation prior to the assignment, Please call UTS at 734-665-7295!

CMH Staff Instructions for Language Assistance (Translation/Interpretation) Services

Do I Need Language Assistance Services?	
~Yes~	~No~
<ul style="list-style-type: none"> <li>- When a consumer requests language assistance services</li> <li>- When the staff person cannot understand the information being conveyed by the consumer</li> <li>- When a person prefers to speak and is more fluent in a language other than English</li> <li>- When the consumer is assessed as needing language assistance because of difficulty in communicating in English</li> <li>- When legal obligations under the Mental Health Act supersede other considerations</li> </ul>	<ul style="list-style-type: none"> <li>-When consumer refuses language assistance services</li> <li>-When consumer is able to communicate well and can readily discuss clinical information</li> </ul>

**For Auditing purposes, the FOLLOWING INSTRUCTIONS MUST BE FOLLOWED once the visitor identifies their language:**

<p><b>Option 1: (Always start with this option for translating and interpretation needs)</b></p> <ol style="list-style-type: none"> <li>1) <u>Call Language Line* at 1-866-874-3972</u>, with the client ID #508242 and follow the instructions and prompts.</li> <li>2) <u>Contact CMH Admin (Jeff Hackett)</u> with the requested date, time, place of meeting, and consumer's initials and encompass ID#</li> </ol> <p>*Be sure to keep the CMH Admin contact in the loop if there are any scheduling changes</p>
<p><b>Option 2- (to be used ONLY if option 1 is completely unavailable or otherwise not feasible):</b></p> <ol style="list-style-type: none"> <li>1) <u>Use the request form</u> (located on the Wiki) to contact University Translators, or call them 734-665-7295 to schedule services.</li> <li>2) <u>Be sure to CC the form to CMH Admin (Jeff Hackett)</u> with the requested date, time, place of meeting, and consumer's initials and encompass ID#</li> </ol> <p>*Be sure to keep the CMH Admin contact in the loop if there are any scheduling changes</p> <p><b>After the Appointment ~ Be sure to document the use of the service in your notes in EII</b></p>

**Tips for working with a Language Assistance provider**

<p>* Request a Translator/Interpreter with training or experience in mental health * <i>Brief the Translator / Interpreter on the case</i> * Introduce yourself and the Translator/Interpreter. Explain who you are and your role/Explain the role of the Translator/Interpreter* <i>Arrange the seating so that all parties are "equal" (such as a triangle, or a circle for a larger group)</i> * Speak directly to the family and not the Translator/Interpreter. Look at and listen to the family members as everyone speaks/Use the first person "I" and "You" instead of "ask him or her" * <i>Use a positive tone of voice and facial expressions. Be sincere and talk to them in a calm manner.</i> * Limit your remarks and questions to a few sentences between translations/interpretations. * <i>Pause at the end of each sentence to let the Translator translate/ Interpreter interpret.</i> * Avoid slang words or jargon * <i>Occasionally check on the consumer's understanding of what you have been talking about by asking them to repeat it back to you. Avoid asking, "Do you understand?"</i> * Be aware of the body language: yours, the consumer, and the Translator/Interpreter * <i>Whenever possible, use materials printed in the consumer's language</i> *</p>
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