

## **Procedures for Providing LEP Services**

AT&T Language Line services are available when we encounter clients who cannot communicate in the English language effectively. Before utilizing Language Line services, we should attempt to resolve calls from clients with language barriers in other less expensive methods. The cost for Language Line services range from \$2.20 per minute to \$2.60 per minute, not including the cost of staff time. These costs can be greatly minimized by utilizing our internal resources when available before calling the Language Line.

### **Helpful Tips**

***Remember*** – Patience is the key when dealing with language barriers. The staff member receiving the call should take the call as far as they can before transferring it to a bilingual staff person or contacting the language line. Please brief your coworker before transferring a call needing language assistance.

We should strive to treat all callers courteously. LEP clients are equally entitled to our services. Our goal is to establish communication—either through the initial staff or on site bilingual staff or another interpreter or Language Line.

### **Procedures**

***Many calls can be completed without Language Line help and expense if we will follow the steps below.***

1. Try to handle the call without intervention. Do you need assistance/intervention?
  - a. Ask for person's name
  - b. See if you and the client can communicate well enough to complete an intake (or some of the basic client information) without assistance.
  - c. Ask client if they speak English.
  - d. If yes, proceed until you can no longer successfully assist the client.

If you determine that you cannot communicate directly with the client during a phone intake, notify the client that interpreter services are available. Do not expect the client to find someone to interpret. If a client expresses a preference for using a relative or friend, we should begin to use the person preferred by the client. Document this in the case notes. Do not insist that clients use friends or relatives as interpreters.

**If this is not a solution, check to see if an interpreter is immediately available in your office.**

If this is not a solution, call other LSSCM offices or other community based (free) translation services for assistance. (A list of LSSCM's internal translation resources is attached.)

Call the Language Line.

### **How to Connect to Language Line**

Please keep the Language Line Services Guide available near your phone. Language ID cards are also available in every office.

1. Use the conference feature of your phone to put the client on hold and to connect Language Line to the call.
2. Dial Language Line at 1-866-874- 3972.
3. Select the language. (Wait and speak to an operator if you don't know the language.)
4. Enter LSSCM's client ID: 508099
5. Enter your personal code. (This is the same as your LSSCM vendor number.)
6. At this point, you will be connected to an interpreter. Briefly describe the goals of your call to the interpreter.
7. Reconnect your client to the call.

**If use of the Language Line is necessary, remember to:**

- a. Brief the interpreter
- b. Group your questions
- c. Avoid using agency jargon

Because of the expense involved in Language Lines calls and the need for efficiency on our part, LSSCM staff (not students or volunteers) should handle Language Line calls.

**LSSCM internal translation resources**

Calhoun  
Darling Garcia (Spanish)

Family Law Project and MPLP  
Anne Schroth (UMCLP)  
Some student capacity

Farmworker  
All staff bilingual in Spanish

Ingham  
Sarah Bouck (Spanish)  
Check with Krista or Beth for Spanish speaking students

Jackson  
Joanne Laux (French)

Monroe

Washtenaw  
Rachel Holmes (Spanish)

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