



Limited English Proficiency (LEP)



Culturally Competent
Communication
Tools & Techniques



LEP Key Points



★ Language Identification



★ Tools/Resources (Posters, I Speak Cards, etc.)



★ Obtaining Translator services

★ Tips for working with a Translator



Definition

- ★ An LEP individual is defined as “a person who is unable to speak, read, write or understand the English language at a level that permits him or her to interact effectively with health and social services agencies and providers.”





Not All Persons Speak English



- ★ Adequate communication helps us to:
 - Learn what is being experienced by the consumer
 - Work with the consumer (and his/her family/guardian), to develop an appropriate treatment program
 - Develop a therapeutic relationship

- ★ Lack of communication can lead to:
 - The under-estimation or over estimation of severity of issues
 - The failure to recognize issues
 - The diagnosis of issues that are not present

- ★ Each person has a legal right to the services of a Translator at no cost to them. (Or the right to refuse those services.)

- ★ The communication tools (Posters, I Speak cards, etc.) are intended to help people identify what language they speak and ensure that we are able to provide consumers with the services they need.



CMHPSM



- ★ The CMHPSM will provide language assistance for consumers seeking services who have limited English proficiency (LEP).
- ★ The CMHPSM will ensure that the LEP person is given adequate information, is able to understand the services and benefits available, and is able to receive those for which he or she is eligible.
- ★ Full policy is available through your local Customer Services Dept, your organizations policy manual or the Affiliation Website at the following link under the CSSN Manual/Regional Policies:
 - <http://www.ewashtenaw.org/government/departments/cmhpsm/>
- ★ ***Culturally & Linguistically Appropriate Services Policy***



The Law

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- ★ Legal Authority: Section 601 of Title VI of the Civil Rights Act of 1964, 42 U.S.C. Section 2000d *et. seq.* states, “No person in the United States shall on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”





Staff Responsibilities



- ★ Staff should invite consumers to identify themselves as persons needing language assistance and use the resources available to provide that assistance.
- ★ Provide notice to consumer of their right to free Translator services
 - “Interpretation Services Available” posters should be posted in area where points of contact in the program or activity where language assistance is likely to be needed, (i.e. lobby)
 - “I Speak” cards should be available in the reception area



Staff Responsibilities cont'd.

- ★ Identify the language needs of each LEP consumer and record the information in the clinical record
- ★ Offer appropriate language assistance and monitor use.
 - Staff will attempt to link persons needing language assistance with current staff prior to obtaining external resources.
 - Utilize Translator services when appropriate, to assist in obtaining & using services
- ★ Obtain proper Release of Information.





Tools/Resources Available

- ★ **Language Posters**: Posters visible in high consumer-traffic areas to let people with limited English proficiency know that they can ask for a free Translator if they need one to access public information or services
- ★ **“I Speak” Cards**: Binder of cards usually available at your front desk/reception area allowing consumer to select a page in their native language to inform you of their need and inform them that a Translator is being contacted.





When to contact a Translator

★ A Translator should be called:

- When a consumer requests a Translator
- When the staff person cannot understand the information being conveyed by the consumer
- When a person prefers to speak and is more fluent in a language other than English
- When the consumer is assessed as needing a Translator because of difficulty in communicating in English





Assessing the Need

- ★ As well as being influenced by the preferences of service users, staff need to be able to assess the need for a Translator independently.
- ★ Staff may choose to consider the following when trying to determine the need for a Translator
 - Consumer is unable to have an every day conversation (understands simple greetings and little more)
 - Able to have an every day conversation but not proficient enough to discuss clinical issues





How to Contact a Translator

- ★ For auditing purposes, the following instructions must be followed once the language has been identified by the consumer.

Contact your local Customer Services
to inform them that you will be using the translation services (You may use the phone, email or direct contact.)





Tips for Working with a Translator

Before the session staff should:

- ★ Request a Translator with training or experience in mental health
- ★ Brief the Translator on the case
- ★ Introduce yourself and the Translator
 - Explain who you are and your role
 - Explain the role of the Translator
- ★ Arrange the seating so that all parties are “equal” (such as a triangle, or a circle for a larger group)





Tips for Working with a Translator (During the Session)



- ★ Speak directly to the family and not the Translator.
 - Look at and listen to the family members as everyone speaks.
 - Use the first person “I” and “You” instead of “ask him or her”
- ★ Use a positive tone of voice and facial expressions. Be sincere and talk to them in a calm manner.
- ★ Limit your remarks and questions to a few sentences between translations.
- ★ Pause at the end of each sentence to let the Translator translate.





Tips for Working with a Translator *(During the Session) cont'd.*



- ★ Avoid slang words or jargon
- ★ 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?"
- ★ Be aware of the body language: yours, the consumer, and the Translator
- ★ Whenever possible, use materials printed in the consumer's language



Report concerns

- ★ Report any unsatisfactory or unprofessional practice of a Translator to your local Customer Services.
- ★ Examples of this include:
 - Not interpreting everything which is said (unless someone is speaking so quickly this is impossible.)
 - Attempting to carry on a side conversation with you or the consumer
 - Speaking on behalf of the consumer
 - Answering the phone during a session
 - Demeaning behavior or attitude towards the consumer.





Finally

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- ★ Never suggest that a consumer bring their own translator or that they allow a minor or another client to translate for them.
 - ★ Doing so is a clear violation of their civil rights and may subject both you and your agency to legal action
 - ★ Speak with your supervisor if you have any additional questions or concerns regarding translator services.





Information or Questions?



★ Contact any of the Customer Services Staff

- Kay Ross: Lenawee (517) 263-8905
- Leslie Hall: Livingston (517) 546-4126
- Bridgitte Gates: Monroe (734) 243-3371
- Sally Amos: Washtenaw (734) 544-3000

OR

- Affiliation Customer Services Number @
(877) 779-9707





LEP Test

Agency Policies and Procedures



- ★ Do you know if there are any commonly-spoken non-English languages in the community, your agency serves?
- ★ Do you know which languages your agency can accommodate when providing services?
- ★ Do you know what steps you should follow to assist an LEP client that you are working with?
- ★ Do you have communication tools (Posters, I Speak cards, etc.) which are intended to help people identify what language they speak so you are able to provide consumers with the services they need?
- ★ **Employee Name:**
- ★ **Supervisor's Signature:**
- ★ **Date:**