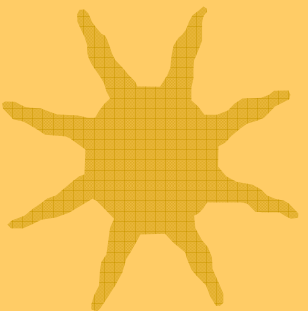
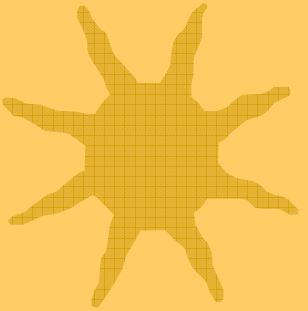
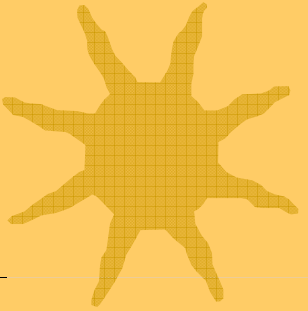




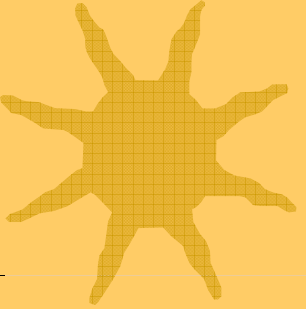
Limited English Proficiency (LEP)

Culturally Competent
Communication
Tools & Techniques

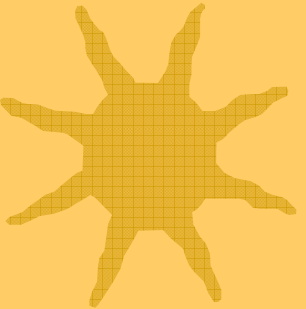




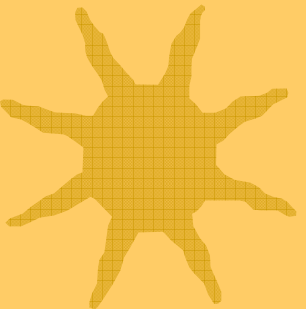
LEP Key Points



★ Language Identification



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



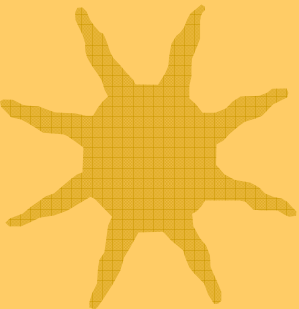
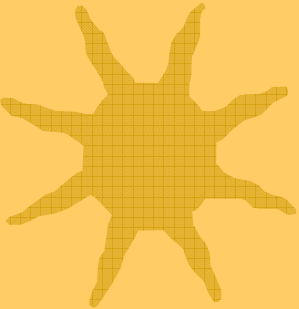
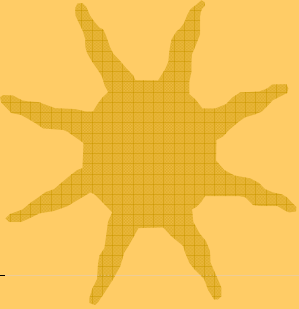
★ Obtaining Translator services

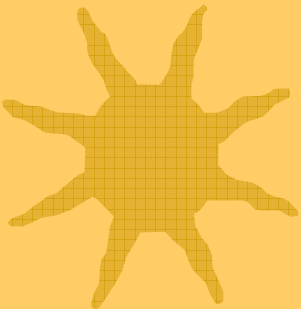
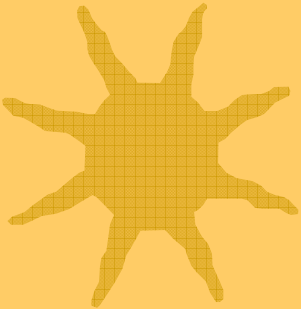
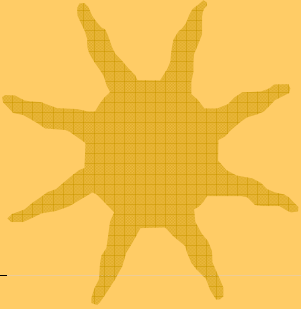
★ Tips for working with a Translator



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
 - Decide, together with the consumer (and his/her family/guardian), an appropriate treatment program
 - Develop a therapeutic relationship

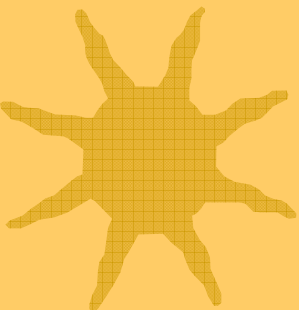
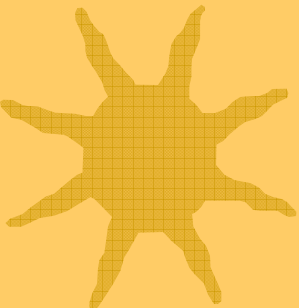
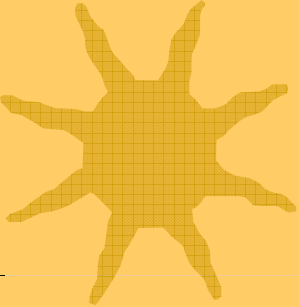
- ★ Lack of communication can lead to:
 - The under-estimation or over estimation of severity of issues
 - The failure to recognize issues
 - The diagnosis of issues that are not present

- ★ 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.



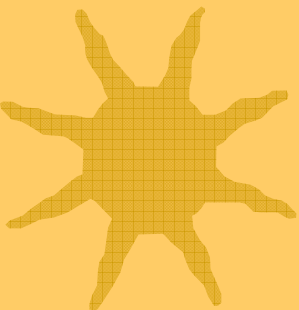
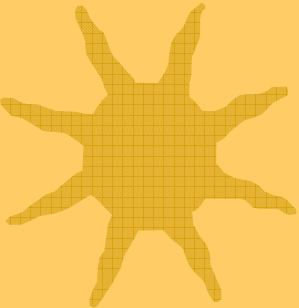
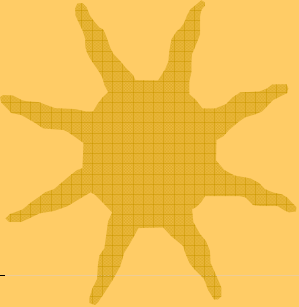
CMHPSM



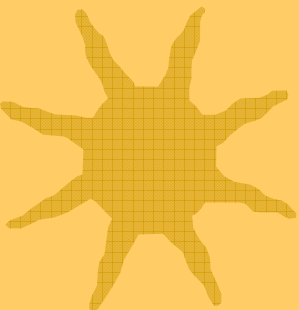
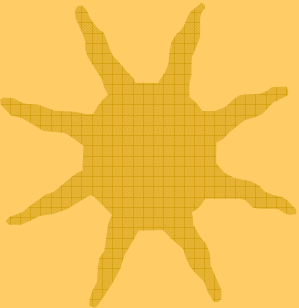
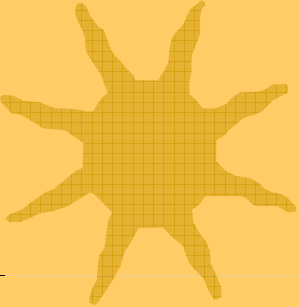
- ★ The CMHPSM will provide language assistance for consumers seeking services who have limited English proficiency (LEP).
- ★ The CMHPSM will ensure that the LEP person is given adequate information, is able to understand the services and benefits available, and is able to receive those for which he or she is eligible.
- ★ Full policy is available at the CMHPSM site (see *Culturally & Linguistically Appropriate Services* policy)



The Law



- ★ 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.”

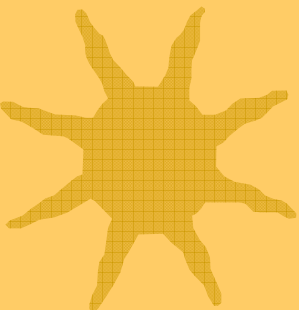
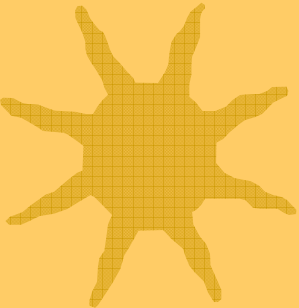
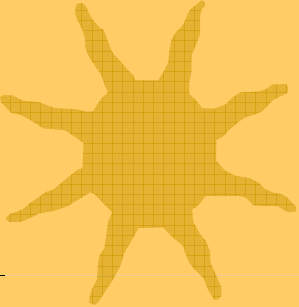


Staff Responsibilities

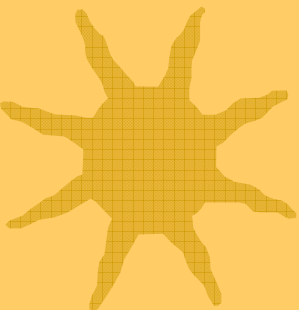
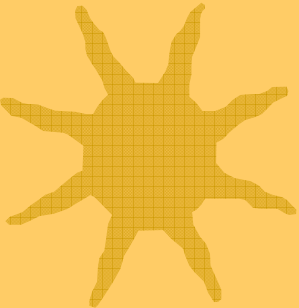
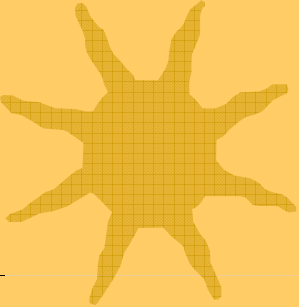
- ★ Staff should invite consumers to identify themselves as persons needing language assistance and use the resources available to provide that assistance.
- ★ Provide notice to consumer of their right to free Translator services
 - “Interpretation Services Available” posters should be posted in area 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.



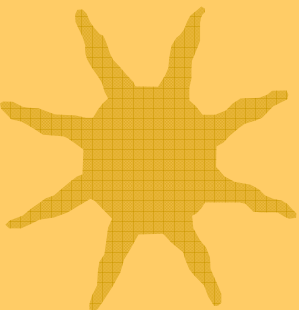
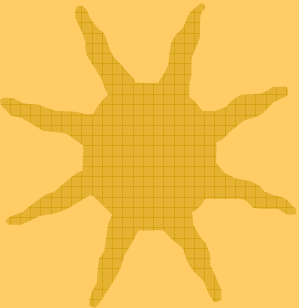
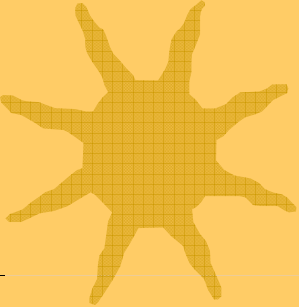
Tools/Resources Available

- ★ **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.



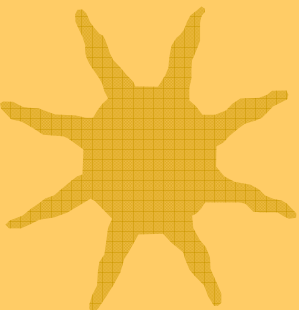
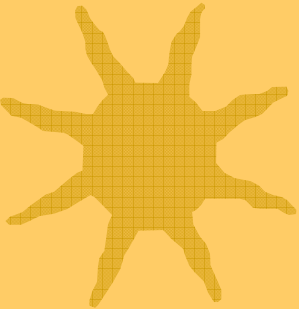
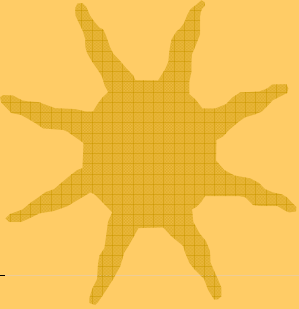
When to contact a Translator

- ★ 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

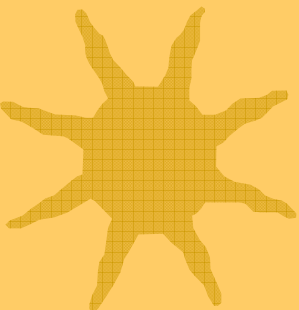
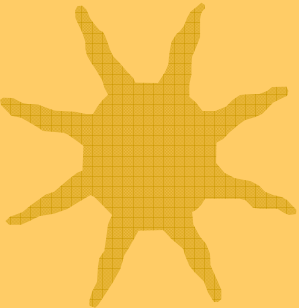
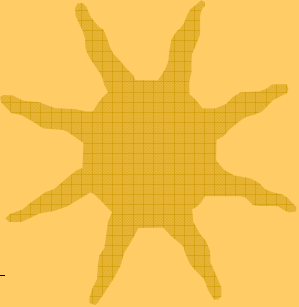




Assessing the Need



- ★ 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

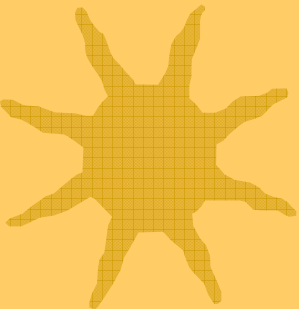
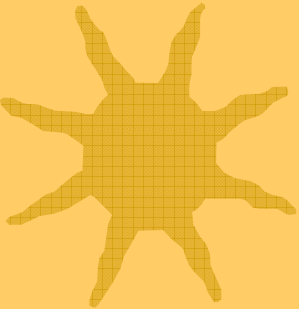
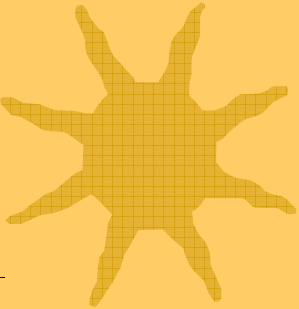
- ★ For auditing purposes, the following instructions must be followed once the language has been identified by the consumer.
 1. **Contact your onsite office manager** to inform them that you will be using the translation services (You may use the phone, email or direct contact.)
 2. **Call University Translators at 734-665-7295** and follow the directions to receive translation assistance.



Tips for Working with a Translator

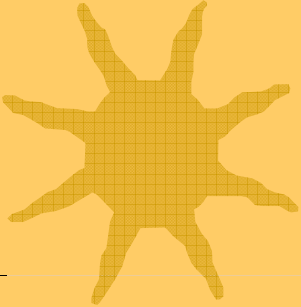
Before the session staff should:

- ★ 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)

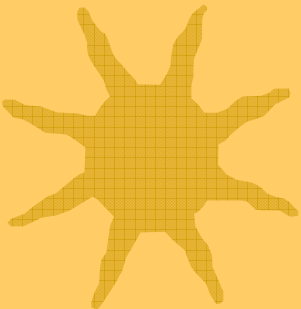
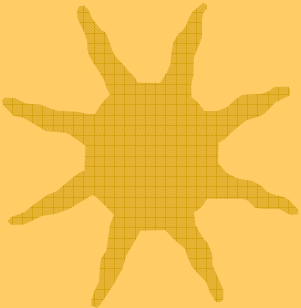




Tips for Working with a Translator (During the Session)

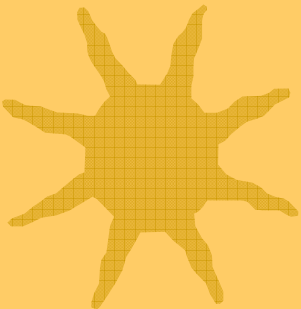
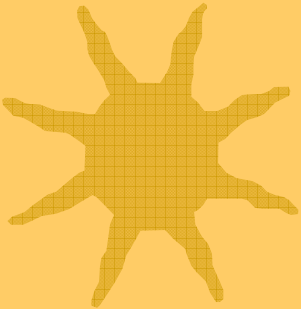
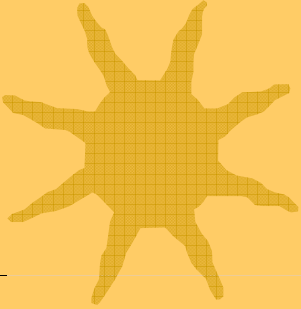


- ★ Speak directly to the family and not the Translator.
 - Look at and listen to the family members as everyone speakers.
 - Use the first person “I” and “You” instead of “ask him or her
- ★ Use a positive tone of voice and facial expressions. Be sincere and talk to them in a calm manner.
- ★ Limit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

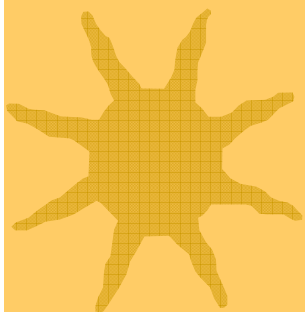
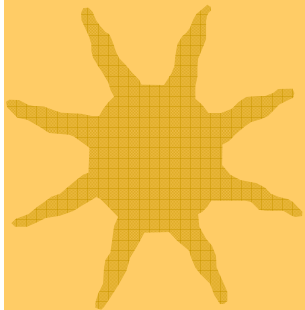
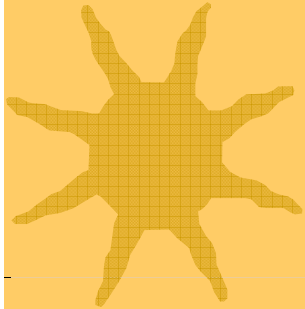




Tips for Working with a Translator *(During the Session) cont'd.*



- ★ 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



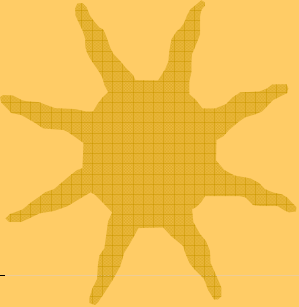
Report concerns

- ★ Report any unsatisfactory or unprofessional practice of a Translator to your onsite office manager or the agency contact responsible for contracting translator services.

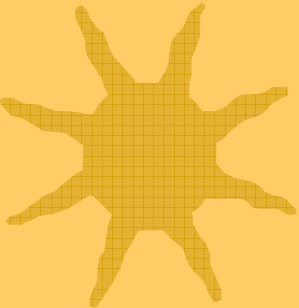
- ★ Examples of this include:
 - Not interpreting everything which is said (unless someone is speaking so quickly this is impossible.)
 - Attempting to carry on a side conversation with you or the consumer
 - Speaking on behalf of the consumer
 - Answering the phone during a session
 - Demeaning behavior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



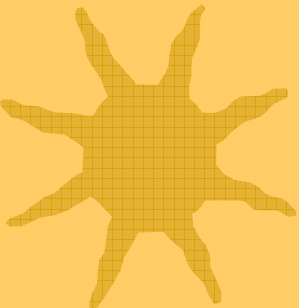
Finally



- ★ Never suggest that a consumer bring their own translator or that they allow a minor or another client to translate for them.



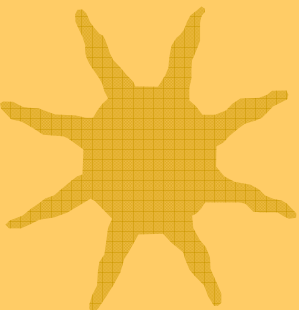
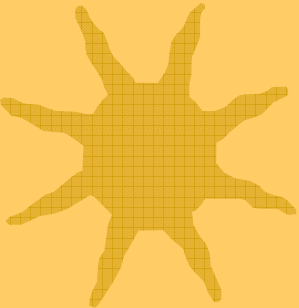
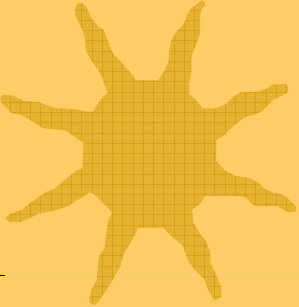
- ★ Doing so is a clear violation of their civil rights and may subject both you and your agency to legal action



- ★ Speak with your supervisor if you have any additional questions or concerns regarding translator services.



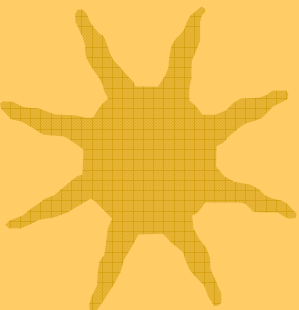
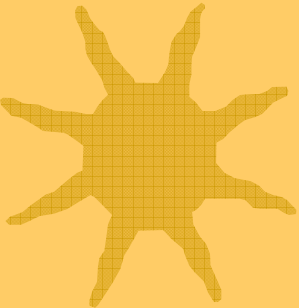
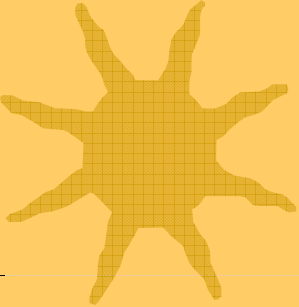
Post Test



1. TRUE or FALSE. An LEP (Limited English Proficiency) 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 a social services agencies and providers”
2. Which of the following statements is NOT true about lack of communication
 - a) It can lead to the under-estimation or overestimation of the severity of issues
 - b) It can lead to better understanding of the consumer and appropriate treatment
 - c) It can lead to the failure to recognize issues
 - d) It can lead to the diagnosis of issues that are present



Post Test cont'd.

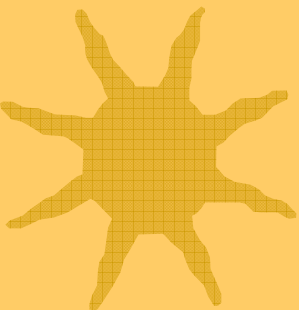
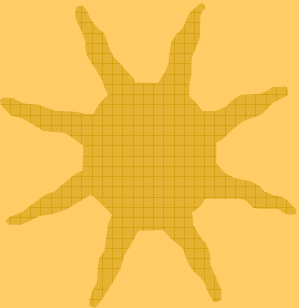
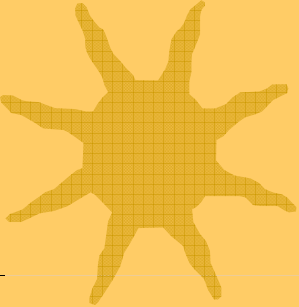


3. TRUE or FALSE. WCCSTS policy states that we are not obligated to provide language assistance for consumers seeking services who have limited English proficiency.

4. Which of the following statements is NOT true about WCCSTS:
 - a) We will ensure that the LEP individual is given adequate information
 - b) We will ensure that the LEP individual is able to understand the services and benefits available to them.
 - c) We will ensure that the LEP individual is able to receive any services and benefits for which he or she is eligible.
 - d) We will ensure that the LEP individual is denied services if they are unable to understand the information we provide them with.



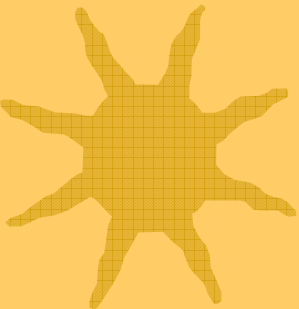
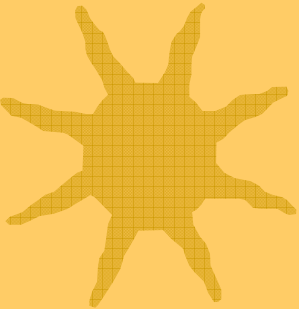
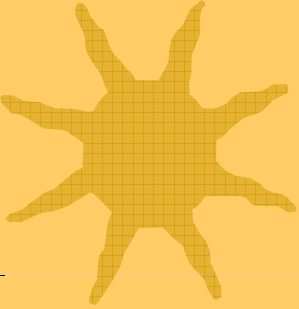
Post Test cont'd.



5. TRUE or FALSE. There are no resources available to staff to assist consumers that are LEP individuals.
6. TRUE or FALSE. I can download a Translator poster online at hCentral or request a poster from CSTS Administration to help remember the procedures and contacts for helping any LEP individuals that need translation services.
7. Which of the following statements is NOT true about staff responsibilities for LEP consumers:
 - a) Staff should invite consumers to identify themselves as persons needing language assistance and then use the resources available to provide that assistance
 - b) Staff should provide notice to consumers of their right to free translator services
 - c) Staff should identify the language needs of the LEP consumer but they don't need to record the information in the clinical record
 - d) Staff should obtain the proper Release of Information to use a translator service if the translator services are needed.



Post Test cont'd



8. TRUE or FALSE. I can buy Language Posters and I Speak Cards from administration to help consumers identify themselves as individuals needing language assistance.
9. Which of the following statements is NOT true about contacting a translator:
 - a) A translator should be called when a consumer requests a translator
 - b) A translator should be called when the staff person cannot understand the information being conveyed by the consumer
 - c) A translator should be called when a person prefers to speak and is more fluent in a language other than English
 - d) A translator should be called whenever a person born outside of the United States comes in to receive or talk about services
10. TRUE or FALSE. I should contact my onsite office manager, either by phone, email or direct contact before I call a translator to let them know I will be using the translation services.