



Interpretation Services Program (ISP)

Presents

“Communicating Effectively Through An Interpreter”

In partnership with the
Florida Department of Children and Families
through federal funds provided by
DHHS/Office of Refugee Resettlement



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Agenda

- Communicating Effectively Through an Interpreter
 - Purpose and Objectives
 - Regulations and Rulings, Language Access
 - The ISP = Compliance for your Organization
 - Who Can You Use As An Interpreter - Why and Why Not?
 - Professional Interpreters – What Can They Do For Me
 - Professional Interpreters – What Can I Do To Help Them
 - What Type of Interpreter Service Should I Use
 - Summary, Question and Answer Time
- Overview of the Florida Interpretation Services Program



“Communicating Effectively Through An Interpreter”

Presented by Elaine Quinn



Purpose and Objectives



- Disseminate information to front line staff who may need to utilize interpreter services in daily interactions
- Build awareness regarding laws, guidances and why an interpreter should be used
- Identify the considerations for choosing an interpreting option
- Define roles and expectations in interpreting encounters (provider, interpreter and Limited English Proficiency)
- Recognizing key factors in successful vs. unsuccessful interpretative encounters
- Identify your questions



Limited English Proficient (LEP)



A LEP individual is 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.



The Requirement

- It is the LAW
 - Department of Justice Policy Guidance on the Title VI Prohibition against National Origin Discrimination as it Affects Persons with “Limited English Proficiency” (LEP) (Available on CDROM)
 - Department of Health ... Limited English Proficiency Plan (Available on CDROM)
 - DCF Compliance with Title VI of the Civil Rights Act of 1964 and Limited English Proficiency Issue Summary (Available on CDROM)



Who must comply with Title VI Requirements?



All public and private entities receiving Department of Health and Human Services federal financial assistance are “covered entities.”

Examples:

- State, county and local health and welfare agencies
- Hospitals and nursing homes
- Managed care organizations
- Head Start programs
- Contractors/vendors



The Need



- 44 million in U.S. are “Limited English Proficient” (LEP)
- LEP individuals face many barriers to critical health and social services
- Language barriers often result in: an inability to access programs, unsatisfactory encounters, and may suffer negative personal or healthcare outcomes



Applicability to Florida

- Florida is the 4th largest state
- Dramatic increase in foreign born population
 - Miami-Ft Lauderdale increased its foreign born population 53% in the past 10 years
 - Over 42% total population in Miami and Ft Lauderdale were born abroad
 - More than ½ Miami-Dade County residents were born outside the US
 - District 4 (Duval) and Suncoast District (Hillsborough, Pinellas, Pasco, Manatee and Sarasota) have the most diverse refugee populations in the state and require the greatest number of languages



Regulations & Rulings

Title VI of the Civil Rights Act of 1964

- The first ruling and the most widely recognized:

“No person in the United States shall, on grounds 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.”

- Federal financial assistance = Medicare, Medicaid, Hospitals, Public Health Clinics, Departments of Health, Transportation, Police, Corrections/Jails, Courts, Nutrition sites, Clinicians who are reimbursed, etc.



Types of Discrimination

1. Intentional
 2. Disparate Impact - the policy or activity has the effect of discriminating
- Examples of Discrimination
 - Denying a benefit or opportunity to participate
 - Providing different services/benefits
 - Providing services/benefits in a different manner or in a segregated environment
 - Restricting privileges
 - Using policies/procedures that have the effect of discriminating



Organizational Risk if not Complying with Title VI



- **Potential risks/losses when language services are not provided:**
 - Client unable to access eligible services or programs
 - Client unable to exercise important rights including informed consent and Advance Directives
 - Client unable to comply with provider requirements and requests
 - Longer “contact” times equals ineffective time management; productivity is affected
 - Frustration on both sides: impairs relationship building with clients and their community, decreases credibility of programs/staff
 - Lost opportunities to outreach on important health issues affecting LEP communities
 - Incurring “hidden” costs due to unnecessary testing and diagnostics, over-prescribing and repeat visits etc.



The ISP = Compliance! The Benefits for your Organization!

- **Interpreter Training, Telephonic Interpretation and Translation of Vital Documents Ensures That:**
 - Client has equal access to services or programs and can exercise their rights around issues of informed consent and Advance Directives
 - Improved health care outcomes – shorter stays, increased healthcare decision-making participation, improved post-discharge compliance
 - Client/Patient and employee satisfaction improves
 - Less risk to both sides based on lack of understanding re: medications, treatments, compliance issues
 - Employee productivity improves
 - Increased credibility and visibility in community; marketing and outreach opportunities



Who Can You Use As An Interpreter?

- Language assistance options:
 - Trained bi-lingual staff (other primary tasks with interpreter duties as adjunct)
 - On-staff interpreters (employees of the organization with specific interpreter duties only)
 - Contract interpreters (contractors paid by the encounter, not employees, on an on-call basis)
 - Telephone interpreters (contracted agency specializing in the provision of interpreter services via phone)



Considerations for Working with Bilingual and Staff Interpreters

- Language fluency in both the target language and English
- If interpretation is not the primary job responsibility, how are regular duties covered.
- Do they have specialized training in the role of the interpreter including ethics, confidentiality, cultural considerations and managing the flow of the encounter – bi-lingualism does NOT equal competency as an interpreter
- Is there a potential for conflict of interest, breach of confidentiality or inappropriate advocacy
- Is the language range sufficient to meet the needs



Considerations for Working With Contract or Agency Interpreters



- Specific rules that must be followed when a person is designated as a “contractor”
- How to determine competency; confirm education and experience
- How to insure availability in the target language groups, i.e. is on-call pay an option given the needs for the service
- Minimum charges – even when the client does not show for an appointment, the interpreter gets reimbursed



LEP Provided Interpreter Rights and Risks

- Where LEP person so desires, they should be permitted to use at their own expense an interpreter of their own choosing
 - DOJ LEP Guidance pg 7, Section VI, Selecting Language Assistance Services, Use of Family Members, Friends ... as Interpreters
- The LEP must be offered free interpreter services first. If declined, the record must be documented to reflect the individual declined the use of a free interpreter
 - DOH ... Limited English Proficiency Plan, pg 6, Section 7.a.7
- **Know their rights but protect yourself and your agency**
 - Inform LEP of free services
 - Document the declining of those services
 - Use an agency interpreter to ensure accuracy



Least Preferred Options

- Family or friends
- Minor Children
- Volunteers
- Patients/clients waiting in the office



This Is Why!



- Using Family, Friends, Minor Children, Volunteers, Strangers and Other Patients:
 - Exposes the agency to liability under Title VI
 - May result in a breach of confidentiality
 - May result in the client being reluctant to fully disclose critical information
 - Increases agency liability due to them not being competent
 - May result in additions, omissions and changes in content
 - May destroy the “power base” within the family



Professional Interpreters! What can they do for me?



- Reduce liability, help ensure appropriate utilization, increase client compliance and satisfaction with services
- Provide a quality service
 - accuracy and completeness
 - trained to handle difficult situations
 - code of ethics
 - training
 - CEU's
- Assure effective communication by facilitating the communication between both the client and provider
- Effective use of time during the clinical encounter
- Improved outcomes for the client



Supporting Research for the Provision of Interpreter Services

- Utilization: (Lee and Rosenberg et al 1998)
 - Emergency Room admissions were significantly reduced when an interpreter was used. 70% greater chance of being admitted when an interpreter was not used.
- Patient Satisfaction & Quality of Care: (Public Health Reports 1997)
 - Physicians who used interpreters reported significantly higher quality of patient-physician communication. Hornberger et al.
- Improved Health Outcomes: (Hornberger et al 1996)
 - Improved communication processes
 1. The amount of information exchanged
 2. The patient's control of the dialogue and
 3. The rapport between the patient and physician
- Effective Use of Time: (Tocher et al 1999)
 - Non-English-speaking and English speaking patients sessions took the same amount of time



Professional Interpreters

What can the Provider do to help them?



- Make the Interpreter part of the care-giver team
- Plan for a successful language services program
- Organize the client encounter area with the interpreted session in mind
- Remember - the interpreter is not the service provider
- Speak directly to the client and use first person
- Speak at a moderate pace and at normal volume, pause often and offer complete thoughts
- Avoid using technical vocabulary, symbolic speech, etc.
- Document the use of an interpreter by name, in the client chart



Professional Interpreters Tools they Use to Help You Communicate



- The goal of the medical interpreter
- The styles or modes of interpreting
 - demonstration and activity
- The roles of the interpreter
 - discussion and demonstration



Which Type of Interpreter Service Should I Use?

- Activity 1.
 - How to decide between the use of telephone interpreting services or on-site interpreter services. An instructor led discussion.
- Activity 2.
 - For on-site services which type of interpreter provider should I use?



Resource Guide



- **Federal –**
 - National Council on Interpretation in Health Care (NCIHC) – <http://www.ncihc.org>
 - American Translators Association (ATA) - <http://www.ata-divisions.org/ID>
 - Society of Medical Interpreters (SOMI) - <http://www.sominet.org>
 - The Office of Civil Rights - <http://www.hhs.gov/ocr/lep/>

- **State –**
 - Massachusetts Medical Interpreting Association (MMIA) - <http://www.mmia.org>
 - California Healthcare Interpreting Association (CHIA) - <http://www.interpreterschia.org>

- **Resources –**
 - “I Speak” card – <http://www.usdoj.gov/crt/cor/13166.htm>
 - Census data - <http://www.census.gov>
 - Diversity Rx - <http://www.diversityrx.org>



Interpretation Services Program Overview



Interpretation Services Program



- DOH program in partnership with the Florida Department of Children and Families through federal funds provided by DHHS/Office of Refugee Resettlement
- Supports refugee resettlement throughout the state
 - Refugees
 - Asylees
 - Cuban/Haitian Asylum Applicants
 - Cuban/Haitian Entrants
 - Amerasians
 - Victims of Trafficking
- Eligibility determined in accordance with the DCF Refugee Program Eligibility Guide



Industry/Government/University Partnership



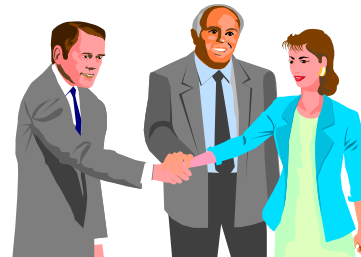
DOH

McNeil Technologies

- Program Management (On-Site)
- Translation
- Marketing
- Web Site Development

Pacific Interpreters

- Telephone Interpretation 24/7
- Management/Provider Training

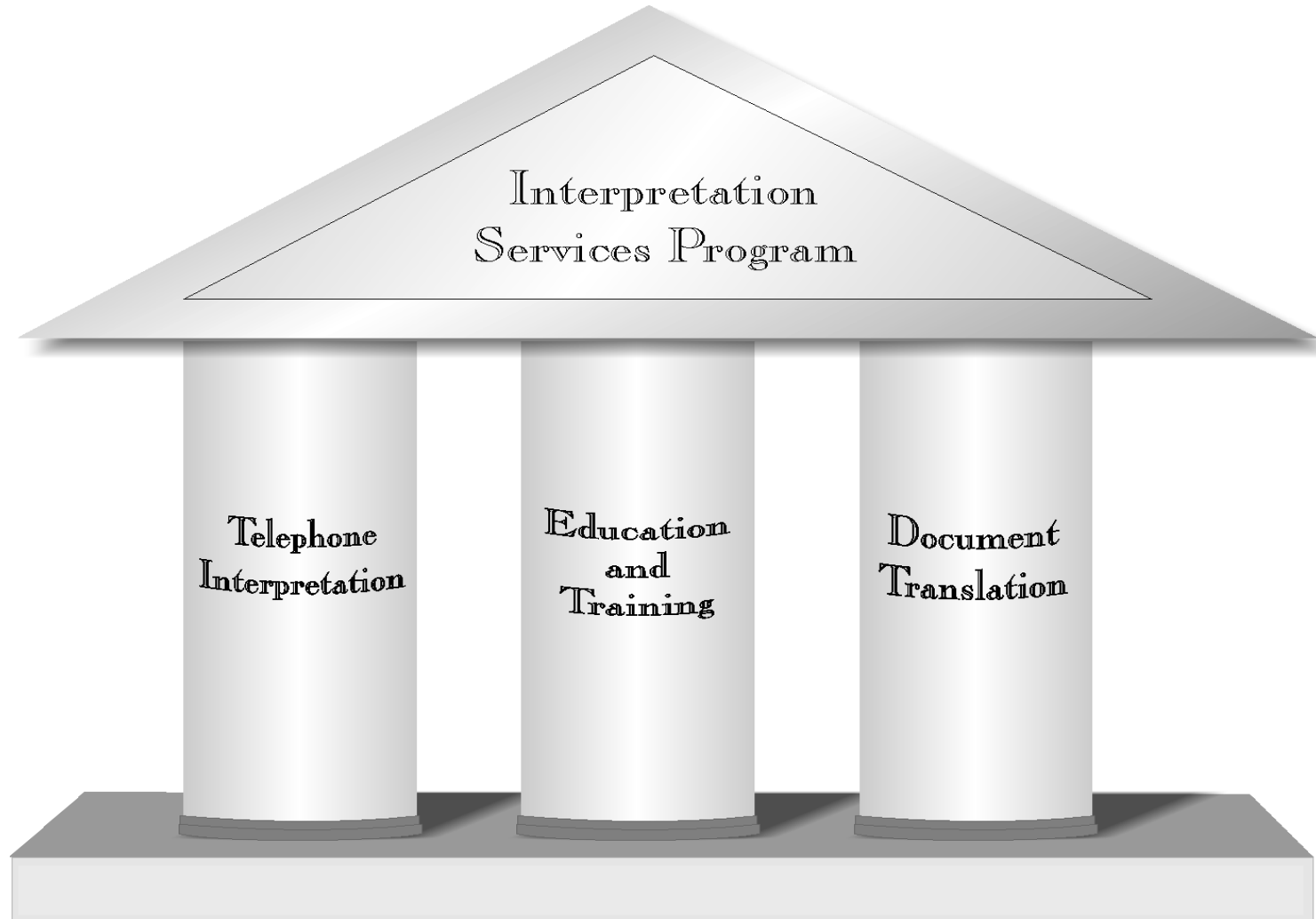


**Florida International University/
VerbAteam**

- Interpreter Training



Components of ISP





ISP Eligibility



- Agencies/Organizations that support refugee resettlement throughout the state are eligible for “No Cost” Document Translation, Telephone Interpretation and Training (Management, Provider and Interpreter Training)
 - Department of Children and Families (DCF),
 - County Health Departments,
 - Children’s Medical Services,
 - Voluntary and Refugee Resettlement Agencies,
 - DCF Service Delivery Organizations,
 - Law Enforcement and Legal Organizations,
 - Hospital Emergency Rooms.



Eligibility for ISP Services



- Determined in accordance with the DCF Refugee Program Eligibility Guide/Training
- Refugees for the purpose of the ISP contract are defined as
 - Asylees
 - Cuban/Haitian Asylum Applicants
 - Cuban/Haitian Entrants
 - Amerasians
 - Victims of Trafficking



ISP Components



<p>Training and Education</p> <ul style="list-style-type: none"> • Interpreter Training (Bi-multilingual Employees of Agencies/Organizations serving Refugee/Entrants) <ul style="list-style-type: none"> • Modes, ethics & standards • Basic Interpreter Training • Advanced Interpreter Training • Management/Provider Education/Training (Agencies/Service Organizations) <ul style="list-style-type: none"> • Managing Interpreter Programs in the 21st Century • Communicating Effectively Through An Interpreter 	<p>Telephone Interpretation</p> <ul style="list-style-type: none"> • 24/7 service delivery via 800# and unique access code • > 150 languages available • Per minute rate for all languages, any time • JAHCO & HIPPA compliant, Business Associate agreement in place • Interpreters meet or exceed recognized standards nationwide and MMIA standards
<p>Document Translation</p> <ul style="list-style-type: none"> • ISP contract contains 78 languages at a cost per word by language rate • Additional languages available upon request • Procedures for requesting translations are in place • All requests are received and approved by DOH ISP office 	<p>Marketing</p> <ul style="list-style-type: none"> • Marketing <ul style="list-style-type: none"> • Task Force Meetings • Conferences: <ul style="list-style-type: none"> • MMIA • IRSA National Mental Health, Florida Statewide Refugee • Brochures, pamphlets, etc



How to Access “No Cost” ISP Services

- Telephone Interpretation
 - No cost service through ISP program for Refugees
 - Non-Refugee through State Negotiated Agreement Price Schedule #9912591-1, approved through 31 December 2003
 - Process
 - Dial 1 877 452 6482
 - Provide Access Code (4/5 digit unique number)
 - Provide Name of Caller-
 - Provide Language Requested –
 - Provide Immigration Status - Non-refugee or Refugee
- The average connection time from the time the call is answered to when the interpreter is on the phone with the client is less than 30 seconds.
- ISP Document Translation
 - DOH/VOLAGs request through DOH ISP office in accordance using established procedures
 - DCF requests through DCF Refugee Services office
- Training
 - Interpreter Training (Basic and Advanced), Management/Provider Training
 - McNeil Technologies, Training Manager: Mr. Don Pinchin (941) 219-6066 or email: dpinchin@mcneitech.com is the Point Of Contact for the requesting and scheduling of training



ISP = Compliance



DOJ Guidance

Written Language Assistance Plans

VI.A: Oral Interpretation Services Competency

- English and the target language
- Identifying and employing appropriate modes of interpretation
- Specialized terms and concepts
- Understanding and adhering to their role as interpreters

VI.B: Written Language Services

Organizations should:

- Identify vital documents to be translated
- Identify languages for document translation
- Identify competency of translation service provider

VII: Elements of Effective LEP Plan

- Identifying LEP Who Need Language Assistance
- Language Assistance Measures
- Training Staff
- Providing Notice to LEP Persons
- Monitoring and Updating the LEP Plan

ISP Compliance

YES. Provides verification of interpreter competency and access for all languages through telephone interpretation and document translation.

YES. Advanced Interpreter Training

YES. Basic Interpreter Training

YES. Basic Interpreter Training

YES. Basic Interpreter Training

YES. Via Translation Protocols

YES. Via Translation Protocols

YES. Via use of a professional language services company

N/A

YES. Training, Telephone Inter and Document Translation

YES. Management, Provider and Interpreter Training

YES. Via Document Translation

YES. Assist with strategic planning



Value of the Interpretation Services Program

- All ISP services are provided **at no cost** to eligible agencies and organizations when serving eligible populations
- ISP provides Florida agencies/organizations
 - Management, supervisors/providers and bi-lingual staff trained/educated in all aspects of Language Assistance/LEP
 - Interpreter professional development that is documentable
 - Standards based training
 - Pre/post language assessment in English and target language
 - Cadre of 400+ trained interpreters in 1st year
 - Training benefits to be realized for decades
 - Professional, confidential telephone interpretation 24/7
 - On-demand access to over 150 languages, cost and time efficient
 - Professional document translation
 - Assured quality and consistency of translations
 - Assistance with strategic planning/Language Assistance Plans



ISP Points Of Contact

- DOH ISP Program Manager, Mr. Ron Davis
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Summary and Questions?

- Disseminate information to front line staff who may need to utilize interpreter services in daily interactions
- Build awareness regarding laws, guidances and why an interpreter should be used
- Identify the considerations for choosing an interpreting option
- Define roles and expectations in interpreting encounters (provider, interpreter and LEP)
- Recognizing key factors in successful vs. unsuccessful interpretative encounters
- Any other questions or comments?