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Owner: Pamela Erdman:
 12008005-Placement
 Resources Manager
Policy Area: Wraparound (REACH,
 O'YEAH)-Administration

References:

#071 - Interpretive Services for Clients/Legal Guardians with Limited English Proficiency (LEP) or a Hearing Impairment

POLICY

It is the policy of Wraparound Milwaukee to ensure all client rights are protected by providing interpretation and/or translation services. Youth/young adults or parents/legal guardians who are non-English speaking and/or have a hearing impairment can expect:

- A. To receive interpretation/translation services that effectively and appropriately conveys the information
- B. To receive interpretation/translation services when communication is related to the client's participation in Wraparound Milwaukee programs and/or the affiliated services.
- C. The team to monitor that adequate communication is established with Wraparound Milwaukee providers and/or Child and Family Team members (Formal and Informal/Natural Supports).
- D. To receive interpretive/translation services as determined by the Child and Family Team.

PROCEDURE

- A. Youth/young adults or parents/legal guardians with limited English proficiency (LEP) or a hearing impairment will be provided with interpreters at no cost to them in situations where clear communication is essential to their participation, which includes, but is not limited to:
 - 1. Screening/Enrollment Process
 - 2. Explanation of Client Rights
 - 3. Assessments/Evaluations
 - 4. Authorized Services (clinical and/or non-clinical)
 - 5. Wraparound Wellness and/or Nursing Clinic Appointments
 - 6. Discharge Planning
 - 7. At any time that the youth/young adult/family requests such service
- B. Translation/interpretation services will be provided to youth/young adults or parents/legal guardians with limited English proficiency or a hearing impairment through identified Providers in the Wraparound Milwaukee Provider Network (WPN).

C. Translation/interpretation services should only be provided by adult relatives/friends/supports when requested by the youth/young adults or parents/legal guardians and documented in the enrollee's record.

NOTE: It is preferable to seek an in-network provider to provide this service.

D. Confidentiality and client rights will be strictly maintained per Wraparound Milwaukee's associated policies and procedures.

1. Interpretation services will be provided only at the direction and with the direct supervision of a Wraparound Milwaukee affiliated staff person (Interpreters should not be left alone with a youth at any time).

2. Youth/young adults or parents/legal guardians will be fully informed of:

a. The purpose of the communication with the identified person(s)

b. Their right to refuse communication with the identified person(s)

E. The need for interpretation/translation services must be addressed in the Plan(s) of Care/Futures Plan(s) and documented in the Progress Note(s) of the enrollee. Interpretation/translation services must be authorized on the applicable Service Authorization Request when being provided by a WPN provider.

Attachments:

No Attachments

Approval Signatures

| Step Description | Approver | Date |
|------------------|---|-----------|
| | Michael Lappen: 11008000-BHD Administrator | 11/7/2017 |
| | MaryJo Meyers: 11003003-Director Wraparound Program | 11/7/2017 |
| | Pamela Erdman: 12008005-Placement Resources Manager | 11/7/2017 |
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