

 <p>WRAPAROUND MILWAUKEE POLICY & PROCEDURE</p>	Date Issued: 1/1/15	Reviewed: 10/20/14 By: HCS Last Revision: N/A	Section: All (Supervisory, Care Coordinator, Vendor, Provider Network)	Policy No: 071	Pages: 1 of 2
<input checked="" type="checkbox"/> Wraparound <input checked="" type="checkbox"/> Wraparound-REACH <input checked="" type="checkbox"/> FISS <input checked="" type="checkbox"/> Project O-Yeah	Effective Date: 1/1/15	Subject: INTERPRETIVE SERVICES FOR CLIENTS/LEGAL GUARDIANS WITH LIMITED ENGLISH PROFICIENCY (LEP) OR A HEARING IMPAIRMENT			

I. POLICY

It is the policy of Wraparound Milwaukee to ensure all client rights are protected by providing interpretation and/or translation services. Youth or legal guardians or young adults 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/authorized 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.

II. PROCEDURE

- A. Youth/legal guardians or young adults 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 Medication and/or Nursing Clinic Appointments
 6. Discharge Planning
 7. At any time that the youth/family/young adult requests such service
- B. Translation/interpretation services will be provided to youth/legal guardians or young adults with limited English proficiency/ 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 young adult/youth's legal guardian/legal guardian and documented in the young adults/youth's record.

NOTE: It is preferable to seek out a WPN 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).

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2. Youth/Legal Guardians and young adults 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 of Care(s)/Futures Plan(s) and documented in the Progress Note(s) of the youth/young adult. Interpretation/translation services must be authorized on the applicable Service Authorization Request when being provided by a WPN provider.

Reviewed & Approved by: Bruce Kamradt
Bruce Kamradt, Director