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

### I. POLICY

It is the policy of Children's Community Mental Health Services and Wraparound Milwaukee (hereby referenced as 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.

*NOTE: This policy utilizes the term "Care Coordinator", which applies to Wraparound, REACH, CCS, and Youth Connect Care Coordinators and FISS Case Managers. The term "Youth" is used in this policy and applies to the enrollee in the program, whether a child, adolescent, or young adult.*

### II. PROCEDURE

- A. Youth 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. Discharge Planning
6. At any time that the youth/young adult/family requests such service

B. Translation/interpretation services will be provided to youth or parents/legal guardians with limited English proficiency or a hearing impairment through identified Providers in the Wraparound Milwaukee Provider Network.

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

D. Please refer to *Wraparound Milwaukee Protocol: Interpretation/ Translation/ Printed Materials* on the Wraparound Milwaukee website, under Care Coordinator Frequently Used Forms.

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

E. 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 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)

F. The need for interpretation/translation services must be addressed in the Plan(s) of Care and documented in the Progress or Provider Note(s) of the enrollee. Interpretation/translation services must be authorized on the applicable Service Authorization Request when being provided by an In-Network Provider.

## Approval Signatures

Step Description	Approver	Date
	Michael Lappen: BHD Administrator	8/16/2022

Brian McBride: ExDir2 – Program Administrator	8/16/2022
Dana James: Integrated Services Manager- Quality Assurance	8/12/2022
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