

Language Line Quick Reference
Call the Language Line 1-877-261-6608

Once connected to the Language Line:

- Enter 6 digit client ID **531092**
- Press 2 for other languages (you will be prompted to say the name of the language you need)
- **ERS enter 27500 code (IM)**
- **EPS enter the last 5 digits of your phone # (W2)**

LANGUAGE INTERPRETER POLICY

It is the policy of Dane County Human Services to use interpreters who have registered with the Department and who have signed an agreement to abide by the Code of Ethics, Roles and Responsibilities, and Business Associate Contract. If there is a need for an interpreter for a language not included on the approved interpreter list, staff will make every effort to obtain professional interpreters, including the use of the Language Line, before accepting interpretation by family or acquaintances of the client. Use of any interpreter under 18 years old is prohibited.

Interpreters we hire are expected to maintain client confidentiality at all times. They are expected to facilitate communication and not add their own personal opinions, advice or judgment. Interpreters should not influence the opinion of clients by telling them what action to take. Interpreters should facilitate the communication process between two parties without acting as an advisor, advocate or negotiator on behalf of either party.

Customers applying at any of our locations or on Access/paper should have their application tagged "Interpreter needed". An e-mail should be sent to the #HS EA interpreter distribution list with the appointment date and time and language. When scheduling the appointment please enter case/RFA comments stating a language interpreter is needed noting the language and the date/time of the appointment. Customers who wish to bring their own interpreters may do so, however, **we will hire our own interpreters** to facilitate communication during the interview. Staff can check the approved interpreter list found at: http://dcinet/box_items/files/mrd1.Interpreters%20by%20Language.pdf

to determine if the customer's interpreter is on our approved list. Assigned clerical staff in each office arranges for interpreters from the list. ESS should not hire interpreters.

Interpreters cannot just come in with a client without being scheduled by Dane County staff and verified to be on our approved interpreter list.

The base pay for an interpreter is \$30.00 per hour plus the approved IRS mileage rate of 56.5 cents per mile from the interpreters' home or office to the appointment (round trip). We pay \$30.00 per hour from the appt start time to appt end time. The per hour rate cannot be increased without division contact approval. If a client is a no-show, we guarantee a minimum of 1-hour payment plus mileage. If we cancel an appointment with 48 hours notice, no reimbursement will be made to the interpreter. If cancellation is less than 48 hours, interpreter will be compensated for one hour with no mileage reimbursement. Please note that a yearly W-9 form is required for payment to be made.

Our division's Language Interpreter Contact person, Bridget Bell, is responsible to approve all invoices to pay interpreters, pre-approve exceptions to the \$30 per hour rate, and handle any interpreter related issues. Each of our office locations has assigned clerical staff responsible to schedule interpreters for Intake and other appointments.

Appointments should be scheduled one week out, to allow time to find an appropriate interpreter.

The basic process to schedule an interpreter is:

- If customer is a new case, front desk staff will do RFA comments stating "Interpreter needed" and list the language. Front Desk staff will email the #HS EA Interpreter distribution list to hire/schedule an interpreter for date/time of appointment. Once an interpreter is scheduled, an interpreter invoice is placed in the ESS' mailbox. The assigned clerical will reference the approved interpreter list on the DCI net.
- For ACCESS or paper applications that list a language other than English, the clerical staff person scheduling it will schedule Spanish and Hmong applicants with appropriate ES workers. If other languages are listed, clerical staff will email the #HS EA Interpreter distribution list with the date, time of the appointment and language required. Once an interpreter is scheduled, the interpreter invoice is placed in the ES worker's mailbox.
- ES staff will complete the interpreter invoice following the interview. List the start/end times of the interview and that total miles driven (round trip). Sign where it says Signature of Dane County Staff. The invoice should include interpreter's name, address, phone number, and the language interpreted.
- ESS should have interpreter sign the invoice. Forward invoice and W-9 form to Bridget Bell for approval and payment.
- ESS should report all problems with interpreters to Bridget Bell for follow-up.

For questions about how to become a Dane County-approved interpreter, refer to Bridget Bell.

For Walk in Customers

We will use the Language Line to communicate with Limited English speakers that come into the lobby when we have no staff available to interpret. Front Desk staff will email #HS EA

Bell Unit explaining the situation. Clerical staff will find a room available to call the language line and determine how we can assist the customer.

To use Language Line services, dial 1-877-261-6608 and put the phone on speaker. Enter our 6-digit Client ID: 531092. Press 1 for Spanish or 2 for any other language (speak the name of the language at the prompt). Enter the last 5 digits of your phone number as your Personal Code (2-7500 for ERS). Summarize with the interpreter what you need to accomplish and introduce yourself and the customer.

Anytime you use the Language Line, you must email Julie Tierman upon completing the call. She needs to know the date, time, language requested, phone number entered for 5-digit code (2-7500 for ERS) and approximate time on call.

Sign Language Interpreters

E-mail #HS EA Interpreters if you require a sign language interpreter for an intake or review. The appointment should be scheduled out at least a week to allow clerical staff time to schedule an interpreter.