

Children's Community Mental Health Services and Wraparound Milwaukee Protocol: Interpretation/Translation/Printed Materials

At present, the following individuals involved with this protocol are:

- Office Manager: Jennifer Miles
- Resource & Referral Coordinators
- Screeners
- Care Coordinators
- Wraparound Administrative Staff

NOTE: The term "Youth" is used in this protocol and applies to the enrollee or potential enrollee in the program (Wraparound, REACH and/or CCS), whether a child, adolescent, or young adult.

NOTE: The term "staff member" or "staff" used in this protocol applies to the following positions: Care Coordinator, Screener, Resource & Referral Coordinator, and/or Children's Community Mental Health Services and Wraparound Milwaukee Staff. Staff for Children's Mobile Crisis (CMC) should defer to the associated BHD policies and procedures.

All youth and families must be given every opportunity to be served and receive materials in their language of preference. The following protocol provides guidance on how to access interpretation and translation services, as well as needed Large Print/Braille/printed materials.

These resources can be accessed by youth and families via an assigned Care Coordinator, Screener or by calling the Tollfree Number: 1-833-912-2468 (TTY: 711).

Interpretation

If needed, interpretation services are an available service within the Wraparound and CCS Provider Networks. (For individuals with a hearing or speech disability, the Telecommunications Relay Services (711) must be utilized.) The following agencies currently provide interpretation services – contact information is available in Synthesis and/or online Resource Guide (<https://synthesis.milwaukee.gov/ProviderSearch/index.html#/>):

Language Source: Care Coordinator, Screener, Resource & Referral Coordinator, or Wraparound Administrative Staff contact Language Source directly to arrange for an appropriate Interpreter to be available. Available times are then coordinated between the youth/family, interpreter and staff member. The staff member enters a SAR in Synthesis to allow for appropriate billing and payment to occur.

SWITS: Care Coordinator, Screener or Wraparound Administrative Staff confirm with Office Manager they are included on the authorized list of users. Staff then contact SWITS directly to arrange for an appropriate Interpreter to be available. Available times are then coordinated between the youth/family, interpreter and staff member. The staff member enters a SAR in Synthesis to allow for appropriate billing and payment to occur.

Certified Languages (CLI): Care Coordinator, Screener, Resource & Referral Coordinator, or Wraparound Administrative Staff contact Certified Languages directly, while on the phone with the Enrollee or family member; an interpreter can be provided right away. Staff need to provide the following information when they call to access services: customer code, language needed, provider name, client name. Customer code can be obtained by contacting the Office Manager. Sign Language interpreting via video remote interpreting (similar to Skype) is accessible via URL. If those services are needed, contact the Office Manager. The staff member enters a SAR in Synthesis to allow for appropriate billing and payment to occur.

Translation

If needed, translation services are available through the Wraparound and CCS Provider Networks. Even if staff have the skills to translate documents, this service must still be sought for Children's Community Mental Health Services and Wraparound Milwaukee documents to ensure timeliness, efficiency and accuracy. Standard documents are available in the following languages without the need for further translation services: English, Spanish, Burmese, and Hmong. Visit the Wraparound Milwaukee website (www.wraparoundmke.com) or contact the Office Manager for assistance in locating these documents. The following agencies currently provide translation services for all languages – contact information is available in Synthesis and/or online Resource Guide (<https://synthesis.milwaukee.gov/ProviderSearch/index.html#/>):

SWITS: Care Coordinator, Screener or Wraparound Administrative Staff confirm with Office Manager they are included on the authorized list of users. Staff then contact SWITS directly to submit documentation for translation via email; email address will be provided by Office Manager. It is preferable to submit documentation in Word Format, but a PDF Format can be sent as well. Should a staff member be submitting a previously translated document that only requires updating, a copy of the previous document should also be submitted, and the areas of the new document needing translation should be highlighted. SWITS will email a copy of the translated document back within one to two business days. The staff member enters a SAR in Synthesis to allow for appropriate billing and payment to occur.

Certified Languages (CLI): Care Coordinator, Screener, Resource & Referral Coordinator, or Wraparound Administrative Staff confirm with Office Manager they are included on the authorized list of users. Staff then contact CLI directly to submit documentation for translation via email; email address will be provided by Office Manager. It is preferable to submit documentation in Word Format, but a PDF Format can be sent as well. Should a staff member be submitting a previously translated document that only requires updating, a copy of the previous document should also be submitted, and the areas of the new document needing translation should be highlighted. CLI will email a copy of the translated document back within one to two business days. The staff member enters a SAR in Synthesis to allow for appropriate billing and payment to occur.

Printed Materials/Large Print

If needed, youth and families are entitled to receive any/all materials in a printed format, including Large Print and Braille. Care Coordinators, Screeners, Resource & Referrals Coordinators and Wraparound Administrative Staff have access to, and must assist families in receiving, printed copies of any materials available on the Wraparound Milwaukee website (www.wraparoundmke.com), which includes the Enrollee and Family Handbook and Resource Guide. Staff must coordinate with the Office Manager around any requests for Large Print or Braille materials, and printed versions of the Resource Guide. **All requests from the youth and/or family for printed materials must be fulfilled within five business days.**

For Braille: Care Coordinator, Screener or Wraparound Administrative Staff will contact Office Manager to discuss needs, and requested materials. Office Manager will forward materials to **Audio & Braille Literacy Enhancement (ABLE)** and send to staff member once complete; payment via credit card will also be facilitated by Office Manager.

Please Note: Consent forms should not be translated and printed in Braille and must be provided in the standard format. An assistant, which could be a staff member or another member of the Child and Family Team, must read the document to the individual and then direct the individual to the appropriate place for signing.