

Limited English Proficiency (LEP)

Annual
Training for
CMHA-CEI Staff
and Providers

Reviewed 09/2020



Community
MENTAL HEALTH
CLINTON • EATON • INGHAM 1

Limited English Proficiency (LEP)

In this course you will learn the following:

- What is Limited English Proficiency (LEP)?
- The Legal Basis
- What are our obligations as an agency?
- How does CMHA-CEI Implement LEP?
- CMHA-CEI Contract Providers for Interpretation/Translation Services

What is Limited English Proficiency (LEP)?

Limited English Proficiency (LEP) is the inability to speak, read, write and/or understand the English language at a level that permits effective interaction with health care providers and social service agencies. It is also inclusive to those who experience a visual and/or hearing impairment.

Who is covered under LEP?

- All beneficiaries of CMHA-CEI services

Examples of persons needing assistance may include:

- ✓ Individuals using English as a second language
- ✓ Individuals who experience a hearing impairment and/or use sign language
- ✓ Individuals who experience visual impairments

Why do we need to know about Limited English Proficiency (LEP)?

- All CMHA-CEI staff must recognize and acknowledge language/communication needs of a beneficiary who experiences LEP, visual and/or hearing impairments.
- CMHA-CEI staff must be prepared to help those where language is a barrier to obtain needed treatment and support.
- All CMHA-CEI staff are required to know how to accommodate individuals who experience LEP to assure that CMHA-CEI is able to provide services to everyone.

Legal Basis

- LEP compliance is CMHA-CEI's legal obligation; however there is no single LEP law. It is a combination of existing laws, sets of regulations, and court decisions (Title VI of the Civil Rights Act of 1964, Balanced Budget Act 1997, Executive Order 13166 in 2000, MDHHS).
- The most commonly used language in the United States is English, however it is not the "official" language of the United States. It is common, but not the legal standard.
- Most commonly requested at CMHA-CEI is Spanish, Arabic, Kirundi and American Sign Language.

What are our obligations as an agency?

- CMHA-CEI is required to examine our practices to assure there are no unintended barriers or discrimination against those experiencing LEP.
- CMHA-CEI must take *reasonable steps* to ensure *meaningful access* to rights, programs, services and information, *free of charge*.
- CMHA-CEI must provide interpreters who are competent and knowledgeable in a variety of areas to best understand what is being communicated by the consumer and to ensure that the host of requirements are being met.

What are our obligations as an agency?

All CMHA-CEI staff have an obligation to reduce language barriers and ensure meaningful and equal access to programs, services, and benefits throughout the operations of the agency and its provider network. They also must ensure that individuals are not discriminated against due to experiencing LEP, and/or visual or hearing impairments.

What are our obligations as an agency?

- CMHA-CEI shall not use other consumers, or consumers' friends, minor children, or other family members as interpreters. This practice is only acceptable in an emergency situation.
- Once the person is stabilized, arrangements for a competent interpreter must be offered and established.
- If the consumer chooses to use someone other than an interpreter, such as a family member or a friend, after they have been informed of the right to free language assistance, it must be documented in the plan of service that this service has been offered and declined.

CMHA-CEI Implementation of LEP

A very useful document (located on the CMHA-CEI Intranet and the Provider Tab of CMHA-CEI's Public Internet Website) is: "How to Access Interpretation/Translation Services".

This document:

- Provides step-by-step instructions on how to access interpretation/translation services
- Provides the "I Speak" files for 8.5 x11 card and 13x9 Poster (which are used to identify the language spoken)
- Provides contact information for the contract providers; **7CLingo** and **Voices for Health** for telephonic interpretation or for face to face/on-site language and/or sign language interpreters
- Identifies who to contact for more information about LEP

"I Speak..." Card/Poster



IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE

Albanian: Shqip Nëse keni nevojë për përkthyes, tregoni gjuhën tuaj.	Arabic: عربي إذا كنت في حاجة إلى مترجم، أشر إلى اللغة المطلوبة.
Armenian: Հայերեն Եթե քեզ փայտանքիկը կարիք ունենք, խնդրում ենք մասնագետի օգն լինելու:	Bosnian: Bosanski Ako vam je potreban prevodilac, označite vas jezik.
Cambodian: ខ្មែរ បើអ្នកត្រូវការអ្នកបកប្រែ សូមចុកលើតារាងភាសារបស់ខ្លួន	Croatian: Hrvatski Ako vam je potreban prevodilac, označite vas jezik.
Dutch: Nederlands Als u een tolk nodig hebt, wijs dan uw taal aan.	Farsi: فارسی اگر به مترجم احتیاج دارید لطفاً با انگشت زبان خود را نشان دهید.
Finnish: Suomi Jos tarvitset tulkin, osoita haluamaasi kielivalinta.	French: Français Si vous avez besoin d'un interprète, indiquez votre langue.
German: Deutsch Bitte zeigen Sie auf Ihre Sprache, wenn Sie einen Dolmetscher brauchen.	Greek: Ελληνικά Εάν χρειάζεστε διερμηνέα, παρακαλώ δείξτε τη γλώσσα σας.
Gujarati: ગુજરાતી જો તમને ભાષાતરજમની જરૂર હોય તો તમારો ભાષા તરફ ચીંટો.	Haitian Creole: Kreyòl Ayisyen Si w bezwen yon entèprèt, montre ki lang ou pale.
Hebrew: עברית אם תצטרך מתרגם/תרגומה, אנא הצביע על השפה שלך.	Hindi: हिन्दी यदि आपको भाषा अनुवादक की आवश्यकता है, तो अपनी भाषा की ओर इशारा करें।
Hmong: Hmoob Yog koj xav tau tus neeg pes lus, law tes rau koj yam lus.	Hungarian: Magyar Ha tolmácsra van szüksége, mutasson anyanyelvére.
Ibo: Ibo Oburu na ichoro onye nkowa okwu, tuo aka na asusu gi	Italian: Italiano Se avete bisogno di un interprete, puntate alla vostra lingua.
Japanese: 日本語 通訳をお渡しの場合、必要な言語を指し示してください。	Korean: 한국어 통역서비스가 필요한 언어를 선택하십시오.
Laotian: ພາສາລາວ ຖ້າທ່ານຕ້ອງການບໍລິການປາກົດສຳລັບພາສາຂອງທ່ານ	Latvian: Latviešu Ja jums ir vajadzīgs tulks, lūdzu, norādiet Jūsu valodu.
Norwegian: Norsk Pek på ditt språk hvis du trenger hjelp av en oversetter.	Polish: Polski Jeśli potrzebują Państwo tłumacza, proszę wskazać na swój język.

Laminated 8.5x11 card (front desk/secretary)



I SPEAK... Language Identification Guide

A Amharic እኔ አማርኛ ነው ምናገረው. Arabic أنا أتحدث اللغة العربية Armenian Ես խոսում եմ հայերենից	B Bengali আমি বাংলা কথা বলতে পারি Bosnian Ja govornim bosanski Bulgarian Az говоря български Burmese ကျွန်ုပ်တို့/ကျွန်းုပ်တို့ မြန်မာစကားပြောနေပါသည်။	C Cambodian ខ្ញុំនិយាយភាសាខ្មែរ Cantonese 我講廣東話 (Traditional) 我讲广东话 (Simplified) Catalan Parlo català Croatian Govornim hrvatski Czech Mluvím češky	D Danish Jeg taler dansk Dari من درى حرفى سى زلم Dutch Ik spreek Nederlands	H Haitian Creole M pale kreyòl ayisyen Hebrew אני מדבר עברית Hindi मैं हिंदी बोलता हूँ। Hmong Kuv las log Mhob Hungarian Beszélék magyarul	I Icelandic Ég tala íslensku Ilocano Agsanak ti Ilokano Indonesian saya bisa berbahasa Indonesia Italian Parlo italiano	J Japanese 私は日本語を話す	K Kackchiquel Quin cha g'uc' ki' chi' ba' n'in' ri Korean 한국어 합니다 Kurdish man Kurdi zanin Kurmanci man Kurmanjî zanin	L Lapitan ຂອບປາກົດພາສາລາວ	N Norwegian Jeg snakker norsk Persian من فارسی صحبت می کنم Polish Mówię po polsku Portuguese Eu falo português do Brasil (for Brazil) Eu falo português de Portugal (for Portugal) Punjabi ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ। Qanjobal Ayn ti chi wal q' anjob' al Quiche In k'inch'aw' k'uin ch'e' quiche Romanian Vorbesc românește Russian Я говорю по-русски	P Punjabi ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ। Portuguese Eu falo português do Brasil (for Brazil) Eu falo português de Portugal (for Portugal) Punjabi ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ। Qanjobal Ayn ti chi wal q' anjob' al Quiche In k'inch'aw' k'uin ch'e' quiche Romanian Vorbesc românește Russian Я говорю по-русски	T Tagalog Marunong akong mag-Tagalog Tamil நான் தமிழ் பேசுவேன் Thai พูดภาษาไทย Turkish Türkiye konuşurum	U Ukrainian Я розмовляю українською мовою Urdu میں اردو بولتا ہوں	V Vietnamese Tôi nói tiếng Việt	W Welsh Dwi'n siarad	X Xhosa NdiXhosa siXhosa	Y Yiddish איך רעדן יידיש Yoruba Mo tso YooBa	Z Zulu Ngiyakuhluma isiZulu
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Poster 13x19 for lobby/waiting areas

Community Mental Health Authority of Clinton, Eaton, and Ingham Counties (CMHA-CEI) will take reasonable steps to provide adequate information about services and benefits, and are able to receive those services and benefits for which they are eligible, for persons with limited English proficiency. You have the right to an interpreter, free of charge.



Limited English Proficiency Contract Providers



Both 7CLingo and Voices for Health provide telephonic and face-to-face/on-site interpretation services (including American Sign Language).

You can locate the phone numbers and instructions on how to schedule an interpreter on the CMHA-CEI Intranet under Reference Materials and LEP-Limited English Proficiency and in the Provider Tab on CMHA-CEI's Public Internet Website.

You can request via phone and/or portal. Eventually, all requests will be done via the portal.



Upon calling either 7CLingo or Voices for Health, be sure to have the following information to provide to 7CLingo and/or Voices for Health:

- CMHA-CEI account number and/or password
- Date and time that the interpreting services are needed
- Address of the location where services will be provided (i.e. consumer home, ICC, JollyRd, Wardcliff, etc...)
- CMHA-CEI Staff contact information (i.e. name, telephone number and/or email address) for the person who will be providing the CMHA-CEI services to the consumer.
- Language requested (i.e. Spanish, Arabic, Sign Language, etc...)
- Correctly spell and provide the first and last name of the identified consumer that the interpreting services are for (this allows one to secure an interpreter that does not know the individual on a personal level). Please do not give the name of a parent and/or any person other than the identified consumer for whom there is a consumer number in SmartCare, as this is needed to cross-reference the invoice.
- Any pertinent information regarding the assignment so that the interpreter can reasonably anticipate specific topics that will be addressed when services are provided (i.e. medication review, intake appointment, therapy session, etc...)

Scheduling/Billing

- It is important to schedule and/or cancel any “Face-to-Face” and/or “Over the Phone” interpretation services as soon as possible.
- 24 hours notice is required prior to scheduled face-to-face appointment time to set up and/or cancel translation services to avoid additional fees.
 - “Rush Fees”: additional \$10.00 per hour
 - “Cancellation Fees”:
 - 1 hour minimum plus mileage (Voices for Health)
 - 2 hours minimum plus mileage (7CLingo)
- Face to Face: \$85.00- \$120 per hour (2 hour min., 30 min increments after 2 hours)
- Mileage and Travel Time for Face-to Face Appointments
 - Round Trip Mileage: \$0.54/mile
 - Round Trip Travel Time: \$25.00/hour (Voices for Health)
\$60.00/hour (7CLingo)
- Scheduled, Same Day and/or On Call “Over the Phone” interpretation
 - \$1.60 per minute (Voices for Health)
 - \$1.49 per minute (7CLingo)
 - No minimum notice is required for same day or on call

LEP-Costing Authorization Form

- In all cases of accessing interpreter/translation services, CMHA-CEI staff shall complete the “LEP Costing/Authorization Form”, located on the intranet.
- The form should be completed by the staff member and signed by the program Supervisor /Coordinator, even if the event that the appointment was cancelled for any reason.
- The Supervisor/Coordinator will verify the cost center and service provided, and authorize the service by signing the form.
- Once the form is completed and signed, you will forward it to Becki West, in the Customer Service Department at 812 E. Jolly Rd., Suite 108, Lansing, MI 48910.
- Forms are due no later than 7 business days or via email at westr@ceicmh.org, after the date of service was provided.
- *There is no line item in budget for LEP Services*



Reference Material on CMHA-CEI Intranet

CEI-Community Mental Health

Employee Access Center	Quick Start Guide for EAC
Video Conference Portal	Outlook Resources
Relias Learning	

- About CEI
 - [CEI CMHA Mission Statement](#)
 - [CEI CMHA Strategic Plan](#)
 - [CEI CMHA Clinical Philosophy](#)
- CEI Public Sites
 - [CMHA-CEI Public Site](#)
 - [CMHA-CEI Substance Abuse / Corrections Mental Health Site](#)
 - [Mid-State Health Network \(MSHN\)](#)
- Links to Web-based Software

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Files:

2019_8.5x11_LSpeak Card	(PDF - Acrobat Reader)	4/29/2019
2019 LEP-Costline Authorization Form April	(PDF - Acrobat Reader)	5/1/2019
7CLINGO Interpretation Request Form 2018	(PDF - Acrobat Reader)	9/20/2018
7CLINGO Client Quick Instruction	(PDF - Acrobat Reader)	4/28/2017
7CLINGO-Client-Portal-Information-Compress	(PDF - Acrobat Reader)	4/28/2017
LSpeak Poster CMHA-CEI 11x19	(PDF - Acrobat Reader)	4/29/2019
LEP-How to get Interpreter Services-May 2019	(PDF - Acrobat Reader)	5/1/2019
Limited English Proficiency Procedure 3.6.100. (3)	(PDF - Acrobat Reader)	5/1/2019
Online Interpreter Scheduling System Instructions:Voices for Health	(PDF - Acrobat Reader)	4/28/2017
Voices for Health Users Guide for Interpreting Solutions	(PDF - Acrobat Reader)	10/6/2006
voices for health pocket call cards	(PDF - Acrobat Reader)	4/28/2017

This is a listing of the Reference we have made available on this site. Just click on a file to view it.

- If it is a Word or Excel Document, you may open it for viewing by clicking on the name of the file, then choosing "Open this file from its current location".
- Special Characters such as ^ % * # @ are invalid for file names.

[Selected persons](#) from the agency are in charge of the contents of each folder. See them about adding something to the Reference Material.

Send mail to 'helpdesk' or call 346-8215 with questions or comments about this website.
Last modified: October 22, 2010



Should 7CLingo or Voices for Health be unable to fulfill the need for Interpretation Services and/or if you have any questions please contact the Customer Service Department 517-346-8244 or via email at customerservice@ceicmh.org

Summary:

In this course you learned the following:

- Limited English Proficient (LEP): the inability to speak, read, write and/or understand the English language at a level that permits effective interaction with health care providers and social service agencies. It is also inclusive to those who experience a visual and/or hearing impairment.
- LEP compliance is CMHA-CEI's legal obligation.
- CMHA-CEI shall not use other consumers, consumers' friends, minor children, or family members as interpreters.
- There is valuable information about LEP services on the CMHA-CEI Intranet, under Reference Material and LEP-Limited English Proficiency as well as on the Provider Tab of the CMHA-CEI's Public Internet Site.

References:

- Title VI of the Civil Rights ACT of 1964 and Title VI regulations
- Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency, issued in 2000
- Michigan Department of Health & Human Services (MDHHS) Medicaid Specialty Services and Support Contract: Section 15.7, Limited English Proficiency
- CMHA-CEI 3.6.10B Limited English Proficiency Policy and Procedures
- CMHA-CEI Intranet under Reference Material and LEP-Limited English Proficient

Questions?

Please contact Customer Service
at: 517-346-8244 or via email at
customerservice@ceicmh.org

