

Dane County Children's Long-Term Support (CLTS) Language Accessibility Guide 2022



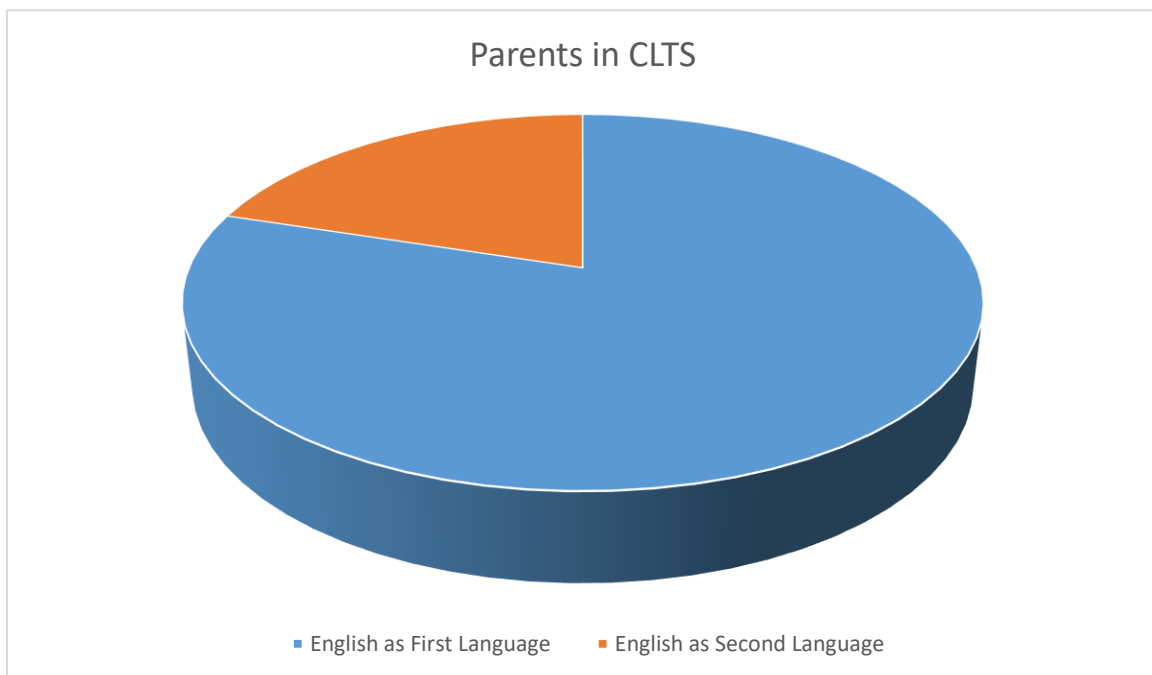
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Language Demographics in THE Children’s Long-Term Support (CLTS) Program

Amount of Children in CLTS in Dane County: 1678 Children are currently enrolled in CLTS as of May 1, 2022

Amount of parents with English as Second Language: ~20% of parents have English as their second language



Why is Language Accessibility Important for Service Delivery?

While families always have the right to decline interpretation and translation services, providers should always offer them without the family needing to ask first.



- **Improved Understanding for All:** Interpreters and translators facilitate mutual understanding between parties who do not share a common language. English speaking case managers and providers gain a more nuanced and comprehensive understanding of child and family needs.
- **Civil Rights:** Title VI of the Civil Rights Act of 1964 requires recipients of Federal financial assistance to take reasonable steps to make their programs, services, and activities accessible by eligible persons with limited English proficiency (hhs.gov)
- **Informed Consent:** A person has the right to receive information and ask questions before they make a decision so they can make a well-considered choice (Code of Ethics Opinion 2.1.1., American Medical Association). To deny access to communication in a person's primary language denies informed consent.
- **Confidentiality:** For a family discussing private issues, a certified interpreter is bound by professional ethics to maintain confidentiality. A family of friend has no similar professional obligation.
- **Lessens the burden on child/sibling/other family members:** Family members should not be the first choice for interpreting for the family, especially if they are a minor or young child. Imagine the trauma of a child having to interpret in situations involving domestic violence, sexual assault, or the discomfort interpreting for a parental medical appointment or sibling's school meeting. Even if ONE family member involved does not speak English, written materials should always be translated in their primary language. Always suggest translation and interpretation before a family has to ask. Listen to what the family says and respect their wishes.
- **Accuracy of Message:** without interpretation or translation, messages may not be conveyed properly to the person on either the sending or receiving end of the communication. This can lead a misunderstanding of the services provided, their purpose and how they work.
- **Including person in individual planning process:** In order to create self-directed goals, the process needs to be culturally inclusive and have appropriate accommodations A person receiving services has the right to participate in in the language with which they feel most comfortable. Denying access to compromises a person's ability to participate in a service. (Breedlove, 2022).

Testimonies from Providers & Case Managers

“A young woman with a disability found herself with her primary care giver, i.e. her parents unable to care for her. Both parents did get sick with COVID and could not stay in the family home.

Other family members were willing and able to step in, but needed hands-on training around her complex cares. These family members did not speak English. Unfortunately - due to COVID precautions – an in-person interpreter was not an option. One of our outreach nurses was able to provide the needed hands-on training and demonstrate the needed cares by using her smart phone and an over-the-phone Interpretation service.” – UW-Waisman Center, WIN (Wellness Inclusion Nursing) program.

“It is so important to have an interpreter. The service system is already a foreign language, It is even harder for the folks we work with that speak limited English. I don’t think that the family I work with would have built the relationship and trust we have without an interpreter” –CLTS Case Manager, Teamwork Associates

“We always use an interpreter, it is essential in our initial meetings with families so that they are able to fully understand the services that CLTS services provides” – Dane County Intake Staff

"I have had good experiences working with interpreters. They are usually very kind. They try to convey what I want to say, because I do not always find the right words. They also make sure that they interpret exactly what I say. It is very important to have an interpreter present when you meet with a doctor or a therapist. I have received over-the-phone interpretation few times but it is harder for the interpreter to understand what you are trying to say. When there is an interpreter in person, it is easier for them to understand what you are trying to tell the doctor. I have used an online translation App couple of times at the doctor’s office but sometimes the App will translate words incorrectly." – Client Experience reported from Bilingual case manager – Avenues to Community

"Working with an interpreter has helped our family because my husband does not speak English well. Working with an interpreter has helped him understand and talk to our son’s doctors. One day we went to the doctor and we requested an interpreter for my husband. He was able to understand everything that the doctors explained to him. If he had not had an interpreter, he would only have understood part of the conversation. We have an interpreter at my son’s

speech therapy sessions. If my son had not had an interpreter, he would not have been able to understand anything because I always speak to him in Spanish at home. When my son started going to school and receiving therapy, I had to explain to him what was being said. Over time, he was able to understand English but he could not speak it so we requested an interpreter. The interpreter allowed my son to express himself and communicate with the therapist properly” -

Client Experience reported from Bilingual case manager – Avenues to Community

“I work with a wonderful family that speaks Iraqi Egyptian Arabic and while we have had a few different translators, the family overall, has expressed that they appreciate the patience of the team, that we review all the information more than once to confirm their understanding and approval, and that there is always room for questions. The interpreters have been very helpful and reframing questions or asking more questions from me if there is any confusion.” – CLTS case manager, Teamwork Associates

“I work with a Cambodian family that speaks Khmer and we have been fortunate to have the same interpreter for several meetings. He has gotten to know the family and is a part of the team. He is patient, helpful, interested, and repeats and reframes information as often as needed to confirm the information is understood. In addition, he has gotten to know the family and we have a lot of laughter and dialogue about how the family and child are doing above and beyond the agenda. He has been so helpful and the parents have shared their appreciation for him” – CLTS case manager, Teamwork Associates

“It has been an absolute pleasure working with the a family who utilizes our services. Their case manager recommended them for our services but was unsure how they would be able to access them considering the language barrier and if translation services would be effective at addressing the complex issues around parenting and behavioral issues that we address. After more than half a year working together the family and their son have made incredible progress. The process as a provider has been eye opening and helpful for me to understand critical cultural differences and our interpreter was great at helping me identify these cultural sensitivities where appropriate so that I could integrate them into the context of our sessions and my approach. I would encourage any and all Dane county support services to make use of translation services whenever possible. It helps everyone move towards what is most important in each interaction, rather than allowing language to and misunderstandings create unnecessary barriers to supporting families where they are!” – Board Certified Behavior Analyst, Create Behavior Solutions

Medicaid and County Contract Expectations

The CLTS Waiver is a MEDICAID funded program under County contract

- **All providers** who receive federal funds from Medicaid services are **obligated** to make language services available to those with Limited English Proficiency (LEP) under Title VI of the Civil Rights Act and Section 504 of the Rehab Act of 1973. The following expectations are:
 - **Title VI of the Civil Rights Act:** Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000d et seq. ("Title VI") Title VI **prohibits discrimination based on race, color, or national origin in any program or activity that receives Federal funds or other Federal financial assistance.**
 - **Rehab Act of 1973:** Section 504 **forbids organizations and employers from excluding or denying individuals with disabilities an equal opportunity to receive program benefits and services.** It defines the rights of individuals with disabilities to participate in, and have access to, program benefits and services.

Section A Paragraph VI of the County's CLTS contracts require access to bilingual services. The contract States:

BILINGUAL SERVICES:

- PROVIDER agrees to maintain comprehensive policies to ensure compliance with Title VI of the Civil Rights Act of 1964, as updated to address the needs of employees and clients with limited English proficiency. PROVIDER agrees that it will employ staff with bilingual or special foreign language translation skills appropriate to the needs of the client population, or will purchase the services of qualified adult interpreters who are available within a reasonable time to communicate with clients who have limited English proficiency. PROVIDER will provide, free of charge, all documents necessary to its clients' meaningful participation in PROVIDER's programs and services in alternative languages appropriate to the needs of the client population. PROVIDER. agrees that it will train its staff on the content of these policies and will invite its applicants and clients to identify themselves as persons needing additional assistance or accommodations in order to apply or participate in PROVIDER's programs and service.

Definitions

Limited English Proficient (LEP) Individual: Person whose primary language is not English and has limited proficiency in speaking, writing, or reading English.

Spoken Language Interpretation: the way of **verbally** communicating one person's language to the language the other person understands while preserving the meaning of original message. ***Please note interpretation and translation are not the same***



Sign Language Interpretation: bridges the gap between deaf, hard-of-hearing people in various situations through hand signs, facial expressions, and body postures to communicate a message accurately and efficiently. (see American Sign Language)

The Wisconsin Judicial Department defines legal interpreters as legal language services:

- **Certified Interpreter:** “An interpreter who has passed a three-part oral exam, passed a two-part written exam, attended an orientation training session, passed a criminal background check and signed an oath to abide by a code of ethics.”
- **Provisional Interpreter:** “An interpreter who has scored 65 percent or higher on two out of three parts of an oral exam, passed a multiple choice test at 80 percent or higher and/or passed a written language assessment, attended an orientation training session, passed a criminal background check and signed an oath to abide by a code of ethics.”
- **Certified Court Interpreter:** “Being a certified court interpreter means an individual has attained the highest credential for court interpreting conferred by our state. The Director of State Courts office is the only entity that grants credentials to spoken language court interpreters in Wisconsin. The US Administrative Office of the Courts has a separate system for certifying spoken language interpreters to work in federal courts” (wiscourts.gov)

Certification Commission for Healthcare Interpreters (CCHI) defines:

- **Certified healthcare interpreter:** “A person who is able to perform the functions of a healthcare interpreter competently, independently, and unsupervised in any setting and in any modality where health care is provided, with the knowledge, skill, and ability required to relay messages accurately from a source language to a target language in a culturally competent manner and in accordance with established ethical standards.” (wiscourts.gov)

Translation: the **written** way of communicating one language to another. This includes making sure original content of message is preserved. ***Please note interpretation and translation are not the same***



American Translator Association (ATA) Defines Certified Translation as the following:

- **Certified translation:** is a translation accompanied by a signed statement attesting that the translation is accurate and complete to the best of the translator's knowledge and ability. This is also known as a ‘Certificate of Accuracy’ and is prepared by the translator or language solutions partner that translated the document. This certification further ensures that the work is up to the highest standard.”
- **ATA Certification:** The ATA Certification Program was established in 1973. The program's mission is to elevate professional standards, enhance individual performance, and designate translators who demonstrate the knowledge essential to providing translation services. Earning the ATA certification credential is the hallmark of a committed translation professional.

Remote Interpreting: A way of interpreting from the interpreter at **physical different location** from the consumer utilizing services



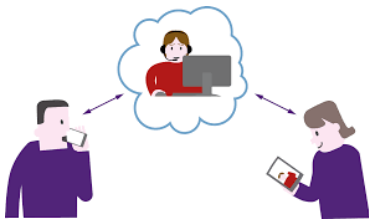
Sight Translation: the act of reading a document in one language and **converting** it verbally into a different language

Qualified Bilingual Staff: A staff member who can provide services in two different languages. Their language skills have been through rigorous examination to ensure that their fluency aligns with what is required to provide services.



****PLEASE NOTE**:** A qualified bilingual staff should **not** be treated as a certified interpreter when exchanging information between provider and person receiving services. A qualified bilingual staff is an **advocate** for the CLTS participant they are working with. It is the **responsibility of the provider** describe their services, complete the intake process and provide services, using an interpreter they arrange and pay for.

American Sign Language (ASL): A language predominately utilized by the deaf community. Includes language expressed by movements of hands and face.



Video Relay Service (VRS): a form of Telecommunications Relay Service that enables persons with hearing disabilities who use American Sign Language to communicate with voice telephone users through video equipment, rather than through typed text. (fcc.gov)

While not a substitution for translation and interpretation, there are many strategies for communicating effectively in a multi lingual workplace. UW Madison’s Cultural and Linguistic Services office has created a learning video on this topic:

- Effective Strategies in a Multi lingual Workplace: Strategies for Success.
<https://www.youtube.com/watch?v=Inh0rXu2wO8>

Steps to Accessing Language Services

Step 1:

Figure out the language needs of person you are supporting (Does the situation call for verbal or sign interpretation or written translation. Be explicit). Choose the service/provider that is most appropriate for the person and family. ***Please note, interpretation services and translation services are not the same. Please reference the “Definitions” section of this guide if further clarification is needed***



Step 2:

For Interpretation: Figure out where service will occur, i.e. via phone, in person, video platform. Take in account extra costs for mileage, last minute cancellations, and last minute/emergency services.

For Translation of important documents: Contact provider with information from STEP 1. Ensure that information for the translated document is clear i.e. formatting, content, day requesting translated document. If requesting a quote, make sure to upload the document you are trying to translate.

Step 3:

For interpretation: Contact provider with information STEP 1. Ensure that information is clear and double check to make sure that time or location is correct. The day before, check in with both parties to ensure they will both attend. *Please see [Working-effectively-with-interpreter.pdf](#)

For Translation: The day before you expect to receive document, double check with provider to ensure that document is translated correctly and on time.

Service Types (interpretation):

- **By appointment:** The provider must schedule ahead for an interpreter
- **On Demand:** You may call the provider and be immediately connected with interpreter via phone call (typically have to already be enrolled with provider or use specific code when utilizing)



Language Providers: Local/State/National

Local Providers

(All providers have translation services)

The Interpreters Cooperative of Madison

- Website: <https://interpreters.coop/>
- Email: info@interpreters.coop
- P: 608.571.5882
- Service Type: by appointment



Atlantic Interpreters, LLC. *

- Website: <https://www.atlinterpreters.com/>
- Email: info@atlinterpreters.com
- P: 608.416.4451
- Service Type: by appointment and by demand



The Geo Group

- Website: <https://www.thegeogroup.com/services/>
- Email: carla.kutsche@thegeogroup.com
- P: 608.230.1000
- Service Type: by appointment



Midwest Connect Interpreters & Translators

- Website: <https://midwestconnect.weebly.com/>
- Email: 1midwestconnect@gmail.com
- P: 608.213.2948
- Service Type: by appointment



Acceso Translations LLC. Milly García-Soto, CHI™ (Certified Healthcare Interpreter/Translator)

- Website: www.accesotr.com
- Email: accesotranslations@gmail.com
- P: 608.228.0098
- Web: www.accesotr.com
- Service Type: by appointment



Statewide/National Providers

Bylyngo Interpreting

- Website: <https://bylyngo.com/howitworks>
- Email: schedule@bylyngo.com
- P: 414.326.9510
- Service Type: on demand and by appointment



Fox Valley Communications LLC.

- <http://www.foxvalleycommunications.com/>
- P: 920.264.0308
- Service Type: by appointment



SWITS*

- Website: <https://swits.us/>
- Email: southern@swits.us
- P: 262.740.2590
- Service Type: by appointment and on demand



Western Bilingual*

- Website: <https://www.westernbilingual.com/>
- Email: info@westernbilingual.com
- P: 414.672.6088
- Service Type: by appointment



Language Source LLC.

- Website: <https://language-source.com/>
- Email: ebbaran@language-source.com
- P: 414. 607.8766
- Service Type: By appointment



**Provides ASL video interpretation*

Telelanguage *

- Website: <https://telelanguage.com/>
- P: 1.888.983.5352
- Service Type: On demand



TELELANGUAGE
5,000+ Interpreters, 300+ Languages, 24/7/365

Language Line Solutions*

- Website: <https://www.language.com/s/Phone>
- P: 1.800.752.6096
- Service Type: On demand



ASL Specific Video Relay Services in Wisconsin:

Wisconsin Relay

- Website: <https://wisconsinrelay.com/>
- P: 800.947.3529
- Service Type: On demand



IMPORTANT NOTE:

Services listed may require an ongoing account with the provider in place before an agency can access their “on demand” services. Some language services may require a specific access code or number that **ONLY** your agency will utilize. It is important to set these up beforehand so you are prepared for an emergency situation where an on demand interpreter is needed.

FAQ

What is the difference between interpretation and translation?

Translation is a written form of communicating one's language into the language the other person understands. Interpretation is the way of verbally communicating one's language into the language the other person understands. BOTH ensure that the original content of the message is preserved.

How can I make Language Accessibility a part of my services and priority for my staff?

You can make language accessibility non-negotiable. Make sure that this is an expectation for all of your staff. Follow the guidelines from Medicaid and include this in your expectations for services. Use guidance from "Why is Language Important for Service Delivery" above to inform best decision-making. If more knowledge is needed, figure out trainings that staff can attend. Make sure these are offered to new staff and keep track of who has attended.

How can I make sure that interpreters are certified?

Check with the providers. All providers above do extensive screenings for their interpreters. If concerned, please check in with that language provider. If you are looking for Certified Health Care Interpreters or Certified Court Interpreters, please reference the resource list on page 18.

What if I need an interpreter in an emergency situation?

Always be prepared for an emergency beforehand. Reach out to a provider that provides on-demand interpretation. Make sure you are prepared for the costs. If you foresee this as an issue, please reach out to Angela Radloff Radloff.Angela@countyofdane.com or Monica Bear bear@countyofdane.com.

How do I incorporate interpretation and translation into my budget?

Consult with Angela and Monica. Payment CAN NOT be a barrier to providing interpretation/translation services for families.

How can I make sure I stay informed on this topic?

Make it a regular part of what you do. Needs of families will continue to change and staying informed about language accessibility is vital. Attend regular trainings, do research, and ask questions!

Please contact with any questions

Monica Bear

Community Services Manager-Disability Services

Dane County Human Services

E: bear@countyofdane.com

P: (608)242-6438



Angela Radloff

CLTS Children's Manager

Dane County Human Services

E: Radloff.Angela@countyofdane.com

P: (608)242-6225



Other Helpful Resources

Cultural Linguistic Services at UW-Madison: <https://hr.wisc.edu/cls/>

Plain Language: <https://www.plainlanguage.gov/>

National Association for the Deaf: <https://www.nad.org/resources/american-sign-language/>

Guide to developing language access plan: <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan-508.pdf>

Dane County Strategic Plan 2021-2026: <https://strategic-plan.dcdhs.com/>

City of Madison Language Access Plan: [City of Madison Language Access Plan 2022.pdf](#)

Department of Health and Human Services Language Access Plan 2013: [Language Access Plan 2013 \(hhs.gov\)](#)

DHS Language Access Resources: [DHS Language Access Resources | Homeland Security](#)

Limited English Proficiency (LEP) website: [LEP.gov](#)

Think Cultural Health “Working Effectively with a Language Interpreter” (US HHS.gov): <https://thinkculturalhealth.hhs.gov/assets/pdfs/resource-library/working-effectively-with-interpreter.pdf>

Think Cultural Health “Effective cross-cultural communication skills” (HHS.gov): [Effective-cross-cultural-communication-skills.pdf](#)

Think Cultural Health “CLAS, Cultural Competency, and cultural humility” (HHS.gov): [CLAS, Cultural Competency and Cultural Humility \(hhs.gov\)](#)

Wisconsin Court Interpretation Services: <https://www.wicourts.gov/services/interpreter/index.htm>

Certified Healthcare Interpreter Registry:
<https://cchi.learningbuilder.com/Search/Public/MemberRole/Registry>

Wisconsin Courts Interpreter Registry/Search:
<https://www.wicourts.gov/services/interpreter/search.htm>

Interpreters and Translators (bilingual resource specialists at Madison Metropolitan School District (MMSD): <https://www.madison.k12.wi.us/multilingual-global-education>

Bilingual Training Consultants: <https://bilingualtrainingconsultants.com/about-us>

References

Breedlove, Lynn (2022) [What would a Great Self-Direction Program Look Like L. Breedlove.pdf](#)

City of Madison Language Access Plan: [City of Madison Language Access Plan 2022.pdf](#)

Limited English Proficiency. *HHS.gov* [Limited English Proficiency \(LEP\) | HHS.gov](#)

Requirements for Certified Interpreters in Wisconsin. Legal Language Services. (n.d.). Retrieved from <https://www.legallanguage.com/domestic-litigation/deposition-trial-support/us-venues/court-interpreting-rules-by-state/wisconsin/>

Wisconsin Courts Interpretation: [Wisconsin Court System - Court services - For interpreters \(wicourts.gov\)](#)