

**ATTACHMENT 9**

**NORTHEAST FLORIDA STATE HOSPITAL**

**AUXILIARY AIDS AND SERVICES**



### Single Points of Contact

Name	Title	Telephone	City	County
Nekita Russell	Government Operations Consultant II	904-259-6211 x1139	Maccleddy	Baker

### NEFSH Telephone Interpreter Services And Document Translations

NEFSH is currently contracting with **McNeil Technologies/Telelanguage, Inc.** for the provision of interpreter services to clients with Limited-English Proficiency (LEP) as mandated by federal and state civil rights regulations. Staff must refer issues with **McNeil Technologies/Telelanguage, Inc.** to the Program Liaison and immediate supervisor. Contact number for **McNeil Technologies/Telelanguage, Inc.** is **1-800-514-9237**.

Telephone interpreter services can be accessed 24 hours a day by following these instructions. When placing a call to a non-English speaker, begin at step 2:

#### When receiving a call:

1. Place the non-English speaker on hold.
2. **Dial 1-888-628-9046.**
3. Telelanguage will ask for your Access Code (see below) as well as the language needed, and your name.
4. Once an interpreter has been added to your call, provide your information in three to four sentences in a logical order so the interpreter can retain the information and interpret it accurately to your LEP client.
5. Please inform the interpreter if you are using a hand held phone, versus a speakerphone, so they will allow time for the phone to be passed back and forth, before relaying the information.

#### NEFSH Programs Access Codes:

Programs/Departments	Access Code
Director of Service Planning	3829
Service Team Coordinator 36D	3829-1
Service Team Coordinator 36B	3829-2
Service Team Coordinator 13-1E	3829-3
Service Team Coordinator 10	3829-4
Service Team Coordinator 15	3829-5

<b>Service Team Coordinator 58W</b>	<b>3829-6</b>
<b>Service Team Coordinator 13-1W</b>	<b>3829-7</b>
<b>Service Team Coordinator 57E</b>	<b>3829-8</b>
<b>Service Team Coordinator 9</b>	<b>3829-9</b>
<b>Service Team Coordinator 32N</b>	<b>3829-10</b>
<b>Service Team Coordinator 58E</b>	<b>3829-11</b>
<b>Service Team Coordinator 57W</b>	<b>3829-12</b>
<b>Service Team Coordinator 17</b>	<b>3829-13</b>
<b>Service Team Coordinator 32S</b>	<b>3829-14</b>
<b>Service Team Coordinator 7</b>	<b>3829-15</b>
<b>Service Team Coordinator 8</b>	<b>3829-16</b>
<b>Senior Registered Nurse Supervisor – Nursing (Arthur Gladden)</b>	<b>3829-17</b>

**Note 1:** These codes are for DCF NEFSH and Northeast Region staff working within NEFSH and are not to be shared with anyone. These codes shall be block from general publication.

**Note 2:** Unit supervisors must review the above instructions with staff. Each program will be charged for their use of the telephone interpreter services.

**Document Translations:**

- Check the Multilingual Staff listing (pages 9-10, of this document) for availability of certified/qualified staff for translation of documents.
- If no staff is available, contact the Program Liaison for help in securing a document translator and notify the unit supervisor of the need of a translator.
- To obtain document translation services contact ***McNeil Technologies/ Telelanguage, Inc.***

**Interpreter Process:**

1. Interpreter Services are needed.
2. The Service Team Coordinator or requestor will contact Community Relations with the date, time and type of services needed. Community Relations will contact individuals on a rotation basis from the in-house interpreter list to arrange services. The name of the staff member providing the service will be given to the Service Team Coordinator or requestor.
3. If no one in-house is available, a phone call will be made to the Service Team Coordinator or requestors letting him/her know that McNeil Technologies interpreter services will need to be requested. Only those persons with an authorized access code with McNeil Technologies will be granted services.

4. The person with the authorized access code will contact McNeil Technologies to arrange service. (Write down the name of the person providing services from McNeil Technologies in case you are disconnected.)
5. A record will be kept of the date and the length of time interpreter services were used. This information will be reported to Community Relations then forwarded to the SPOC along with any comments (good or bad) about the service.
6. Community Relations will send this information to the Purchasing Agent to verify the incoming invoice is correct.

### **Spanish Interpreter:**

A full-time staff person attached to Residential Operations provides interpretive services for individuals whose primary language is Spanish. The interpreter contacts individuals on admission and makes them aware of the availability of services. The interpreter maintains weekly contact with these individuals and provides a note in the medical record of any concerns, observations, or services provided.

The interpreter attends treatment teams, escorts to appointments both on and off campus, attends court hearings, and places phone calls for those needing Spanish to English or English to Spanish translation. In addition the interpreter attends treatment teams and the Recovery Centers to provide language assistance.

Translation of documents such as the Standards of Community Living are provided as requested.

### **Multi-Lingual Staff Listing:**

The Department is required by law to effectively communicate with non-English speaking customers. Communications are ensured through the Department's use of foreign language translators, among other means.

In the past, a list of department staff and volunteers who provided translation services to our customers could be found in the Department and the Regions' Limited English Proficiency Plan documents.

Updating the list of foreign language interpreters on a regular basis has become unmanageable in part because of the frequent movement of staff and volunteers throughout the Department.

In order to provide faster updated and accurate contact information, it is necessary for the program offices to keep its list of foreign language translators current. The list must be shared with the Civil Rights Officer for the Region. If there are questions, please feel free to call the Civil Rights Officer for your region.

