

Department: Fiscal – Management Systems	Effective Date: 08/01/2018	Procedure Number: 11000
Regulation Number: 1302.101(b) (2)-(3)	Regulation Topic: Coordinated approaches for full and effective participation of children who are dual language learners and their families	Procedure Title: Request for Interpretive Services
Version: 1		Version Date: 08/01/2018

Tier 1 and 2 Program Procedures for Requesting Interpretive Services

MARC will be responsible for contracting with vendors and scheduling interpretive services for Tier 1 and 2 programs. The following are the procedures programs will follow when requesting these services.

IN PERSON Interpretive Services Center Based Programs:

MARC will use a variety of interpretive service providers to meet the individual needs of all center-based programs.

1. Single language in person service - submit an email request to MARC three (3) days prior to the date for a single language, in person interpretive service.
2. Multiple language interpreter service- submit an email request to MARC seven (7) days prior to the requested date to allow time to coordinate services.
3. All request must be sent by email to Betty Choi at – bchoi@marc.org
4. When requesting in-person interpretive services the following information should be provided:
 - Language(s) needed:
 - Date(s) & Time(s):
 - Location:
 - On-Site Contact’s Name (w/phone number):
 - Length of Visit:
 - Explanation of services needed (Description of what tasks the interpreter will be performing e.g. home visit, parent conference, or enrollment orientation).
5. MARC will provide an email confirmation within 48-hrs. of receipt of the request. Programs must obtain a confirmation email prior to using in-person interpretive services.
6. If the center-based staff person does not receive an email confirmation within 48-hrs they should contact Betty Choi at 816-701-8232

IN PERSON Interpretive Services Home-Based Programs:

Jewish Vocational Services will be the primary provider of these services for home-based programs.

1. Home-base staff submit an email/fax request to Jewish Vocational Services (JVS) three (3) days prior to the need for a single language direct interpretive service and copied to MAHS staff person.
2. If there is a need for multiple language interpreters for an event, then JVS staff needs to be contacted seven (7) days prior to the requested date to allow time for JVS to coordinate services.
3. Request must be sent by email to:
Maria A. Rodriguez, Interpreter Services Coordinator, jvsinterpreters@jvskc.org
AND copy Betty Choi – bchoi@marc.org. on this message.
4. When requesting direct interpretive services provide the following information:
 - Language(s) needed:
 - Dates & Times:
 - Location:
 - On-Site Contact's Name (w/phone number):
 - Length of Visit:
 - Explanation of Services Needed Description of what tasks the interpreter will be performing e.g. home visit, parent conference, or enrollment orientation):
5. JVS will provide an email confirmation within 48-hrs. of receipt of the request. Program's must obtain a confirmation email prior to using in-person interpretive services.
6. If the home-based staff person does not receive an email confirmation within 48-hrs they should contact Maria Rodriguez at 816-629-8933 or Betty Choi at 816-701-8232

TELEPHONIC Interpretive Services Center Based and Home-Based Programs:

Getting Connected

Dial 913-825-6800

1. Select language as prompted
2. Provide the following:
 - Your first name
 - Your program funding option - Head Start or Early Head Start
 - Your account number from the following list:

Ability KC	5596
Blue Springs	5593
Center School District	2303
Easter Seals Midwest	5597
Emmanuel	5540
Excelsior Springs	5595
Front Porch Alliance	5539
Grandview School District	2304
Guadalupe Center	5598
Intake	6617
Lee's Summit School District	2305
Raytown School District	2306
The Family Conservancy	2213
St. Mark's	5599

Pointers for 3-way connections

For 3-way foreign language connections consult the operator/interpreter. They will place the 3-way call for you.

Ask the interpreter the questions you want to ask your limited English Speaker. The interpreter will ask the questions and give you the answers.

Keep your questions short and pointed to make sure you get the answers you require. If you need help in this procedure, don't hesitate to ask the interpreter.

For online training see Customer support at www.Propio-LS.com/client-information.html