

Department: ERSEA	Effective Date: 01/01/2015	Procedure Number: 5210
Regulation Number: 1304.20(b)(1); 1305.5 HS Act 642(b)(7), (11) 45 CFR 74.53 & 92.42	Regulation Topic: Enrollment; Recruitment; Family & Community Engagement	Procedure Title: Interpretation and Translation Services
Version: 4:2021		Version Date: 04/01/2021 05/01/2016 (original)

**Procedure:**

**Request for in person or video remote interpretation services:**

1. Direct Service Provider staff/ Central Intake Staff will email Form 5210 to request an interpreter to designated MARC Head Start staff three (3) days prior to the need for a single language direct interpretive service.
2. If there is a need for multiple language interpreters for an event, then designated MARC Head Start staff member will need to be contacted seven (7) days prior to the requested date to allow time to coordinate services.
3. Email request to MARC Head Start staff.
  - For Tiers 1 and 2- Betty Choi- [bchoi@marc.org](mailto:bchoi@marc.org)
  - For Central Intake- Daniela Rivera- [drmorales@marc.org](mailto:drmorales@marc.org)
4. Once MARC staff receives the request for interpreter, the staff will contact the interpretation service and will submit a request to that company within 1 business day of the request.
5. MARC Head Start staff will provide an email confirmation within 2 business days of receipt of the request.
6. If requesting staff person does not receive an email confirmation within 2 business days after the request for services was sent, then the requesting staff person is to contact MARC Head Start designated staff.
7. Direct Service provider staff/ Central Intake staff will need to obtain a confirmation email prior to use of any direct interpretation service.

### **Request for home-based in person or video remote interpretation services:**

1. Direct Service Provider staff will email Form 5210 to request an interpreter to designated MARC Head Start staff three (3) days prior to the need for a single language direct interpretive service.
  - Designate on form 5120 if this will be a reoccurring weekly home visit.
2. If there is a need for multiple language interpreters for an event, then designated MARC Head Start staff member will need to be contacted seven (7) days prior to the requested date to allow time to coordinate services.
3. Email request to MARC Head Start staff.
  - For Tiers 1 and 2- Betty Choi- [bchoi@marc.org](mailto:bchoi@marc.org)
4. Once MARC staff receives the request for interpreter, the staff will contact the interpretation service and will submit a request to that company within 1 business day of the request.
5. MARC Head Start staff will provide an email confirmation within 2 business days of receipt of the request.
6. If requesting staff person does not receive an email confirmation within 2 business days after the request for services was sent, then the requesting staff person is to contact MARC Head Start designated staff.
7. Direct Service provider staff will need to obtain a confirmation email prior to use of any direct interpretation service.

## Telephonic Interpretive Services Procedures:

### *Telephonic Interpreting*

Getting Connected

#### **Dial 913-825-6800**

1. Select language as prompted
2. Provide the following:
  - Your account number from the following list:
  - Your First Name
  - Your Program option (Head Start or Early Head Start)
  - The case # which is listed above

Ability KC	<b>5596</b>
Cub Care-Blue Springs School District	<b>5593</b>
Emmanuel Child and Family Development Ctr.	<b>5540</b>
Excelsior Springs School District	<b>5595</b>
Front Porch Alliance	<b>5539</b>
Guadalupe Center	<b>5598</b>
High Grove EEC-Grandview School District	<b>2304</b>
Learn A Lot Academy	<b>5594</b>
Lee's Summit School District	<b>2305</b>
The Family Conservancy	<b>2213</b>
Three Trails-Raytown School District	<b>2306</b>
United Inner City Services (UICS)	<b>5599</b>
Yellow Jacket Early Learning Center	<b>2303</b>
MARC Head Start	<b>6617</b>

#### **See 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](http://www.Propio-LS.com/client-information.html)

#### **Request for Document Translation:**

1. Direct Service provider will submit documents needed for translation to Betty Choi [bchoi@marc.org](mailto:bchoi@marc.org).
2. Document translations will be submitted to Propio and will be submitted to the community interpreters for final review. The process will take 5-7 business days to receive the final translated documents.
3. Translated documents will be requested for bids if the documents cost more than \$1,000.
4. Translated documents should be word compatible for interpreting vendors to insert written interpretations into the documents.