

Department of Family and Children Services Administration Policies and Procedures Manual	Section: Financial Part: 104 Page: 1 of 3 Date: June 2008
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104.1 Interpreters Overview

- A. The Georgia Department of Human Resources (DHR) is committed to ensuring that limited English proficient (LEP) and sensory impaired (SI) clients have meaningful access to all programs and activities conducted or supported by the department.
- B. To this end, DHR will take reasonable steps to secure and utilize interpreters, translators and other necessary communicative resources when serving LEP and SI clients. In all situations, language and other communication assistance is administered in accordance with the DHR State Plan and is contingent on the availability of resources.
- C. DHR is encouraging its divisions and offices to utilize interpreters registered on the DHR website in an effort to reduce cost. By utilizing DHR interpreters, DHR will avoid paying the administrative fee normally charged by both for-profit and non-profit interpreters' services corporations. The administrative fee is usually added to the hourly rate of pay for the cost of the interpreters.
- D. In an effort to identify and develop interpreter's resources and reduce costs. DHR is recruiting and screening the credentials of bilingual professionals who desire to interpret for DHR's divisions and offices. Each interpreter is screened for and categorized according to their training and experience and must also pass a criminal background investigation. After careful scrutiny, interpreters participate in a four-hour orientation about DHR services and professional expectations. Interpreters completing orientation are then classified as :

- (1) Certified;
- (2) Qualified, with skills testing;
- (3) Qualified, without skills testing;
- (4) Experienced, with no professional training.

- E. Recruitment of interpreters is ongoing and statewide. If the county DFCS office is currently using an interpreter and would like OPGS to verify the interpreter's credentials and orient them about DHR services, they should encourage the interpreter to complete the interpreter's application on www.dhrjobs.com.

NOTE: Federal guidance and the DHR Limited English Proficient and Sensory Impaired Policies and Procedures manual promote the use of certified and qualified interpreters over those who have not completed a formal interpreter-training course. Please take this guidance into consideration when selecting an interpreter.

- F. All of interpreters participating in the DHR orientation enter into a contractual agreement with SHR, which clearly defines DHR's expectation and fee schedule.

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104.2 Interpreters-Contractual Agreement between DHR Language Provider and DHR

A. Interpreting services are contracted with the providers listed on the DHR Language Provider Listing. Each County DFCS must request interpreters thru the provider who has the contract for their county.

B. The Contractor agrees to provide the following services:

1. Interpretation services timely (providing an interpreter with a minimum of 4 hours notice) by a licensed, qualified and/or certified language specialist requested in the assigned counties.
2. Interpreting services consistent with Department's Code of Professional Conduct for Individuals and Businesses Providing Interpretation Services, Code of Ethics for Individuals and Businesses Providing Interpretation Services, and the Interpreter and Interpreter Services Selection and Criteria.
3. Report any client issues or concerns involving DHR services or the well being of the client to the caseworker upon receipt of the information.
4. Charge the rates indicated on Attachment 2 Tiers of Languages for all Vendors.
5. The Department does not pay travel to and from the interpretation session. Mileage will be reimbursed at the state approved rate. Verification of mileage between the interpreters contract address and interpretation session site must be submitted with the invoice.
6. Upon request, prior to providing services, interpreter will be required to show valid identification.
7. The contractor will submit monthly invoices for payment directly to the entity that requested the services. For multiple invoices to the same entity, it is recommended that the invoices are grouped and submitted at least monthly. The invoice form to be used is *LEP/SI Contractor Interpreter Invoice (Attachment 1)*.

C. The Department will:

1. Request service for the Contractor/Provider as needed to serve clients.
2. Pre-authorize Contractor's overnight travel as needed.

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3. Provide 24-hour notice to the Contractor if services were scheduled but are no longer needed. If notice is not provided to the Contractor, the Department will pay the one-hour minimum rate and mileage, if incurred.
- D. The vendors for spoken languages are not authorized to provide sign language interpreters or telephone interpretation services.
 - E. DHR has contracted with Language Line, Inc. to provide telephone interpretation services.
 - F. Local offices must complete an agreement with Language Line so that billing information and instructions can be provided. Instructions and forms to set up account with Language Line, Inc. are attached.
 - G. For Sign Language Interpreters, the DHR LEP/SI Office should be contacted.
 - H. ATTACHMENT I—LEP/SI Program Contract Interpreter Invoice
 - I. ATTACHMENT II-Tiers of Languages for all Vendors
 - J. ATTACHMENTS III-DHR Language Service Providers
 - K. ATTACHMENT IV—Language Line Instructions
 - L. ATTACHMENT V-Language Line Attachment A-For Telephone Interpretations
 - M. ATTACHMENT VI-Language Line Attachment B-For Telephone Interpretations