

## SC DMH Information Line LEP Instructions

Federal law requires that SC DMH provide free communication aids and services to people with Limited English Proficiency (LEP) who need language assistance. Beginning on January 1, 2018, the SC DMH website will direct LEP callers to a phone number for language assistance. This number will connect the callers directly to Global Interpreting Network, Inc., a language line provider. Global will determine the caller's language and connect the caller to a qualified interpreter. The interpreter will call the SC DMH Information Line.

Staff who cover the SC DMH information line will provide the interpreter with an Authorization Code (provided later). At that point, Staff will handle the call as any other call coming through the information line, including:

- providing general information;
- connecting the caller to the appropriate center, facility or division; or
- connecting the caller to the on call staff for clinical emergencies.

Staff who cover the information line should always announce the call when making any transfer. This is especially important for callers using the language line service. A copy of general referral instructions is included for review.

Should the call go to voicemail, the Global interpreter will interpret the voicemail instructions and leave any message from the caller, including the caller's language. Staff should include the need for a particular language interpreter when delivering a message to the appropriate staff.

This new procedure requires no special skills or training – other than making sure the SC DMH Information Line Staff has the authorization code in an easily accessible place.

On Call Staff or any other staff who receive transferred calls through this procedure will have the Global interpreter on the line for translation assistance. These calls should be handle in the same manner as any other call.

This procedure / language line number applies only for calls to and transferred from the SC DMH Information Line. Centers and facilities are responsible for contracting for their own language line services. <http://procurement.sc.gov/files/contracts/transs-5.pdf> .

Please direct any questions to Rochelle Caton, Direct of Client Advocacy.