

ST. CLAIR COUNTY COMMUNITY MENTAL HEALTH AUTHORITY

ADMINISTRATIVE PROCEDURE

Date Issued **11/23**

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SECTION Customer Services	SUBJECT Interpreters for the Deaf and Hearing Impaired		
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I. **APPLICATION:**

- SCCCMHA Board
- SCCCMHA Providers & Subcontractors
- Direct Operated Programs
- Community Agency Contractors
- Residential Programs
- Specialized Foster Care

II. **PURPOSE STATEMENT:**

St. Clair County Community Mental Health Authority (SCCCMHA) shall ensure that in accordance with federal laws: Rehabilitation Acts 501 and 504, the American Sign Language Act 18 and state of Michigan law: Deaf Persons' Interpreter Act P.A. 204, all Deaf/Hearing Impaired persons will be given the opportunity to participate in and benefit from SCCCMHA programs or services in a manner that is equal to and as effective as the opportunities provided to hearing individuals.

III. **DEFINITIONS:**

- A. **Auxiliary Services:** Includes Qualified Interpreters* for all communication, notetakers, transcription services, written materials, telephone handset amplifiers, assistive listening devices, telephones compatible with hearing aids, telecommunication devices (TTY), flashing deaf hearing impaired specific fire alarms, flashing doorbells, flashing/vibrating alarms clocks, picture books or other specific devices that would allow individuals who are hearing impaired/deaf equal access to communication/safety/accessibility in program or at home.
- B. **Certified Interpreter:** A person who has passed both written and demonstrative tests as required by Michigan Department of Civil Rights, Division on Deaf, Deaf/Blind and Hard of Hearing. Based on results of tests, the person is issued a certificate in accordance with their skill level. See Exhibit A.
 - 1. Interpreters providing services for court or legal proceedings must be certified at Standard Level 3 and have a legal endorsement.
 - 2. Interpreters providing services for counseling must be certified at Standard Level 2 or higher.
 - 3. Interpreters providing services for deaf/blind persons must have a deaf/blind endorsement regardless of level of certification attained.
 - 4. Interpreters providing services for medical/mental health appointments must have a medical/mental health endorsement regardless of level of certification attained.

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- C. * Qualified Interpreter: Certified Interpreters are preferred per Michigan State Law. If the individual is cognitively or mentally impaired, the “most qualified interpreter” would be the person who is able to communicate impartially with the individual most effectively and accurately (both receptively and expressively), using any necessary specialized language (i.e., a person with an intellectual/developmental disability might have the “most effective communication” with an interpreter familiar with the person’s individualized signs or mannerisms).
1. A Qualified Interpreter shall not be appointed unless the appointing authority and the deaf or deaf-blind person make a preliminary determination that the Qualified Interpreter is able to readily communicate with the deaf or deaf-blind person and to interpret the proceedings in which the deaf or deaf-blind person is involved.
- D. Qualified Oral Interpreter: A Qualified Interpreter who is able to convey information through facial and lip movement.
- E. Video Interpreting Services: Sign language services provided in video format utilizing electronic devices including laptop, PC, or tablet.

IV. STANDARDS:

- A. An individual has the right to refuse interpretation services, even if it has been deemed in his/her best interest to have these services provided to him/her.
- B. Should a Certified Interpreter not be available when requested, the Primary Case Holder will make every attempt to secure an individual who knows the person to act as a Qualified Interpreter.

V. PROCEDURES:

Contract Manager

1. Maintains current contracts for oral and sign language interpreting services including verification of appropriate certification/endorsements. Contracts include agreements for in-person and video interpreting services.
2. Ensures contact information of available oral and sign language interpreters is posted on agency website and is reviewed at least annually and updated as needed.

Primary Case Holder or Other Designated Staff

3. Advises person of his/her right to an interpreter.
4. Links the individual with specialized language needs with an available interpreter if requested.
5. Orders/reviews assessments, links services (audiological, speech, OT, deaf/hearing impaired specific devices, etc.) as needed.

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6. Develops Individual Plan of Service (IPOS) or amends current IPOS to include individualized intervention (auxiliary services) for facilitating communication/deaf/hearing impaired specific devices needed and documents these services as appropriate.
7. Schedules appointments with interpreters as needed. Provides interpreter with needed appointment information (name, location, date, begin time, etc.). Will provide notice to interpreter (at least 24 hours) of all cancellations if possible.
 - a. If using video interpreting services, scheduling is not required. Services are provided in an on-demand format. Primary Case Holders or other staff may contact video interpreting service provider as needed. NOTE: in order to use video interpreting service, SCCCMHA IT Dept. must first install the video interpreting service app on staff members' designated electronic devices.
9. Notifies Contract Manager that interpreting services were provided for both in-person and video interpreting services.
10. Documents use of interpreter in individual's Electronic Health Record.

Contract Manager

10. Reviews completed invoices submitted to Administration Department by interpreters (invoice process stipulated in each interpreter contract).
11. Verifies interpreting services were provided and approves invoices for payment.
12. Sends completed and approved invoices to Accounts Payable Department for processing.

VI. REFERENCES:

- A. Michigan Administrative Rules 393.5001-393.5095, Qualified Interpreter, General Rules
- B. Division on Deaf and Hard of Hearing Act.

VII. EXHIBITS:

- A. MDCR Michigan Certified Interpreters Minimum Standard Levels Chart

VIII. REVISION HISTORY:

Dates issued 01/93, 07/96, 02/99, 12/00, 02/01, 12/02, 02/03, 02/05, 02/07, 02/09, 02/11, 11/12, 11/13, 05/14, 05/15, 07/16, 09/17, 09/18, 09/19, 11/20, 11/21, 11/22.

MDCR Michigan Certified Interpreters Minimum Standard Levels

EXHIBIT A

Standards Chart F 3-17-16_517263_7

Standard Level 1	Standard Level 2**		Standard Level 3***
<i>Non-complex, low risk (no topics related to health, mental health, legal, employment, finance, or government)</i>	<i>Moderately complex, medium-high risk, health care (with Endorsement), government, employment, finance</i>		<i>High risk, legal</i>
<p>Type of Proceeding</p> <ul style="list-style-type: none"> • Workshops • Meetings • Training • Presentations • VRS • Post-secondary Education • GED • Post-secondary Vocational Training • Post-secondary Assessments • DeafBlind**** 	<p>Type of Proceeding</p> <ul style="list-style-type: none"> • All of Level 1 • IEP Meetings • Meetings • Interviews • Job Training • Employment Grievances/Discipline • Staff Meetings • Political Events • Finance • Government Meetings • Public Personalities • Plays, Concerts, TV News • Tax Assessment Meetings/Appeals • Applications for State/Federal Services • VRI (as appropriate to this level) • Addiction Treatment • DeafBlind**** 	<p>Effective July 7, 2016, the following Level 2 proceedings also require a Medical/Mental Health Endorsement**:</p> <ul style="list-style-type: none"> • Health Care beyond First Aid • Emergency Room • Inpatient Mental Health • Medical Presentations • Counseling • Psychiatric Evaluations 	<p>Effective July 7, 2016, all Level 3 proceedings also require a Legal Endorsement***:</p> <ul style="list-style-type: none"> • All of Level 1 • All of Level 2 (with appropriate Endorsement) • Forensic Psychiatric Evaluations • Evaluations of a Legal Nature • Emergency Broadcasts • Legal Workshops or Training • VRI (legal subject matter) • Police/Prison/Prisoners • Attorneys/Courts • Children's Protective Services (CPS) • Probation/Parole • DeafBlind****
<p>Certification/Endorsement Requirements</p> <p>BEI I, DI, NAD III, IC, and TC</p> <p>****Requires DeafBlind Endorsement</p>	<p>Certification/Endorsement Requirements</p> <p>BEI II, CI, CT, OTC, NAD IV, NIC, NIC Advanced, and NIC Master</p> <p>**Requires Medical/Mental Health Endorsement</p> <p>****Requires DeafBlind Endorsement</p>		<p>Certification/Endorsement Requirements</p> <p>BEI III*, DI*, CDI*, NIC*, NIC Advanced*, NIC Master*, CSC, MCSC, RSC, SC:L, NAD V, CI/CT, OTC, and CLIP-R</p> <p>*Requires 4 years post-certification experience</p> <p>***Requires Legal Endorsement</p> <p>**** Requires DeafBlind Endorsement</p>

Education (Non-Post-Secondary)

Birth through Grade 6

Grades 7 through Age 26 with IEP/504 plan

- Elementary Classroom
- For a student with an IEP/504 Plan, including transition
- Disciplinary Actions (not involving police)
- Before/After-School Activities
- Class Trips
- Student Programs/Services Listed in IEP
- Ed Transition Services
- Other School-Related Activities
- DeafBlind****

- Secondary Classroom
- For a student with an IEP/504 Plan, including transition
- Disciplinary Actions (not involving police)
- Before/After-School Activities
- Class Trips
- Student Programs/Services Listed in IEP
- Vocational Training
- Ed Transition Services
- Other School-Related Activities
- DeafBlind****

Until August 31, 2016: EIPA 3.5, qualified at Standard Levels 2 or 3, or BEI I may work in both Elementary and Secondary Educational settings.

As of September 1, 2016 for Elementary settings: Requires EIPA 4.0 and Elementary Endorsement (If EIPA 4.0 acquired after 8/31/2016, must also pass EIPA written test); or DI/CDI; or Division recognized certification.

****Requires DeafBlind Endorsement

Note: interpreters with valid Secondary Endorsements cannot work in Elementary education settings.

As of September 1, 2016 for Secondary settings: Requires EIPA 4.0 and Secondary or Elementary Endorsement (If EIPA 4.0 acquired after 8/31/2018, must also pass EIPA written test); or BEI 2; or qualified at Standard Levels 2 or 3; or DI/CDI; or Division recognized certification.

****Requires DeafBlind Endorsement