

DMCPS Access Section's Spanish Interpretation Process

Policy Number: Access 3.00

Subject: Access Spanish Interpretation Services

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Contact Div/Bur/Sec: Division of Milwaukee Child Protective Services,
Access Section

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Any information referenced within this document is considered to be a part of this policy with the exception of the "related resources" section. [Except this - Italic-Arial 10 font]

Summary:

This policy describes how Access Spanish interpreter(s) are utilized when referrals are received by the Division of Milwaukee Child Protective Service's Access Section and ensures that callers receive timely responses in compliance with [Child Protective Services, Access and Initial Assessment Standards](#).

Policy:

The Access Department has identified Spanish Interpreter(s) available to individuals, with limited English proficiency, who call the 414-220-SAFE hotline. The Access Spanish Interpreter is also available to individuals who walk-in to DMCPS' location to make a child abuse and neglect referral. When the identified Access Spanish Interpreter(s) are not available, DMCPS will use contracted Interpretation Services to take Access Reports.

The designated Access Spanish Interpreter(s) are not available to other DMCPS departments. Other DMCPS departments will continue to utilize the contracted Interpreting Services for individuals with Limited English Proficiency (LEP). The Access Section's procedure for identifying and transferring a call to Spanish Interpreter are detailed below.

Procedures:

Three procedures are detailed below regarding how calls are processed: (1) when a direct phone call to 220-SAFE is received, (2) when a call back from the answering service is received, and (3) when a walk-in referral to the DMCPS office occurs to make a child abuse and neglect referral.

I. Direct calls to 220-SAFE

- A. The caller either self-selects that they need Spanish interpretation services when they call 220-SAFE or the Access worker, who receives the call, identifies the caller's request for an Access Spanish Interpreter.
- B. The Access worker requests a call-back number immediately and reviews the Access Screen monitor to check if the designated Access Spanish Interpreter is available to take the live call.

1. If available, the Access worker transfers the call to the Access Spanish Interpreter(s), and the Access Spanish Interpreter selects *Spanish interpreter status*, and proceeds with taking the call in accordance with Access and Initial Assessment Standards.
2. If the Access Spanish Interpreter(s) are not available, the Access worker will proceed to call the contracted Interpreting Service. See the [DMCPS Intranet contact list webpage](#) for details.

II. Call-Backs from the Answering Service

- A. The designated Access Office Associates will review the Callback Rotation Assignment Log to determine if an Access Spanish Interpreter is available and then log the assigned call-back on the rotation log.
- B. If the case is assigned to an Access Spanish Interpreter, he/she will select status as Spanish Interpreter and proceed to gather information
- C. If the Access Spanish Interpreter has multiple pending callbacks, he/she will consult with an Access supervisor
- D. Assignment outside of the processes is at the discretion of supervisor

III. On-site Interpretation for Walk-ins

- A. When a person would like to make a child abuse and neglect referral on-site at the DMCPS office, the DMCPS Front Desk staff call the Access Supervisor(s) to request an Access Spanish Interpreter.
 1. If the Access Supervisor is not available, the Front Desk staff will contact an Access worker or the Access Section Chief.
- B. The Access Supervisor checks the availability status of the Access Spanish Interpreter and, if available, the Access Supervisor informs the Spanish Interpreter of the request
 1. If available, the Access Spanish Interpreter changes their availability status to *walk-in* and proceeds to make in-person contact
 1. The Access Supervisor will log the walk-in on rotation log
- C. If the Access Spanish Interpreter is not available, the Access Supervisor will review the walk-in rotation and assign an Access Worker.
- D. The assigned Access worker will call the contracted Interpreting services and proceed to make in-person contact to make a child abuse and neglect referral.
- E. Assignment outside of this process is at the discretion of supervisor

Responsibilities:

Access Spanish Interpreter: conducts information collection in Spanish, when the caller alleging abuse or neglect of child, has limited English proficiency and writes an Access Report in English, and in accordance with Access and Initial Assessment Standards and DMCPS policies and procedures

Access worker: identifies when an Access Spanish Interpreter is needed for individuals with limited English proficiency

Access Supervisor: responsible for processing requests for the Spanish Interpreter and informing the Spanish Interpreter when his/her services are needed

Access Office Associates: Assign call-backs from the answering service and update the Callback Rotation Assignment Log

DMCPS Front Desk Office Associates: Identify when Spanish Interpretation services may be need for walk-in Access referrals

Related Resources:

- Wisconsin [Child Protective Services, Access and Initial Assessment Standards](#)
- [DMCPS ADM 2.00 Call-back Policy and Tracking Procedure](#)
- [DMCPS Contracted Interpretation Services information on DMCPS intranet webpage](#)