

Interpretation/Translation Protocols

Bilingual staff may be asked to interpret or translate by school personnel*. LTL staff may, but are never required, to provide these services for school staff, as MCPS has the obligation to provide interpretation/translation service to students and families. When LTL staff are in need of interpretation/translation services, they should utilize the resources below *in the following order*:

1. **MCPS** – As you are providing direct service at MCPS sites, your first resources for on-site interpretation are those that are available through MCPS, as follows:
 - Language Line Telephone Interpretation Services - Language Line is a fee-for-service resource available to MCPS and LTL personnel for interpretation needs. *Language Line is only authorized for telephone interpretation services when other resources have been exhausted OR for short encounters (20 minutes or less)*. New LTL site staff are provided access to the language line as soon as possible after receiving an MCPS Outlook ID (please confer with your supervisor and/or the LTL MCPS Administrator if you do not yet have access). Once you have been given you “ID number,” “distribution location” and “personal code” for language line use by the LTL MCPS Administrator and/or your school principal, please see www.montgomeryschoolsmd.org/departments/lasu/languageline.aspx for further guidance.
 - Language Assistance Services Unit (LASU) - The interpretation team of the LASU works with contract interpreters and professional part-time MCPS staff to provide real-time, face-to-face communication with individual students, their families, and groups of students or parents. LASU can provide interpreters for individual meetings with families including parent-teacher conferences, Educational Management Team, Individualized Education Program, Positive Behavioral Intervention System, and disciplinary meetings. Individualized Education Program (IEP) meetings and eligibility assessments for special education as well as disciplinary hearings receive priority for services. For more information or forms for submitting requests for services, go to www.montgomeryschoolsmd.org/departments/lasu/index.aspx or contact LASU at 301-230-0674.
2. **Montgomery County Office of Community Partnerships' Language Bank** – This is a group of volunteers who are on-call to help translate or interpret for County government agencies and non-profit organizations serving residents with limited English proficiency. Go to <http://www.montgomerycountymd.gov/partnerships/language.html> and click on “Non-Profit Agencies / MCPS Staff - Login to search.” You may need to register with your employing agency’s information in order to access this resource.
3. **DHHS Interpretation/Translation Services** – Contact the LTL Central Office Services Coordinator at 240.777.4473 or Richon.Nembhard@montgomerycountymd.gov.

**Do not provide written translation of legal documents or interpret during a legal proceeding. If a client is in need of this service, it is always best to have a certified translator/interpreter provide this service. Courts are required to provide certified interpreters.*