



## Interpreter/Translation Instructions

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### Interpreting/Translation Services

Before using the Language Line or contacting an interpreter or a translator to assist with consumer communication, a To Do needs to be sent to the program supervisor within the consumer's record in Attie. This To Do is to request interpreting and/or translation services if needed and not already noted and approved.

ATP has letters of contract (LOC) with a number of interpreters (spoken word) and translators (written word). Contacting and requesting approval for services is to ensure that there are funds still available within the LOC for that particular interpreter/translator.

Once approval is provided, contact the interpreter in your area for the language that is needed. There are a handful of interpreters in areas around the state. Contact ATP Accounting for information on those with a current LOC on file. LOC are good for one year.

Language Line Solutions is a contracted service through the state using an interpreter on the phone. As of the date of this document, it is only for interpreting; texting is not an option. The Language Line service is not contracted using a LOC, but ATP is billed by the minute.

### Language Line Solutions Instructions

Dial 800.874.9426

Enter the 6-digit code – 535010

Enter the 10-digit phone number – 402.471.0734  
(must be the main office phone number and not individual staff cell phone numbers)

Tell them what language is needed

An interpreter will come onto the line. The interpreter can call the consumer directly and will ask you for the phone number.

### Rapport International

Rapport International offers a number of languages including Spanish, French, Karen, and Nepali. They use local, independent contractors. They do charge travel fees if the interpreter is outside of the area. In that case, request that the interpreter use Zoom (connected onsite via iPhone or iPad during the appointment) to eliminate the travel fees.



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Rapport is contacted by email - [interpreting@rapportintl.com](mailto:interpreting@rapportintl.com). Ensure that the language needed is included along with a brief description of the topic, consumer/contact person name, address, and phone number. If assistance is needed with setting up the appointment, schedule availability information should also be included.

If documents need translating, Rapport does this remotely. They generally charge by the page. Email a copy of the document and request a quote for translation - [translation@rapportintl.com](mailto:translation@rapportintl.com). Include in the email the language that you are needing. Send a To Do to the program supervisor within the consumer's record in Attie requesting approval for the translation service along with information about the fee. The program supervisor will reply with a To Do noting the approval. Email a reply to Rapport stating that the fees are approved and to go ahead with the translation. Rapport will generally send the translated document within a day or two.

Send a To Do within the consumer's record to ATP Accounting letting them know what the fee is. Rapport will send the bill directly to ATP Accounting but in the past has also just sent it to the ATP staff person who requested the bid. If that is the case, forward the email with the attached invoice to ATP Accounting.

Note that there are a number of documents in the ATP staff website section that have already been translated into Spanish. These already translated documents should be used to avoid fees.

For Technology Specialists, it is much more economical when needing drawings and specifications translated to request a bid of just the labeled areas on the drawing. Send this in a word document for translation, and when returned, type (copy/paste) the translated words into the drawing. There is no need to have the entire specifications document translated. Instead, put together a project summary which may be a half or full page which then can be translated. The translated project summary along with the specifications in English can be sent to the family. Any questions the family may have about the specifications can be answered using Language Line or interpreting services which is a much more economical solution.