



Connecting Older Adults with Community-based Resources and Options

Guidelines for Use of Tele-Interpreter Services for Funded Agencies

Requirements for TeleInterpreters translation services

For all federally funded services, all funded agencies must inform clients of their rights to receive interpretation assistance. Funded agencies should also consider circumstances that may affect use of interpreters, such as emergency situations and concerns over competency, confidentiality, privacy, or conflict of interest. Clients should be informed of the following manner:

“If you are unable to speak or read English, we will help you find an interpreter. You may also choose a friend or relative as your interpreter”.

When to use AgeOptions funded TeleInterpreters

AgeOptions pays for translation services for Title III services funded by AgeOptions.

If services are used for EIS or CCP, the agency will be billed accordingly.

When to use traditional translation services

AgeOptions suggests that all funded agencies consider the following steps before choosing to use the TeleInterpreters:

- Use staff and/or volunteers in your own agency to serve as interpreters
- Use agencies funded by AgeOptions and required to provide interpretation (Arab-American Family Services, Hanul, Metropolitan Asian Family Services, Urhai Community Services, and Xilin Association)
- Look for interpretation assistance from other agencies within the aging network

If the above steps have been followed, and no translator was located, call the TeleInterpreters.

Protocols for using TeleInterpreters

Please see the attached instruction for using TeleInterpreters

Do not use the conference call feature of the translation company. It costs more than \$6 each time this option is used. Agencies will be asked to cover the costs if an employee uses this feature.

If a call will require more than 20 minutes of time, you must e-mail Karen Abee at karen.abee@ageoptions.org indicating; date and time of the call, language requested, program and which program is using the service after the call is completed. If you do not do this, your agency will be billed for time spent over the 20 minute limit.

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