

From: Laura Lewis <lktransform@att.net>**Date:** October 3, 2016**To:** tcm@transformationsllc.net, bhp@transformationsllc.net, office@transformationsllc.net, jpolley@transformationsllc.net**Time:** 1:53 pm**Size:** 8.1 KB**Subject:** Interpreter Services

Good afternoon,

I wanted to take a minute and clarify the use of interpreters for individuals receiving our services who speak languages other than English as primary.

We have a contract with Catholic Charities for them to perform services as needed. Initial services are set up at the intake/assessment stage and information is then shared on how to continue scheduling interpreter services.

Please understand that we must pay for a minimum of two hours per face to face session-even if you do not stay that long. At 40.00 per hour this creates a loss on our end to provide services to those needing interpreter services, however we believe it is the right thing to do and will continue this practice. However, we ask that you attempt to work together so that team meetings, TCM/BHP visits, etc. can be conducted concurrently on the same day as often as possible. Phone interpreter services run in 15 minute units, with a minimum of one 15 minute unit at 10.00 per.

If an appointment needs to be cancelled, please call Catholic Charities as soon as possible. If it is cancelled in less than 24 hour notice then we are still charged for half of the appointment time/minimum of one hour.

If you have any questions please do not hesitate to ask.


Thanks,

Laura


Laura Krebs Lewis, MSM
Transformations, LLC

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