Referral of Direct Interpretive Services Procedures:

1. Delegate and Partnership staff submit an email/fax request to MAHS three (3) days prior to the need for a single language direct interpretive service.
2. If there is a need for multiple language interpreters for an event, then MAHS ERSEA needs to be contacted seven (7) days prior to the requested date to allow time for Propio to coordinate services.
3. Request can be sent by email to tgestells@marc.org or by fax at 816-421-7758.
4. When requesting direct interpretive services provide the following information:
   - Delegate/Partnership Account #:
   - Reason:
   - Dates & Times:
   - Location:
   - On-Site Contact’s Name (w/phone number):
   - Length of Visit:
   - Explanation of Services Needed (Description of what task the interpreter will be performing):

5. MAHS will provide an email confirmation within 48-hrs. of receipt of the request.

6. If the delegate staff person does not receive an email confirmation within 48-hrs that their request for services was received, then the delegate staff person is to contact one of the following individuals for confirmation:
   a. MAHS ERSEA Specialist at [816/701-8376]
   b. MAHS Family & Community Engagement Manager at [816/701-8347]
   c. MAHS Partnership Quality Assurance Specialist at [816/701-8232] (Partnership Staff Only)

7. Delegates and partnerships need to obtain a confirmation email prior to use of the Propio Direct Interpretive Services.
Telephonic Interpretive Services Procedures:

**Telephonic Interpreting**

Getting Connected

**Dial 913-825-6800**

1. Select language as prompted
2. Provide the following:

- Your account number from the following list:

<table>
<thead>
<tr>
<th>District</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kansas City Missouri School District</td>
<td>2210</td>
</tr>
<tr>
<td>Independence Missouri School District</td>
<td>2211</td>
</tr>
<tr>
<td>The Family Conservancy</td>
<td>2213</td>
</tr>
<tr>
<td>YMCA of Greater Kansas City</td>
<td>2212</td>
</tr>
<tr>
<td>Center School District</td>
<td>2303</td>
</tr>
<tr>
<td>Grandview School District</td>
<td>2304</td>
</tr>
<tr>
<td>Lee’s Summit School District</td>
<td>2305</td>
</tr>
<tr>
<td>Raytown School District</td>
<td>2306</td>
</tr>
</tbody>
</table>

- Your First Name
- Your Program option (Head Start or Early Head Start)
- The case # which is listed above

**See Pointers for 3-way connections**

For 3-way foreign language connections consult the operator/interpreter. They will place the 3-way call for you.

Ask the interpreter the questions you want to ask your limited English Speaker. The interpreter will ask the questions and give you the answers.

Keep your questions short and pointed to make sure you get the answers you require. If you need help in this procedure, don’t hesitate to ask the interpreter.