



SPECIAL EDUCATION DIVISION
TRANSLATION/ INTERPRETATION DEPARTMENT

**INTERPRETATION FOR REMOTE IEP MEETINGS
GUIDE FOR CASE MANAGERS AND SERVICE PROVIDERS**

I. Interpretation & Support Requests

1. Types of Requests

Our office is happy to assist case managers and service providers in contacting families to provide information and other support.

If you need to send a brief message to parents or obtain quick answers from a family, please include your message in the body of an email and send it to ieprequest@sandi.net, our team will make phone calls to relay information to parents and follow up with case managers.

Please include the most reliable phone number to reach the family and your personal contact information or GoogleVoice number.

If you require urgent support or have any questions, please contact Mario Garcia, the SPED Interpretation/ Translation supervisor: 619-362-4430.

If you need to speak to a family in detail regarding their student's services, a wellness check, or hold an IEP meeting, please fill out and return an Interpreter Request Form. Send all forms to ieprequest@sandi.net . (Please see attached document with the new format.)

2. Request Form & Scheduling

1. Fill out an Interpreter Request Form (please see attached document with the new format), and send it to ieprequest@sandi.net . Make sure to include any special instructions in the comments.

If you need to have a pre-meeting conference with the family to ask when they are available to participate in a meeting, determine if the student has received the device/ technology resources they need, or for any other reason, please check the option for "Phone Conference" and indicate your general availability in the date/ time sections.

If you are unsure of when the family will be available to participate in a meeting, include your team's general availability for the month in the date/ time sections and indicate in the comments that you would like an interpreter to help you schedule the meeting.

2. Our team will confirm the date(s) and time(s) for the meeting(s) with the family. We may need to follow up with you to make adjustments or include a team member on the call to answer parent questions/ provide expert information.



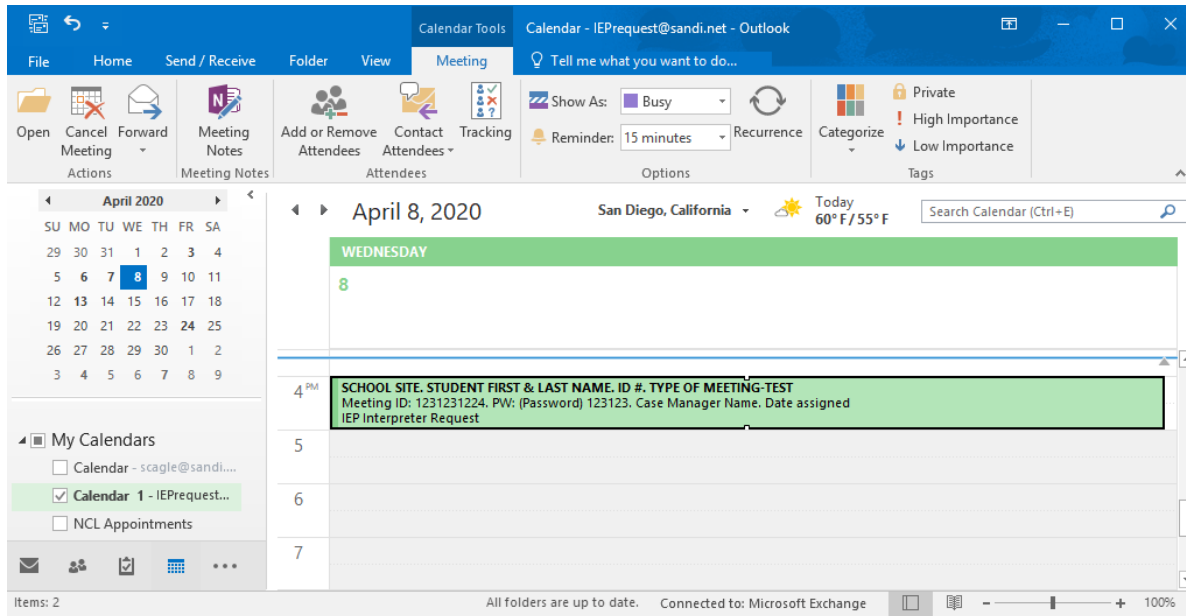
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**** Please keep in mind that circumstances have changed for many families and team members, so meeting dates/ times may have to be adjusted to accommodate altered schedules and different responsibilities.****

3. IEP Request will create the meeting invite. Case managers do not need to create a meeting on Zoom.

You will receive an Outlook calendar invite with all of the information your team will need to join the meeting.

The invite will look like this on your Outlook calendar:





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If you double-click the meeting on your calendar the information will be displayed like this:

The screenshot shows an Outlook meeting invite for 'IEP Interpreter Request'. The meeting details include:

- From: ieprequest@sandi.net
- To: IEP Interpreter Request
- Subject: SCHOOL SITE. STUDENT FIRST & LAST NAME. ID #. TYPE OF MEETING-TEST
- Location: Meeting ID: 1231231224. PW: (Password) 123123. Case Manager Name. Date assigned
- Start time: Wed 4/8/2020, 4:00 PM
- End time: Wed 4/8/2020, 5:00 PM

The meeting body contains the following text:

INTERPRETER INITIALS
Meeting information
Meeting ID #: 123 123 1234
Meeting Link: https://.....
Password: 123123

Parent contact phone
Case manager contact phone

<Image of completed request form>

The Room Finder sidebar on the right shows a calendar for April 2020 with the 8th highlighted. It also displays a 'Suggested times' section with '4:00 PM - 5:00 PM' marked as the 'Current meeting time'.

Click the Meeting Link to go directly to the meeting.

Team members can also sign in to a meeting by opening the Zoom webpage, selecting “Join a Meeting”, entering the meeting ID #, and then entering the meeting password when prompted.

Additionally, case managers will receive a confirmation email with all the meeting information. You can forward the Outlook calendar invite or the confirmation email to the other members of your team so that they have all the information they need to join at the appropriate date and time.

If you would prefer to create your own meeting invite using Zoom, please make sure to include the meeting ID#, link, and password on your request form. Case managers who create meetings this way will be responsible for updating date and time information.

Please contact Mario Garcia, the SPED Interpretation/ Translation supervisor, if you have any questions or require urgent support: 619-362-4430.