



Dear prospective applicant.

Since 1993 MAGNUS has made a special effort to serve the underserved who have limited or no ability to speak English. The people in this population have historically realized poorer treatment outcomes despite having the same or similar healthcare coverage. Many organizations view this population as more expensive to care for as well. Although language services are mandated in many cases by federal law, many times conditions go undiagnosed and untreated due to language barriers.

In an effort to change this, MAGNUS is pleased to introduce a program to enable and assist organizations to reach out to some of the most disadvantaged among us. In a time of shrinking budgets, MAGNUS is applying its expertise and resources to help demonstrate the value of language services to ensure patients utilize services efficiently, including accessing preventive care in order to reduce overall system costs.

Our mission is “To ensure that you get your message heard, read and understood in almost any language”. By offering our Grant Application Guide for prospective applicants, we aim to focus our resources to reduce the language and culture gap. Through this program, any organization can apply for professional language assistance. By assisting you in clearly communicating with non-English speakers, we hope that your mission can be achieved as well.

Yours in good health,

Richard Antoine

Request for Application

Introduction

While most organizations focus on the languages and projects that are the most profitable, we at MAGNUS seek to fulfill more personal needs in our work. We focus on working with healthcare, medical and related insurance industry clients for a simple reason. Our relatives and loved ones are often affected by the work we do.

MAGNUS works with clients who serve Limited English Proficient (LEP) immigrants and residents of the US. We achieve our mission by ensuring these people to have the linguistic assistance they need to access quality health services.

Based on these convictions we have organized our program around this goal:

- Immediate and ongoing access to language services to ensure cost-effective access to healthcare services

Our Goal

MAGNUS will award grants to organizations which support our mission and whose application is focused on the goal of this program. Your application must identify how the project will make an impact on access to health care and how your organization plans to sustain the project upon completion of the initial, sponsored phase. There will also be an interim and final debriefing report so that we can understand and understand your learning related to this project with the goal that MAGNUS can share best practices and better inform other organizations how to ensure better access to care.

The Section below includes information regarding the MAGNUS services available to support your plan:

- Facility assessment:
Evaluate if an organization is providing culturally and linguistically appropriate services for L.E.P. patients to increase the quality of patient care. Documenting the process for translation of vital documents, timely access to qualified interpreters, process to assess language needs based on demographics of enrollees. Review current policies and procedures to provide language assistance services, and staff training on awareness of procedures.
- Telephonic Interpreting:
The MAGNUS Language Valet connects your staff and patients by phone to highly skilled, professional interpreters, trained in medical vocabulary and processes. It puts interpreters at your service and literally at your fingertips—24 hours per day, every day of the year, in more than 150 languages—for more

accurate, efficient interaction with the diverse community you serve. Your satisfaction is guaranteed.

- Face to Face Interpreting:
Whether you need an interpreter for a community meeting, a physician/patient encounter or a member service call, work with MAGNUS. Depending on your requirements, we can respond in-person or over the phone via the Language Valet. Just let us know your specific interpreting session requirements or give us a call at (800) 965-9321 and we'll arrange everything.
- Translation services:
As professional linguists, we at MAGNUS understand many of the problems our clients face on a daily basis. We tailor our work to your needs so you can meet your deadlines with minimum difficulty. We place a priority on finding linguists who are accredited in the languages they use professionally. Whether approved by the US Department of State, State or Provincial Bodies, or professional associations like the ATA, you can trust MAGNUS to provide only the most qualified professionals.

Available Funding:

- I. One grant with the total value of \$17,000 over a one year period, to include the following services:
 - facility assessment to ensure that organization is providing culturally and linguistically appropriate health care in order to be compliant with regulatory bodies (Required Component)
 - Policy and procedure development for language access
 - One Interpreter Training for administrators
 - One Basic Interpreter Training for staff
 - Translation and Interpretation Services equivalent to \$1,000 per month for 12 months (if an organization requires more, they will be provided at significantly discounted rates.)
 - Signs in various languages
- II. One grant with the total value of \$5,000 over a 2 month period to provide:
 - Facility assessment to ensure that organization is providing culturally and linguistically appropriate health care in order to be compliant with regulatory bodies.
 - Policy and procedure recommendations

The recipients of these grants will receive the services mentioned above, as offered professionally through our organization.

Jesus Oliva, MD will be the program director for this project.

Organization Eligibility

All organizations with a history of serving LEP patients, and an interest in improving linguistic access, are eligible and encouraged to apply.

Schedule/Deadlines

Questions must be submitted via e-mail to joliva@magnuscorp.com no later than February 13th 2009.

Answers will be distributed to all potential applicants by February 20th 2009

Submission deadline is February 27th 2009

Funding decisions will be announced no later than March 13th 2009

Submitting Proposals

To complete and submit your applications please use the checklist of application documents found in the Application Coversheet.

Once we receive the application, MAGNUS will e-mail the applicant organization acknowledging receipt of the application. Staff will be assigned to review the proposals. During the course of the evaluation, our staff may contact you for further details or to arrange a site visit.

Below please find the following resources to assist applicants with their proposal submissions to MAGNUS

Application coversheet

Budget Template

Budget sample

Budget narrative sample

Legal requirements

Please remember that grant applications can only be submitted to the MAGNUS office:

MAGNUS

1313 N. Grand Ave., # 280

Walnut, Ca 91789

Tel: (909) 595- 8488

Fax: (800) -0380

E-mail: joliva@magnuscorp.com