

Arizona Department of Health Services Office for Children with Special Health Care Needs Children's Rehabilitative Services Administration	<b>Effective Date: 03/02/2009</b> <b>Last Review Effective Date: 02/11/2009</b>
SUBJECT: General Administration	SECTION: GA 1.5

**SUBTITLE: Language Assistance Services for CRSA and CRS Contractors**

POLICY:

All of the Arizona Department of Health Services (ADHS)/Office for Children with Special Health Care Needs (OC SHCN) staff are required to receive training on how to access language assistance services. The Children's Rehabilitative Services Administration (CRSA) is to ensure that the Children's Rehabilitative Services (CRS) Contractor educates/trains its staff members and contracted providers on Limited English Proficiency (LEP) and how to provide language access services.

DEFINITIONS:

Limited English Proficiency (LEP):

A description of an individual's ability to speak and understand the English language when communication is difficult through spoken and written English.

STANDARD:

CRSA, the CRS Contractor, and the contracted providers must:

- 1) Offer and provide language assistance services, including staff and interpreter services, at no cost to each applicant/member or applicant's/member's family with LEP at all points of contact in a timely manner during all hours of operation.
- 2) Provide both verbal offers and written notices informing applicants/members of their right to receive language assistance services to applicants/members or the applicant's/member's family in their preferred language.
- 3) Assure the competence of language assistance provided to people with LEP by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services.

PROCEDURES:

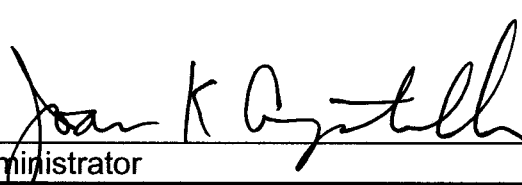
- 1) Accessing interpretation services for applicants/members with Limited English Proficiency:  
CRSA, the CRS Contractor, and the contracted providers must make available written information in the applicant's/member's preferred language or information that is translated so the applicant/member can understand the information. Oral

interpreter services must be made available at no charge to all CRS applicants/members.

- 2) Accessing interpretation services for the deaf and hard of hearing:  
CRSA, the CRS Contractor, and the contracted providers must provide auxiliary aids or sign language interpreters that meet the needs of the applicant/member or the applicant's/member's family upon request at no charge to the applicant/member. Auxiliary aids include computer-aided transcriptions, written materials, assistive listening devices or systems, closed and open captioning, and other effective methods of making orally delivered materials available to applicants/members with hearing loss.

The Arizona Commission for the Deaf and the Hard of Hearing provides a listing of qualified interpreters and complete rules and regulations regarding the profession of interpreters in the State of Arizona (Arizona Commission for the Deaf and the Hard of Hearing: <http://www.acdhh.org> or 602-542-3323 (V/TTY)).

- 3) Training and Tracking:
- a) Training shall be tracked through sign-in sheets or course completion certificates required to be submitted or completed by the trainees.
  - b) CRSA shall be responsible for the following:
    - i) Ensuring that all OCSHCN staff complete the training. Sign-in sheets or course completion certificates shall be used to document participation.
    - ii) Monitoring the CRS Contractor for documentation of training to staff and contracted providers using the OCSHCN module or other training tool.
    - iii) Coordinating all training documentation including registration, evaluation, data analysis, and dissemination of completion certificates.
  - c) CRS Contractor shall be responsible for the following:
    - i) Monitoring the use of interpreters during the CRS Contractor's medical record and on-site records.
    - ii) Ensuring that sign-in sheets document attendance for required trainings.
    - iii) The language line usage records from the CRS Contractor will be tracked to monitor use and determine the amount and the usage of the service and/or equipment.

Approved:  CRSA Administrator	Date: <u>3/5/09</u>
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