

INSTRUCTIONS

It is the policy of the Department of Social and Health Services that no person shall be subjected to discrimination, excluded from participation, or denied the benefits of any of its programs or activities, or that of its contractors, on the basis of race, color, national origin, creed, sex, mental status, age, disability, or the use of a trained guide dog or service dog by a person with a disability.

The Department is Federally required to provide interpreter and translation services to persons who are non-English speaking and who are deaf or deaf-blind under title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act.

Title VI of the Civil Rights Act states, in part: No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

The Office for Civil Rights has determined that non-discrimination on the basis of national origin and equal access for non-English proficient persons occurs when services are provided in the language in which each client prefers to communicate.

Children's Administration staff must ensure that each Limited English Proficient (LEP) client and each client who is deaf is provided oral and written information in their own language through certified or qualified interpreters at every aspect of service delivery. LEP and deaf clients must be informed that they have the right to an interpreter or translator at no cost and without significant delay. The services of an interpreter should be obtained if staff has difficulty in communicating with a client, even though that client may not have requested the assistance of an interpreter.

All cases that involve LEP and deaf/hard of hearing clients are audited for compliance with civil rights requirements and department policy. Case workers must ensure that:

1. The ethnicity and primary language of each family member is identified correctly in the case file and in CAMIS.
2. Each interpreter or translation service for a client is recorded on this form or in the Service Episode Record, indicating the date, the name of the client served, and the name of the interpreter/translator.
3. The outside of each LEP or deaf/hard of hearing client file is marked LEP or Deaf Client Services.
4. A copy of each translation is attached to a copy of the original document and filed in the case record.
5. Printed materials that provide information to clients about Children's Administration programs and services are provided to clients in their primary language.