Communicating with Individuals with Limited English Proficiency (LEP) or Sensory Disability (SD) – Guidance for HCLA and DDA staff

The purpose of this chapter is to explain requirements to communicate effectively with persons who do not or have limited ability to speak, read, write or understand English ensuring equal access to services and programs administered by the Home and Community Living Administration. In this chapter we will describe language assistance services and explain how to use them.

Ask the Expert

If you have questions or need clarification about the content in this chapter, please contact:

Linda Garcia HCLA Language and Disability Access Program Manager
360.968.9745 linda.garcia1@dshs.wa.gov

TABLE OF CONTENTS

Table of Contents 1
Authorizing Sources 3
Identifying applicants or clients with LEP or SD 3
Types of language access services HCLA and DDA staff must provide 3
Types of LA and AT services for effective oral communication with clients: 4
Types of LA and assistive technology services for effective written communication with clients: 4
Bilingual or Multilingual Employees 4
Contracted interpreter services 5
Sign Language Interpreter Services 8
Contracted Translation Services (written materials) 9
Translating DSHS official forms, publications, and other general communication materials (Categories 1-4) or getting those documents in large print (LP) 9
Getting DSHS Forms in Large Print (LP) 10
Client Specific Translations 11
Translating documents generated in the CARE system into foreign languages and getting those documents in large print (LP) 12

Sending translated documents to Hub Imaging Unit (HIU) 15
Materials in Large Print (LP) 154
Braille Transcription 16
Documents in other alternate formats 165
Tips for Working with Spoken and Sign Language Interpreters 16
Documenting the use of language access services 17
Resources 17
Glossary 17
Revision History 19

AUTHORIZING SOURCES

Title VI of the Civil Rights Act of 1964 42 U.S.C. § 2000d	https://www.justice.gov/crt/fcs/TitleVI-Overview
Americans with Disabilities Act (ADA) of 1990 42 U.S.C. chapter 126	https://www.ada.gov/pubs/adastatute08.htm
Title 34 CFR (Education) 104 and 45 (Public Welfare) CFR 84 Nondiscrimination on Basis of Handicap in Programs or Activities Receiving Federal Financial Assistance	https://www.federalregister.gov/documents/2017/01/03/2016-31236/nondiscrimination-on-the-basis-of-disability-in-programs-or-activities-receiving-federal-financial
RCW 49.60.030 Freedom from Discrimination	https://app.leg.wa.gov/RCW/default.aspx?cite=49.60.030
RCW 74 Public Assistance	https://app.leg.wa.gov/RCW/default.aspx?Cite=74
National CLAS Standards	https://thinkculturalhealth.hhs.gov/clas/standards
WAC 10-08-150	https://app.leg.wa.gov/WAC/default.aspx?cite=10-08-150
WAC 388-03	https://apps.leg.wa.gov/WAC/default.aspx?cite=388-03
WAC 388-271	https://app.leg.wa.gov/WAC/default.aspx?cite=388-271
DSHS AP 7.20	OJCR - DSHS-AP-07-20.pdf - All Documents (sharepoint.com)
DSHS AP 7.21	OJCR - DSHS-AP-07-21.pdf - All Documents (sharepoint.com)
DSHS AP 18.82	OJCR - DSHS-AP-18-82.pdf - All Documents (sharepoint.com)

IDENTIFYING APPLICANTS OR CLIENTS WITH LEP OR SD

HCLA and DDA staff must identify and document clients' communication needs at the initial contact, during assessment and re-assessment interviews and

- Inform or remind applicants/clients of their right to requests Language Access services at no cost to them and document it in electronic service record (e.g. Service Episode Record – SER);
- Document specific communication need of the client on the Client Demographics screen in CARE;
- If the client has a legal decision maker, HCLA and DDA staff must document this in electronic service record. Include in the documentation if the decision maker needs an interpreter and/or documents translated and into which language.

TYPES OF LANGUAGE ACCESS (LA) SERVICES HCLA AND DDA STAFF MUST PROVIDE

All agencies receiving federal financial assistance are required to provide effective, equitable, understandable, and respectful quality care and services in the manner that is culturally and linguistically appropriate, recognizing different communication needs when communicating orally or in writing and using appropriate Language Access (LA) or Assistive Technology (AT) services.
Staff will use LA or AT services when establishing, implementing or monitoring a client's plan of care and communicating with a client and/or client's formal or informal support or decision makers with LEP or SD.

Types of LA and AT services for effective oral communication with clients:

1. Bilingual or Multilingual Employees providing direct services in needed language(s).
2. Contracted Interpreter Services:
   - *Spoken Language Interpreter Services* in-person, over the phone (OPI) or video remote interpreting (VRI) technologies.
   - *Sign Language Interpreter Services* in-person or by using video remote and other assistive technology devices.

Types of LA and assistive technology services for effective written communication with clients:

1. Contracted Translation Services into non-English languages
2. Materials in Large Print
3. Braille Transcription Services
4. Audio Recordings of Written Materials
5. Other – Closed or Open Captioning of videos; Communication Access Real-Time Transcription, Accessible websites, etc.

LA Services must be at no cost to clients and provided:

- In a timely manner;
- By qualified providers and be of high quality;
- In coordination with knowledgeable professionals – Subject Matter Experts (SME);
- In consideration of individual situation; and
- With cultural awareness and respect.

BILINGUAL OR MULTILINGUAL EMPLOYEES

HCLA and DDA staff who provide direct services to clients in a language(s) other than English, including Sign Languages, must, at the minimum, demonstrate through the process established by DSHS:

- Their proficiency in English and 'target' language – a foreign or sign language employee intends to use when communicating with clients;
- Knowledge of frequently used terminology; and
- Cultural awareness and sensitivity.

The role of Bilingual/Multilingual employees is to work directly with and assist clients as required in their job description. Bilingual/multilingual employees should not interpret or translate in a third-party capacity on a regular basis. They may periodically interpret or translate in non-client-related situations, or in brief, emergent client-related situations.

For more details, see DSHS-AP-18-82.pdf

Currently, **DSHS Language Testing and Certification (LTC)** program offers tests to all employees regardless of whether they are in a designated dual language position. Employees who wish to take tests simply need to contact LTC at oeabltc@dshs.wa.gov to begin the process. If they would like to test using their work time, they will need their supervisor's permission; they can also test using their leave time if they wish – in this case, they do not need to get supervisor's approval. For additional information, visit Language Testing & Certification - Home (sharepoint.com).

CONTRACTED INTERPRETER SERVICES

HCLA and DDA staff must use interpreters when:

- Applicant or client requests the LA service
- Establishing eligibility for services for clients with LEP or SD
- Client with LEP or SD accesses services provided by HCLA and DDA
- Necessary for Quality Assurance purposes

Staff must consider the availability of interpreter resources. Staff should consult with their administration's Language Access Advisor for assistance in determining the most appropriate method of verbal communication – in-person, over-the-phone (OPI), or video remote interpreting (VRI).

In-Person Spoken Language Interpreter Services

Staff must use interpreters for spoken languages who are certified, authorized, or recognized by DSHS Language Testing and Certification (LTC) program (WAC 388-03-30) and comply with the DSHS code of professional conduct (WAC 388-03-50). Some languages of limited diffusion may not have DSHS certified/authorized professional interpreters. In these cases, the interpreter services contractor must qualify these interpreters.

Applicants or clients with LEP or SD may secure, at their expense, the services of their own interpreter. This ***does not*** waive HCLA and DDA staff responsibility to arrange and pay for a professional (certified, authorized or recognized) interpreter.

Rules for communicating with clients using spoken language interpreter services

1. Document the use of contracted spoken language interpreter services (in-person, telephonic, and video remote) at every interaction with the client.
2. Staff shall not authorize spoken language interpreter service as a client service. Interpreter service is a purchased service.
3. HCLA and DDA staff shall **not allow** to serve as interpreters:
   - Paid Individual Providers (IP) - to avoid possible conflict of interest;
   - Children under the age of 18 years even if they are not a family member or relative.
4. Staff may use a family member or a friend of the client over the age of 18 in case of emergency. For the purposes of this chapter, emergency means "When no professional interpreter, or translator is available in or out of the state of Washington for a particular language, either in person, by video remote or telephonically and would cause the applicant/client an extensive delay regarding application or reauthorization of services". Family members and friends cannot receive payment for interpreter services.

5. If staff used a family member/friend over the age of 18 or other Language Access services or auxiliary aids to assist in communicating with the applicant or client, they must document the following in the client's electronic record:
   - Attempts to secure a professional interpreter;
   - Use of a family member or friend to assist in communication; and
   - Use of other options for communication, such as OPI or VRI modalities.

Requesting Spoken Language In-Person Interpreter Services

1. Use current language access service contracts to request In-person interpreter services:

DSHS Interpreter Service contract #2534-60325, currently **Universal Language Service (ULS).**
DSHS must use the ULS on-line scheduling system to request interpreters and manage job requests - UniversalLanguage Service portal

To request access to the ULS on-line scheduling system for **new Requesters,** please send an email to linda.garcia1@dshs.wa.gov. The email should contain the following information:
-First name
-Last name
-Email address
-Location/account they should be assigned to (e.g., HCS Region 1 - Kennewick, APS Region 1 – Colville, DDA (DDCS) - Bellingham Field Service Office, etc.)

NOTE: To access the Universal Language Service portal, staff will use Single Sign On (SSO). Staff will not need to create or enter a username and password.

Universal Language Service Requestor Guides can be found on the Language Access SharePoint site.

NOTE: Universal Language Service DSHS contract #2534-60325 provides language services following the guidelines of the **Collective Bargaining Agreement (CBA)** and should be used before other language contracts for pre-scheduled appointments. The Language Access Provider (LAP) CBA can be found at the following link: 2025-2027 Washington Federation of State Employees - Language Access Providers (WFSE LAP)

2. In the event the vendor, who provides CBA covered services, is unable to fulfill an interpreter request, staff should use the **DES** Spoken Language Interpreter Services contract, currently **#18222**.[1]
   a. To request pre-scheduled interpreter services from vendors under DES contract 18222, staff must complete form DSHS Form 17-123.[2] See Using DES 18222 guide for instructions.
   b. Clearly document your attempts to obtain an interpreter under the contracted CBA vendor.
   c. Vendors who have agreed to provide interpreter services under DES contract 18222 can be found on the DES contract summary page - https://apps.des.wa.gov/DESContracts/Home/ContractSummary/18222

[1] This contract can be used for non-CBA pre-scheduled IPI, OPI & VRI services.
[2] Check DSHS Forms site to ensure use of most current form.

3. If no DES vendor has language resources for an in-person appointment, DSHS staff can seek **off-contract** interpreter services providers.
   a. Use DSHS Form 17-123[3] for placing a request and complete the " Documentation for Using Non-Contracted Vendors" form to justify going off the contract.
   b. These forms serve as backup documentation to invoices from vendors. Thoroughly complete each form and obtain required signatures.
   c. Give a copy of each form to your Business Manager and save a copy in the client file.
   d. Send copies of completed forms to HCLA Language and Disability Access Program Manager at dshshclalep@dshs.wa.gov.

NOTE: Do not use these forms when using a family member or a friend of the client.

Over the Phone and Virtual Remote Interpreter Services for spoken languages (OPI/VRI)

***Pre-Scheduled** language access needs*:

Use when…

a. DSHS staff are unable to procure an **In-Person** interpreter for a **pre-scheduled** appointment. Staff may use DSHS contract 2534-60325 to request Over-the-Phone interpreter **(OPI)** or Video Remote Interpreter **(VRI)** services using the Universal Language Service portal (see the Universal Language Requester Guides which can be found on the Language Access SharePoint site).[4]
b. These services are to be used for **pre-scheduled** appointments only as outlined within the Collective Bargaining Agreement.
c. If a request for a pre-scheduled telephonic or video remote interpreter cannot be filled under DSHS CBA contract 2534-60325 (Universal), staff may use a vendor under DES contract #18222. See "Using DES 18222" guide for instructions.

***On-Demand** language access*

Use when…

a. The individual with LEP needs urgent/emergent assistance;
b. A qualified in-person or OPI/VRI interpreter is not available for a pre-scheduled appointment;
c. There are no qualified in-person or OPI/VRI* interpreters serving language(s) or dialect(s) needed.
d. Staff are also allowed to utilize On-Demand OPI services when they become aware within 24 hours before the start of a pre-scheduled appointment that a qualified in-person interpreter will not be available.

HCLA and DDA employees have access to On-Demand OPI and VRI[5] resources through DSHS contracts with three Contractors:

---

[3] Check DSHS Forms site to ensure use of most current form.
[4] Whenever possible attempt to use an in-person interpreter. However, if the CBA vendor cannot fulfill this request, please submit a pre-scheduled OPI or VRI request to the CBA vendor. If OPI or VRI services are not appropriate, use DES 18222 for in-person. The requester determines the appropriate modality.
[5] On-Demand **VRI** services are only available from the Universal Language Service contractor.

- Language Link
- 911 Interpreters
- Universal Language Services

Language Link and 911 Interpreters - Account codes/numbers have been set up for APS, HCS, MSD/OAS, RCS, and DDA with both vendors.

Universal Language Services – Staff will be assigned an individual PIN by the vendor to be used when accessing On-Demand services via the telephone or VRI services via the Facetok platform.

Staff **must not share** account codes/numbers assigned for their individual region, division, section, or program with others. They must also not share their individual PIN with other users.

For information on rates, specific accounts, instructions on how to place a call, or to request a PIN[6] please contact:

- Linda Garcia, Language and Disability Access Program Manager
  (360) 968-9745, linda.garcia1@dshs.wa.gov

Sign Language Interpreter Services

Use Sign Language contracts administered by the DSHS/HCLA Office of the Deaf and Hard of Hearing (ODHH). They oversee two sets of contracts:

1. Statewide contracts managed in partnership with Department of Enterprise Services (DES) for **general** requests.[7]
   - In-person interpreting (IPI) or scheduled video interpreting (VI)
   - Schedule as far in advance as possible

2. Direct DSHS contracts for **crucial/urgent** appointments.
   - In-person interpreting (IPI) only
   - Use for short notice appointments (usually less than 2 weeks to 7 days)

See more information on the ODHH Sign Language Interpreter Contracts and Resources | DSHS page.

1. Communicating with clients using ODHH Sign Language Interpreter Services contracts

a. To request a sign language interpreter, complete the appropriate online Sign Language Interpreter request form.
   - General Sign Language Interpreter Request Form
   - Emergency or Crucial Online Request

[6] When requesting access to the Universal On-Demand contract, please include the user's full name, email address, and account/location. Staff will receive an email containing their PIN, from the contractor, once access granted.
[7] For general requests use vendors listed under ASL DES contracts #06125 and #02526.

b. To use ODHH online request forms, your division/region/program must have an account[8], and requesters must have an access code.
   - To request and access code, send an email to signlanguageinterpreterss@dshs.wa.gov
   - In the subject line, enter ACCESS CODE REQUEST, for a prompt response.
   - In the body of the email, ask to be added to the account available for your division/region/program.
   - You will receive an email from ODHH with the access code. Keep this access code for future use.

c. Make sure to provide all required information and as much detail as possible on the request form. This helps the contractor understand the specific need and book an appropriate interpreter or team. The interpreter will sign an online service verification form later. You do not need to sign this.

d. Sign Language interpreters providing LA services to the clients maintain their certification through the Registry of Interpreters for the Deaf (RID) www.rid.org and comply with the Code of Professional Conduct.

e. Document the use of the contracted Sign Language interpreter services at every encounter with the client in the client's electronic record.

If you have questions about **Sign Language Interpreter Services** contracts, contact: Berle Ross, Sign Language Interpreter Services Program Manager - (360) 339-4559, Email: berle.ross@dshs.wa.gov.

For more information about services available for individuals who are Deaf, Deaf-Blind, hard of hearing, Deaf and disabled, late-deafened, or speech disabled, please contact ODHH - Office of the Deaf and Hard of Hearing.

2. Calling or receiving calls from someone who has a Sensory Disability

You do **not** need any special equipment when calling or receiving calls from individuals who are Deaf, Deaf-Blind, hard of hearing or speech disabled. Telecommunication Relay Service (TRS) uses operators, called communications assistants (CAs), to facilitate these telephone calls between people with hearing and speech disabilities and other individuals.

Please visit website of the ODHH to learn about how people who are Deaf, Deaf-Blind, hard of hearing, Deaf and Disabled, late-deafened, or speech disabled use different ways to make phone calls: **Telecommunications -** https://www.dshs.wa.gov/altsa/odhh/telecommunication

CONTRACTED TRANSLATION SERVICES (WRITTEN MATERIALS)

HCLA and DDA staff must provide written documents to the clients with LEP or SD in the languages or formats clients can read and understand at no charge to the clients and without significant delay.

- Staff must not rely on family and friends to provide translation services.

[8] If you are unsure if your division/region/program has an existing account, check with your regional Language Access Coordinator or manager or look for the account in the Purchaser dropdown menu on the online request form.

- If the client with LEP or SD is illiterate and cannot read English or their primary language, staff must provide documents in a language or a format that the client prefers and document it in the client's electronic record. Staff must also document it in the client's electronic record how they obtained consent or required signature.
- If the client with LEP or SD has cognitive limitations and has a formal or informal decision maker, staff must provide documents in a language or a format that the decision maker can read and document this in the client's electronic record.

Translating DSHS official forms, publications, and other general communication materials (Categories 1-4) or getting those documents in large print (LP)

Always check the following:

- DSHS Forms intranet and internet site to find translated forms by entering the DSHS form number, title, language needed, or program.
- Publications Library to find already existent translations by entering DSHS publication number, program/topic, or language.
- HCS Translated Documents to find program documents not listed on the DSHS Forms website or in Publications Library.
- Voter Registration - Agency-based Voter Registration Forms | WA Secretary of State for availability of translated materials.

Please check these sites periodically for the most current version of the documents for downloading, as documents undergo revisions. If you do not find the document in the language needed, you will need to initiate a new translation request.

You can request translation of DSHS Forms, DSHS Publications, and other general communication materials (materials other than DSHS forms or publications) by reaching to the following persons:

- HCLA staff will contact Linda Garcia at (360) 968-9745 or dshshclalep@dshs.wa.gov
- **DDA** staff will contact Nikki Paulis at nichole.paulis@dshs.wa.gov or Dallas Hightower at (360) 407-1538 or Dallas.Hightower@dshs.wa.gov (backup)

Please indicate the document number, name and the language(s) needed.

Getting DSHS Forms in Large Print (LP)

If the client requires a DSHS form in Large Print (LP) English, please ask applicant or client what size of font is most convenient. In general, LP documents have a font size of 18 or 20 point.

- ❖ You can request DSHS forms in LP by contacting Linda Garcia at (360) 968-9745 or dshshclalep@dshs.wa.gov.

Best practice: All English and translated forms and publications (new or revised) must be posted on the Forms or Visual Communications websites at the same time. Field staff should send translated documents at the same time as the English version to applicants/clients.

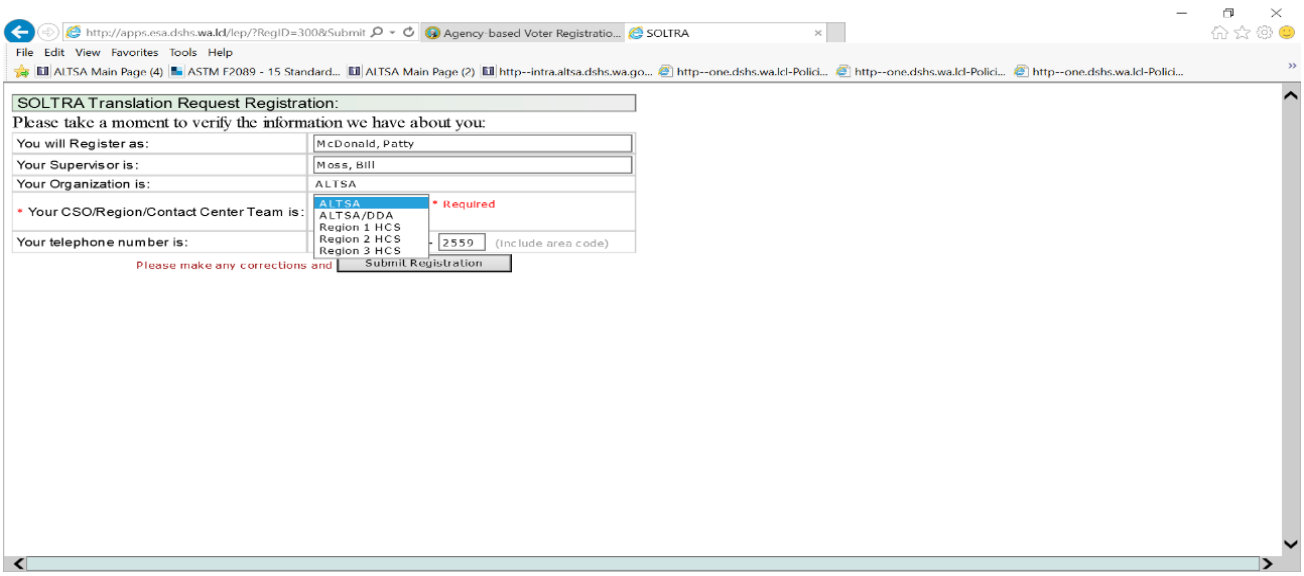
Client Specific Translations

- To request translation of letters, notices, DSHS forms filled by client or staff, reminders, etc. please use DSHS Form 17-120.[9]
- Staff may send Translation Request and client specific documents needing translation to any of the vendors listed in the "To:" section of form 17-120. See the "Client Specific Translation Requests" guide.
- **Remember** to add the word [secure] to the subject line of your email to protect client's information.
- Contact your Translation Coordinator if you have any questions regarding this category of translation work.

State Online Language Translation Request Application (SOLTRA) for HCLA and DDAFinancial Staff Only

SOLTRA Translation Application

This application, developed and maintained by DSHS/ESA IT staff, generates order forms, logs and tracks client-specific translation requests completed by contracted vendors.
Only public benefit specialists (PBS) of HCS and DDA have access to this system. To request access for SOLTRA, contact: Linda Garcia at (360) 968-9745 or dshshclalep@dshs.wa.gov.



[9] Check DSHS Forms site to ensure use of most current form.

Translating documents generated in the CARE system into foreign languages and getting those documents in large print (LP)

HCLA and DDA staff must use the current vendor for translations of CARE system generated documents and follow the established process for requesting documents translation into foreign languages or converting into Large Print (LP) format.
Use Translation-Billing EXE application generating secure email when requesting translated document(s) or needing document(s) in LP.

Step by step instructions for requesting CARE documents in client's language or in LP:

Step 1 – Create document PDF separately for each document needing translation, naming it according to the selection ("Planned Action Notice - PAN" or "Service Summary - SS" or "Assessment Details – AD", etc.) you make in the "Translation-Billing EXE";" application; do not merge documents together and do not scan or ZIP (compress) them.

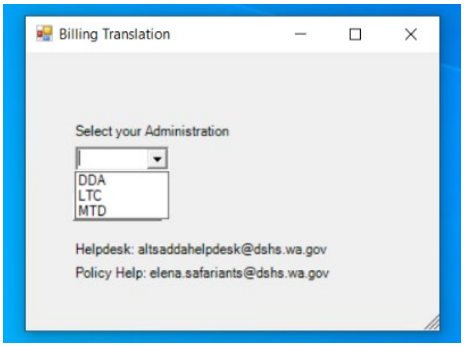
Step 2 – Find "Translation-Billing EXE" application.



This will be an icon on your desktop that can be installed by local IT staff or manually by:

1. Accessing the Software Center. Click the search field on your lower left task bar "**Type here to search**" and then type "**Software Center.**"
2. After entering the center, search for "**Translation Billing.**"
3. Click and install the application.

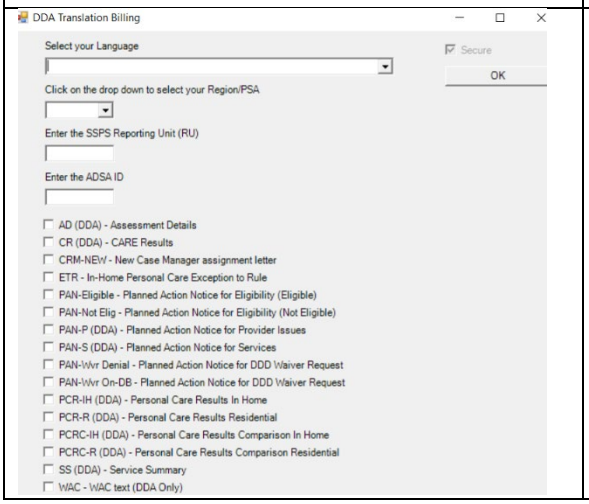
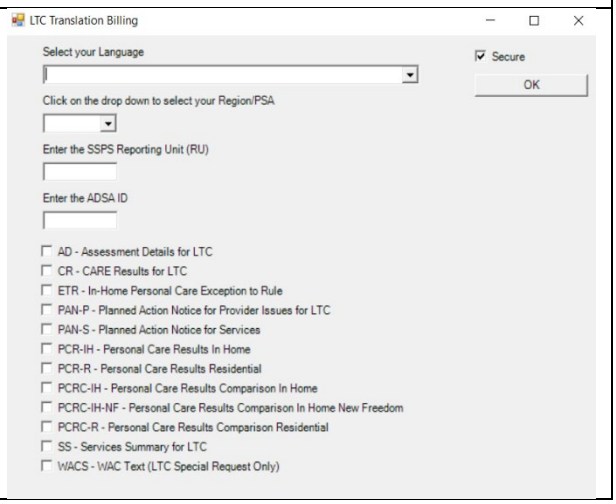
Step 3 – Run "Translation-Billing EXE" application for CARE documents. Once launched, it will prompt you to identify information about your administration/program.



Step 4 – After making initial selection (DDA or LTC), you will need to **enter** and/or **select** from the drop down list the following required data fields:

- Language Code
- Region
- Reporting Unit (RU): You must know or find out about your Reporting Unit and **enter** or **select** it.
- Client's ALTSA/CARE ID
- Document Type(s): Check the boxes corresponding to the document type(s) you need translated for the client. You must send a separate email for each client who needs translation of the documents.

NOTE: If any of the fields are unfilled or filled with incorrect or extraneous information, attached files do not match the file names in the "Subject" line, PDFs are not created directly from the CARE system, etc. the vendor may decline your request for translation and request you resubmit it.

DDA	LTC
	

After completing all the data fields click OK; a secure e-mail will automatically be created with the filled "To" and "Subject" fields.

> **NOTE: DO NOT CHANGE THESE E-MAIL FIELDS!** The codes mean something to the contractor and help make the process more efficient.

Step 5 – In the body of the e-mail you may include special handling instructions or additional information such as the name of the language marked as OT (other) in the "Translation-Billing EXE" application a duplicate file or modifications to a prior submitted request.

Step 6 – Attach the document(s) for translation to e-mail you created in Step 1 and properly marked in Step 4.

Step 7 – Pause and double check your translation request and then press "**Send**" from your E-mail system. Once you submit your request, your request cannot be changed.

> **NOTE:** You must communicate to Prisma any submission mistakes or if you believe you might have submitted a duplicate request.

Step 8 – The Contractor will acknowledge the receipt of your request and send the translated documents by return email through the secure email of the "Translation-Billing EXE" application.

> **NOTE:** Make sure you do not send new translation requests in the same email chain of old requests.

Receiving your Translated CARE Documents

When Contractor has completed translation of your document, they will send a secure e-mail back. Open and save and/or print each document individually.

Turnaround time frames for CARE documents translation

- 4 business days for correspondence which requires keying-in or formatting of previously translated text in all languages.
- 8 business days for correspondence which requires keying-in, formatting, and new translation.
- 10 business days for 10 or more pages requiring keying-in, formatting, and new translation.

> **NOTE:** Staff should only communicate with the Contractor using the translation billing-"Translation-Billing EXE" application. Contractor will email HCLA/DDA staff through this system. HCLA/DDA staff should follow up on job orders through the same email chain. This makes it easier for the Contractor to follow up and bill local offices correctly. Make sure you do not send new translation requests in the same email chain for old requests.

Sending translated documents to Hub Imaging Unit (HIU)

When sending documents to the Hub Imaging Unit (HIU), staff must send English and translated versions together of all documents with the exception of documents listed below. These documents in English are stored in CARE; send only translated versions of:

- Assessment Details (only send for translation if the client has requested a copy.)
- CARE Results (CARE Results are only sent when the PCR/PCRC does not print as part of the PAN. This should only occur for the New Freedom Program.)
- Planned Action Notices for Providers and Services.
- Personal Care Results Comparison (PCR/PCRC) – In-home and Residential; and Service Summary not generated and stored in CARE: If the Service Summary record is not stored in CARE, send the English version along with the translated version to HIU.

> **NOTE**: While the English documents are the official versions, the client (and/or representative) with LEP must sign both the English and translated versions. The English and translated versions must always be sent to the client (and/or representative) with LEP at the same time and should be signed on the same date. [10]

Materials in Large Print (LP)

If the client needs anything other than DSHS forms and CARE documents in LP, please ask what size of font is most convenient for the client to read. In general, LP documents have font size of 18 or 20 point. You can request DSHS ALTSA and DDCS documents in LP by contacting:

- **HCLA** – Linda Garcia, dshshclalep@dshs.wa.gov
- **DDA** – Nikki Paulis, nichole.paulis@dshs.wa.gov or
  Dallas Hightower, dallas.hightower@dshs.wa.gov

[10] If using Voice Signature, see Voice Signature Script attachment in Chapter 3 Appendix.

Braille Transcription

For clients who are blind and read documents transcribed in Braille:

- **HCLA** staff must place the request by sending needed documents as attachments and indicating Braille Grade (1 or 2) via secure email containing the client's name and client identifier (e.g. ACES or ADSA ID) if available, to Linda Garcia at dshshclalep@dshs.wa.gov.

- **DDA** staff must place the request by sending needed documents as attachments and indicating Braille Grade (1 or 2) via secure email to Nikki Paulis at nichole.paulis@dshs.wa.gov or Dallas Hightower at dallas.hightower@dshs.wa.gov.

The Contractor (WSSB Ogden Resource Center) will send completed Braille transcriptions directly to the client along with the copy of the original document.[11]

Staff will obtain the client's consent or required signature on the original document, as documents in **Braille cannot be photocopied or signed**. If the client has a guardian or DPOA, you must document that the guardian or DPOA discussed decisions related to their care prior to obtaining a signature or receiving consent.

HCLA Language and Disability program manager or **DDA** Translations Coordinator will send an email to the requestor that will include:

- A statement that the text was transcribed into Braille and sent to the client;
- The date when the packet was mailed and UPS tracking number;
- A notification if the packet is returned as undeliverable and the date of the notification.

NOTE: Staff will document this information in client's electronic record.

Documents in other alternate formats

If you need documents in other alternate formats (recordings, real-time transcriptions, etc.), contact:

- Linda Garcia, Language and Disability Access Program Manager
  (360) 968-9745, dshshclalep@dshs.wa.gov

Tips for Working with Spoken and Sign Language Interpreters

Spoken and sign language interpreters are trained professionals bound by a code of ethics, which includes adherence to strict confidentiality. The interpreter is there to facilitate communication only and can neither add nor omit any information exchanged by communicating parties at any time. See Working with Spoken Language Interpreters and Working with Sign Language Interpreters.

[11] Please ensure the client's mailing address is correct in CARE.

Documenting the use of language access services

Staff must document the use of contracted spoken language interpreter services and the use of translation services at every interaction with the client.

Best Practices:

a. If using interpreter services, best practice is to add the name of the language access vendor, the certified interpreter's ID number and/or interpreter's name to the client's case record.
b. If a worker who is a certified bilingual employee and is authorized to provide direct services to LEP, deaf, and/or deaf-blind clients, is providing own interpretation, this should be noted in the case record.
c. When using written translation services, best practice is to document when form, publication or other communication materials is sent for translation, when translation(s) was received, when sent to client, when sent to Barcode, etc…
d. If using a friend or family member of the client due to an emergency, staff must document the following in the client's electronic record:
    - Attempts to secure a professional interpreter;
    - Use of family member or friend to assist in communication; and
    - Use of other options for communication, such as OPI or VRI modalities.

RESOURCES

Glossary

WORD	DEFINITION
Area Agency on Aging (AAA)	A public or private non-profit agency designated by the state to address the needs and concerns of all older persons at the regional and local levels.
Auxiliary Aids	Includes qualified interpreters, assistive listening systems (loop FM, and infrared), television captioning and decoders, video tapes, both open and closed captioned, TTYs, transcriptions, readers, taped texts, Braille and large print materials. Any similar device or service needed to make spoken or aural (heard) language accessible is also considered an auxiliary aid.
Certified or Authorized Interpreter (for Spoken Languages)	A person who has passed the required DSHS interpreter examination, offered by DSHS Language Testing and Certification (LTC) program or has passed a DSHS recognized interpreter examination offered by another organization.
Certified or Authorized Translator (for written documents)	A person who has passed the required DSHS written translation examination, offered by DSHS LTC, or has passed a DSHS recognized written translation examination offered by another organization.

Certified or Qualified Sign Language Interpreter	A person who obtained national interpreter certification (certified) by taking national performance and knowledge tests and/or has demonstrated ability (qualified) to interpret or transliterate effectively, accurately, and impartially, both receptively and expressively.
Client	A person who applies for, or receives, services from DSHS or AAA.
DSHS Certified Bilingual Employee	A DSHS staff member who has passed the required DSHS Bilingual Skills Test(s) or sign language evaluation and is authorized to provide direct services to LEP, deaf, and/or deaf-blind clients and employees.
Emergency	When no professional interpreter, or translator is available in or out of the state of Washington for a particular language, either in person, by video remote or telephonically and would cause an extensive delay in services for the applicant/client. Staff must document in CARE the emergency at every in-person interaction with applicant/client.
Interpretation	As used in this document, the transfer of oral communication from one language to another.
Language Access (LA) Services	Describes services that agencies use to bridge the communication barrier with individuals who cannot effectively communicate in English. It's a full spectrum of oral, written, and assistive technology services available to ensure access to programs and services for population who are limited English proficient (LEP) or have Sensory Disability (SD).
Limited English Proficiency (LEP)	A limited ability or inability to speak read and/or write English well enough to communicate effectively. Clients determine if they are limited in their ability to speak, read, write or understand English. *This definition includes persons with sensory disabilities.*
Sensory Disability (SD)	A disability of the senses (e.g. sight, hearing, smell, touch, taste, spatial awareness), generally refers to disabilities related to hearing, vision, speech, or a combination (e.g. hard of hearing, deaf, partially sighted or low vision and/or blind, deaf/blind, or physically unable to speak.)
Sign Language and Sign Systems	Visual or tactile ways of communicating thoughts, ideas, and feelings through American Sign Language or manual signs and gestures with specifically defined vocabulary.
Translation	The transfer of written communication from one language to another.
Primary/Preferred Language	The language that a client identifies as the language in which the person prefers to communicate verbally and/or in writing.
Written Communication	• DSHS publications, forms and documents that: ○ Describe services, clients' rights and responsibilities, or changes in benefits, eligibility or service; ○ Request information from a client, a response on the part of a client, or notify a client of an adverse action; or ○ Require a client's signature or informed consent.

REVISION HISTORY

DATE	MADE BY	CHANGE(S)	MB #
5/10/2025	Linda Garcia	• Moved chapter info to template with new DSHS logo and made general formatting changes • Updated SME titles and contact info for ALTSA and DDA throughout chapter. • Updated Table of Contents numbering • Moved definitions to glossary • Updated link to DSHS AP 18.82 under Bilingual or Multilingual Employee section • Under Requesting Spoken Language In-Person Interpreter Services section -Moved ULS New Requester Account document into Appendix and added text that document can be found in Appendix. -Changed email address for ALTSA Language Access program manager -Updated link to new Language Access SharePoint site • Moved ALTSA Interpreter Request Example document to Appendix and added text to where document can be found. • Added section on DES contract 18222, Step by step instruction document added to Appendix, added link to DSHS form 17-123 • Added link to DSHS form 17-123 for Off Contract section, moved "Documentation for Using Non-Contracted Vendors" form to Appendix. • Sign Language Interpreters Services section – updated contract information, added new links for requesting sign language interpreters, updated current resource links.	H25-010

		• Client Specific Translations – added links to DSHS Form 17-120, added instructional document to Appendix • Tips for Working with Spoken and Sign Language Interpreters – moved embedded documents to Appendix. • Added section on Documentation • Added Glossary • Added Revision History • Added Appendix	
7/14/2025	Linda Garcia	• Changed reference to ALTSA to Home and Community Living Administration in header. • Updated chapter purpose and removed reference to ALTSA and DDA. • Removed DDA contact person from Ask the Expert section and from other sections within the chapter. • Updated Table of Contents • Replaced references to DDA to DDCS. • Replaced HCA Universal interpreter contract (K2474) information with **new** DSHS Universal interpreter contract (2534-60325) information. • Removed link to previous Universal Language Service portal and replaced it with the new link for the DSHS Universal Language portal. • Updated New User request instructions and added link to Universal Language Service requestor guides on the Language Access SharePoint site. • Deleted all references and information for the Four Corners interpreter contract from the chapter. • Updated information regarding the LAP Collective Bargaining Agreement - Added link to new 2025-2027 CBA document. • Rewrote information regarding DES 18222 to reflect change to single CBA contractor. • Over-the-phone and Virtual Remote Interpreter Services for spoken Languages (pre-scheduled) section: Removed	H25-039

		references to Four Corners & replaced with new Universal Language Service contract number and information. Added link to Universal requester guides on the Language Access SharePoint site. • Braille section: Added additional instruction for Braille requests • Appendix deleted. Links created to all documents. DES 18222 Instructions revised, ULS New Requester Account instructions and ALTSA interpreter example documents archived. • Updated Revision History to include date & MB number for previously released updates	
9/25/2025		• Replaced references to ALTSA with HCLA. • Replaced references to DDA with DDCS. • Made corrections to spelling, grammar, and formatting as needed. • Replaced old language access Inbox address link with new language access Inbox address – dshshclalep@dshs.wa.gov – throughout document. • Requesting Spoken Language In-Person Services section - DES contract 18222 – link directed to updated version of "Using DES contract 18222" instruction sheet dated 9/23/2025. • Added guidance on using DES 18222 to "OPI/VRI pre-scheduled language access needs" section and added link to "Using DES contract 18222" instruction sheet dated 9/23/2025. • Added information for new On-Demand contractor. • Client Specific Translations – Linked to most current version of instruction sheet dated 9/23/2025. • Updated Revision History	H25-057

7/15/2026		• Replaced references to ALTSA with HCLA • Replaced references to DDCS with DDA • Made corrections to spelling, grammar, and formatting as needed. • Updated email address for the Language, Testing, and Certification inbox • Requesting Spoken Language In-Person Services section - DES contract 18222 – link directed to updated version of "Using DES contract 18222" guide dated 4.2026. • OPI/VRI pre-scheduled language access needs section - added link to "Using DES contract 18222" guide dated 4.2026. • Client Specific Translations – Link directed to updated version of "Client Specific Translation Requests" guide dated 5.2026 • Added information to Sign Language Interpreter Services section – ▪ Added link to Department of Enterprise Services contract summary page ▪ Added links to the ODHH online sign language request forms for General Requests and Crucial/Emergent Requests. ▪ Added guidance on how to request an access code from ODHH. ▪ Added link to ODHH internet site. • Updated Revision History	