

Action Request Transmittal Aging and People with Disabilities



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Number: APD-AR-18-012

Issue date: 2/15/2018

Topic: Long Term Care

Due date:

Subject: Requests for Interpreter Services for Direct Communication with HCWs at Local APD/AAA Offices

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Types A and B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> ODDS Children's Residential Services | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> Child Welfare Programs | |

Action required: To request to have an interpreter present during homecare worker (HCW) orientation, please follow the procedure outlined in [APD-IM-17-078](#) issued 11/22/17.

Using interpreter services for direct communication with HCWs

This process replaces the process outlined in APD-IM-17-078.

- For all languages other than American Sign Language, use the CTS Language Link by calling 877-764-7999.
- When prompted to enter an account number, enter **8840**. This is the account number for the Oregon Home Care Commission (OHCC).
- Complete the Monthly CTS Language Link Log and submit it to OHCC via email to OHCC@state.or.us (OHCC in Outlook) by the **first business day** of the following month. In the subject line, please type "CTS Language Line Log."

- Although multiple staff may be recording interpreter services on a log, submit one consolidated log to OHCC.
- Record the reason for the call to the language line. Examples: resolve payment issues; answer questions about Task List; provide information about enrollment; APS interview.
- OHCC will be responsible to process the payment for interpreter services. Local office staff will not need to record billing codes on the log.

To request an in-person American Sign Language interpreter, complete and submit a Communication Service Request online at <http://www.oregon.gov/DHS/BUSINESS-SERVICES/ODHHS/Pages/ECS.aspx> at least 48 hours in advance. Under “Requestor Information,” enter the specific local office/OHCC in the “Requestor Agency” field (e.g. Canby/OHCC). Under “Billing information,” enter the local office contact name and phone number. Under address, please enter:

Oregon Home Care Commission
676 Church St. NE
Salem, OR 97301

Send a copy of the confirmation email to the Oregon Home Care Commission at INTERPRETER.OHCC@dhsoha.state.or.us .

For APD local offices only: Local APD offices have the option of using Voiance, an on-demand video interpreter services available 24/7 for American Sign Language. Please visit the Office of Equity and Multicultural Services website to learn about the service: <https://inside.dhsoha.state.or.us/dhs/office-equity-multicultural-svcs/language-services.html>

From the Voiance website (<https://www.voiance.com/services/>):

- Select video interpretation
- Under “Select Pin,” use 6300 – Home Care Commission
- Employee ID is the requestor’s OR#.
- American Sign Language is the default language.

Reason for action: APD/AAA local office staff may now request to have an interpreter present at HCW orientations and for direct communications with homecare workers, including during adult protective services interviews.

This policy and procedure is for local APD staff and AAAs that have a contract with APD to provide Medicaid and Oregon Project Independence funded services. This does not extend to organizations or agencies subcontracted by the AAA.

Field/stakeholder review: Yes No

If yes, reviewed by: APD policy; APD Operations Committee

If you have any questions about this action request, contact:

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