

INTERPRETER SERVICES

Service Coordinators must provide interpreter (language, Braille, or sign) services for a participant/family when the provision of service coordination is not possible due to the inability to communicate.

In an effort to promote a higher degree of independence and health literacy, consideration of referrals to resources to reduce language barriers are encouraged. Language barriers may interfere with the provision of services to the participant/family leading to misunderstandings and impacting program effectiveness. Effective language services through a professional interpreter can help prevent these problems. Service Coordinators may utilize interpreter services during any communication with the participant/family when there is limited English proficiency.

Participants/families should be instructed in the use of interpreter services, if applicable. Contact your agency for additional instruction on obtaining interpreter services. The Service Coordinator shall contact the Program Manager for the provision of interpreter services when these services are to be provided by the ABI Program. The Telephone Interpreter Service Data Sheet and Usage Data Sheet form must be submitted to Program Manager within one (1) business day of the service utilization.