

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.

Service Coordinators should use the current state contract for providing interpretation and translation services. All interpreter services must be documented in the SHS Information System services screen and limited to direct Program service coordination. Participants/families should be instructed in the use of interpreter services, if applicable. (See telephone interpreter service data sheet, instructions, and tip sheet.)

As a last resort, SHS will provide interpreter (language, Braille, or sign) services for a participant/family through an individual who is enrolled as a SHS provider when the provision of service coordination is not possible due to the inability to communicate and the use of the state contract is not possible. If unable to use the state contract, supporting documentation must be entered in the SHS Information System.