

**REPORT OF THE
SECRETARY OF HEALTH AND HUMAN RESOURCES**

**A Plan for Increasing Awareness of
the Requirements to Provide
Meaningful Access to Information and
Services in the Health and Human
Resources Secretariat for Individuals
with Limited English Proficiency**

**TO THE GOVERNOR AND
THE GENERAL ASSEMBLY OF VIRGINIA**



HOUSE DOCUMENT NO. 51

**COMMONWEALTH OF VIRGINIA
RICHMOND
2004**



COMMONWEALTH of VIRGINIA


Office of the Governor

Jane H. Woods
Secretary of Health and Human Resources

(804) 786-7765
Fax: (804) 371-6984
TTY: (804) 786-7765

November 30, 2004

TO: The Honorable John H. Chichester, Chairman, Senate Finance Committee
The Honorable Emmett W. Hanger, Jr., Chairman, Senate Rehabilitation
and Social Services Committee
The Honorable Vincent F. Callahan, Jr., Chairman, House Appropriations
Committee
The Honorable Phillip A. Hamilton, Chairman, House Health, Welfare
and Institutions Committee

FROM: Jane H. Woods 
Secretary of Health and Human Resources

In response to House Joint Resolution No. 71, 2004, I submit the attached report. I believe that you will find it responsive to the request to *“develop a plan for increasing awareness of the requirements to provide meaningful access to information and services in the Health and Human Resources Secretariat for individuals with limited English proficiency who are lawfully in the United States and to identify, prioritize and estimate the costs of translating significant information and documents used by agencies and service providers within the Secretariat.”*

Please contact Connie White at 804-726-7851 or connie.white@dss.virginia.gov with questions regarding its contents.

Enclosure

Executive Summary

House Joint Resolution (HJR) 71 of the 2004 General Assembly directed the Secretary of Health and Human Resources (SHHR) to develop a plan to increase awareness of the requirements to provide meaningful access to services to people with limited English proficiency (LEP) who are lawfully in the United States. HJR 71 also directs the Secretary to identify, prioritize, and estimate the costs of translating information and documents used by Secretariat agencies and service providers. Other charges included identifying federal resources available and identifying options for obtaining translation services with consideration given to quality and accuracy of translations.

Census 2000 data indicated a significant increase in the population of foreign-born residents in the Commonwealth. By 2000, eight percent or more than 570,000 of the state's population consisted of those born in foreign countries. Between 1990 and 2000 in Virginia, there was a seventy-six percent increase in those who "spoke a language other than English at home." Nationally, Virginia ranks eleventh in the number of foreign-born residents. Of those individuals over 5 years old, five percent reported that they spoke English "less than very well."

Federal legislation affects state agency funding in requiring compliance with certain principles. Title VI of the Civil Rights Act of 1964 prohibits recipients of federal funding from discriminating against individuals on the basis of race, color, or national origin. This has been interpreted to require meaningful access to information and services for those persons with limited English proficiency. Agencies receiving federal funding are mandated to comply with these requirements.

Federal guidance on Title VI presents a four-factor analysis which is used by recipients of federal funds to determine how to comply with its requirements. Those factors include: 1) the number or proportion of LEP persons served or encountered in the eligible service population; 2) the frequency with which LEP individuals come into contact with the recipients' program, activity or service; 3) the nature and importance of the recipient's program, activity or service; and 4) the resources available to the federal funds recipient and the costs of such services. The four factor analysis is used to determine the mix of services needed for LEP persons.

In response to HJR 71, the Secretary of Health and Human Resources convened a work group with representatives from agencies within the Secretariat. Agencies within the Secretariat are all involved to some extent in providing meaningful access to individuals with limited English proficiency. Some of the agencies provide direct services to citizens and some do not. Some receive federal funding while others do not.

HJR 71 contained four (4) specific requirements:

1) Recommendations for developing a plan for increasing the awareness of the requirements to provide meaningful access to information and services in the Secretariat for LEP individuals

- All agencies in the Secretariat are aware of the requirements to provide meaningful access to individuals with limited English proficiency. However, agency-specific plans should be developed to increase awareness and access to services. The plans should include the development of an agency-wide policy, the designation of an entity within the agency responsible for overseeing the implementation and monitoring of the plan and developing specific timeframes. The plans should be developed at the statewide level and include the specific plans for different service delivery areas.
- The Secretary should continue the work group convened to respond to HJR 71 to monitor the efforts of the Secretariat to develop plans and establish timeframes.
- Agencies should develop standard language for contracts and interagency agreements that describe the requirements for providing meaningful access to LEP individuals who may use their service when federal funding supports the provided service.
- Agencies in the Secretariat should evaluate and consider the cost benefit of capturing the primary language of individuals served in the data bases they maintain. The agencies in the Secretariat should agree on a standard list of languages for consistency.

2) Identify, prioritize, and estimate the costs of translating significant information and documents used by agencies and service providers in the Secretariat

- All agencies within the Health and Human Resources Secretariat should prioritize the documents identified as vital and most critical to their functions.
- All prioritized and critical documents should be translated first into Spanish, and later into other intensively used languages, in compliance with federal guidance.
- Each agency in the Secretariat should allocate a reasonable amount from existing funding to begin translation of vital documents. Although no specific grants were identified to assist with translation services, agencies

may want to explore the possibility of submitting grant proposals to assist with funding for translation services.

3) Determine Federal resources available to assist service providers in efforts to serve this population

- Federal resources for funding efforts to assist in complying with Title VI requirements are very limited. To reduce cost and duplication of efforts, each agency should identify vital and critical documents that are used statewide. These documents should be translated once and made available to all service delivery areas.
- The Department of Health and Human Services' regional office has offered to provide training for state and local staff regarding LEP requirements and compliance. The workgroup should pursue scheduling training for staff directly involved in writing plans, identifying vital documents, and other activities cited in this report.

4) Identify options for obtaining translation services with consideration to quality and technical accuracy of the translation

- The Virginia Information Technology Agency (VITA) should educate state agencies on the new contract for telephone interpreter services and how to make use of this service. VITA should also pursue expanding their existing contract to include translation services.
- The Department of General Services (DGS) should explore the possibility of initiating a statewide contract for translation services. A statewide contract would save the duplicate effort of each individual agency procuring translation services. The contract would provide a list of translation services throughout the state. These competitively procured services would leverage the buying power of the state and hopefully provide a reasonable price for all state agencies.
- DGS should also explore the possibility of state agencies using the federal GSA schedules for procuring translation and interpretation services.
- Any statewide contract or any other procurement should include a requirement that translators be certified by the American Translators Association or other organizations that provide similar services.

Conclusion

The work of the group convened by the Secretary of Health and Human Resources has focused attention on improving access to services for individuals who do not speak English well. All agencies in the Secretariat were aware of the requirements to provide meaningful access to individuals with limited English proficiency. All agencies were already engaged in activities to meet the requirements of Title VI of the Civil Rights Act. Although agencies should be congratulated for their efforts, more work is needed to insure complete compliance with the law and to adequately serve individuals with limited English proficiency. Clearly a formal and organized approach is needed to insure that all agencies are doing everything that is needed to provide meaningful access. It is also important that the Secretary monitor and direct the work of Health and Human Resources agencies in this effort. To that end, the Secretary should continue the work of the HJR 71 work group to assist and guide agencies in the development, implementation and monitoring of plans to meet the needs of individuals with limited English proficiency.

Introduction

House Joint Resolution (HJR) 71 of the 2004 General Assembly directed the Secretary of Health and Human Resources (SHHR) to develop a plan to increase awareness of the requirements to provide meaningful access to services to people with limited English proficiency (LEP) who are lawfully in the United States. HJR 71 also directs the Secretary to identify, prioritize, and estimate the costs of translating information and documents used by Secretariat agencies and service providers. Other charges included identifying federal resources available and identifying options for obtaining translation services with consideration given to quality and accuracy of translations.

Agencies participating in this study included those that provide direct services to citizens such as the departments of Health, Medical Assistance Services, Aging, Rehabilitative Services, Blind and Vision Impaired, Mental Health, Mental Retardation and Substance Abuse Services, Deaf and Hard of Hearing, and Social Services. SHHR agencies that do not provide direct services were also included. These agencies include the Department of Health Professions, the Office of Comprehensive Services and the Board for People with Disabilities. The purpose of this report is to provide the information required by HJR 71 by describing the current situation of service provision to LEP persons in the Secretariat and by delineating steps needed to provide more effective and efficient acclimation of foreign-born individuals.

Background

Census 2000 data indicated a significant increase in the population of foreign-born residents in the Commonwealth. By 2000, eight percent or more than 570,000 of the state's population consisted of those born in foreign countries. Between 1990 and 2000 in Virginia, there was a seventy-six percent increase in those who "spoke a language other than English at home." Nationally, Virginia ranks eleventh in the number of foreign-born residents (JLARC briefing, 6). Of those individuals over 5 years old, five percent reported that they spoke English "less than very well."

Virginia's economy is directly affected by workforce demographics. Foreign-born residents compose twelve percent of the State's civilian labor force and forty-four percent of the labor force growth over the last decade. They are a particularly significant portion of the labor force in such industries as hospitality, food services, construction, agriculture, poultry processing, manufacturing, and information technology. Over six percent of active-duty military personnel in Virginia are foreign-born.

Following the national trend of concentration in metropolitan areas and in their central cities, high concentration areas in Virginia include the metropolitan areas of Northern Virginia, Richmond, and Tidewater. Localities with the highest estimates of LEP persons analyzed by language groups included Fairfax, Arlington, Virginia Beach, Prince William, Alexandria, Loudoun, Henrico, Chesterfield, Norfolk, and Newport News. Rural concentrations occur in the Harrisonburg area and on the Eastern Shore due to the agriculture and poultry industries located there. Such concentrations have varying implications for each of the agencies in the Secretariat as each of them divides the State into different service areas. Generalizations regarding services needed for LEP individuals cannot be made across all the agencies in the Secretariat as they differ depending on the specific demographic analysis of each agency's service areas.

According to 2000 Census data, the most frequently encountered language, other than English, was Spanish or a dialect of that language. Other language groups most heavily represented included Korean, Vietnamese, Chinese, and French.

Federal legislation affects state agency funding in requiring compliance with certain principles. Title VI of the Civil Rights Act of 1964 prohibits recipients of federal funding from discriminating against individuals on the basis of race, color, or national origin. This has been interpreted to require meaningful access to information and services for those persons with limited English proficiency. Agencies receiving federal funding are mandated to comply with these requirements. Such agencies within the Secretariat may include the following:

- Hospitals, nursing homes, home health agencies, and managed care organizations
- State and local health, mental health, and rehabilitation agencies
- State Medicaid agency
- State and local departments of social services
- Programs for families, youth, and children
- Public and private contractors, subcontractors, and vendors
- Physicians and other providers who receive Federal financial assistance from the Department of Health and Human Services (HHS).

Federal guidance on Title VI presents a four-factor analysis which is used by recipients of federal funds to determine how to comply with its requirements. The first factor is the number or proportion of LEP persons served or encountered in the eligible service population. Both the number of persons actually served and the potentially underserved minority populations are to be considered. The second factor is the frequency with which LEP individuals come into contact with the recipients' program, activity or service. Mentioned are both actual frequency and an assessment of potential frequency of such contacts. The third factor is the nature and importance of the recipient's program, activity or service. Particular emphasis is given to both the importance and urgency of such services. The final factor is that of resources available to the federal funds

recipient and the costs of such services. Thus the four factor analysis is used to determine the mix of services needed for LEP persons.

Regarding translation of written documents, the HHS Office of Civil Rights provides a “safe harbor” provision in the guidance document, which can be used to demonstrate compliance with Title VI requirements. This stipulates that translations of written documents be done for each eligible LEP language group which contains five percent or 1,000, whichever is less of the population of persons eligible to be served. In any language group meeting the five percent level and having 50 or more LEP persons, the recipient must translate vital documents into those languages.

Since the “safe harbor” provisions relate only to written documents, oral interpreters continue to be required where the four-factor analysis indicates a need to provide meaningful access to LEP persons. Oral interpretation may not be substituted for translation of written documents.

In recognition of the growing foreign-born population in Virginia, the 2003 General Assembly enacted House Joint Resolution 604 directing the Joint Legislative Audit and Review Commission (JLARC) to study the acclimation of Virginia’s ethnically diverse population. Their report, “Acclimation of Virginia’s Foreign-Born Population”, was submitted to the General Assembly in January 2004. Among their recommendations was that a State plan be developed including “a process for identifying agencies current language access capabilities and needs, determine federal resources that may be available, develop cost-effective ways of providing interpretation and translations, determine methods of ensuring the quality of interpretations and translation...” Thus, the substantive elements of HJR 71 reflect earlier recommendations of JLARC to provide further definition to serving LEP individuals.

An additional action of the 2004 General Assembly and the Governor further recognized the growing needs of the LEP population. House Bill 302 required the Department of General Services, in coordination with the Secretary of Health and Human Resources, to establish a statewide contract for telephonic language interpretation services and other interpretation and translation services to LEP individuals in the Commonwealth, if it determined such a contract was cost effective. Such a contract is now in place through the Virginia Information Technology Agency (VITA).

Agency-specific Background

Agencies within the Secretariat are all involved to some extent in providing meaningful access to individuals with limited English proficiency. This section describes the current activities of the agencies within the Health and Human Resources Secretariat. Some of the agencies provide direct services to citizens and some do not. Some receive federal funding while others do not.

The **Virginia Department of Social Services (VDSS)** provides services through local departments of social services and child support offices throughout the state. To better serve persons with limited English proficiency, applications for child support and for benefits (Temporary Assistance for Needy Families, Food Stamps, and Medicaid) have been translated into Spanish, the language encountered most frequently (after English). In addition, forms, brochures, and posters have been translated into Spanish. At the local service level, translation and interpretation services are provided through partnerships with refugee resettlement organizations, multicultural centers, and private organizations.

VDSS will soon implement policy related to providing services to persons with limited English proficiency. A draft of the policy has been approved by the Office for Civil Rights in the U.S. Department of Health and Human Services. Further translation of forms and documents is planned and VDSS is also exploring the use of a statewide contract for interpreter services.

The **Department of Rehabilitative Services (DRS)** has two service programs that receive federal funds. These are the Disability Determination Services and the Vocational Rehabilitation (VR) program. Disability Determination Services is 100% federally funded by the Social Security Administration (SSA) and operates under the regulations of SSA. SSA requires Disability Determination agencies to make all services available to individuals with limited English proficiency and to provide interpreters either at the request of the claimant or if staff believes that it would be in the best interest of the claimant to have an interpreter available. Claimants cannot be required to provide the interpreter as it is the responsibility of the agency, unless the claimant wishes to provide his own interpreter.

The VR program is a federal/state partnership program. DRS currently provides a Spanish translated version of all VR forms used by consumers; these forms are located on the agency's internet website in a forms cabinet. In addition, interpreting services for consumers with limited English proficiency are provided upon request and at the agency's expense.

The **Department of Mental Health, Mental Retardation and Substance Abuse Services (DMHMRSAS)** is committed to the development of a behavioral health interpreter network in the Commonwealth to insure equal access to services and that language appropriate services are available at inpatient and community-based mental health, mental retardation and substance abuse services program sites to individuals with limited English proficiency. Toward this end, DMHMRSAS has already undertaken several preliminary assessment activities to include: (i) identifying the languages that are likely to be encountered in DMHMRSAS facilities and in community services boards; (ii) identifying documents that state facilities and community services boards have determined are vital (iii) identifying current LEP interpreter services, both internal and

external to the DMHMRSAS system and interpreter resource needs; and (iv) identifying specific oral language assistance options that have been determined to be of sufficient quantity and quality to meet the needs of LEP service beneficiaries.

DMHMRSAS will continue efforts to meet the language assistance needs of individuals served by the Department's facilities and the community services boards. An LEP spreadsheet showing numbers and percentages by jurisdiction, sorted by the specific service areas of the 40 Community Services Boards (CSBs) and the Department's 16 facilities, will be made available to all these entities to inform them about the various LEP language groups within their discrete service areas and to reinforce the Office for Civil Rights threshold for written translations of vital documents. Interpreter and translation resources identified by the various agencies and service providers participating in HJR 71 will be made available to the Department's service providers, including, for example, the availability of a state-wide contract for telephonic interpretation services under VITA's COVANET contract with MCI. DMHMRSAS will develop a Departmental Instruction for facilities and develop Community Services Performance Contract requirements to insure effective communication across the DMHMRSAS service delivery system and will review all DMHMRSAS policies and procedures to insure compliance with the LEP Executive Order. The Department will continue to work with facilities and CSBs to more specifically identify and create a necessary set of documents for translation. Finally, DMHMRSAS will develop and implement procedures that reflect LEP training as a component of orientation training for all new employees and conduct training for facility and CSB staff on LEP requirements and resources.

The **Department of Medical Assistance Services' (DMAS)** contracts with managed care organizations describe the interpreter and translation services that must be available. The majority of Medicaid recipients are enrolled in managed care organizations. These requirements are based on federal regulations for Medicaid managed care plans. Items addressed include the availability of plan handbooks for non-English speaking persons and accessing interpreter and translation services.

DMAS has some interpretation and translation services for the fee-for-service population. DMAS transportation and managed care enrollment brokers utilize telephone-based interpretation and translation services. DMAS participates in a state contract for telephone-based interpretation and translation, but this is currently used only for resolution of provider billing issues. DMAS has a pilot project in development for coverage of interpreter and translation services in northern Virginia.

The **Virginia Department of Health (VDH)** receives federal funds for many of its programs, including Maternal and Child Health, Women Infant and Children Nutrition Services and Communicable Disease Prevention and Control.

The Department has identified those languages spoken by clients receiving services in local health departments and has identified vital documents requiring translation. Most local health departments have secured services of private vendors to translate vital documents at a significant cost to the departments. Other jurisdictions have developed Translation Verification Teams (TVT's), who are groups of fluent bilingual staff and community volunteers trained in the practice of reviewing translated documents in order to ensure compliance with organization-wide standards and policies. Some of these efforts have been in place over the last two decades in several Northern Virginia health jurisdictions because of legal requirements related to persons signing consents for medical tests and treatment.

Vital documents which must be translated into the preferred language of the client include, but are not limited to: Consent for treatment, Consent for diagnostic tests, Release of Medical Information, HIPAA, Vaccine Information Sheets and various documents related to eligibility requirements for services to be rendered. The number and variety of vital documents requiring translation increases as different diseases/illnesses occur in the population. Health education materials related to medications and side effects require translation.

Local health departments strive to meet the health needs of their LEP populations by contracting with Interpretation/Translation Vendors at significant costs to the jurisdictions.

The **Office of Comprehensive Services (OCS)** publishes a Service Fee Directory, a listing of over 2000 providers of a variety of services for at-risk children that includes self-reported information from providers regarding their ability to provide multi-cultural services to children and families within localities throughout Virginia. The Service Fee Directory is used by local governments when locating services for at-risk children. The Office is also interested in exploring options for translating the website into a number of foreign languages. Although OCS is not an agency that directly provides services nor is it a recipient of federal funds for which HJR 71 directly applies, the Office of Comprehensive Services is committed to assisting in the elimination of communication barriers for individuals with limited English proficiency.

The **Department for the Blind and Vision Impaired (DBVI)** has not translated its forms and documents into foreign languages. The DBVI field staff located in the six offices serving individuals who are blind or vision impaired, however, is required to make arrangements on an individual basis in the community to enable them to communicate with any individual who is non-English speaking or who speaks limited English. The translation services needed for general communication between counselor/teacher and client/applicant; translation to enable an individual to participate in an assessment to determine eligibility; to determine the scope of services needed;

and, to enable the individual to participate in services must be made available at no cost to the individual.

Some individuals with limited English proficiency are referred from the field counselor/teacher to participate in the assessment and/or adjustment to blindness training program at the Virginia Rehabilitation Center for the Blind and Vision Impaired (VRCBVI). The program for each student at VRCBVI is individualized. Depending on the student's English skills, VRCBVI may contract with an interpreter; and, sometimes the student may request for a family member to be allowed to act as an interpreter. VRCBVI schedules the individual into Adult Basic Education classes at the center and the instructor works with the student to learn survival language skills. VRCBVI also tries to find an ESOL class in the community that the student can participate in after completing the program. Most of the foreign language students have some usable English skills and VRCBVI tries to build on those skills. Instructors often prepare special materials or try to schedule one-on-one instruction if possible.

During the last year, the **Virginia Department for the Aging (VDA)** has conducted two surveys of its local area agencies on aging to determine the extent and type of limited English proficiency clients served by agency programs. Area agency personnel were asked what translation and interpreter services are being utilized to serve their LEP clients. The importance of serving LEP clients was emphasized in various ways to the Area Agencies on Aging. VDA participated in a grant writing procedure for the Elderly Refugee Assistance Program. Two VDA personnel were sent to a training entitled "Serving the Hispanic Customer." The topic of serving limited English proficient clients was discussed at great length with VDA's federal program monitor. Outreach to LEP clients will be discussed with Area Agency on Aging program staff during the 2004-2005 AAA monitoring visits.

The **Department of Health Professions** provides public information on the web (<http://www.vahealthprovider.com/>). For each practitioner licensed by the Board of Medicine, information is provided on the practitioner's cultural and linguistic capabilities. The Department is capable of data searching by linguistic need, so often this ability is used to match needs to the linguistic capabilities of particular practitioners. The Board of Dentistry has performed modeling for information on Oral and Maxillofacial surgeons. This information will include translation service information, but has not yet been posted to the web.

Methodology

In response to HJR 71, the Secretary of Health and Human Resources convened a work group consisting of representatives from each of the agencies in the Secretariat. The list of representatives and the agency each represented is found in Appendix 1. The group met several times to review the work plan

established by the Secretary, to develop tasks and strategies to complete the work of the group, to collect and analyze data and to develop recommendations for the final report.

A number of documents were reviewed and used as background for the work of the group. These documents included the following:

Acclimation of Virginia's Foreign-Born Population, Report of the Joint Legislative Audit and Review Commission, 2004

Title VI of the Civil Rights Act of 1964

“Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons,” US Department of Health and Human Services

A critical element in determining the needs of limited English proficient individuals in Virginia was to determine the approximate number of individuals involved. Census data was researched and analyzed to estimate, by locality, the number of individuals who do not speak English or who do not speak English well. These numbers were used as a consistent base for analysis by the work group and represented the total potential population of LEP individuals. As noted previously, this is only one factor in determining an agency's responsibility to provide LEP services. Other factors include the number of individuals likely to be served, the frequency of contact with the program, the nature and importance of the program or services in people's lives and the resources available and costs. The spreadsheet of languages and the number of individuals with limited English proficiency in each locality is found in Appendix 2.

The work group defined a set of data to collect from each agency for analysis. Spreadsheets were developed and distributed to each agency representative for completion. One spreadsheet included a list of essential documents, the size of the document and whether it was already translated into other languages. This information was used to estimate the cost of translating documents. The list of documents is found in Appendix 3. A second spreadsheet listed the resources used by each agency for translation services. The purpose of this spreadsheet was to determine the level and location of services being used now. This spreadsheet is Appendix 4. A third spreadsheet captured an estimate of the level of awareness of service providers related to their responsibility to serve limited English proficient individuals. This spreadsheet was used to support the planning for increasing the level of awareness of the requirements to provide meaningful access to information and services. This spreadsheet is found in Appendix 5.

The work group also consulted and shared information with a number of community-based groups to develop a better understanding of the needs of the limited English proficient population. The groups contacted for consultation include the Northern Virginia Area Health Education Center as well as individuals representing the Spanish and Asian communities.

A separate meeting was held with representatives from the Virginia Information Technology Agency (VITA) and the Department of General Services. The purpose of this meeting was to gather information about House Bill 302 that required that a contract for telephonic language interpretation services be established in the Commonwealth. VITA advised of the availability of this service through its contract with MCI. This service provides telephonic interpretation services on request. Although interpretation services are beyond the scope of the HJR 71 study, this resource will be shared with all agencies in the Secretariat.

Finally, the group conducted Internet and telephone searches for plans from other state agencies and from other states, sources of funding for translating documents and best practices. This search produced limited results in that only one agency plan was found to exist (Virginia Employment Commission, see Appendix 6). All information produced by this search was used to develop the recommendations and other materials in this report.

Findings and Recommendations Related to the Requirements of House Joint Resolution 71

HJR 71 Requirement: Develop a plan for increasing the awareness of the requirements to provide meaningful access to information and services in the Secretariat for LEP individuals.

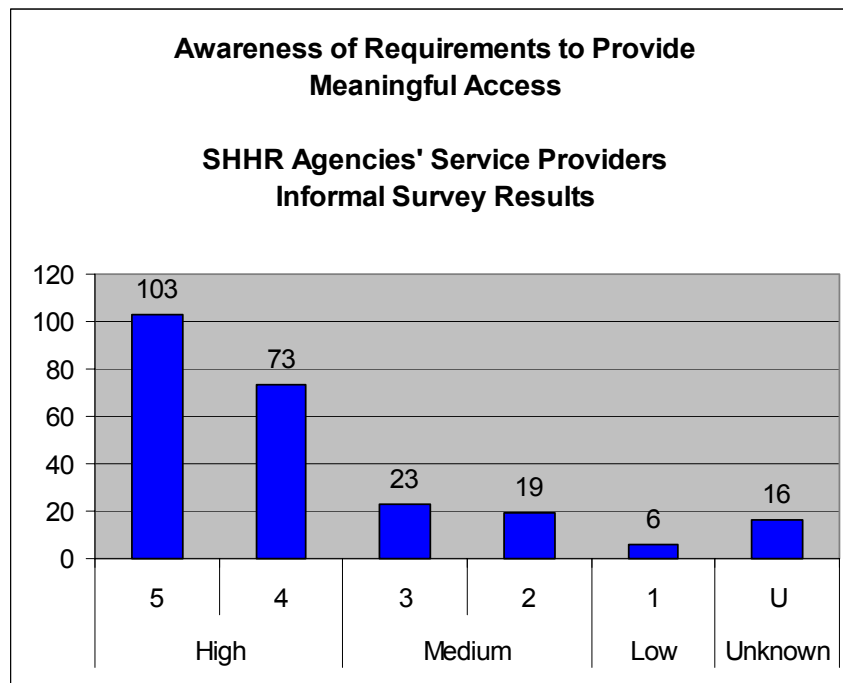
Findings: In order to begin assessing awareness, the work group first evaluated the existing level of awareness in agencies within the Secretariat. Agencies within the Secretariat were already aware of the requirements to provide meaningful access based on the demands of the customers they serve. The agency background information contained in this report describes the current efforts of the agencies. In fact, most agencies had already translated some essential documents and program brochures into Spanish, the language with the highest number of LEP individuals in the state and the language most frequently encountered by service providers. Some agencies had also translated a few essential documents into other languages such as Vietnamese, German, French and Korean.

By convening the work LEP group, the Secretary focused attention on the requirements and legal mandates to serve Virginia' LEP population. Participating

on the work group served to educate or re-educate the agencies on the details of the requirements and required each agency to review its own activities. This activity in itself served to increase the awareness within the Health and Human Resources Secretariat.

Most agencies in the Secretariat of Health and Human Resources have contracts or agreements with service providers who provide direct services to citizens of the Commonwealth. The services are funded at least in part by the agencies in the Secretariat. It is important that these service providers also provide meaningful access to the LEP population when the services are paid for with federal funds. The work group analyzed the level of awareness of agencies that provided services on behalf of Health and Human Resources agencies.

To collect data about the awareness of service providers, each agency completed a spreadsheet listing providers and estimating their level of awareness. This was an informal survey. The awareness was rated from low (1) to high (5). The spreadsheet may be found in Appendix 5. A review of the responses to the spreadsheet revealed that overall, the estimated level of awareness of service providers was higher than expected. More than half of the service providers had a high level of awareness. The chart below displays the estimated level of awareness of service providers.



There were some differences in the level of awareness based on the area of the state and the type of provider. Providers in Northern Virginia have a high level

of awareness of the requirement to provide meaningful access due to the high concentration of LEP individuals in that area. Providers in other areas of the state have a somewhat lower awareness. Providers of health care and mental health services have a higher level of awareness than other types of providers, most likely due to the critical nature of the service they provide and the importance of communication in providing health care. Even though there is generally good awareness among service providers, it is primarily due to the area of the state in which they are located or the service they provide. Most agencies did not have routine or specific requirements for meaningful access awareness in their procurements, contracts or interagency agreements.

Recommendation: Agencies should develop standard language for contracts and interagency agreements that describe the requirements for providing meaningful access to LEP individuals who may use their service when federal funding supports the provided service.

Findings: The work group also searched for formal plans agencies in the state or in other states have developed to meet the requirements of Title VI of the Civil Rights Act. Developing plans is another way to raise awareness and to focus an agency's attention on the requirements for providing meaningful access to services for the LEP population. The search for other states and other state agency plans revealed little. Although all agencies in the Secretariat had done some work in meeting the needs of the LEP population (translating some documents, establishing partnerships, developing agency-wide policy), none had a plan.

It became clear from the work of the group and the consultation with community-based groups that the plan for serving the LEP population must be at the service delivery or community level. Clearly the community profile and needs differ from Northern Virginia to Southwest Virginia. The languages prevalent in the community as well as the numbers likely to need the service must be considered. Each agency in the Secretariat has a different service delivery area. DSS provides public assistance and social services at the county level through local departments of social services. The DSS provides child support enforcement services based on judicial districts. The Department of Mental Health, Mental Retardation and Substance Abuse Services provides services through Community Services Boards.

There are many opportunities for agencies to partner with private and non-profit community based organizations in order to serve individuals with limited English proficiency. Many organizations exist to assist the LEP population and are willing to help state agencies provide meaningful access to services. Establishing partnerships where appropriate should be part of each agency's plan.

Recommendation: Each agency in the Secretariat should develop a plan for increasing awareness and for providing meaningful access to services. The plan

should include the development of an agency-wide policy, the designation of an entity within the agency responsible for overseeing the implementation and monitoring of the plan and developing specific timeframes. A plan developed by the Virginia Employment Commission (VEC) is found in Appendix 6 and could serve as a guide or template for developing the agency plans. The plans should be developed at the statewide level and include the specific plans for different service delivery areas.

Recommendation: Although the work group was established specifically to respond to the requirements of HJR 71, the Secretary should continue the work group to monitor the efforts of the Secretariat to develop plans and establish timeframes.

Findings: Although census data was very helpful in looking at the total potential numbers of LEP individuals in the state, it was impossible for the work group to estimate the numbers of LEP individuals they were actually serving. One way to raise awareness and to better track services provided to the LEP population is to capture information about the primary language of individuals requesting services. None of the agencies in the Secretariat routinely capture this information.

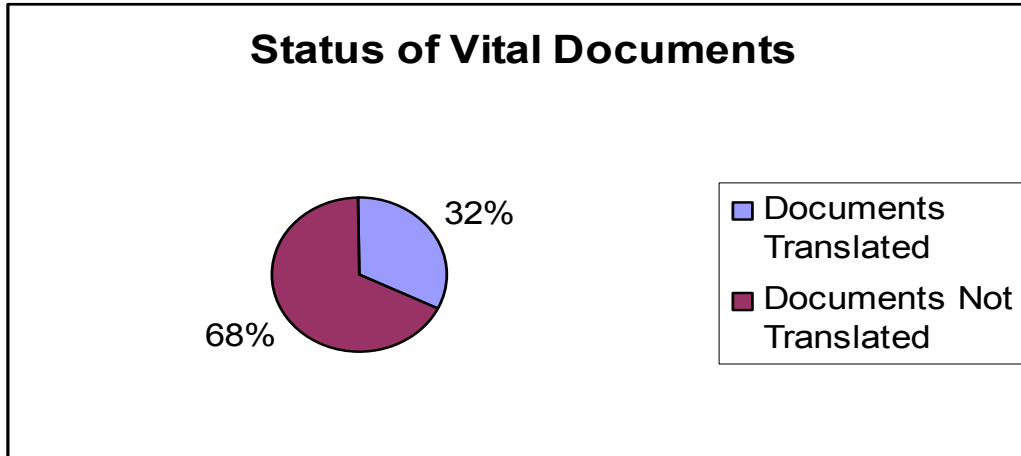
Recommendation: Agencies in the Secretariat should evaluate and consider the cost benefit of capturing the primary language of individuals served in the data bases they maintain. The agencies in the Secretariat should agree on a standard list of languages for consistency.

HJR 71 Requirement: Identify, prioritize, and estimate the costs of translating significant information and documents used by agencies and service providers in the Secretariat

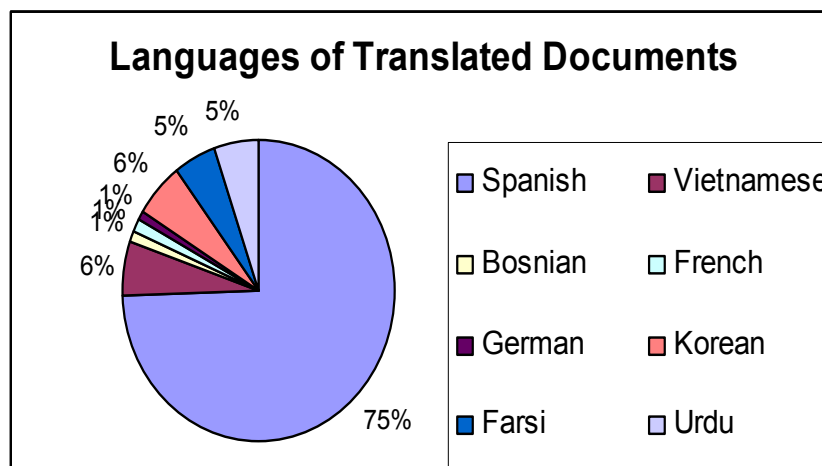
Finding: The Office of Civil Rights (OCR) of the U. S. Department of Health and Human Services has provided guidance regarding which documents should be translated as part of an effective LEP plan. Describing the need for translating “vital” documents, OCR indicated that this depends on the importance of the program, information, or service provided as well as the consequence to the individual if the information were not provided accurately or timely. Part of meaningful access includes knowledge of programs and services; thus, lack of knowledge might deny LEP persons use of these services. Examples of such documents include consent and complaint forms, intake forms, written notices of eligibility criteria, rights, denial, loss, or decreases in benefits, notice of custody or child support, hearing notices, competency tests for licenses or jobs in which English is not a requirement, and applications for services.

Given this broad definition of vital documents, the Health and Human Resources agencies identified a total of 394 documents believed to be vital to inform

individuals of services provided and to allow them to participate fully in these services. Approximately 32% of the documents, as indicated below, have already been translated into at least one language other than English.



Of the translated documents, most have been translated into Spanish. This leaves roughly 266 (two-thirds) to be considered for translation into Spanish alone. The following chart shows the various languages for the translated documents. Spanish is the predominate language; however, a few other languages have been identified as important to the service areas of some agencies.



Recommendation: All agencies within the Health and Human Resources Secretariat should prioritize the documents identified as vital and most critical to their functions.

Recommendation: All prioritized and critical documents should be translated first into Spanish, and later into other intensively used languages, in compliance with federal guidance.

Findings: Costs for translating documents varied depending upon the availability of translators in the specific language, projected number of words needed to translate English into another language, and general cost of goods in the specific area of the state. An estimate of the total number of pages in all of the documents to be potentially translated into Spanish (266) was 937 pages. Several estimates were secured in order to average their costs.

Information from Northern Virginia Area Health Education Center Executive Director, Lyn Hainge, gave a pricing of a minimum charge of \$50.00 per page (See Appendix 7). The word count pricing is based on the number of words in the language into which the document is to be translated. Frequently, there are approximately 20% more words in another language when an English document is translated. Ms. Hainge indicated that Spanish is \$.265 per word, Tier 1 languages (e.g., Amharic, Farsi, Vietnamese) are \$.275-\$.30 per word, and Tier 2 languages (e.g., Urdu, Somali, Mongolian) are \$.31 - \$.35 per word. At a minimum of \$50.00 per page, 937 pages would cost about \$47,000 for translation into one language.

VITA staff secured an estimate of costs from MCI describing their translation services through Network Omni. Their charge is \$.28 per word with a \$160.00 minimum for approximately 600 words. This service could be added to the Commonwealth's existing contract for telephone translations through a contract modification. Under such a pricing system, 937 pages (or the 266 documents which have not been translated at all) at \$53.33 per page would cost approximately \$50,000 for translation into one language.

For a third comparative pricing, we reviewed charges to the Department of Social Services' Division of Child Support Enforcement for translation of their application and brochure, "Child Support and You", from English into Spanish by a translator certified by the Supreme Court of Virginia. That cost was \$60.00 per hour for a total of 25 hours. The total fees for 29 pages were about \$52.00 per page. Thus, a realistic estimate, certainly for translation into Spanish, is in the range of \$50.00 - \$53.00 per page. Other languages with fewer qualified translators would cost more for translation of documents. See table below for comparison.

Name of Pricing Source	Cost for Translation	*Est. Cost of Translation
No. VA Area Health Education Center	\$.265 - .35/word or \$50 min.	\$50000 - \$55000
Network Omni (MCI) Translator Certified by VA Supreme Ct	\$.28 or \$160 min \$60.00/hr.	\$50000 - \$55000 \$50000 - \$55000

*NOTE: One language only

Recommendation: Each agency in the Secretariat should allocate a reasonable amount from existing funding to begin translation of vital documents. Although no specific grants were identified to assist with translation services, agencies should explore the possibility of submitting grant proposals to assist with funding for translation services.

Determine Federal resources available to assist service providers in efforts to serve this population

Federal resources for funding efforts to assist in complying with Title VI requirements are very limited. One of the only areas in which it is available is that of Medicaid. Medicaid programs reimburse for interpreter and translation services under different arrangements. For Medicaid programs with recipients under managed care coverage, interpretation and translation services are a federal Medicaid requirement of the health plans. For Medicaid recipients not in managed care programs, other options are available. Virginia Medicaid contracted services for non-emergency transportation brokerage and managed care enrollment brokerage have interpretation and translation components.

“Administrative claiming is another means for coverage which reimburses services that are supportive of the Medicaid state plan. The types of services are broad but include outreach, assistance to families in choosing Medicaid providers, case management, and interpretation and translation. A 2003 study identified nine states where the Medicaid program was covering interpretation or translation through administrative claiming.

Billing for administrative claiming services typically does not involve sending in an invoice each time an interpretation service is rendered but relies on monthly or quarterly financial forms sent to the Medicaid office which reflect costs in the delivery of the services. The largest portion of the cost is usually staff salaries. Administrative claiming reimbursement is based on 50 percent federal funds and 50 percent state or other non-federal funds. States are allowed to reimburse the federal portion of the cost with a documented match reflecting the state or other funds. This precludes the need for non-federal funds to be transferred to the Medicaid office.

One rule of the administrative claiming is that the reimbursement can only be for Medicaid enrolled and Medicaid eligible persons. A method is necessary to

distinguish administrative costs incurred in service delivery to the Medicaid population and to the non-Medicaid population. Often this involves a time study which would be conducted a few days during a quarter. Staff would record at selected times over the course of the day the specific work task at that point. Once these data are compiled, they would be used to determine the portion of Medicaid and non-Medicaid served. In addition, federal guidance directs the proportion of a service that may be claimed which utilizes the ratio the Medicaid population is of the overall population for a locality. Other rules apply as well including that services reimbursed under administrative claiming cannot overlap with services covered elsewhere in the Medicaid program. The methodology for administrative claiming, reflecting the time study and other components, is complicated and takes time to develop for coverage of services. No additional federal resources other than guidance, training, and consultation were identified as part of this study.

Recommendation: To reduce cost and duplication of efforts, each agency should identify vital and critical documents that are used statewide. These documents should be translated once and made available to all service delivery areas.

Recommendation: The Department of Health and Human Services' regional office has offered to provide training for state and local staff regarding LEP requirements and compliance. The workgroup should pursue scheduling training for staff directly involved in writing plans, identifying vital documents, and other activities cited in this report.

HJR 71 Requirement: Identify options for obtaining translation services with consideration to quality and technical accuracy of the translation

Agencies within the Secretariat have some resources they currently use for translation and interpretation services. To determine the availability of translation services, each agency in the Secretariat collected information about resources they currently use. Appendix 4 lists the resources identified. The more than 100 resources noted were located throughout the state. They included private individuals, employees, and volunteers as well as organizations and universities. The prices varied widely from no charge to \$20.00 to \$75.00 per hour.

Agencies share and in many instances compete with each other for the identified translation services. In discussions among the agencies, it became clear that more resources were needed for both translation and interpretation services. All agencies have essential documents that may need to be translated into other languages. Many agencies receive documents from other countries that must be translated into English. Most state agencies have web sites to provide information to residents. The work group did not find any web sites that offered a wide range of information in other languages. One of the issues identified by the

work group was the need for state web sites to be translated into other languages to provide access to individuals with limited English proficiency.

Meetings were held with both the Department of General Services (DGS) and the Virginia Information Technology Agency (VITA) to explore other resources that might be available. There is no statewide contract for translation services at the present time. However, a result of HB 302, VITA recently initiated a contract for telephone interpretation services. The contract provides for telephonic interpretation services for State agencies who request inclusion 24 hours a day, 7 days a week and supports 200 languages. Although not part of the current contract, VITA staff felt that the contract could be modified to include translation services. The translation services would include documents as well as web sites. DGS researched and provided information on translation services available through the federal General Services Administration (GSA). A wide range of translation and interpretation services are available through the GSA. In some cases, it is now possible for states and localities to purchase services from the GSA schedules.

Recommendation: To fully meet the translation needs of agencies in the Secretariat, a number of options should be considered. VITA should educate state agencies on the new contract for telephone interpreter services and how to make use of this service. VITA should also pursue expanding their existing contract to include translation services.

Recommendation: DGS should explore the possibility of initiating a statewide contract for translation services. A statewide contract would save the duplicate effort of each individual agency procuring translation services. The contract would provide a list of translation services throughout the state. These competitively procured services would leverage the buying power of the state and hopefully provide a reasonable price for all state agencies.

Recommendation: DGS should also explore the possibility of state agencies using the federal GSA schedules for procuring translation and interpretation services.

Findings: Providing a variety of options for state agencies in procuring translation services will not only improve services, but will also assist in getting the services at a good price. Another consideration in acquiring translation services is assuring quality and technical accuracy. One of the questions asked on the survey of current translation providers was whether they were certified. More than two-thirds of the providers were not certified or it was unknown if they were certified. The work group found one organization that offered certification for translation services, the American Translators Association. The association offers certification in many languages.

Recommendation: Any statewide contract or any other procurement should include a requirement that translators be certified by the American Translators Association or other organizations that provide similar services.

Conclusion

The work of the group convened by the Secretary of Health and Human Resources to complete the study required by HJR 71 served to focus attention on serving individuals who do not speak English well enough to access needed services. All agencies in the Secretariat were aware of the requirements to provide meaningful access to individuals with limited English proficiency. SHHR agencies were already engaged in activities to meet the requirements of Title VI of the Civil Rights Act. Although agencies should be congratulated for their efforts, more work is needed to insure complete compliance with the law and to adequately serve Virginia citizens. Clearly a formal and organized approach is needed to insure that all agencies are doing everything that is needed to provide meaningful access. To that end, the Secretary should continue the work of the HJR 71 work group to assist and guide agencies in the development, implementation and monitoring of plans to meet the needs of individuals with limited English proficiency.

ACKNOWLEDGEMENTS

The following staff and organizations have contributed significantly to the work of this study. We would like to thank them for their contributions:

Lyn Hainge, Executive Director, Northern Virginia Area Health Education Council

Liu-Jen Chu, Chair, Virginia Asian Advisory Board

Wai-Ping Chan, Member, Governor's Asian Advisory Board

Tanya Gonzalez, City of Richmond, Hispanic Liaison Office

Linda Wilmoth, Voice Engineer, Telecommunications and Network Services,
Virginia Information Technologies Agency

Eugene Anderson, Director of Policy, Consulting and Review, Department of
General Services

Appendix 1: HJR 71 Agencies and Workgroup Representatives

Appendix 1

HJR 71 Agencies and Workgroup Representatives

Agency	Representative	Email address
Virginia Department of Social Services	Mark Golden	mark.golden@dss.virginia.gov
Virginia Department of Social Services	Connie White	connie.white@dss.virginia.gov
Virginia Department of Social Services	Cynthia Holdren	cynthia.holdren@dss.virginia.gov
Virginia Department for the Aging	Ellen Nau	ellen.nau@vda.virginia.gov
Virginia Department for the Blind and Vision Impaired	Jim Taylor	taylorjg@dbvi.state.va.us
Virginia Department of Medical Assistance Services	Jeff Nelson	jeff.nelson@dmas.virginia.gov
Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services	Karen Mann	kmann@dmhmrsas.state.va.us
Virginia Department of Rehabilitative Services	Liz Smith	smithee@drs.state.va.us
Virginia Department of Health	Carolyn French	cfrench@co.arlington.va.us
Virginia Department of Health Professionals	Betty Jolly	betty.jolly@dhp.virginia.gov
Virginia Department for the Deaf and Hard of Hearing	Laurie Malheiros	MalheilB@ddhh.state.va.us
Office of Comprehensive Services	Stephanie Sivert	stephanie.sivert@dss.virginia.gov
Virginia Board for People with Disabilities	Katherine Lawson	LawsonKW@VBPD.state.va.us

APPENDIX 2 : Estimated Number of LEP Persons By Locality and Language

County/City	Spanish	French	French Creole	Italian	Portuguese	German	Greek	Russian	Polish	Armenian	Persian	Gujarathi	Hindi	Urdu	Chinese	Japanese	Korean	Vietnamese	Tagalog	Arabic	All Other Languages	Total
Accomack	575	10	0	6	0	3	0	0	1	0	1	1	1	0	5	0	13	0	0	0	7	623
Albemarle	611	61	1	17	33	26	5	41	20	0	3	5	10	3	222	22	59	23	6	12	135	1315
Alleghany	32	3	0	1	0	2	0	0	0	0	0	2	0	0	0	0	0	4	2	0	3	49
Amelia	32	7	0	0	0	2	0	0	0	0	0	0	0	0	0	0	9	0	0	0	0	50
Amherst	142	6	0	1	0	5	1	7	0	0	0	0	0	0	0	6	10	4	2	1	7	192
Appomattox	44	7	0	0	0	2	0	0	0	0	0	0	0	0	0	2	2	7	0	0	8	72
Arlington	9020	218	16	61	154	60	49	225	30	5	117	12	46	115	538	184	271	611	94	291	1091	13208
Augusta	209	14	0	2	0	13	2	47	1	0	1	0	0	0	12	6	5	2	1	1	19	335
Bath	11	5	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	1	0	5	28
Bedford	170	11	0	2	9	13	0	0	0	0	2	0	5	0	28	0	12	14	2	0	33	301
Bland	25	1	0	0	0	5	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	32
Botetourt	57	8	0	0	4	9	0	0	2	0	0	3	0	0	2	1	4	0	2	2	7	101
Brunswick	71	6	0	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	1	3	84
Buchanan	67	6	0	0	0	1	0	1	0	0	0	0	0	0	4	2	0	0	0	0	2	83
Buckingham	46	6	0	3	0	2	0	7	0	0	0	0	0	0	0	1	2	0	0	0	1	68
Campbell	207	15	0	2	1	10	1	0	1	0	1	2	1	1	11	4	16	0	1	2	10	286
Caroline	74	2	0	1	1	4	1	0	6	0	1	0	0	0	0	3	7	0	1	3	9	113
Carroll	138	10	0	0	1	3	3	1	0	0	0	3	0	0	3	4	0	7	1	0	0	174
Charles City	19	2	0	0	6	1	0	0	0	0	0	0	0	0	0	0	0	1	0	2	2	33
Charlotte	46	7	0	2	0	5	0	0	0	0	0	0	0	0	0	0	0	1	0	0	16	77
Chesterfield	2163	148	24	26	29	80	20	24	20	13	40	47	17	27	205	24	425	238	38	50	258	3916
Clarke	55	4	0	1	4	3	0	4	0	0	0	0	0	0	6	0	0	0	0	0	7	84
Craig	7	1	0	3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	13
Culpeper	318	13	0	2	0	7	2	9	1	0	4	0	3	10	3	0	7	3	2	2	17	403
Cumberland	58	2	0	1	0	3	0	0	2	0	0	0	0	2	0	0	0	0	0	3	8	79
Dickenson	29	6	0	0	0	1	2	1	0	0	0	0	0	0	0	0	0	4	0	0	2	45
Dinwiddie	115	4	3	8	0	5	1	0	2	0	0	1	0	0	0	1	8	0	0	4	5	157
Essex	33	5	1	1	4	0	0	0	0	0	0	0	0	0	0	4	2	0	2	0	5	57
Fairfax	26895	683	113	214	368	363	192	731	148	165	1831	129	421	884	3982	464	7413	6205	685	1628	4601	58115
Fauquier	337	34	0	13	14	15	2	4	3	0	9	1	0	2	32	2	23	6	3	3	34	537
Floyd	62	3	0	0	17	0	0	0	0	2	0	0	0	0	0	2	0	0	0	0	2	88
Fluvanna	87	9	0	7	0	4	0	4	0	0	0	0	0	0	0	0	2	13	2	0	2	130
Franklin	221	14	0	6	0	10	1	2	3	0	0	0	0	0	0	0	4	4	2	2	15	284
Frederick	393	18	0	5	0	10	3	5	5	0	0	12	0	6	25	4	26	29	0	5	14	560

County/City	Spanish	French	French Creole	Italian	Portuguese	German	Greek	Russian	Polish	Armenian	Persian	Gujarathi	Hindi	Urdu	Chinese	Japanese	Korean	Vietnamese	Tagalog	Arabic	All Other Languages	Total
Giles	39	5	0	1	2	2	0	0	0	0	3	0	0	0	2	0	0	0	0	1	3	58
Gloucester	182	14	0	9	0	14	2	4	4	0	0	3	1	0	6	0	29	5	6	2	8	289
Goochland	54	13	0	2	0	2	1	0	0	0	1	0	1	0	0	1	0	2	3	3	7	90
Grayson	96	5	0	0	0	4	0	0	0	0	0	0	0	0	0	0	3	0	0	2	2	112
Greene	27	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	28
Greensville	23	2	0	0	0	0	0	0	0	3	0	0	0	0	0	0	0	0	0	0	0	28
Halifax	154	12	0	7	0	5	0	0	0	0	0	1	1	0	0	2	7	0	1	0	3	193
Hanover	388	35	0	9	6	24	2	19	0	0	0	0	1	0	17	4	6	36	5	7	27	586
Henrico	1928	140	18	31	47	55	36	262	19	20	38	29	40	42	391	29	232	437	24	103	537	4458
Henry	553	18	0	4	0	6	3	2	0	0	0	0	0	0	6	0	6	2	0	1	17	618
Highland	11	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	14
Isle of Wight	119	19	2	1	1	5	2	4	3	0	0	1	0	0	8	0	0	0	1	0	1	167
James City	244	27	0	13	2	26	6	15	1	0	2	6	0	4	46	15	30	1	6	1	37	482
King and Queen	12	1	0	3	0	1	0	4	0	0	0	0	0	0	0	0	0	0	0	0	0	21
King George	92	5	0	2	2	2	1	11	0	0	0	1	0	0	0	5	2	0	1	3	21	148
King William	64	3	1	4	0	1	0	13	1	0	0	0	2	0	0	1	2	12	0	3	3	110
Lancaster	34	5	0	3	0	3	0	11	0	0	0	0	0	0	1	1	0	0	0	0	5	63
Lee	71	9	0	0	0	4	0	0	0	0	0	0	0	4	3	2	0	0	0	0	1	94
Loudoun	2631	85	0	27	34	72	29	53	38	37	156	3	30	86	260	8	281	460	64	83	353	4790
Louisa	68	10	0	2	1	2	1	3	2	0	0	2	1	0	0	8	5	5	1	0	11	122
Lunenburg	79	5	0	1	1	1	0	0	1	0	0	0	0	0	0	1	0	0	0	1	2	92
Madison	55	2	1	0	0	7	0	0	0	0	0	0	0	0	6	0	5	0	0	0	2	78
Mathews	30	8	0	1	0	4	1	0	0	0	0	0	0	0	5	0	0	0	0	0	1	50
Mecklenburg	227	11	0	2	3	5	0	0	1	0	0	4	0	0	17	6	0	0	1	1	6	284
Middlesex	47	8	0	0	1	1	3	18	0	0	1	0	0	0	0	0	0	3	1	0	0	83
Montgomery	409	35	7	10	15	20	2	37	0	0	9	6	12	9	225	13	187	34	7	36	121	1194
Nelson	84	4	0	1	5	2	1	5	1	0	0	0	1	0	1	0	0	0	0	0	5	110
New Kent	48	2	0	1	0	1	1	0	3	0	0	0	0	0	4	0	0	0	0	0	4	64
Northampton	157	4	0	1	4	2	0	1	1	0	0	0	0	0	0	0	0	4	0	0	2	176
Northumberland	33	5	0	176	10	0	0	0	0	0	0	0	0	0	0	0	3	0	1	0	4	232
Nottoway	85	3	0	1	0	3	0	2	0	0	0	0	0	0	1	1	1	0	0	0	15	112
Orange	106	9	0	4	3	7	0	10	0	0	0	0	0	0	4	2	1	0	0	0	5	151

County/City	Spanish	French	French Creole	Italian	Portuguese	German	Greek	Russian	Polish	Armenian	Persian	Gujarathi	Hindi	Urdu	Chinese	Japanese	Korean	Vietnamese	Tagalog	Arabic	All Other Languages	Total
Page	94	4	0	3	2	6	0	0	2	0	0	1	0	0	5	2	0	1	0	0	7	127
Patrick	123	5	0	6	4	2	1	0	1	0	0	0	0	0	0	0	0	2	4	0	2	150
Pittsylvania	290	25	3	3	0	5	0	0	1	0	2	0	0	0	4	0	5	0	1	1	4	344
Powhatan	84	7	0	3	4	3	0	0	0	0	0	5	0	0	0	0	0	2	0	6	1	115
Prince Edward	145	10	0	1	0	8	3	0	0	0	3	0	0	0	19	0	7	0	0	1	6	203
Prince George	443	16	5	3	3	27	5	0	2	0	2	0	3	1	0	2	84	12	4	5	27	644
Prince William	6509	164	50	36	95	121	16	50	44	2	110	53	20	122	212	68	439	259	110	126	567	9173
Pulaski	76	14	1	0	5	6	0	2	1	0	0	0	0	0	0	0	0	6	0	4	8	123
Rappahannock	29	2	0	0	0	3	0	0	0	0	0	0	0	0	4	0	2	0	0	0	0	40
Richmond County	95	2	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	2	103
Roanoke County	474	32	3	9	13	16	5	22	15	0	9	9	5	1	54	6	27	28	4	23	69	824
Rockbridge	64	3	0	10	0	5	1	0	0	0	1	11	0	0	3	2	0	4	0	2	2	108
Rockingham	624	19	3	6	1	14	0	85	1	0	0	0	0	0	12	2	9	4	0	10	34	824
Russell	77	9	0	1	0	3	0	0	0	0	0	0	0	0	0	4	2	0	1	0	4	101
Scott	36	3	0	0	0	5	1	0	0	0	0	0	0	0	0	0	3	0	0	0	1	49
Shenandoah	337	11	0	4	1	9	0	1	0	0	0	1	1	0	0	1	0	0	1	1	6	374
Smyth	104	10	2	1	6	2	0	0	0	0	0	0	0	0	5	6	0	2	0	4	5	147
Southampton	73	7	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	81
Spotsylvania	654	28	13	5	14	31	6	5	3	0	9	0	0	10	36	21	74	27	7	10	32	985
Stafford	790	46	5	14	5	42	10	18	4	0	14	4	1	1	14	25	95	64	19	22	64	1257
Surry	15	3	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0	20
Sussex	43	4	0	0	2	2	1	0	1	0	0	0	0	0	0	0	4	0	0	0	0	57
Tazewell	136	7	0	4	1	3	2	0	1	0	1	0	0	15	0	3	17	2	1	0	8	201
Warren	127	12	0	7	0	5	4	4	2	0	0	6	1	3	3	1	2	2	0	2	11	192
Washington	122	13	0	3	0	13	1	0	0	0	0	0	0	2	4	4	12	28	1	1	7	211
Westmoreland	165	6	0	1	0	3	1	2	1	0	0	0	0	0	0	2	5	0	0	0	3	189
Wise	121	13	2	2	0	2	1	2	1	0	0	0	0	0	9	0	8	1	0	1	7	170
Wythe	91	10	0	0	0	4	0	0	1	0	0	0	1	5	1	0	0	2	1	1	4	121
York	339	25	4	14	7	24	16	16	6	0	8	16	0	2	74	20	127	10	15	2	30	755

County/City	Spanish	French	French Creole	Italian	Portuguese	German	Greek	Russian	Polish	Armenian	Persian	Gujarathi	Hindi	Urdu	Chinese	Japanese	Korean	Vietnamese	Tagalog	Arabic	All Other Languages	Total
Alexandria	4863	122	104	35	34	42	20	104	25	3	168	7	21	89	190	38	331	133	51	252	925	7557
Bedford	14	4	0	0	0	4	0	0	0	0	0	0	0	0	3	0	0	0	1	0	3	29
Bristol	49	5	0	1	0	2	0	2	0	0	0	0	0	0	0	8	5	3	0	0	6	81
Buena Vista	30	0	2	1	0	2	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	38
Charlottesville	358	40	0	17	10	16	12	13	3	0	7	3	8	5	187	9	71	52	12	12	81	916
Chesapeake	1306	92	8	34	22	38	6	54	11	0	6	8	4	1	87	41	47	55	8	15	107	1950
Clifton Forge	19	1	0	0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	1	24
Colonial Heights	120	5	0	2	0	10	0	8	3	0	3	2	3	0	25	2	36	8	0	1	20	248
Covington	31	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	5	0	1	0	42
Danville	252	18	0	2	1	7	5	5	0	0	0	0	0	2	3	4	25	4	3	6	10	347
Emporia	42	1	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	1	1	1	54
Fairfax	766	12	0	3	9	4	2	14	11	0	11	1	11	18	137	10	156	135	15	18	99	1432
Falls Church	200	14	0	3	0	4	2	15	3	0	2	0	4	2	27	2	13	20	8	3	37	359
Franklin	40	6	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	48
Fredericksburg	312	15	0	2	0	6	1	2	2	0	1	0	0	1	15	6	7	4	2	2	17	395
Galax	188	2	0	0	0	0	0	0	1	0	0	0	0	0	0	0	2	0	0	0	1	194
Hampton	1108	69	1	18	10	60	12	16	18	0	2	14	2	3	33	41	134	137	31	21	123	1853
Harrisonburg	871	11	1	5	13	6	4	87	0	0	17	10	6	5	22	11	69	38	6	7	75	1264
Hopewell	152	9	0	2	0	9	3	3	0	0	0	0	0	0	0	2	6	0	2	0	16	204
Lexington	46	5	0	2	0	5	2	9	1	0	0	0	0	0	8	1	6	3	0	0	6	94
Lynchburg	431	36	10	6	1	14	2	13	1	0	4	7	6	3	46	5	33	29	5	4	45	701
Manassas	1235	9	0	76	70	195	34	0	14	0	23	67	15	0	185	8	192	44	9	48	309	2533
Manassas Park	353	4	0	3	1	1	1	2	0	0	1	0	1	3	11	1	4	15	13	2	15	431
Martinsville	132	7	0	0	0	1	1	1	0	0	0	0	1	0	0	0	0	2	3	0	5	153
Newport News	1666	80	13	45	4	96	13	65	4	4	3	10	1	9	101	55	312	187	33	31	155	2887
Norfolk	2375	134	29	48	42	54	38	55	35	8	12	16	4	15	192	55	63	96	220	44	192	3727
Norton	17	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	5	0	1	0	1	26
Petersburg	216	7	2	4	3	12	2	4	0	0	0	0	0	0	6	6	23	2	2	2	10	301
Poquoson	38	1	0	4	0	4	1	0	4	0	0	0	0	0	10	6	8	0	2	1	9	88
Portsmouth	647	50	0	8	3	11	3	8	3	0	1	0	0	0	36	10	19	27	21	15	41	903

County/City	Spanish	French	French Creole	Italian	Portuguese	German	Greek	Russian	Polish	Armenian	Persian	Gujarathi	Hindi	Urdu	Chinese	Japanese	Korean	Vietnamese	Tagalog	Arabic	All Other Languages	Total
Radford	99	10	1	0	0	7	2	7	0	0	1	0	1	1	3	4	5	7	1	0	7	156
Richmond City	1815	144	16	26	25	37	13	32	3	9	24	13	3	3	71	19	116	71	12	37	163	2652
Roanoke City	505	42	17	4	3	18	1	8	2	0	0	6	2	0	44	13	29	108	7	42	95	946
Salem	106	14	0	2	7	2	0	2	3	0	0	0	0	0	2	0	2	15	7	3	15	180
Staunton	128	13	2	6	3	8	2	0	3	0	0	0	0	1	2	1	2	0	2	1	9	183
Suffolk	297	28	4	1	0	15	2	2	3	0	0	4	1	2	26	4	13	6	10	8	28	454
Virginia Beach	4229	210	15	144	46	108	80	124	44	1	40	34	6	6	432	145	213	341	645	94	443	7400
Waynesboro	188	6	0	2	3	4	0	0	3	3	0	1	0	0	0	0	0	0	0	0	6	216
Williamsburg	50	7	0	1	0	8	5	2	1	2	0	2	2	0	33	3	16	22	0	0	16	170
Winchester	423	9	0	4	8	8	1	13	0	0	4	4	0	0	0	14	10	36	0	3	7	544
Total	88516	3609	506	1352	1263	2135	720	2464	608	277	2709	589	728	1526	8480	1540	12020	10241	2272	3157	11545	

APPENDIX 3: Vital/Essential Documents

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
May Packet materials	Y	Spanish	\$0	DSS Fam Svcs
Assurances of Confidentiality	N			DSS Fam Svcs
Authorization to Act as Agent on Adult's Behalf	N			DSS Fam Svcs
Consent to Exchange Info	N			DSS Fam Svcs
Rights of Application	N			DSS Fam Svcs
Application for Agency Approved Provider	N			DSS Fam Svcs
Notice of Action	N			DSS Fam Svcs
Request for Service Appeal	N			DSS Fam Svcs
Service Application	N			DSS Fam Svcs
Adoption Assistance Application	N			DSS Fam Svcs
Adoption Assistance Agreement	N			DSS Fam Svcs
Temporary Entrustment Agreement	N			DSS Fam Svcs
Permanent Entrustment Agreement	N			DSS Fam Svcs
Foster Care Service Plan	N			DSS Fam Svcs
Foster Care Review Form	N			DSS Fam Svcs
Notice of Action	N			DSS Fam Svcs
Request for Service Appeal	N			DSS Fam Svcs
Service Application	N			DSS Fam Svcs
Adoption Inquiry Form	N			DSS Fam Svcs
Placement Agreement, Adoptive Home	N			DSS Fam Svcs
Adoptee Application for Disclosure	N			DSS Fam Svcs
Family Foster Home Placement Agreement	N			DSS Fam Svcs
AREVA's Family Registration Form	N			DSS Fam Svcs
Child Support and You-Brochure	Y	Spanish	\$1,200	DSS DCSE
Facts About Establishing Paternity-Brochure	N			DSS DCSE
Important Child Support Information-Pamphlet	N			DSS DCSE
Child Support Enforcement Services Application	Y	Spanish	\$300	DSS DCSE
Acknowledgment of Paternity	N			DSS DCSE
Administrative Appeal Ruling	N			DSS DCSE
Administrative Hearing Decision	N			DSS DCSE
Administrative Hearing Decision (Out -of-State)	N			DSS DCSE
Administrative Summons	N			DSS DCSE
Administrative Support Order	N			DSS DCSE
Advance Notice of Lien (ASO/Out-of-State Order)	N			DSS DCSE
Advance Notice of Lien (Virginia Court Order)	N			DSS DCSE
Affidavit/Certification of Non-Disclosure	N			DSS DCSE
Affidavit of Payments	N			DSS DCSE

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
Change in Payee Notice	N			DSS DCSE
Change of Name/Address Request	N			DSS DCSE
Change of Physical Custody	N			DSS DCSE
Child Support Payment Processing Procedures	N			DSS DCSE
Closure Intent Notice	N			DSS DCSE
Consumer Reporting Agency Letter	N			DSS DCSE
Contact Letter to TANF CP	N			DSS DCSE
Contact Letter to Non-Tanf CP	N			DSS DCSE
Contact Letter to Non-Applicant CP	N			DSS DCSE
Contact Letter to Noncustodial Parent	N			DSS DCSE
Court Date Notice	N			DSS DCSE
Demand For Payment of Past Due Child Support	N			DSS DCSE
Financial Statement	N			DSS DCSE
Genetic Test Appointment Letter	N			DSS DCSE
Health Insurance Notice (CP)	N			DSS DCSE
Health Insurance Information Form	N			DSS DCSE
Important Notice About Child Support	N			DSS DCSE
Mother's Affidavit of Paternity	N			DSS DCSE
Notice of DCSE Appeal Hearing	N			DSS DCSE
Notice of Emancipation of Dependent	N			DSS DCSE
Notice of Fee Payment Due	N			DSS DCSE
Notice of Intent to Suspend Driver's License	N			DSS DCSE
Notice of Lien	N			DSS DCSE
Notice of Proposed Review	N			DSS DCSE
Notice of Recoupment	N			DSS DCSE
Notice of Results of Challenge of Financial Review Results	N			DSS DCSE
Notice of Results of Financial Review of Administrative Support Order	N			DSS DCSE
Notice of Results of Financial Review of Court Support Order	N			DSS DCSE
Notice of Review Withdrawal	N			DSS DCSE
Notice of Withdrawal of Passport Denial	N			DSS DCSE
Notification of Action Taken	N			DSS DCSE
Notification of Intent to Suspend Driver's License	N			DSS DCSE
Obligation Worksheet Sole/Split Custody	N			DSS DCSE
Overpayment Notification	N			DSS DCSE

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
Paternity Acknowledgment Rights and Responsibilities Statement	N			DSS DCSE
Paternity Affidavit	N			DSS DCSE
Paternity Certification Notice	N			DSS DCSE
Payment Record/Arrearage Letter	N			DSS DCSE
Request For Case Closure	N			DSS DCSE
Request For Review And Adjustment	N			DSS DCSE
Returned Check Letter	N			DSS DCSE
Review and Adjustment Notification	N			DSS DCSE
Review Request Denied	N			DSS DCSE
State Income Tax/Lottery Winnings Intercept Notification Letter to NCP	N			DSS DCSE
Support Collections Notice to CP	N			DSS DCSE
Tax Intercept Letter Regarding Excess Money	N			DSS DCSE
Transition From AFDC (TANF) To Non-AFDC	N			DSS DCSE
Vendor Payment Intercept Notification	N			DSS DCSE
Voluntary Agreement For Genetic Testing	N			DSS DCSE
Waiver Of Formal Service Of Process	N			DSS DCSE
Withholding Of Income (Notice Of Proposed Action)	N			DSS DCSE
Uniform Assessment Instrument	N			VDA
VDA Agency Pamphlet	N			VDA
Tools for Life Planning Pamphlet	N			VDA
VICAP Pamphlet	N			VDA
HIPPA Releases	N			VDA
Vocational Rehabilitation Application	N			DVBI
Consent to Release Information	N			DVBI
consent to release confidential information for alcohol or drug patients	N			DVBI
service complaint/grievance	N			DVBI
equipment verification and release	N			DVBI
child/parent rights	N			DVBI
individualized plan for employment rights and responsibilities	N			DVBI
RT/IL, DB RIGHTS, RESPONSIBILITIES, TERMS AND CONDITIONS	N			DVBI

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
Informal Human Rights Complaint Process	N			DVBI
Human Rights Regulations	Yes, @ CVTC	Spanish	0	DMHMRSAS
Authorization for Release of Information	Y	Spanish		DMHMRSAS
Notice of Human Rights	Yes, @ C'field CSB	Spanish		DMHMRSAS
Permission to Release Information	Yes, @ Catawba	Vietnamese, Spanish, Bosnian		DMHMRSAS
Advance Directives/Living Will	Yes, @ C. State	Spanish		DMHMRSAS
Forensic Visitors Info Brochure	Yes, @ CSH	Spanish		DMHMRSAS
Property Inventory Sheet	Yes, @ CSH	Spanish		DMHMRSAS
Mental Status	Yes, @ CSH	Spanish		DMHMRSAS
DMHMRSAS 1006B-Appl for Voluntary Admission	Yes, @ CSH	Spanish		DMHMRSAS
Patient's Rights Poster	No			DMHMRSAS
Patient Safety Poster	Yes, @ ESH, Piedmont	Spanish		DMHMRSAS
Reporting Patient Abuse Bulletin	No			DMHMRSAS
Quick Guide to CSB Services	No			DMHMRSAS
MH & SA Services	Yes, @ Alex CSB	Spanish		DMHMRSAS
Youth & Family Services	Yes, @ Alex CSB	Spanish		DMHMRSAS
Parent Infant Educ Services	Yes, @ Alex CSB	Spanish		DMHMRSAS
MR Services	Yes, @ Alex CSB	Spanish		DMHMRSAS
Q&A About Emergency Services	Yes, @ Alex CSB	Spanish		DMHMRSAS
Your Rights as a Consumer	Yes, @ Alex CSB	Spanish		DMHMRSAS
Human Rights Handout	Yes, @ Alex CSB	Spanish		DMHMRSAS
Human Rights Form	Yes, @ Alex CSB	Spanish		DMHMRSAS
Financial Fee Agreement	Yes	Spanish, French, German, Korean		DMHMRSAS
Consent for Services	Yes, @ Fairfax- Falls Ch. CSB	Spanish		DMHMRSAS
Parenting Training Forms	Yes, @ Fairfax- Falls Ch. CSB	Spanish		DMHMRSAS
CSB Intake Forms	Yes, @ H'burg-Roc CSBS	Spanish		DMHMRSAS

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
Medication Information Forms	Yes, @ H'burg-Roc CSBS	Spanish		DMHMRSAS
AA Meeting Schedules	Yes, @ H'burg-Roc CSB	Spanish		DMHMRSAS
LEP Notice of Right to Free Language Assistance	Yes, @ H'burg-Roc CSB	Spanish		DMHMRSAS
Child Find Materials	No			DMHMRSAS
Parent-Infant Evaluation Material	Yes, @ Henrico CSB	Spanish		DMHMRSAS
Early Intervention Brochure	Yes, @ Henrico CSB	Spanish		DMHMRSAS
Clinical Forms	Yes, @ Loudoun Co. CSB	Spanish		DMHMRSAS
Release of Information Forms	Yes, @ Loudoun Co. CSB	Spanish		DMHMRSAS
Fee Assessment Info Form	Yes, @ Loudoun Co. CSB	Spanish		DMHMRSAS
Voter Registration Forms	Yes, @ Loudoun Co. CSB	Spanish		DMHMRSAS
Consent Form	No			DMHMRSAS
Financial Intake	Yes, @ Mid Pen-NN CSB	Spanish		DMHMRSAS
Individualized Fam. Svc. Plan	Yes, @ Mid Pen-NN CSB	Spanish		DMHMRSAS
Notice Of Free Language Assistance	Yes, @ Mid Pen-NN CSB	Spanish		DMHMRSAS
Client Satisfaction Survey	Yes, @ Mt Rogers CSB	Spanish		DMHMRSAS
Program Brochures	No			DMHMRSAS
Your Rights Notification	Yes, @ Piedmont CSB	Spanish		DMHMRSAS
Parenting Curriculum	Yes, @ Piedmont CSB	Spanish		DMHMRSAS
Civil Commitment Procedures	No			DMHMRSAS
Disability-Specific Pamphlets	No			DMHMRSAS

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
How to Access Services	No			DMHMRSAS
Client Info Form--ICDE	No			DMHMRSAS
Release of Information Forms	Yes, @ Pr William CSB	Spanish		DMHMRSAS
Prince Wm CSB Brochure	Yes, @ Pr William CSB	Spanish		DMHMRSAS
Health History Form	Yes	Spanish		DMHMRSAS
Early Intervention Brochure	Yes, @ Pr William CSB	Spanish		DMHMRSAS
Orientation Packet including Human Rights Notification	Yes, @ Pr William CSB	Spanish		DMHMRSAS
Fee Agreement	No			DMHMRSAS
Medication Hotline Brochure	Yes, @ Pr William CSB	Spanish		DMHMRSAS
RBHA Brochure	Yes, @ Pr William CSB	Spanish		DMHMRSAS
Fact Sheets-Depression, Stress	Yes, @ Richmond Beh Hlth	Spanish		DMHMRSAS
Medications Guide	Yes, @ Richmond Beh Hlth	Spanish		DMHMRSAS
Medicare and You	Yes, @ Richmond Beh Hlth	Spanish		DMHMRSAS
NAMI Pamphlet	Yes, @ W. State Hosp	Spanish		DMHMRSAS
Advance Directives/Living Will	Yes, @ WSH	Spanish		DMHMRSAS
Rights of Pts Inv Commitment	Yes, @ WSH	Spanish		DMHMRSAS
I speak Posters	Yes, @ WSH	Spanish		DMHMRSAS
Child Health Application	Yes, @ WSH	All Languages		DMHMRSAS
Employer Insurance Verification	Y			DMAS
Fraud Claim Request	N			DMAS
General Consent for Release of Information	N			DMAS
Health Insurance Premium Payment Program Application	N			DMAS
Health Insurance Premium Payment Unit Policyholder Information	N			DMAS

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
Uninsured Medical Catastrophe Fund Application	N			DMAS
Medicaid/SLH/FAMIS/APPEAL Request Form	N			DMAS
Personal Assistant Competency Certification	N			DMAS
Medical History Questionnaire	N			DMAS
Third Party Liability Information	N			DMAS
Third Party Reporting Form	N			DMAS
BENEFIT PROGRAMS BROCHURE	N			DMAS
CONSENT TO EXCHANGE INFORMATION	N		700	DSS Ben Prog
CLIENT PERMISSION TO RELEASE INFORMATION	N		70	DSS Ben Prog
WELFARE REFORM BROCHURE	N		70	DSS Ben Prog
HAVE YOU HEARD ABOUT	N		140	DSS Ben Prog
APPEALS & FAIR HEARINGS	N		140	DSS Ben Prog
WORKING YOUR WAY	N		70	DSS Ben Prog
CONTACT SHEET	N		70	DSS Ben Prog
VIEW REFERRAL TO WORKSITE	N		70	DSS Ben Prog
VIEW JOB SEARCH FORM	N		35	DSS Ben Prog
VIEW ACTIVITY AND SERVICE PLAN	N		70	DSS Ben Prog
VIEW NOTICE OF SANCTION/-TERMINATION	N		70	DSS Ben Prog
VIEW COMMUNITY WORK SITE AGREEMENT	N		35	DSS Ben Prog
VIEW FULL EMPLOYMENT AGREEMENT	N		35	DSS Ben Prog
VIEW AGREEMENT OF PERSONAL RESPONSIBILITY	N		70	DSS Ben Prog
TEXAS INFORMATION SHEET	N		70	DSS Ben Prog
CREDIT AUTHORIZATION	N		70	DSS Ben Prog
NOTICE OF ACTION	N		35	DSS Ben Prog
ADVANCE NOTICE OF PROPOSED ACTION	N		70	DSS Ben Prog
APPEAL TO STATE BOARD	N		70	DSS Ben Prog
NOTICE OF COOPERATION AND EXCEPTION	N		35	DSS Ben Prog
AUTHORIZATION FOR RELEASE OF SSI	N		70	DSS Ben Prog
MEDICAL REPORT FOR GR & MEDICAID	N		35	DSS Ben Prog
CHANGE REPORT	N		35	DSS Ben Prog
NOTICE OF DISQUAL FOR IPV	N		70	DSS Ben Prog
EMPLOYMENT SERVICES REGISTRATION	Y	SPANISH	70	DSS Ben Prog
REFERRAL TO SOCIAL SECURITY ADMINISTRATION	N		70	DSS Ben Prog
NOTIFICATION OF CHANGE	N		70	DSS Ben Prog

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
NOTICE OF CLIENT DIVERSION OF BENEFITS	N		35	DSS Ben Prog
ACCEPTANCE OF TERMS OF ISSUANCE FOR DAP	N		35	DSS Ben Prog
VIEW 24-MO ADVANCE NOTICE OF PROP ACTION	N		35	DSS Ben Prog
NOTICE OF HARDSHIP EXCEPTION	N		35	DSS Ben Prog
ABSENT PARENT DEP/PAT	N		35	DSS Ben Prog
VIEW SANCTION REMINDER NOTICE - ADAPT FORM	N		140	DSS Ben Prog
NOTICE OF IPV & PENALTIES	N		35	DSS Ben Prog
INTERIM REPORT FORM - REQUEST FOR ACTION	N		35	DSS Ben Prog
VIEW/FSET MEDICAL EVALUATION	N		70	DSS Ben Prog
NOTICE OF TRANSFER	N		70	DSS Ben Prog
NOTICE OF IPV	N		70	DSS Ben Prog
WAIVER OF ADMIN DISQUALIFICATION	Y	SPANISH	35	DSS Ben Prog
ADMIN DISQUAL HEARING DECISION	Y	SPANISH	35	DSS Ben Prog
ADVANCE NOTICE OF ADMINISTRATIVE DISQUAL	Y	SPANISH	35	DSS Ben Prog
ELIGIBILITY REVIEW – PART A	N		70	DSS Ben Prog
ELIGIBILITY REVIEW PART B	Y	SPANISH	70	DSS Ben Prog
NOTICE OF PERSONAL RESPONSIBILITY	Y	SPANISH	140	DSS Ben Prog
CHECKLIST OF NEEDED VERIFICATIONS	N		100	DSS Ben Prog
APPLICATION FOR BENEFITS	Y	SPANISH	50	DSS Ben Prog
REQUEST FOR ASSISTANCE	Y	SPANISH	650	DSS Ben Prog
CHILDHOOD IMMUNIZATION CERTIFICATION	Y	SPANISH	150	DSS Ben Prog
AFFIDAVIT ON CHECK ENDORSEMENT	N		70	DSS Ben Prog
STATEMENT OF FACTS – ADAPT	N		70	DSS Ben Prog
INTERIM REPORT – ADAPT FORM	N		455	DSS Ben Prog
COOLING ASSISTANCE APPLICATN	Y	SPANISH	70	DSS Ben Prog
CRISIS ASSISTANCE APPLICATN	N		70	DSS Ben Prog
FUEL ASSISTANCE APPLICATN	N		70	DSS Ben Prog
FUEL DATA MAILER - ADAPT	N		70	DSS Ben Prog
CLIENT NOTICE OF ACTION - ADAPT	N		35	DSS Ben Prog
ENERGY ASSISTANCE FACT SHEET	N		35	DSS Ben Prog
NOTICE OF PAYMENT MADE - ADAPT	N		35	DSS Ben Prog

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
MEDICAID APPLICATION FOR MI PREGNANT WOMEN	N		35	DSS Ben Prog
BREAST & CERVICAL CANCER PREVENTION/TRTMT	N		70	DSS Ben Prog
DISABILITY DETERMINATION SERVICES REFERRAL	N		70	DSS Ben Prog
FAMILY PLANNING SERVICES	N		35	DSS Ben Prog
HOW TO BECOME A U.S. CITIZEN	N		70	DSS Ben Prog
MEDICAID SLH FAMIS APPEAL REQUEST	N		35	DSS Ben Prog
INTENT TO TRANSFER ASSETS TO COMMUNITY SPOUSE	N		70	DSS Ben Prog
MEDICAID RESOURCE ASSESSMENT	N		35	DSS Ben Prog
NOTICE OF MEDICAID RESOURCE ASSESSMENT	N		35	DSS Ben Prog
MEDICAID RESOURCE ASSESSMENT REQUEST	N		35	DSS Ben Prog
MEDICAID REDETERMINATION FOR LONG TERM CARE	N		35	DSS Ben Prog
NOTICE OF OBLIGATION FOR LONG-TERM CARE COSTS	N		140	DSS Ben Prog
NOTICE OF ACTION ON MEDICAID & FAMIS PROGRAMS	N		70	DSS Ben Prog
ASSET TRANSFER HARDSHIP CLAIM FORM	Y	SPANISH	70	DSS Ben Prog
ABD...LESS THAN OR EQUAL TO 80% OF FPL	N		35	DSS Ben Prog
ASSET TRANSFER	N		70	DSS Ben Prog
BURIAL FUNDS	N		70	DSS Ben Prog
HEALTH INSURANCE PREMIUM PAYMENT PROGRAM	N		70	DSS Ben Prog
LONG TERM CARE RESOURCE ASSESSMENT	N		35	DSS Ben Prog
MEDICAID AND PRE-RELEASE PLANNING	N		35	DSS Ben Prog
MEDICALLY INDIGENT CHILD UNDER 19	N		35	DSS Ben Prog
MEDICALLY INDIGENT PREGNANT WOMEN	N		70	DSS Ben Prog
NURSING FACILITY ADMISSION	N		70	DSS Ben Prog
PATERNITY AND MEDICAL SUPPORT	N		70	DSS Ben Prog

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
QI INDIVIDUAL MEDICAID...MEDICARE PART B PREMIUM	N		70	DSS Ben Prog
QUALIFIED MEDICAID BENEFICIARY	N		35	DSS Ben Prog
SPECIAL LOW INCOME MEDICARE BENEFICIARY	N		70	DSS Ben Prog
SPENDDOWN	N		35	DSS Ben Prog
SSI MEDICAID 1619(B) STATUS	N		35	DSS Ben Prog
FSET PLAN OF PARTICIPATION	N		35	DSS Ben Prog
FSET JOB SEARCH FORM	N		70	DSS Ben Prog
REFRRAL TO WORK EXPERIENCE SITE	N		70	DSS Ben Prog
FSET PRE-ASSESSMENT FORM	N		35	DSS Ben Prog
FSET NOTICE OF SANCTION	N		35	DSS Ben Prog
FOOD STAMP CHANGE REPORT	N		35	DSS Ben Prog
FOOD STAMP PROGRAM - HOTLINE INFORMATION	Y	SPANISH	70	DSS Ben Prog
KNOW YOUR RIGHTS WHEN APPLYING FOR FOOD STAMPS	Y	SPANISH	70	DSS Ben Prog
MULTILINGUAL CLIENT NOTICE	Y	SPANISH	35	DSS Ben Prog
REQUEST FOR VERIFICATION/MISSED INTERVIEW	Y	SPANISH	35	DSS Ben Prog
SSA - CONSENT FOR RELEASE OF INFORMATN	N		35	DSS Ben Prog
NOTICE OF ACTION (FS)	N		35	DSS Ben Prog
NOTICE OF EXPIRATION	N		70	DSS Ben Prog
ENTITLEMENT TO RESTORATION OF LOST BENEFITS	N		35	DSS Ben Prog
NONRECEIPT AFFIDAVIT/EBT CARD REPLACEMENT	N		70	DSS Ben Prog
FS SANCTION...NONCOMPLIANCE W/WORK...	N		35	DSS Ben Prog
NOTICE OF ACTION & EXPIRATION	N		70	DSS Ben Prog
REVIEW OF 24-MONTH CERT PERIOD	N		70	DSS Ben Prog
NOTICE OF DEDUCTION FROM INACTIVE EBT ACCOUNT	N		35	DSS Ben Prog
REQUEST/-RECEIPT FOR EBT ACCOUNT DEDUCTION	N		35	DSS Ben Prog

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
VR Referral	Y	Spanish	1400* Total	DRS
VR Employment Plan	Y	Spanish	*	DRS
VR Employment Plan Amend.	Y	Spanish	*	DRS
VR Inform on Employment Plan	Y	Spanish	*	DRS
VR Financial Participation Form	Y	Spanish	*	DRS
VR Lien Worksheet	Y	Spanish	*	DRS
VR Mediation Request	Y	Spanish	*	DRS
VR Hearing Request	Y	Spanish	*	DRS
VR Information Release	Y	Spanish	*	DRS
VR Info. Release for Drugs/Alcohol	Y	Spanish	*	DRS
WWRC Application	Y	Spanish	*	DRS
WWRC Handbook	N			DRS
WWRC Guide to Prog/Services	N			DRS
PERT Student Handbook	N			DRS
Serious Incident Letter	N			DRS
Special Education Forms	N			DRS
WWRC YIT Prearrival Booklet	N			DRS
WWRC Unwelcome Guest Ltr	N			DRS
WWRC Info. Authorization	N			DRS
WWRC Out-patient Medical	N			DRS
WWRC Parental Consent	N			DRS
WWRC Drug/Alcohol Policy	N			DRS
WWRC Financial Asses.	N			DRS
WWRC BIS Client Discharge	N			DRS
WWRC BIS Family Needs	N			DRS
WWRC BIS Family Satisfac.	N			DRS
WWRC BIS Health Ques.	N			DRS
WWRC BIS Plan Develop.	N			DRS
WWRC DME Cert. of Need	N			DRS
WWRC OT Disposable Supp.	N			DRS
WWRC Wheelchair Rent/Pur	N			DRS
WWRC Vendor Choice	N			DRS
WWRC Sp. Ed. IEP	N			DRS
WWRC Training Info Release	N			DRS
WWRC Ed. Release	N			DRS
WWRC ETO Agreement	N			DRS

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
WWRC Sp. Ed. Release	N			DRS
WWRC IL Plan	N			DRS
WWRC Tenant Agreement	N			DRS
WWRC Code Blue	N			DRS
WWRC Nursing Client Info.	N			DRS
WWRC Nursing Consents	N			DRS
WWRC Med. Sign-Out	N			DRS
WWRC STRU/SLS Guide	N			DRS
WWRC Syringe/Needle Policy	N			DRS
WWRC Driving Agreement	N			DRS
WWRC Driving Training Con.	N			DRS
WWRC Driving Insurance	N			DRS
WWRC PERT Consent	N			DRS
WWRC Influenza Info	N			DRS
WWRC Pharmacy Notice	N			DRS
WWRC Alt. Med. Pkg. Req	N			DRS
WWRC Equip. Lend/Donation	N			DRS
WWRC Psych. Eval. Agree	N			DRS
WWRC Dorm Agreement	N			DRS
WWRC Voc. Eval. Plan	N			DRS
WWRC Visitor Regulations	N			DRS
WWRC Staff in St. Room	N			DRS
WWRC St. Health Orientation	N			DRS
Fairfax County Health Dept. Medical Documents (3)	Y	Spanish,Farsi Urdu, Vietnamese, Korean	1195	Fairfax County DOH
ADAP Consent to Exchange Information	Y	Spanish	320	Fairfax County DOH
Missed Maternity Appointment Letter	Y	Spanish	265	Fairfax County DOH
Patient Lead Questionnaire (13 CHCN forms)	Y	Spanish	995	Fairfax County DOH

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
Medical Reserve Corp (brochure)	Y	Spanish,Farsi Urdu, Vietnamese, Korean	1529	Fairfax County DOH
Tuberculosis Forms	Y	Spanish,Farsi Urdu, Vietnamese, Korean	2701	Fairfax County DOH
Dental History/VDH Patient Dental Record	Y	Spanish,Farsi Urdu, Vietnamese, Korean	1165	Fairfax County DOH
BPR-Smallpox Mass Clinic Forms/Signs for Smallpox Mass Clinic	Y	Spanish,Farsi Urdu, Vietnamese, Korean	265	Fairfax County DOH
Immunization Questionnaire	Y	Spanish,Farsi Urdu, Vietnamese, Korean	350	Fairfax County DOH
Clinic Services Card	Y	Spanish,Farsi Urdu, Vietnamese, Korean	250	Fairfax County DOH
ADAP Eligibility Letters (2)	Y	Spanish,Farsi Urdu, Vietnamese, Korean	807	Fairfax County DOH
Application for Certification of a Vital Record	Y	Spanish		VDH-OHPP
Authorization for Xray	Y	Spanish		VDH-OHPP
Child Health History	Y	Spanish		VDH-OHPP
CHS 1B Informed Consent for Special Health Care Services	Y	Spanish		VDH-OHPP
Clinic Registration Forms	Y	Spanish		VDH-OHPP
Consent to Exchange Information	Y	Spanish	0	VDH-OHPP

<u>Name of Essential Document</u>	<u>Translated ?</u>	<u>Languages</u>	<u>Cost</u>	<u>Agency</u>
Consent to Receive Care	Y	Spanish	0	VDH-OHPP
Consent to Sterilization Part A	Y	Spanish	0	VDH-OHPP
Consent to Test For HIV	Y	Spanish	0	VDH-OHPP
Deemed Consent For HIV,HBV,HCV Testing	Y	Spanish	0	VDH-OHPP
Dental Parent Permission	Y	Spanish	0	VDH-OHPP
Disease Fact Sheet	N			VDH-OHPP
Eligibility Information	Y	Spanish	0	VDH-OHPP
HIV Confidential Health History	Y	Spanish	0	VDH-OHPP
Immunization Consent	Y	Spanish	0	VDH-OHPP
Instruction Sheets	Y	Spanish	0	VDH-OHPP
International Travel Letter	Y	Spanish	0	VDH-OHPP
Medicaid Recipient	Y	Spanish	0	VDH-OHPP
Medical Release 104	Y	Spanish	0	VDH-OHPP
Medical Waiver	Y	Spanish	0	VDH-OHPP
Over Income Letter	Y	Spanish	0	VDH-OHPP
Patient Eligibility Record	Y	Spanish	0	VDH-OHPP
Payment Plan	Y	Spanish	0	VDH-OHPP
Privacy Notices (HIPPA)	Y	Spanish	0	VDH-OHPP
Proof of Income	Y	Spanish	0	VDH-OHPP
Proof of Residence	Y	Spanish	0	VDH-OHPP
Self Declaration of No Income	Y	Spanish	0	VDH-OHPP
Sterilization MD Statement	Y	Spanish	0	VDH-OHPP
TB Forms	Y	Spanish	0	VDH-OHPP
VDH Confidential Adult Health History	Y	Spanish	0	VDH-OHPP
VDH Medical Records Release Form	N			VDH-OHPP
VDH No Contact Agreement	Y	Spanish	0	VDH-OHPP
VDH No Proof of Income Letter	Y	Spanish	0	VDH-OHPP
Consent for Oral Surgery	N			VDH-OHPP
Consent For Special Health Service	Y	Spanish	0	VDH-OHPP
Do Not Contact Agreement	Y	Spanish	0	VDH-OHPP
Endodontic Treatment Consent	N	Spanish	0	VDH-OHPP
Financial Eligibility	N			VDH-OHPP
Hepatitis B Consent Form	Y	Spanish	0	VDH-OHPP
PPD Skin Testing Informed Consent	Y	Spanish	0	VDH-OHPP

APPENDIX 4: Providers of Translation / Interpretation Services

<u>Name</u>	<u>Geographic Area Covered</u>	<u>Geog. Indicator</u>	<u>Primary Svc.</u>	<u>Cost/Amount Charged</u>	<u>Funding Source</u>	<u>Specific Language Covered</u>	<u>Certification</u>
Ruth Heim	Campbell County and surrounding area	Central	Translation	\$75 per hour	Administrative fund (professional service)	Spanish	No
Liberty University School of Sign Language	Campbell County and surrounding area	Central	Interpretation	no charge	Administrative fund (professional service)	Sign language/English	No
Craig Newman	Campbell County and surrounding area	Central	Translation	\$25 per hour	Administrative fund (professional service)	Spanish	No
Commonwealth Catholic Charities	Central Virginia	Central	translation, case management		NA	Afghani, Liberian, others	yes
Blue Ridge Interpreting Inc.	Danville, Franklin County, Halifax, Henry, South Boston, Lunenburg, Martinsville, Mecklenburg, Patrick, Pittsylvania	Central	Translation	\$46 per hour		Spanish	Yes
Citizens Against Fam. Violence	Henry Co., Martinsville,	Central	XX	None		XX	XX
Piedmont Comm. Services	Henry Co., Martinsville, Patrick	Central	XX	None		XX	XX
Northampton DSS	Northampton County	Eastern Shore	Translation	salaried at 2% adj.		Spanish	no
Northampton DSS	Northampton County	Eastern Shore	Translation	contracted at 16.00/hr.	varies based on use	Spanish	no
Marybeth Wurster	Fairfax	NoVA Metro	Translation	\$50 per hour plus mileage	Cost Code	Sign Language	
Court Interpreting Service	Fairfax	NoVA Metro	Translation	\$85 per hour plus mileage	Cost Code	Most Languages	Yes
Heidi H. Varblow	Fairfax	NoVA	Translation	\$275 for 19 pages	Cost Code	German	

<u>Name</u>	<u>Geographic Area Covered</u>	<u>Geog. Indicator</u>	<u>Primary Svc.</u>	<u>Cost/Amount Charged</u>	<u>Funding Source</u>	<u>Specific Language Covered</u>	<u>Certification</u>
		Metro					
McNeil Technology	Fairfax Co.	NoVA Metro	face-to-face translation	76.86/hr	contract	various	yes
CTS Language Link	Fairfax Co.	NoVA Metro	face-to-face translation	55.00/hr	contract	various	yes
International Language Services	Fairfax Co.	NoVA Metro	face-to-face translation	varied	contract	various	yes
Tele-Interpreters on-Call, Inc.	Fairfax Co.	NoVA Metro	phone	1.39/min	contract	various	yes
Language Learning Enterprises	Fairfax Co.	NoVA Metro	phone	1.43/min	contract	various	yes
CTS Language Link	Fairfax Co.	NoVA Metro	phone	1.45/min	contract	various	yes
Language Line	Fairfax Co.	NoVA Metro	phone	1.6	contract	various	yes
Kim Lee	Northern Virginia	NoVA Metro	translation	\$50 per hour	Federal voc rehab funds	Vietnamese	Unknown
Language Line Services	Northern Virginia	NoVA Metro	Telephone Interpretation	\$1.60 per minute	State for DSS/Local for DHS	Array of languages	*Not known
Center for Multicultural Human Services	Northern Virginia	NoVA Metro	Interpretation, Translation	\$60-70 per hour, \$90-120 per page	State for DSS/Local for DHS	Array of languages	Not known
Birnbaum Interpreter Services	Northern Virginia	NoVA Metro	Sign language	\$60.25 per hour/general	State for DSS/Local for DHS	Sign Language	Not known
TTY Services	Northern Virginia	NoVA Metro	TTY	\$19 per month per unit	Local	TTY telephone service for deaf	Not known
Language Learning Enterprises	Northern Virginia	NoVA Metro	Interpretation, Translation	\$65-76 per hour, \$56-152 per page	State for DSS/Local for DHS	150 languages	Not known
AHEC	Northern Virginia	NoVA Metro	Interpretation, Translation	\$55 per hour, \$150-200 per page	State for DSS/Local for DHS	Array of languages	Not known

<u>Name</u>	<u>Geographic Area Covered</u>	<u>Geog. Indicator</u>	<u>Primary Svc.</u>	<u>Cost/Amount Charged</u>	<u>Funding Source</u>	<u>Specific Language Covered</u>	<u>Certification</u>
Northern Area Health Ed. Ctr.	NOVA, D.C. Metro area	NoVA Metro	Interpreters		SSA	90 Languages	Yes
Language Learning	NOVA, DC MD	NoVA Metro	Translation	varies	SSBG, CSA	All	yes
Sign Language Associates	NOVA, DC MD	NoVA Metro	Translation	varies	SSBG, CSA	American Sign Lanaguage	yes
Pr. Wm Co DSS Staff	Prince William Co.	NoVA Metro	Spanish Translation	full-time employees		Spanish	no
Bilingual Solution Unlimited	Charles City County	Richmond Metro	Translation				
Patricia Michelsen-King	Richmond	Richmond Metro	Translation	\$60 per hour	Cost Code 264	Spanish	Yes
VCU School of World Studies	Richmond area	Richmond Metro	translation	Varies	Federal voc rehab funds	Varies	Unknown
New Kent Co. Schools		Richmond Metro					
Uyen Lee	Roanoke area	Roanoke Metro	translation & interpretation	\$35. per hour	CSA	Vietnamese	Unknown
Rke. Interpretater Services	Roanoke area	Roanoke Metro	translation&interpretation	.15-22 word; \$40 hr.	Amd. Budget	50+ languages	unknown
Refugee & Immigration Services	Roanoke City & 30 mile radius	Roanoke Metro	Interpreters		SSA and VR	Spanish & other languages	No
Roanoke Interpreter Services	Roanoke City & 30 mile radius	Roanoke Metro	Translation/Interpretation		VR	Spanish & other languages	No
Refuge & Immigration Services	All of SW Virginia	South West	translation	\$45 per hour	Federal voc rehab funds	65 languages	Not required
Charles Howard Thomas	Carroll, Grayson, Wythe counties	South West	Translation	\$50.00/hr	na	Spanish	yes
Betty Spears	Scot County	South West	Spanish	\$20 per hour	Varies	Spanish	Yes
Mary Chapiewski	Tazewell County	South West	Translation	0	Full-time employee	Spanish	No
Norma Robinson	Tazewell County	South	Translation	0	Full-time	Spanish	No

<u>Name</u>	<u>Geographic Area Covered</u>	<u>Geog. Indicator</u>	<u>Primary Svc.</u>	<u>Cost/Amount Charged</u>	<u>Funding Source</u>	<u>Specific Language Covered</u>	<u>Certification</u>
		West			employee		
Giles Co. Schools		South West					
DMHMRSAS Interpreter Pool	DMHMRSAS Interpreter Pool	Statewide	ASL, Vietnamese, 73 languages	Yes			
Babel Fish Translation	international	Statewide	translation	no charge		150 langues	Yes
www.Babelfish.altavista.com	Internet	Statewide	Translation of text	\$0.00	NA	Many languages	Unknown
Catholic Diocese Refugee & Immigration Services	Most of Virginia	Statewide	Translation	unknown, since working w/ Catholic Charities		25 languages	yes
Kathy Varney	Nationwide	Statewide	translation&interp retation	\$35. per hour	CSA	Vietnamese	Unknown
Bertha Ventura	Statewide	Statewide	Translation	Included in job duties	n/a	Spanish	No
Network Omni	statewide	Statewide	recipients calling with interpretation needs; printed material translated for DMAS	varies, charged depends on use of service	not applicable	over 150 languages	unknown
MAXIMUS (under contract to DMAS)	statewide	Statewide	assistance to Medicaid recipients enrolling in managed care programs	part of contract	not applicable	languages available through "Language Line". Also 5 bilingual staff	unknown
Logisticare (under contract to DMAS)	statewide for Medicaid recipients with fee-for-service or MEDALLION coverage	Statewide	transportation brokerage	part of transportation brokerage services	not applicable	AT&T language line	unknown
Language Line Services	United States - by telephone	Statewide	interpretation	varies, billed by minute, \$2.60 and up	Elig. Admin., SSBG, CSA	170 languages	Yes

<u>Name</u>	<u>Geographic Area Covered</u>	<u>Geog. Indicator</u>	<u>Primary Svc.</u>	<u>Cost/Amount Charged</u>	<u>Funding Source</u>	<u>Specific Language Covered</u>	<u>Certification</u>
Language Services Associates	United States - by telephone	Statewide	interpretation	varies, billed by minute, \$2.60 and up	Elig. Admin., SSBG, CSA	170 languages	Yes
FLS Global Languages	United States - by telephone	Statewide	interpretation	varies, billed by minute, \$2.60 and up	Elig. Admin., SSBG, CSA	Many languages	Unknown
SSA's Tele-Interpreter Service	USA	Statewide	Interpreters	Unknown	SSA	150+ Languages	SSA Qualified
SSA's Translation Services	USA	Statewide	Translation	Unknown	SSA	150+ Languages	SSA Qualified
Kay Seib	Virginia	Statewide	translation	\$38. hour	Adm. Budget	sign	yes
Traci Evans	Virginia	Statewide	translation	\$46. hour	Adm. Budget	sign	yes
Carlos Hernandez	Virginia	Statewide	Translation	\$60 per hour, 2 hr. min., .32 per mile over 30 mi.	Administrative fund (professional service)	Spanish	Yes
Virginia Dept. for the Aging	Virginia	Statewide	Spanish	NA - Employee	Employee	Spanish	No
Central State Hospital	Central Virginia	Central VA	Translation/Interpretation	NA - Employee	Employee	Spanish	No
Eastern State Hospital	Tidewater Virginia	Tidewater	Interpretation	NA - Employee	Employee	Spanish, Korean, Vietnamese	No
Piedmont Geriatric Hospital	Central Virginia	Central VA	Interpretation	NA - Employee	Employee	Spanish, Chinese(Cantonese), German, Urdu	No
Southern Virginia Mental Health Institute	Pittsylvania, Danville, Franklin, Henry, Patrick, Martinsville, Mecklenburg	Central VA	Interpretation	NA - Employee/Volunteer	Employee/Volunteer	Spanish	No
Western State Hospital	Valley	Northwest VA	Interpretation	NA - Employee	Employee	Spanish, ASL	No
Word for Word, Inc.	Chesapeake	Tidewater	Translation	\$0.27 per word		German	Yes
Refugee Resettlement & Immigration	Suffolk	Tidewater	Translation	\$450		German	Yes

<u>Name</u>	<u>Geographic Area Covered</u>	<u>Geog. Indicator</u>	<u>Primary Svc.</u>	<u>Cost/Amount Charged</u>	<u>Funding Source</u>	<u>Specific Language Covered</u>	<u>Certification</u>
Word for Word, Inc.	Virginia Beach	Tidewater	Translation	\$65		Polish	Yes
Anthem HealthKeepers Plus	cities and counties under contract	Unknown	managed care	part of contract	not applicable	Interpretation, Translation	unknown
Care/Net	cities and counties under contract	Unknown	managed care	part of contract	not applicable		unknown
Sentara Family Care	cities and counties under contract	Unknown	managed care	part of contract	not applicable		unknown
Unicare Health Plan of Virginia	cities and counties under contract	Unknown	managed care	part of contract	not applicable		
Virginia Premier Health Plan	cities and counties under contract	Unknown	managed care	part of contract	not applicable		unknown
Foreign Language Services, Inc	Charlottesville	Valley	Interpreting, Translation	\$50 per hour/\$.16 per word		25 Languages	Unk-phone disconnected
International Rescue Committee	Charlottesville area	Valley	interpretation	\$50.00 per hour	Elig. Admin., SSBG, CSA	Spanish, Arabic, French, Bosnian, Albanian, Dari/Farsi, Ewe, others	Yes
International Rescue Committee	Charlottesville, statewide w/ additional fee	Valley	translation	\$50 per hour	Federal voc rehab funds	17 languages	Unknown
United Way (Danielle M-Smith)	Charlottesville/Alb., Greene, Fluvanna	Valley	Translation	Free		Spanish	unknown
Rural Health Outreach Program	Charlottesville/Alb., Greene, Fluvanna	Valley	Outreach/translation	Free		Spanish	unknown
Ruth Voth	City of Winchester	Valley	Spanish	\$25 per hour	Administration	Spanish	Yes
Dana Flage	Lexington, Page, Rockbridge, Rockingham, Staunton, Waynesboro, Shenandoah	Valley	Translation	\$10 per page	28601-Verona District Office	German	No
Amarilis Hudson	Rockbridge County, Buena Vista, Lexington	Valley	Translation	\$20 per hour	ADMIN	Spanish	No

<u>Name</u>	<u>Geographic Area Covered</u>	<u>Geog. Indicator</u>	<u>Primary Svc.</u>	<u>Cost/Amount Charged</u>	<u>Funding Source</u>	<u>Specific Language Covered</u>	<u>Certification</u>
Washington & Lee University	Rockbridge County, Buena Vista, Lexington	Valley	Translation	Do not charge	N/A	Bosnian, French, German, Russian, African Languages	Yes
Virginia Military Institute	Rockbridge County, Buena Vista, Lexington	Valley	Translation	Do not charge	N/A	Vietnamese, Chinese, Modern Languages	Yes
Russell Knudson	Rockbridge County, Buena Vista, Lexington	Valley	Translation	\$20 per hour	ADMIN	French	Yes
Benjamin Peck	Rockbridge County, Buena Vista, Lexington	Valley	Translation	\$20 per hour	ADMIN	Spanish	Yes
Sean Connolly	Stafford, Spotsylvania, Fredericksburg, Caroline Translation	Valley		Varying rates			
Maritza Dislelici	Warren	Valley	Interpretation, Translation	\$35.00 per hr	N/A	Spanish	No/Ct uses extensively
Matti Rodriques	Warren, Winchester, Frederick, Shenandoah, Pate, Culpeper, Leesburg	Valley	Interpretation, Translation	\$25-45/hr.	N/A	Spanish	Yes
Lang Learning Ent.	Winchester, Frederick, Warren, Page, Shenandoah, Culpeper	Valley	Interpretation, Translation	\$1.43 per minute	N/A	150 languages	Yes
Madison Linguistic Services	Clarke, Frederick, Loudon and Warren Counties, Winchester	Valley & NoVA Metro	Translation	\$0.22 per word	Cost Code 284	Spanish	Yes
Jo Anthony	Augusta, Buena Vista, Harrisonburg, Highland	Valley, South Central	Interpreting	\$42 per hour	28601-Verona District Office	Interpreter for the Deaf	Yes

APPENDIX 5: Estimated Level of Awareness - Agency Service Providers

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
Mental Health Counselors (too many to list)	counseling	2	Campbell	Central
Home-based therapists (too many to list)	therapy in homes	2	Campbell	Central
Mentors (too many to list)	mentoring	1	Campbell	Central
Companions(too many to list)	personal assistance	1	Campbell	Central
Home Health/Personal Care Providers(too many to list)	personal assistance	1	Campbell	Central
Child Care Providers(too many to list)	child care	2	Campbell	Central
Doctors(too many to list)	medical/psychiatric/psychological/dental treatment	3	Campbell	Central
Homemakers(too many to list)	family educator/parent aide service	1	Campbell	Central
Parenting service providers(too many to list)	parenting classes/parent aide service	1	Campbell	Central
Treatment facilities(too many to list)	residential services	4	Campbell	Central
Group homes(too many to list)	residential services	3	Campbell	Central
Foster Care/Adoptive homes(too many to list)	homes for children unable to live with parents	2	Campbell	Central
Treatment hospitals(too many to list)	acute care	5	Campbell	Central
Central Virginia Area Agency on Aging	Aging over 60	2	PSA 11	Central Virginia
Southern Area Agency on Aging	Aging over 60	2	PSA 12	Central Virginia
Eastern Shore AAA and CSB	Aging Over 60 and other family services	2	PSA 22	Eastern Shore
Rappahanock Area Agency on Aging	Aging over 60	2	PSA 16	Northern Virginia Region
Bay Aging	Aging over 60	2	PSA 17/18	Northern Virginia Region
Language Learning	everything	5	Prince William	NoVA Metro
Sign Language Associates	everything	5	Prince William	NoVA Metro

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
2 FTEs devoted to Spanish interpretation	everything	5	Prince William	NoVA Metro
Alexandria-CSB SAS	Social Detox	5	Arlington	NoVA Metro
Alexandria-CSB SAS	Women's Reovery Home	5	Arlington	NoVA Metro
Alexandria-CSB SAS	Narcotics Treatment	5	Arlington	NoVA Metro
Alzheimer's Family Day Center	mental retardation vocational	5	Arlington	NoVA Metro
Animal Welfare League	regional - animal control services	5	Arlington	NoVA Metro
Arlington Chapter, American Red Cross	transportation	5	Arlington	NoVA Metro
Arlington Community Action Program (ACAP)	regional - community service	5	Arlington	NoVA Metro
Arlington Education and Employment Program (REEP)	ESL Training	5	Arlington	NoVA Metro
Arlington Education and Employment Program (REEP)	ESL Training	5	Arlington	NoVA Metro
Arlington Food Assistance Center	food assistance	5	Arlington	NoVA Metro
Arlington Hospital Assoc.	health clinic OB-GYN supervision	5	Arlington	NoVA Metro
Arlington Hospital Assoc.	sonograms	5	Arlington	NoVA Metro
Arlington Hospital Assoc.	SA medical detox	5	Arlington	NoVA Metro
Arlington Pediatric Center	case management	5	Arlington	NoVA Metro
Arlington Street People's Assistance Network (ASPAN)	emergency winter shelter	5	Arlington	NoVA Metro
Arlington-Alexandria Coalition for the Homeless (AACH)-Sullivan House	emergency shelter	5	Arlington	NoVA Metro
Arlingtonians Meeting Emergency Needs (AMEN)	emergency needs food	5	Arlington	NoVA Metro
Arlingtonians Meeting Emergency Needs (AMEN)	emergency needs	5	Arlington	NoVA Metro
Brain Injury Services	regional - disabled	5	Arlington	NoVA Metro

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
	services			
Central Fairfax Services	mental retardation vocational	5	Arlington	NoVA Metro
Cobblestone	Mental Health Residential	5	Arlington	NoVA Metro
Community Living Alternatives	mental retardation residential	5	Arlington	NoVA Metro
Community Residences, Inc.	homeless case management	5	Arlington	NoVA Metro
Community Residences, Inc.	residential services - mental retardation	5	Arlington	NoVA Metro
Community Residences, Inc.	residential services - mental health	5	Arlington	NoVA Metro
Community Systems Inc	mental retardation residential	5	Arlington	NoVA Metro
CrisisLink	regional - hotline	5	Arlington	NoVA Metro
Culpepper Garden	assisted living	5	Arlington	NoVA Metro
Cure Network	regional - disabled services	5	Arlington	NoVA Metro
Didlake	mental retardation vocational	5	Arlington	NoVA Metro
Easter Seals - Hear Now	regional - disabled services	5	Arlington	NoVA Metro
Endeppence Center of Northern Virginia	regional - disabled services	5	Arlington	NoVA Metro
Epilepsy Foundation	mental retardation vocational	5	Arlington	NoVA Metro
Ethiopian Community Development Council	social services for immigrants	5	Arlington	NoVA Metro
E-tron	mental retardation vocational	5	Arlington	NoVA Metro
Fairfax Opportunity Unlimited	mental retardation vocational	5	Arlington	NoVA Metro
Fellowship Health Resources	mental health crisis	5	Arlington	NoVA Metro

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
	stabilization			
Fellowship Health Resources	mental health residential-grp homes	5	Arlington	NoVA Metro
Fellowship Health Resources	mental retardation residential	5	Arlington	NoVA Metro
First Baptist Church of Ballston	rental of space for Headstart	5	Arlington	NoVA Metro
Food for Others	food assistance	5	Arlington	NoVA Metro
Friends of Guest House		5	Arlington	NoVA Metro
Hartwood Foundation	mental retardation residential (respite)	5	Arlington	NoVA Metro
Health Systems Agency	health care system oversight	5	Arlington	NoVA Metro
Hispanic Committee	emergency assistance	5	Arlington	NoVA Metro
Hispanic Committee	regional - community service	5	Arlington	NoVA Metro
Hispanics Against Child Abuse & Neglect	parent education	5	Arlington	NoVA Metro
Home Care Partners	home care services	5	Arlington	NoVA Metro
Hope Center-Fairfax CSB ADS	substance abuse day treatment	5	Arlington	NoVA Metro
Hospice of Northern Virginia	regional - hospice	5	Arlington	NoVA Metro
ICON Community Services	mental retardation vocational	5	Arlington	NoVA Metro
Job Discovery Inc.	mental retardation residential	5	Arlington	NoVA Metro
Job Discovery Inc.	mental retardation vocational	5	Arlington	NoVA Metro
Legal Services of Northern Virginia	regional - legal services	5	Arlington	NoVA Metro
Melwood	substance abuse residential treatment	5	Arlington	NoVA Metro
Mount Vernon Lee Enterprises	mental retardation vocational	5	Arlington	NoVA Metro

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
National Rehab and Rediscovery Foundation		5	Arlington	NoVA Metro
Northern Virginia AIDS Ministry (NOVAM)	Aids education	5	Arlington	NoVA Metro
Northern Virginia Family Service	Healthy Families	5	Arlington	NoVA Metro
Northern Virginia Regional Dental Clinic	dental services - rent	5	Arlington	NoVA Metro
Northern Virginia Regional Dental Clinic	dental services	5	Arlington	NoVA Metro
Northern Virginia Resource Center for the Deaf & Hard of Hearing	Disabled Services-Regional	5	Arlington	NoVA Metro
Pathways	mental health	5	Arlington	NoVA Metro
Phillips Teaching Home	mental retardation residential	5	Arlington	NoVA Metro
Project Word	Disabled Services-Regional	5	Arlington	NoVA Metro
Rubicon Inc.	substance abuse residential treatment	5	Arlington	NoVA Metro
Second Genesis	substance abuse treatment	5	Arlington	NoVA Metro
Senior Services of Alexandria	Money Management/chore service	5	Arlington	NoVA Metro
Services for the Visually Impaired	regional - disabled services	5	Arlington	NoVA Metro
ServiceSource	mental retardation vocational	5	Arlington	NoVA Metro
ServiceSource LPACAP	mental retardation vocational	5	Arlington	NoVA Metro
Sheltered Occupational Center	mental health vocational	5	Arlington	NoVA Metro
Sheltered Occupational Center	mental retardation vocational	5	Arlington	NoVA Metro
Social Center	mental health vocational	5	Arlington	NoVA Metro
St. Colleta - MHMRSASD	mental retardation	5	Arlington	NoVA Metro

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
	vocational			
St. John Community Services	mental retardation vocational	5	Arlington	NoVA Metro
Telecommunications Exchange for the Deaf	regional - disabled services	5	Arlington	NoVA Metro
The Arlington Community Temporary Shelter (TACTS)	emergency shelter	5	Arlington	NoVA Metro
The Womans' Center	MH Counseling	5	Arlington	NoVA Metro
Vanguard Services-Deep Run Lodge	youth substance abuse	5	Arlington	NoVA Metro
Vanguard Services - Demeter	substance abuse treatment - Demeter	5	Arlington	NoVA Metro
Vanguard Services-Hispanic Residential	substance abuse treatment-CSAT grant	5	Arlington	NoVA Metro
Vanguard Services-Independence House	SA Transitional Living - Ind. House	5	Arlington	NoVA Metro
Vanguard Services-Phoenix	substance abuse treatment - Phoenix	5	Arlington	NoVA Metro
Vanguard Services-Reentry	SA Transitional Living - Reentry	5	Arlington	NoVA Metro
Volunteers of America	emergency shelter-RPC	5	Arlington	NoVA Metro
Volunteers of America	substance abuse services	5	Arlington	NoVA Metro
Volunteers of America	mental retardation residential-grp homes	5	Arlington	NoVA Metro
Youth Project Inc.	Youth Counseling/Education	5	Arlington	NoVA Metro
Washington Ear	regional - disabled services	5	Arlington	NoVA Metro
Whitman-Walker	case management	5	Arlington	NoVA Metro
Whitman-Walker - Substance Abuse	counseling and education	5	Arlington	NoVA Metro
Women's Home	SA Transitional Living for women	5	Arlington	NoVA Metro

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
Alexandria Office of Aging and Adult Services	Aging over 60	4	PSA 8A	NoVA Metro
Arlington Agency on Aging	Aging over 60	4	PSA 8B	NoVA Metro
Fairfax Area Agency on Aging	Aging over 60	5	PSA 8C	NoVA Metro
Loudoun County Area Agency on Aging	Aging over 60	4	PSA 8D	NoVA Metro
Prince William Area Agency on Aging	Aging over 60	4	PSA 8E	NoVA Metro
Peninsula Agency on Aging	Aging over 60	3	PSA 21	Peninsula
Commonwealth Catholic Charities	case management & translators	4	Hanover	Richmond Metro
Refugee & Immigration Services	translators;refugee	4	Hanover	Richmond Metro
Senior Connections	Aging over 60	3	PSA 15	Richmond Metro
Lake Country Area Agency on Aging	Aging over 60	2	PSA 13	South Central
Piedmont Senior Resources	Aging over 60	2	PSA 14	South Central
Crater District Area Agency on Aging	Aging over 60	2	PSA 19	South Central
Charles Howard Thomas	translation	5	Wythe	South West
Mountain Empire Older Citizens, Inc.	Aging Over 60 and other family services	3	PSA 1	Southwest VA
Appalachian Agency for Senior Citizens, Inc.	Aging over 60	3	PSA 2	Southwest VA
District Three Senior Services	Aging over 60	3	PSA 3	Southwest VA
New River Valley Agency on Aging	Aging over 60	3	PSA 4	Southwest VA
LOA - Area Agency on Aging, Inc.	Aging over 60	3	PSA 5	Southwest VA
Catholic Diocese	resettlement		VDSS Fam Svcs	Statewide
Home Based Services Providers	in-home care	2	VDSS Fam Svcs	Statewide
Adult Day Services Providers	adult day care	3	VDSS Fam Svcs	Statewide
Adult Foster Care	adult foster care	2	VDSS Fam Svcs	Statewide
Family Foster Homes	Foster care for children	2	VDSS Fam Svcs	Statewide
Children's residential facilities	Foster care for children	3	VDSS Fam Svcs	Statewide
Adoptive homes	Adoption	2	VDSS Fam Svcs	Statewide
Policy Studies/Hampton/Chesapeake	Child Support Services	3	VDSS DCSE	Statewide

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
LabCorp Genetic Testing	Genetic Testing	3	VDSS DCSE	Statewide
Policy Studies/ Paternity Establishment	In-hospital paternities	4	VDSS DCSE	Statewide
Supreme Court	Access and Visitation	4	VDSS DCSE	Statewide
Policy Studies/ New Hire Reporting	New Hire Reporting	3	VDSS DCSE	Statewide
18000+ vendors in system w/FIN	range of services, i.e., assessment, physical restoration, training, equipment, books, supplies	3	DBVI	Statewide
Colleges/universities (73)	College training	Unknown	DRS	Statewide
Trade Schools (57)	Training	Unknown	DRS	Statewide
Life Skills Trainers (10)	Life Skills Training	Unknown	DRS	Statewide
Physicians (too many to list)	Medical/Mental Care	Unknown	DRS	Statewide
Nurses (too many to list)	Medical care	Unknown	DRS	Statewide
Hospitals (too many to list)	Medical care	5	DRS	Statewide
Audiologists (too many to list)	Hearing Therapy	Unknown	DRS	Statewide
Speech Therapists (too many to list)	Speech Therapy	Unknown	DRS	Statewide
Psychologists/LCSW (too many to list)	Psychological	Unknown	DRS	Statewide
Physical Therapists (too many to list)	Physical Therapy	Unknown	DRS	Statewide
Occupational Therapists (too many to list)	Occupational Therapy	Unknown	DRS	Statewide
Interpreters (too many to list)	Intepreting	5	DRS	Statewide
Personal Attendants (too many to list)	Asst. with daily living	1	DRS	Statewide
Prosthetics/Orthotics (too many to list)	Prosthetics/Orthotics	Unknown	DRS	Statewide
Transportation (too many to list)	Transporatation	Unknown	DRS	Statewide
Dentists (too many to list)	Dental Care	Unknown	DRS	Statewide
Child Care (too many to list)	Child Care	Unknown	DRS	Statewide
Employers (too many to list)	On-the-job Training	Unknown	DRS	Statewide

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
Alexandria Comm Services Board (CSB)	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Alleghany Highlands CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Arlington CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Blue Ridge CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Central Virginia CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Chesapeake CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Chesterfield CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Colonial CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Crossroads CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Cumberland Mountain CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Danville-Pittsylvania CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Dickenson CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Disrtict 19 CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Eastern Shore CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Fairfax-Falls Church CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Goochland-Powhatan CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Hampton-Newport News CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Hanover CSB	MH,MR,SA Community	4	DMHMRSAS	Statewide

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
	Based Services			
Harrisonburg-Rockingham CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Henrico Area CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Highlands CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Loudoun CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Middle Peninsula-Northern Neck CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Mount Rogers CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
New River Valley CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Norfolk CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Northwestern CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Piedmont CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Planning District 1 CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Portsmouth CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Prince William CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Rappahannock-Rapidan CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Rappahannock Area CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Region Ten CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
Richmond Behavioral Health Authority	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Rockbridge Area CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Southside CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Valley CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Virginia Beach CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Western Tidewater CSB	MH,MR,SA Community Based Services	4	DMHMRSAS	Statewide
Catawba Hospital	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Central State Hospital	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Central VA Training Center	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Commonwealth Center for Children and Adolescents	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Eastern State Hospital	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Hiram Davis Medical Center	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Northern VA MH Institute	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Northern VA Training Center	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Piedmont Geriatric Hospital	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Southeastern VA Training Center	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Southern VA MH Institute	Inpatient MH and MR Services	4	DMHMRSAS	Statewide

<u>Provider Name</u>	<u>Type of Service</u>	<u>Awareness</u>	<u>Agency</u>	<u>Geographic Indicator</u>
Southside VA Training Center	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Southwestern VA MH Institute	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Southwestern VA Training Center	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Virginia Center for Behavioral Rehabilitation	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
Western State Hospital	Inpatient MH and MR Services	4	DMHMRSAS	Statewide
CILs (18)	Independent Living	4	DRS	Statewide
ESOs (86)	Supported Employ.	5	DRS	Statewide
Virginia Department for the Aging	Aging Over 60	4	State	Statewide
Senior Services of Southeastern VA	Aging over 60	3	PSA 20	Tidewater
Amarilis Hudson	Translator	3	Rockbridge	Valley
Washington and Lee University	Translator	4	Rockbridge	Valley
Virginia Military Institution	Translator	4	Rockbridge	Valley
Russell Knudson	Translator	3	Rockbridge	Valley
Benjamin Peck	Translator	2	Rockbridge	Valley
International Rescue Committee	refugee resettlement	5	Charlottesville	Valley
Bablefish	text translation	3	Charlottesville	Valley
Language Line Services	interpretation	4	Charlottesville	Valley
Language Services Associates	interpretation	4	Charlottesville	Valley
FLS Global Languages	interpretation	4	Charlottesville	Valley
Connie Cooper	translator	2	Greene	Valley
LCSW, Pyschologists	counseling	3	Winchester	Valley
Residential facilities, child placing agen.	placement services	3	Winchester	Valley
Valley Program for Aging Services, Inc.	Aging over 60	4	PSA 6	Valley
Shenandoah Area Agency on Aging, Inc.	Aging over 60	3	PSA 7	Valley
Rappahanock Rapidan CSB	Aging over 60	2	PSA 9	Valley
Jefferson Area Board on Aging	Aging over 60	3	PSA 10	Valley

**APPENDIX 6: Virginia Employment Commission (VEC)
POLICY STATEMENT AND PLAN**

VEC POLICY STATEMENT AND PLAN

POLICY STATEMENT REGARDING INTERPRETER SERVICES

The ability of individuals to communicate with and understand employees of the Virginia Employment Commission's is central to the ability to participate in the Commission's programs. To ensure that every Virginian, regardless of his or her native language, has access to and may participate in agency programs, the Virginia Employment Commission is committed to providing appropriate interpreter services to individuals with limited English proficiency.

The provision of appropriate interpreter services is central to the integrity of adjudicative processes, ensuring that those with limited English proficiency can understand and participate in the proceedings. Customers' ability to access the Commission's services and programs requires that the individuals' language needs be met to ensure clear communication and customer satisfaction.

The Commission's policy for the provision of interpreter services outlined below is intended to ensure access to interpreter services and translated documents. The policy also promotes the autonomy of local offices to determine the mix of resources most appropriate for their clientele and the situation at hand. Finally, the policy provides an avenue for addressing and resolving disputes about the provision of interpreter services.

Guidelines For Full Participation by Limited English Proficient Customers

1. Implementation

- a. The Human Relations Manager is responsible for monitoring agency programs and activities to ensure meaningful access for LEP persons. The Human Relations Manager has designated the Equal Opportunity Assistant as the agency's Language Access Coordinator (LAC).

2. Inventory of agency resources for Language Assistance Services ("LAS").

- a. The LAC shall maintain an inventory of LAS available to all agency personnel. The inventory shall include, but is not limited to, the following:
 - i. Contract language services providers (LSP);
 - a. Qualification Standards - the following factors will be considered for LSPs included in the database:

1. The interpretation skill level of the LSP and its agents;
 2. The length of time the LSP has been in business;
 3. Any previous experience the agency may have had with the LSP, and
 4. The LSP's experience in providing LEP services in similar contexts.
- ii. Legislation;
 - iii. Policies;
 - iv. Links to external LEP resources
 - v. Translation capability of documents; and
 - vi. Translation capability for in-person customer contacts, including hearings.
- b. The LAS inventory shall be maintained so as to be responsive to LEP need for LAS on a regional basis. The LAC, under the direction of Human Relations Manager, will continually monitor need and update the inventory appropriately.
 - c. The inventory shall be made available to agency personnel through electronic and other means, and shall include information on accessing the LAS.
 - d. All LAS will be made available to LEP customers at the expense of the agency, where the circumstances indicate the provision of LEP services is appropriate or required.
 - e. To ensure consistent standards, translation services will be provided by professional providers based on the factors listed in 2a. Bilingual staff may be utilized on a limited basis when LAS are not anticipated or available.

3. Situational needs assessment

- a. The agency will, on a continuing basis, assess the need for language services on a regional basis and make LAS available as deemed appropriate. In making this assessment, the agency will examine:
 - i. The prevalence of LEP customers by service region;
 - ii. The predominant languages spoken by LEP individuals in each service region;
 - iii. The frequency of service utilization by LEP customers; and
 - iv. The relative importance of key agency services to it customers.

- b. In making this assessment, the agency will consider the following, among other, data sources:
 - i. United States census results;
 - ii. Data maintained by the agency;
 - iii. The agency's past experience in providing services to LEP customers;
 - iv. Data maintained by other agencies including the Virginia Department of Education and the Virginia Department of Health; and
 - v. Information sources maintained by private and public local entities, including community-based organizations and local social services departments.
- c. Need will be identified based upon the type of contact:
 - i. In-person
 - ii. Telephone
 - iii. Written documents
- d. The results of this assessment will be made available to all VEC employees who interface with customers.

4. Local office/One-Stop Protocol

- a. **Identification of need:** Local office managers may take appropriate steps in evaluating, quantitatively and qualitatively, the needs of LEP customers in their service areas, including:
 - i. Examination of the situational needs assessment information kept by the agency;
 - ii. Interviews with customers within their service area;
 - iii. Systematic observation of customer-staff interaction; and
 - iv. Hiring bilingual staff.
- b. Local office managers will maintain autonomy in creating a mix of language assistance resources appropriate to the demographics of their service area.
- c. All LAS will be available to local office staff through electronic or other means based on need.
- d. Local office managers will evaluate language resources available in their service area including community colleges, state and private universities, and community-based organizations. LO managers may, with the approval of the Commission, enter into agreements for the provision of such services with community resources. These community resources will be integrated with other agency language resources as appropriate.

- e. LAC will coordinate on a regular basis with LO managers to assure that localized resources are made available to other LO managers to the greatest extent practicable.
- f. LO managers may maintain a database tracking LEP contacts. Database formats will be provided by LAC. LOs shall make the data available to LAC as requested by LAC.
- g. LO managers will communicate to staff that the use of a family member or friend may only take place after informing an LEP customer of his/her right to free interpreter services.

5. Central Office Staff

- a. Each central office supervisor will institute an LEP protocol appropriate to their department's function.
- b. Central office departmental protocols will be designed using the agency resources described in section 2 of these guidelines.
- c. Central office departmental protocols will be designed using the general guidelines set out in section 4 relating to LOs.

6. Adjudication

- a. Fact-finding procedures by claims deputies will follow LO LEP protocol.
- b. First Level Appeals ("FLA"):
 - i. Appeals Hearings: Interpreters will be made available to hearing participants upon request or where FLA staff identifies a need for an interpreter.
 - ii. The FLA unit will identify important FLA documents for translation as appropriate based upon the situational needs assessment, and make translated documents available to LEP customers as needed.
- c. Commission Appeals: Commission appeals staff will make appropriate LAS available to LEP customers as appropriate under the circumstances.

7. Agency Documents

- a. The agency shall, on a continuing basis, identify important documents that are routinely provided to customers that should appear in languages other than English.
- b. LAC will coordinate with the LSP to have identified documents translated accordingly.

- c. Translated documents will be made available to all agency personnel based upon identified need.

8. Complaint Resolution

- a. Any LEP individual has a right to file a complaint against the agency where he or she believes that the agency did not provide necessary LEP services as appropriate. These complaints include those available under Title VI of the Civil rights Act of 1964.
- b. All complaints, alleging a violation under Title VI will be referred to the Human Relations Manager.
- c. The Human Relations Manager will take appropriate steps to resolve all complaints in accordance with the agency's discrimination complaint procedures.
- d. The Human Relations Manager will maintain a database tracking all complaints and requests for language services and their resolution. The database will include the following items:
 - i. Source of complaint or request including relevant contact information
 - ii. Nature of complaint request
 - iii. Date complaint/request received
 - iv. Date complaint/request resolved
 - v. Manner of resolution
 - vi. Comments