

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



January 22, 2008

ALL COUNTY INFORMATION NOTICE NO. I-02-08

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY CIVIL RIGHTS COORDINATORS

SUBJECT: DOCUMENTATION OF INTERPRETIVE SERVICES AT EVERY POINT OF CONTACT

REFERENCE: ALL COUNTY INFORMATION NOTICE I-09-06
ALL COUNTY LETTER 03-56
ALL COUNTY LETTER 06-20

The purpose of this All County Information Notice (ACIN) is to remind counties of their continued obligation to document that interpretive services were provided and/or offered at each client contact. The documentation should record that interpretive services are offered or rendered, the nature of that service, and the name of the person who provided interpretive services.

Pursuant to Manual of Policies and Procedures (MPP) Division 21-116.2, counties are required to ask clients their preferred language for oral and written communication and document their preferred language(s) in the client's file. All County Letter (ACL) 06-20 states that "once the county has been informed that the applicant/recipient needs an interpreter, the county must offer and provide an interpreter at each client contact." The county must document in the client's case file that they offered free interpretive services, if the client accepted or refused interpretive services, who provided the interpretive services, and in what language the interaction was conducted.

Every time the assigned caseworker, and/or other county staff are used as an interpreter, it must be documented in the case file for each occurrence. This also includes receptionists and/or clerical support staff if they, too, are providing clients who are non-English-speaking with information or screening applications.

When interpretive services are needed to communicate with a limited English proficiency client or a disabled client or family member by any public contact staff person, the following documentation is required in the case file:

When documentation is required	Documentation required
Intake and reverification, or yearly	Preferred language for verbal communication. Division 21-115.2
Intake and reverification, or yearly	Preferred language for written communication. Division 21-115.2
Intake and reverification, or yearly	Acceptance or refusal of forms in client's primary language (name of person and type of interpretive services provided). Division 21-116.21
Each and every contact	Narrative should indicate who provided interpretive service (ie., assigned bilingual worker, other bilingual worker, volunteer interpreter, contracted interpreter, telephone interpreter, client provided interpreter, etc.). Division 21-116.22
Each and every contact	Narrative should indicate language in which conversation was conducted. Division 21-116.22
Each occurrence	Narrative should indicate use of minor under 18 and description of extenuating circumstance. Division 21-115.16
Each occurrence	If client provided interpreter is used, narrative should record warning of possible ineffective communication. Division 21-116.23
Each occurrence	If client provided interpreter is used, narrative should indicate consent for release of information form was signed by applicant/recipient. Division 21-116.24

If you have any questions regarding this letter, you may contact your Civil Rights Bureau Consultant at (916) 654-2107, or toll free at 1-866-741-6241.

Sincerely,

Original Document Signed By:

TOM LEE
Deputy Director
Human Rights and Community Services
Division