

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

DIVISION OF SOCIAL SERVICES

Statutory Authority: 31 Delaware Code, Section 512 (31 **Del.C.** §512)
16 **DE Admin. Code** 1009 and 1010

PROPOSED

PUBLIC NOTICE

Case Administration Provisions:

DSSM 1009 Procedures for Serving Non-English Speaking Clients

DSSM 1010 Procedures for Serving Hearing Impaired Clients

In compliance with the State's Administrative Procedures Act (APA - Title 29, Chapter 101 of the **Delaware Code**) and under the authority of Title 31 of the **Delaware Code**, Chapter 5, Section 512, Delaware Health and Social Services (DHSS) / Division of Social Services is proposing to amend policies in the Division of Social Services Manual (DSSM) regarding Case Administration, specifically, *Arranging Interpreter and Translation Services for Non-English Speaking Clients* and *Arranging Services for Clients with Hearing Impairments*.

Any person who wishes to make written suggestions, compilations of data, testimony, briefs or other written materials concerning the proposed new regulations must submit same to Sharon L. Summers, Policy, Program & Development Unit, Division of Social Services, 1901 North DuPont Highway, P.O. Box 906, New Castle, Delaware 19720-0906 or by fax to (302) 255-4425 by December 31, 2012.

The action concerning the determination of whether to adopt the proposed regulation will be based upon the results of Department and Division staff analysis and the consideration of the comments and written materials filed by other interested persons.

SUMMARY OF PROPOSAL

The proposal described below amends policies in the Division of Social Services Manual (DSSM) regarding Case Administration, specifically, *Arranging Interpreter Services for Non-English Speaking Clients* and *Arranging Services for Clients with Hearing Impairments*.

Statutory Authority

- Title IV-A of the Social Security Act, *TANF Program* and the *Emergency Assistance Program*
- Title 31 of the **Delaware Code**, Chapter 5, *General Assistance Program*
- Title IV of the Immigration and Nationality Act, *Refugee Resettlement Program*
- Title 31 of the Delaware Code, Title XX of the Social Security Act, 7 CFR §273.7, and the Child Care Development Block Grant, as amended by the Personal Responsibility and Work Reconciliation Act of 1996, *Child Care Subsidy Program*
- Title 31 of the Delaware Code, Chapter 9, *Food Benefit Employment and Training Services*; and,
- 7 U.S.C. Chapter 51 and Title 31 of the **Delaware Code**, Chapter 6, *Food Supplement Program*
- House Bill 91, 146th Delaware General Assembly, *Use of Respectful Language When Referring to Persons with Disabilities*

Background

The Department of Health and Social Services is the agency designated by the State as responsible for Delaware's public assistance programs. Within the Department, the Division of Social Services (DSS) administers the following programs: Temporary Assistance for Needy Families (TANF), General Assistance Program, Food Supplement Program, Refugee Resettlement Program, Child Care Subsidy Program, Emergency Assistance Program, and Employment and Training Services.

The purpose of Delaware's public financial assistance programs is to help its needy citizens in providing a standard of living that is compatible with human decency and good health and to provide opportunities for its recipients to gain skills that will enhance their ability to become financially independent.

Summary of Proposed Changes

DSSM 1009, ~~*Procedures for Serving Non-English Speaking Clients*~~ *Arranging Interpreter and Translation Services for Non-English Speaking Clients* and **DSSM 1010**, ~~*Procedures for Serving Hearing Impaired Clients*~~ *Arranging Services for Clients with Hearing Impairments*: The language in DSSM §§ 1009 and 1010 is changed to People First and the titles are

changed to more accurately reflect the activity performed. In addition, the outdated listing of contracted vendors is removed. Finally, procedure is removed from the manual.

DSS PROPOSED REGULATIONS #12-52 REVISIONS:

1009 Procedures for Serving Non-English Speaking Clients Arranging Interpreter and Translation Services for Non-English Speaking Clients

Non-English speaking clients who need an interpreter will be identified by the receptionist at the time of arrival. The receptionist will notify the unit supervisor who will make arrangements for a bilingual staff person to translate for the client.

DSS has contracts for translation services with the following:

EDS (1-800-996-9969 and press Option 8),
Family and Children Services of Delaware, Inc. (655-6486),
Gammie Santiago Hall (410-548-4740 or HARBORRD@aol.com),
Latin American Community Center (655-7338), and
Para-Plus Translations, Inc. (1-800-558-3011).

For complete detailed procedures in accessing these services read the most recent administrative notice on translation services.

This policy applies to applicants and recipients who have limited English proficiency and require the services of an interpreter to provide information to, or receive information from DSS.

DSS Workers Arrange for Interpreter Services

DSS provides interpreter services to non-English speaking clients who need an interpreter. The receptionist will identify the need for services when the applicant or recipient arrives at the office. Bilingual staff or a contracted vendor will provide the services. A listing of contracted vendors is available in the Interpreter and Translation Services Administrative Notice.

DSS Workers Arrange for Translation Services

DSS translates forms and documents into languages common in Delaware. This includes translating an application for our customers. The DSS Worker will send requests for document or form translation to the DSS Policy Unit. See the Interpreter and Translation Services Administrative Notice.

1010 Procedures for Serving Hearing Impaired Clients Arranging Services for Clients with Hearing Impairments

The Division of Social Services will obtain sign language interpreters for the hearing impaired. Clients requiring the aid of an interpreter will be identified by the receptionist at the time of arrival. The receptionist will notify the unit supervisor who will make arrangements for a sign language interpreter to translate for the client.

As there is a charge for using these services, approval must be obtained from the appropriate Operations Administrator prior to contacting these services.

They are:

Communication Connection 610-272-4948
Deaf Hearing Communication Center 610-534-5025
Deaf Communication Services 302-266-6877

To secure an interpreter follow the procedures outlined below:

1. Call one of the services listed above.
2. Inform the person you are making a request for an interpreter.
3. Provide the date, time and place of the interpreting assignment (interview).
4. Leave a call-back name and phone number so the interpreter assigned can return your call to confirm availability.

Requests should be made at least 3 days before the interpreter is needed.

If you need to have telephone contact with a hearing impaired or deaf customer the Delaware Relay Service is available at 800-232-5470

NOTE: The bill for services will come to the unit requesting the service. Please have the Supervisor sign the bill, "Okay to Pay" and forward it to the DSS fiscal office for payment.

This policy applies to applicants and recipients who have a hearing impairment and require auxiliary aids or services to provide information to, or receive information from DSS.

DSS Supervisors Arrange for Sign Language Interpreters

DSS provides sign language interpreters for applicants and recipients who have a hearing impairment. The receptionist will identify the need for services when the applicant or recipient arrives at the office. Use of these services must be approved by the Supervisor.

A contracted vendor will provide the services. A listing of contracted vendors is available in the Interpreter and Translation Services Administrative Notice.

16 DE Reg. 605 (12/01/12) (Prop.)