



North Carolina Department of Health and Human Services Division of Social Services

325 North Salisbury Street • MSC 2406 • Raleigh, North Carolina 27699-2406
Courier # 56-20-25

Michael F. Easley, Governor
Carmen Hooker Buell, Secretary

Pheon E. Beal, Director
(919) 733-3055

December 27, 2001

Dear County Director of Social Services

Attention: Child Welfare Supervisors

SUBJECT: DHHS Directive 61 Interpreting Service

The North Carolina Division of Social Services recognizes the need that county Departments of Social Services have for interpreting services when conducting child protective services investigative assessments involving children who are hard of hearing or hearing impaired **and** reside in one of the DHHS divisions, institutions or schools. In compliance with Directive 61 (Administrative Letter #5-98), the Division is pleased to continue offering interpreting services to meet the need.

Since 1999 the Division has entered into contracts for this service with Interpreters, Inc. and Communication Access Partners. In July 2001, the Division entered into a contract with a third provider, **Blue Ridge Interpreting Associates, Inc.**

County Departments of Social Services should contact the agencies directly to arrange to use **services related to Directive 61**. Blue Ridge Interpreting Associates Inc.'s contact person is **Earl Elkins** and the agency's address is PO Box 816, Glen Alpine, NC 28628. The telephone number is 828-584-3917 and the fax number is 828 584-7388. This agency will provide services west of Interstate 77. Interpreters, Inc.'s contact person is **Randall Whitfield** and the agency's mailing address is P.O. Box 604, Wake Forest, NC 27587-0604. That agency's telephone number is 919-570-8686, the fax number is 919-570-8119. Interpreters, Inc. will provide interpreting services for North Carolina counties east of Interstate 95. Communication Access Partners' contact person is **Debbie Langlais**. The agency's mailing address is 105 N. Main Street, Suite D, Kernersville, NC 27284. The telephone number is 336-996-3434 or toll free 888-722-2276. The fax number is 336-996-1327. Communication Access Partners will provide interpreting services in North Carolina counties west of Interstate 95 and east of Interstate 77. All agencies may be accessed twenty-four hours daily either by telephone or pager.

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Each of these agencies is aware of child protective services law and policy relating to time frames for initiating a child protective services investigative assessment. If the agency assigned to your county is unable to assist in initiating an investigative assessment, one of the other interpreter service agencies may be contacted. **If neither agency is able to provide a timely response, you must proceed with the investigative assessment.** The lack of an interpreter to assist during the initiation of a child protective services investigative assessment cannot be used to delay the initiation. If this situation should occur, the interpreting agency assigned to your county should be used in subsequent interviews of the victim child. It is important to emphasize that using one of the interpreting services at the time a child protective services case is initiated will enhance the investigative process by increasing the objectiveness of the process.

Interpreting services during an investigative assessment may include assisting the county Department of Social Services staff during interviews with alleged victim children, with collaterals, and interviews with staff within DHHS divisions, institutions or schools as needed. The service also may include interpreting assistance during the court process when an investigative assessment results in court action.

The contracted agencies will invoice the Division for reimbursement of services provided, based on pre-established billing guidelines. When the Division receives an invoice from the interpreting agency, the Division will confirm the charges with the county Department of Social Services as a part of the contract monitoring process.

If you have questions or need additional clarification about this service you may contact **Phyllis Fulton** by telephone at **919-733-4622**, by fax at 919-715-6714, or by mail at N.C. Division of Social Services, Children's Services Section, Policy and Initiatives Team, 325 N. Salisbury St., Room 742-C, 2408 Mail Service Center, Raleigh, N.C. 27699-2408.

Sincerely,



Charles C. Harris, Chief
Children's Services Section

CCH:pbf

cc: Children's Program Representatives
Children's Services Team Leaders
Paul Lesieur
Sherry Bradsher

CS-49-2001