

Sara - distributed to team



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

325 North Salisbury Street • Raleigh, North Carolina 27603
Courier # 56-20-25

James B. Hunt, Jr., Governor
H. David Bruton, M.D., Secretary

Kevin M. FitzGerald, Director
(919) 733-3055

December 20, 1999

Dear County Director of Social Services

Attention: Child Welfare Supervisors

DHHS Directive 61 (formerly DHR Directive 61) was revised in 1998. Please refer to Administrative Letter #5-98 for the revisions.

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 response to the need we are pleased to announce that the Division has entered into contract agreements with two agencies to provide this service. The two contract providers are **Interpreters, Inc.** and **Communication Access Partners.**

County Departments of Social Services may begin to use this service immediately and should contact the agencies directly to arrange to use this service. Interpreters, Inc.'s contact person is **Randall Whitfield** and the agency's mailing address is P.O. Box 13594, Research Triangle Park, NC 27709. That agency's telephone number is 919-596-7882, the fax number is 919-596-7944 and the pager number is 919-790-4248. Interpreters, Inc. will provide interpreting services for North Carolina counties east of Interstate 85. 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. The pager number is 336-770-9567. Communication Access Partners will provide interpreting services in North Carolina counties west of Interstate 85. Both agencies may be accessed twenty-four hours daily either by telephone or pager.

Each agency is aware of child protective services law and policy relating to time frames for initiating a child protective services investigative assessments. If the agency assigned to your county is unable to assist in initiating an investigative assessment, the second interpreter service agency 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

December 20, 1999

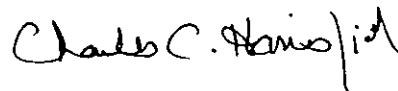
interpreting agency assigned to your county should be used in subsequent interviews of the victim child. It is important to emphasize that using one of the interpreting services at the time a child protective services case is initiated will enhance the investigative process by increasing the objectiveness 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 for the County Department of Social Services staff during the court process when an investigative assessment results in court action.

Interpreters, Inc. and Communication Access Partners 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 before payment is made.

If you have questions or need additional clarification about this new service you may contact **Phyllis Fulton** by telephone at **919-733-4622** or fax 919-715-6714. Her address is STATE OF NORTH CAROLINA, DHHS, DSS, CHILDREN'S SERVICES SECTION POLICY & PLANNING, 325 N. SALISBURY STREET, ROOM 742-C, 2408 MAIL SERVICE CENTER, RALEIGH, NC 27699-2408.

Sincerely,



Charles C. Harris, Chief
Children's Services Section

Cc: Kevin FitzGerald
Melinda Hammerick
Local Support Managers
Children's Program Representatives
Children's Services Team Leaders
Nancy Coston
Karen Anderson
Local Business Liaisons