



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

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

Michael F. Easley, Governor
Carmen Hooker Odom, Secretary

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

August 3, 2004

Dear County Director of Social Services

Attention: Child Welfare Supervisors

SUBJECT: DHHS Directive 61 Interpreting Service

The North Carolina Division of Social Services continues to recognize 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 wishes to inform you that the Division is continuing to contract for interpreting services with Blue Ridge Interpreting Associates, Inc., Communication Access Partners and Interpreters, Inc., for the next fiscal year. Interpreting services related to these contracts should be used when the alleged child maltreatment occurred in one of the DHHS divisions, institutions or schools.

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 toll free number is 866 678 8686 and 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 **Serena Hasenbuhler**. The agency's mailing address is 846 W 4th Street, 2nd Floor, Winston Salem, NC, 27101. The telephone number is 336-723-1423. The fax number is 336-723-1151. 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.

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.

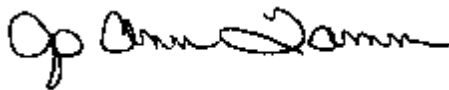
Each agency is aware of child protective services law and policy relating to time frames for initiating a child protective services investigative assessment. If the agency assigned to your county is unable to assist in initiating an investigative assessment, one of the other interpreter service agencies may be contacted. **If neither agency can 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, perpetrators 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.

If you have questions or need additional clarification about this new service you may contact **Phyllis Fulton** by telephone at **919-733-2279** or fax **919-733-4756**. Her address is STATE OF NORTH CAROLINA, DHHS, DSS, FAMILY SUPPORT AND CHILD WELFARE SERVICES SECTION, 325 N. SALISBURY STREET, ROOM 776, MAIL SERVICE CENTER 2410, RALEIGH, NC 27699-2410.

Sincerely,

A handwritten signature in black ink, appearing to read "JoAnn Lamm". The signature is fluid and cursive, written in a professional style.

JoAnn Lamm, Program Administrator
Family Support and Child Welfare Services Section

Cc: Pheon E. Beal
Sherry Bradsher
Children's Program Representatives
Children's Services Team Leaders

JSL:pbf
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