

LOCAL LAW 73 ANNUAL REPORT 2009

We are pleased to report that Chinese-American Planning Council Home Attendant Program, Inc. and Consumer Directed Personal Assistance Program continued to implement and complied with HRA requirement for full and ongoing compliance with Local Law 73 in year 2009.

For the period 1/1/09 to 12/31/09, there were 39,619 of limited English proficient people being served listed by language as below:

Arabic-4
Chinese- 26,148
Haitian Creole- 0
Korean- 0
Russian- 13
Spanish- 13,450
Others-4

There were three (3) Chinese/Spanish/English trilingual, five (5) Spanish/English bilingual, one (1) Chinese/Spanish/French/English multilingual, one (1) Russian/English bilingual and twenty-six (26) Chinese/English full-time staff members serving this population.

We had completed over 3,484 Certification forms to certify or verify that individuals with limited English proficiency had their applications or forms translated and completed by an interpreter.

LANGUAGE ASSISTANCE SERVICES POLICIES & PROCEDURES

To comply with Local Law 73, we are required to provide free language assistance services to individuals with limited English speaking abilities seeking or receiving home care services. This includes providing interpretation services, translation services and / or bilingual / interpreter personnel to ensure effective communication with limited English proficient individuals in their primary languages.

Covered languages are: Arabic, Chinese, Haitian Creole, Korean, Russian, Spanish and others.

1. Multilingual/Bilingual clerical staff and or field staff determine the primary language of individuals seeking services upon initial contact, either by phone or in person.
2. When a translator /interpreter is not readily available in their covered language, Coordinators/Clerical staff shall request language translation services via phone or email: 1-800-886-3885, www.language.com. Secretary can also call Home Care Council membership to have a staff member proficient in those covered languages that we can call upon to translate /interpret. Secretary /Clerical Staff can “Google”, phone service for language translation.
3. Office Manager ensures that there are a language poster and a language card in the reception area in twenty languages, including English, Arabic, Chinese, Creole, Korean, Russian and Spanish, that instructs individuals to go to the reception desk and they can point to the language needed before they sit in the waiting area. Secretary/Clerical staff can arrange for appropriate interpretation.

4. There are five language posters in our nursing department, clerical department, field department, personnel department and fiscal department in all the languages covered by Local Law 73, that inform individuals in their primary language of their right to receive free language assistances.
5. Secretary/Clerical staff arrange to providing translation/interpretation by persons familiar with the language of origin, including in house multilingual administrative staff, home care employees, family members, relatives, friends, community organizations, churches or other volunteer agencies.
6. Multilingual/Bilingual Coordinators, Nurses and Clerical Staff provide oral translation where an application or form to a state or federal authority requires completion in English from individuals with limited proficiency (e.g.: Advanced Directives, Plan of Care, etc.).
7. Coordinators/Clerical staffs ensure that individual with limited English proficiency that their application and or required forms were translated and completed properly.
8. Personnel Manager/Office Manager screen personnel to ensure they are providing appropriate language assistance.
All in-house bilingual interpreter personnel are screened for their ability to provide language assistance as below:
 - a. Check and verify for foreign educated or trained diploma(s);
 - b. Arrange to have educated mother-tongue personnel to test for their oral and written language translation skills.
9. Personnel Manager/Office Manager/Fiscal Manager maintains personnel files, including language skills, foreign education, certificate, and diploma and work experience.
10. Administrative staff/Interpreters complete a “Certification” form to certify that individuals with limited English proficiency had their applications or forms translated and completed by an interpreter. Individuals are required to sign a “Certification” indicating that they have been offered/provided language assistance services by CPC Home Attendant Program, Inc. in their primary language.
11. All administrative staff must update and record their provided language assistance services in the Centralized “Language Assistance Service Provision” logbook.
12. Personnel Manager shall organize and establish a translation team, which composed of bilingual in-house staff members and educated mother-tongue volunteers, and who will have a role in assisting the PM in providing annual training for in-house bilingual / interpreter personnel that ensures they are providing appropriate language assistance
13. Personnel Manager ensures the incorporating of the required language assistance services policies and procedures into our existing Policy and Procedure Manual.

On behalf of our clients/consumers, we would like to thank all of our CPC staff, and volunteers for all their hard work and dedications!