

# VALLEY MOUNTAIN REGIONAL CENTER SERVICE STANDARD

## INTERPRETER SERVICES

### PURPOSE and PHILOSOPHY:

Valley Mountain Regional Center (VMRC) serves consumers of varying ethnic and cultural backgrounds. For many of these consumers and their families, the primary language is not English. In order to provide equal access to services and to be able to communicate with all of our consumers, VMRC offers interpreter services. Interpreter services are supportive in nature and are used to facilitate the exchange of necessary information with consumers and families.

### ELIGIBILITY:

With the exception of the consumers going through intake, the need for an interpreter is determined by the I.D. team and must be clearly documented in the consumer's file as well as on the Individual Program Plan (IPP) or Individual Family Service Plan (IFSP). For consumers leaving intake, the Intake Coordinator will document the need on the Eligibility/Assessment Staffing Summary so that the newly assigned Service Coordinator can add an objective to the initial IPP/IFSP.

As with all other VMRC services, funding for an interpreter must not supplant any other generic interpreter resources. VMRC will not fund interpreter services for public school meetings or school conferences, unless approved in advance by the Program Manager/Intake Manager.

### SELECTION CONSIDERATIONS:

The Service Coordinator must determine the level of sophistication required of the interpreter. For example, when working with a medically involved consumer, it might be decided that a court-certified interpreter should be used because of the number of technical issues to be discussed with the family. With other consumers, a neighbor or adult relative would suffice.

### EXCEPTIONS AND APPEALS PROCESS:

As with all VMRC purchased services, if the Planning Team determines that sufficient support exists to request an exception to these standards, a Purchase of Service Exceptions request should be submitted.

VMRC recognizes that there may be occasions when a decision is made by VMRC that may not satisfy the consumer or his/her legally authorized representative. When the consumer or his/her legally authorized representative believes a VMRC decision is illegal, discriminatory or not in the consumer's best interest, an appeal can be made to challenge that decision. All processes shall be in compliance with Welfare and Institutions Code, Section 4700-4730.