

Commonwealth of Kentucky

Cabinet for Health and Family Services

Language Access Section

Procedures on Qualifying (Oral) Interpreters

The procedures below apply to all individuals and organizations that wish to provide interpretation services for the Cabinet for Health and Family Services. The purpose of the procedures below is to ensure that all interpreters meet the minimum standards set by the Cabinet for Health and Family Services. This process will ensure that interpretation services are delivered in a consistent and high-quality manner.

The following categories will be utilized to identify individuals and organizations qualified to provide interpretation services for the Cabinet for Health and Family Services:

- Qualified Interpreter: CHFS Staff
- Qualified Interpreter: Individual Community Partner
- Qualified Interpreter: Organizational Community Partner

Procedure to Qualify Interpreters including CHFS Staff and Individual Community Partners – Spanish/English Only:

The Cabinet for Health and Family Services utilizes the services of the Kentucky Institute for International Studies (KIIS) to assess the skill level for all individuals wishing to be deemed qualified as Spanish/English interpreters for the Cabinet. The instrument designed by KIIS measures proficiency in oral, audio and written Spanish language skills and assesses English skills through an oral interview. In order for individuals to be able to problem solve in the language, they must receive a rating of Intermediate High or above on the Spanish evaluation. The language standards and categories range from beginner to superior and have been set by the American Council on the Teaching of Foreign Languages (ACTFL) Proficiency Guidelines. In addition, the Language Access Section administers a practical component, which is recorded, where the individual is required to perform as an interpreter utilizing both languages in a simulated social services scenario. The individual will be graded on Accuracy, Completeness, and Professionalism by a panel of Language Access Section Staff. All individuals who meet the Intermediate High or above level of competency in Spanish, are deemed proficient in English, and pass the practical portion, will be designated as a “Deemed Qualified Interpreter”. Individuals who meet the Intermediate High or above level in Spanish but who are not assessed as proficient in English through the oral interview will be required to participate in further assessment of English proficiency as deemed necessary by the Kentucky Institute for International Studies.

1. Language Access Section staff will maintain a list of individuals wishing to be qualified and will notify individuals when an evaluation is scheduled. Individuals who are not Cabinet employees may be charged a minimal fee in order to participate in the evaluation process.
2. Once the skill level assessment is complete, individuals designated as “Deemed Qualified Interpreters” will be required to complete CHFS Interpreter Training before providing services for the Cabinet.
3. Individuals who have been “Deemed Qualified” and have completed the required Interpreter Training will receive a Certificate of Qualification from the Cabinet for Health and Family Services.
4. Names and contact information for all qualified interpreters will be added to the Qualified Interpreter list attached to the Cabinet’s Interpreter Procedures for LEP Encounters.

5. Individual Community Partners will be provided with information about billing the Cabinet for Health and Family Services upon qualification.

Procedure to Qualify Organizational Community Partners to Provide Interpretation Services – All Languages:

1. In order to be designated as a Qualified Organizational Community Partner to provide interpretation services, the organization must submit to the Language Access Section of the Cabinet for Health and Family Services the following information:
 - General Overview of Organization including mission statement, detailed explanation of services provided, organizational structure, staff list and, if appropriate, Board list.
 - Statement of Experience and History in providing interpretation services
 - Detailed information regarding the process and criteria utilized to certify interpreters
 - Overview of training provided to interpreters including core curriculum components and frequency of training
 - A copy of organizational policies regarding confidentiality and conflicts of interest
 - Reference contact information for no fewer than three organizations/businesses that have utilized interpretation services
 - Fee Schedule
2. Upon receipt, the Language Access Section staff will review all materials and complete a preliminary evaluation of the qualifications of the Organizational Community Partner to provide interpretation services for the Cabinet. If, upon review, the organization is deemed a potential Community Partner, an interview will be scheduled with representatives of the organization.
3. Once the evaluation process is complete, the Language Access Section staff will make a determination of whether or not to qualify a potential Organizational Community Partner. All potential Organizational Community Partners will be notified in writing of the determination and reasons for the determination.
4. Names and contact information for all Qualified Organizational Community Partners will be added to the Qualified Interpreter list attached to the Cabinet's Interpreter Procedures for LEP Encounters.
5. Qualified Organizational Community Partners will be provided with information about billing the Cabinet for Health and Family Services upon qualification.

Quality Control:

To ensure that interpretation services are being provided in a manner consistent with the Cabinet's commitment to quality, periodic random spot checks of Individual and Organizational Community Partners and Qualified CHFS staff will be conducted by Language Access Section Staff. Language Access Section staff will work with Qualified Interpreters to address any concerns which may arise as a result of these quality control measures.