

**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 oral interpretation services for the Cabinet for Health and Family Services. The purpose of these procedures is to ensure that all interpreters meet the minimum standards set by the Cabinet. 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:

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

This procedure does not serve to qualify individuals or organizations to provide written translation services for the Cabinet for Health and Family Services. All translations will either be done by the staff of the Cabinet's Language Access Section or will be sent out for translation as deemed appropriate by the Language Access Section.

**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 deemed qualified by the Cabinet, they must receive a rating of Intermediate High or above on every section of 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. All individuals who meet the Intermediate High or above level of competency in every area of the Spanish assessment and are deemed proficient in English will be eligible to be designated as "Deemed Qualified Interpreters" upon completion of the mandatory CHFS Interpreter Training.

Individuals who meet the Intermediate High or above level in all areas of the Spanish assessment but who are not assessed as proficient in English through the oral interview will be required to participate in further assessment of English proficiency or provide TOEFL (Test of English as a Foreign Language) scores as deemed appropriate by the Kentucky Institute for International Studies. Individuals must be assessed as proficient in both languages to be deemed qualified as interpreters for the Cabinet.

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 fee in order to participate in the evaluation process.
2. All potential Individual Community Partners will be notified either by telephone or in writing of their overall results on the proficiency assessment.
3. Once the skill level assessment is complete, individuals who meet the required level will be required to complete CHFS Interpreter Training before being designated as “Deemed Qualified Interpreters” and providing services for the Cabinet.
4. Individuals who have been “Deemed Qualified” and have completed the required Interpreter Training will receive a Certificate of Qualification from the Cabinet.
5. Names and contact information for all qualified individuals will be added to either the Qualified CHFS Staff Interpreters or the Qualified Community Partner Interpreters lists.
6. Individual Community Partners will be provided with information about billing the Cabinet upon qualification.

Individuals who fail to meet the required level on any portion of the assessment must wait a minimum of 6 months before being eligible to participate in the assessment again. Failure to meet the required level in any area of the assessment will mean that the assessment must be repeated in its entirety, not just the failed portion. Individuals can take the assessment a maximum of 3 times. After 3 failed attempts, the individual will not be eligible to re-test unless reconsideration is granted by the CHFS Language Access Section. No requests for reconsideration will be approved during the initial 2-year period following the third failed assessment. Requests for reconsideration must be submitted in writing and must provide compelling evidence of additional training or experience that could significantly improve linguistic proficiency. Individuals can submit their requests for reconsideration to the CHFS Language Access Section, 275 E. Main St., Mail Stop 5 C-D, Frankfort, KY 40621.

#### **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 CHFS Language Access Section 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 ascertain the competency of 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. If, upon completion of the interview process, the organization continues to be a viable candidate to become a Qualified Organizational Community Partner, the Language Access Section staff will conduct and document reference checks.
  4. Once the evaluation process is complete, the Language Access Section staff will make a final 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.
  5. Names and contact information for all qualified organizations will be added to the Qualified Community Partner Interpreters list.
  6. Qualified Organizational Community Partners will be provided with information about billing the Cabinet 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.