



New Hampshire Division for Children, Youth and Families Policy Manual

1909 COMMUNICATION ACCESS SERVICES

Chapter: Services for Children, Youth and Families

Section: Community-Based Services

Approved:

Joseph E. Ribsam, Jr., DCYF Director

Policy Directive: **21-19**

Effective Date: **April 2021**

References Of Note

Federal Authority: [28 CFR Part 36](#), [28 CFR Part 42](#), and [45 CFR Part 84](#)

Statutes: [RSA 126-A](#), [RSA 169-B](#), [RSA 169-C](#), [RSA 169-D](#), [RSA 170-G](#), [RSA 354-A](#), and [RSA 521-A](#)

Administrative Rules: [He-C 6341](#)

Case Law:

This policy establishes the service provisions for Communication Access Services.

Required Practices

Any deviations to the following information must be documented with Supervisory Approval.

- I. Communication Access Services are provided to DCYF-involved children and their families based on assessed need including those who:
 - A. Are deaf or have hearing loss;
 - B. Are blind or have low vision; or
 - C. Have limited English proficiency.
- II. The Communication Access need and service must be documented in the case plan or voluntary services agreement.
- III. CPSW/JPPOs must not authorize Communication Access services on behalf of the courts, hospitals, and school districts for their own hearings, meetings and programs.
- IV. If the CPSW/JPPO **is present** during the provision of Communication Access Services, the service must be obtained through the Department's language provider.
 - A. Communication Access Services are arranged through the language provider web-portal (<https://www.thelanguagebank.org/schedulingplatform> for the provider Language Bank) using the staff's email address as the user name and a personal password.
 - B. Immediate access is available for over the phone spoken foreign language interpretation by calling 1-833-703-0580 and providing the assigned DHHS Code.

- C. Communication Access Services provided in a meeting with other providers present, are shared with the other providers working with the family for that meeting.
- V. If the CPSW/JPPPO **is not present** during the provision of Communication Access Services, the service must be provided by the Department’s language provider but is billed through a separate DCYF account in Bridges.
 - A. The CPSW/JPPPO must notify Provider Relations of the Department’s language provider.
- VI. If the Department’s language provider cannot meet the Communication Access needs of the child/family, the CPSW/JPPPO and their Supervisor must work with the Community and Family Support Specialist who will engage the Communication Access Coordinator for assistance at 271-5991 or email Communication.Access@dhhs.nh.gov.

Glossary and Document Specific Definitions

A - B C - D E - F G - I J - L M - N O - Q R - S T - V W - Z

Document Change Log			
PD	Modification Made	Approved	Date