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](https://www.thelanguagebank.org/schedulingplatform)) 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/JPPO 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/JPPO 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/JPPO 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.

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