

Oregon Needs Assessment (ONA)—Language Access

Interpretation

ODDS will continue the current practice of case management entities (CMEs) providing bilingual staff or arranging for an interpreter when an individual's preferred oral language is other than English.

ODDS recommends that staff who are interpreting or contracted interpreters review the ONA carefully prior to interpreting for the interview and observation components of the ONA. This will provide the interpreter or staff the opportunity to understand the intent of the questions asked by the ONA for more accurate interpretation and ultimately a better assessment. It may also be helpful to provide the ONA manual to the interpreter for reference.

Translation

ODDS is working with our translation team to translate the paper version of the ONA to Spanish first followed by Vietnamese, Somali and Russian. ODDS will work to translate the paper version of the ONA into other languages by request once these languages are completed. Translation for the ONA will take a significant amount of time due to the technical and complex nature of the ONA questions.

ODDS will provide the quality assurance team with the specific dates when translated ONAs became available for use for their file review process.

ODDS will continue the current practice of CMEs translating the notes portions that the assessor inputs into the ONA.

ODDS is exploring the ability to make technical enhancements to eXPRS to have the ONA print results in languages other than English.

Freedom of Choice form (APD 2808)

ODDS will be working with our translation team to translate the Freedom of Choice form to Spanish, Vietnamese, and Russian. Until those versions are available persons requesting these languages can be provided with the "Part IV: Individual's Choice" section of the Level of Care Evaluation form (APD 0520) in the preferred written language.