

Action Request Transmittal Aging and People with Disabilities



Mike McCormick

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Number: APD-AR-21-012

Issue date: 3/4/2021

Topic: Long Term Care

Due date:

Subject: Authorization for Behavior Support Services to Utilize Voiance Remote Interpreting Services

Applies to (check all that apply):

- | | |
|--|---|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging: Type B | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Aging and People with Disabilities | <input type="checkbox"/> Office of Developmental Disabilities Services (ODDS) |
| <input type="checkbox"/> Self Sufficiency Programs | <input type="checkbox"/> ODDS Children's Intensive In Home Services |
| <input type="checkbox"/> County DD program managers | <input type="checkbox"/> Stabilization and Crisis Unit (SACU) |
| <input type="checkbox"/> Support Service Brokerage Directors | <input type="checkbox"/> Other (<i>please specify</i>): |
| <input type="checkbox"/> ODDS Children's Residential Services | |
| <input type="checkbox"/> Child Welfare Programs | |

Action required: Aging and People with Disabilities (APD) has been granted a partner account for Behavior Support Services (BSS) contractors to utilize Voiance, a web-based Video Remote Interpreting service contracted through the Oregon Department of Human Services (ODHS).

BSS providers will have their own account, password and PIN number provided to them. Case Managers (CM) requesting BSS services for consumers that may require BSS consultants to use interpretive services should indicate this on the form APD 0313 Request for Behavior Support Services, under "Brief summary of specific client issues." If it is determined interpretive services are needed and this was not indicated on the original referral, BSS consultants should email the CM requesting authorization, and the CM will narrate this authorization on the case. BSS consultants using Voiance shall include the time used on the form APD 0311 BSS – Behavior Services Progress Notes for auditing and tracking purposes.

For consumers with this need but no internet access, the BSS contractors have been advised to coordinate with local office staff to schedule a conference call utilizing Language Link. Local office staff should enter the code for this service as the code may not be given out to BSS contractors.

As a reminder, per OAR 411-046, BSS may be authorized in CBC and In-Home settings. BSS may not be authorized in Nursing Facility, Hospital, and Enhanced Care Services settings.

http://www.dhs.state.or.us/policy/spd/rules/411_046.pdf

Reason for action: To establish a process for authorization and use of Voiance to increase access to ODHS APD Behavior Support Services for APD consumers needing interpretive services.

Field/stakeholder review: Yes No

If yes, reviewed by: APD/AAA Ops review

If you have any questions about this action request, contact:

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