



**ARKANSAS
DEPARTMENT OF
HUMAN
SERVICES**

Sen. Wallace and Rep. Fite,

I am following-up on questions provided to the Arkansas Department of Human Services (DHS) by Blake Gillam related to translation services for clients who communicate using American Sign Language. DHS will have someone at Senate Children and Youth and House Aging, Children and Youth, Legislative and Military Affairs on Nov. 14 to answer any questions you may have. DHS wanted to make sure you both had the information below in advance of that meeting.

DHS contracts with two providers for translation services. Arkansas Spanish Interpreters and Translators provides interpretation for almost all languages, either in person or over the phone. Communications Plus provides interpretation services for clients who are deaf or hard of hearing.

Below you also will find translation related expenditures by division for SF'22 and SF'23 year to date.

DHS Interpreter Services

Expenditures: SFY 2022 and SFY 2023 YTD (7/01/22 - 10/19/22)

Communication Plus

SFY	Division	Amount	Source
2022	Children & Family Services	131,235.44	100% Fed, SSBG
2022	Office of Chief Counsel	1,950.00	30.70% Fed 69.30% State 0.00% Other
2022	Aging, Adult, & Behavioral Health Services Adult Protective Services	162.60	85.99% Fed 14.01% State 0.00% Other
2022	Aging, Adult, & Behavioral Health Services - Employee Accomodation	3,816.50	100% State
2022	Aging, Adult, & Behavioral Health Services Arkansas State Hospital	1,909.60	0.00% Fed 81% State 19% Other
2022	County Operations	2,403.92	59.48% Fed 39.86% State 0.66% Other
2022	Developmental Disabilities Services Total Care Team	125.20	0.00% Fed 29.42% State 70.58% Other
2022	Total	141,603.26	

Communication Plus

SFY	Division	Amount	Source
2023	Children & Family Services	3,704.12	100% Fed, SSBG
2023	Aging, Adult, & Behavioral Health Services Adult Protective Services	100.00	88.20% Fed 11.80% State 0.00% Other
2023	Aging, Adult, & Behavioral Health Services - Employee Accomodation	712.60	100% State
2023	County Operations	316.80	59.81% Fed 40.16% State 0.02% Other
2023	Total YTD 07/01/22 - 10/19/22	4,833.52	

Arkansas Spanish Interpreters

SFY	Division	Amount	Source
2022	Medical Services	10,191.96	90% Fed 10% State 0.00% Other
2022	Children & Family Services	88,201.26	100% Fed, SSBG
2022	Aging, Adult, & Behavioral Health Services Arkansas State Hospital	2,091.25	0.00% Fed 81% State 19% Other
2023	County Operations	66,517.69	59.48% Fed 39.86% State 0.66% Other
2022	Developmental Disabilities Services Intake and Referral	409.50	47.39% Fed 49.39% State 3.22% Other
2023	Developmental Disabilities Services First Connections	3,050.60	100% Fed
2024	Developmental Disabilities Services Community and Employment Support	1,253.70	50% Fed 50% State 0.00% Other
2025	Developmental Disabilities Services Children's Medical Services	1,862.93	100% Fed
2026	Provider Services & Quality Assurance Aging and Disability Resource Center (ADRC) Grants	544.95	49.20% 50.80% State 0.00% Other
2027	Youth Services	1,208.55	100% State
2022	Total	175,332.39	

Arkansas Spanish Interpreters

SFY	Division	Amount	Source
2023	Medical Services	2,011.78	90% Fed 10% State 0.00% Other
2023	Children & Family Services	36,269.05	100% Fed, SSBG
2023	County Operations	16,497.33	59.81% Fed 40.16% State 0.02% Other
2023	Developmental Disabilities Services Intake and Referral	194.25	46.81% Fed 49.20% State 3.99% Other
2023	Developmental Disabilities Services First Connections	406.35	100% Fed
2023	Developmental Disabilities Services Community and Employment Support	1,208.15	50% Fed 50% State 0.00% Other
2023	Developmental Disabilities Services Children's Medical Services	493.50	100% Fed
2023	Provider Services & Quality Assurance Aging and Disability Resource Center (ADRC) Grants	3,193.73	44.38% 55.62% State 0.00% Other
2023	Youth Services	277.20	100% State
2023	Total YTD 07/01/22 - 10/19/22	60,551.34	



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Regarding the cases mentioned during a previous meeting, Mr. Prail has not provided DHS with the names of individuals mentioned during his testimony, so we are unable to provide specific information related to those individuals. However, we used this opportunity to remind our staff about how they can help clients access translation services, even after hours or on weekends. Though we do not have posters about translation services in our offices, front desk staff are aware of those services and how to obtain them for clients. Notices and forms do have language that give instructions on where to call to request the information in a different format, if needed. The first paragraph below is the language on our paper application for Medicaid, SNAP, and TEA. The second paragraph is included on our notices (letters) mailed to clients.

If you do not speak English, have a hearing impairment, or have a disability, let us know how we can help you (an interpreter, sign language, TDD/TTY phone number we should call, assistive listening device, etc.) or you may provide your own support. You can also call Client Assistance for free at 1-800-482-8988.

Where can you get this letter in a different format? • Este aviso contiene datos sobre las prestaciones de usted. Si necesita la traducción en español, favor llame al 1 (855) 372-1084. • Kojela in ebed aoleb melele kin jiban ko Nan kwe. Elane kwoj aikuij jiban ikijen ukok Nan kajin Majol, joi im kurtok 1 (855) 372-1084. • To get this notice in a format that is accessible for an individual with a disability, call 1 (855) 372-1084.

Please let myself or Lori McDonald know if you have any additional questions or need any additional information.

Thanks,

Amy Webb
DHS Interim Chief of Staff