**Translation Requirements Checklist**

All “Vital” documents must be translated to Spanish, or another language within thirty days of the time the English document is approved. If the document is consistently used in face-to-face encounters with customers/clients then interpretation by a certified interpreter is a reasonable alternative to translation. Vital documents are documents, paper or electronic, which contain information that is critical for accessing the provider/agency services and/or benefits; letter or notices that require a response from the customer/client; and documents that inform customers of free language assistance. The Limited English Proficiency (LEP) Policy is located in the Policy Manual on the DCF Web. Customer/Client refers to an external customer or recipient of DCF program services. To determine whether or not a document is a vital document, you need to answer “yes” to at least one of the questions below:

|  |  |
| --- | --- |
| Form / Publication Number      | Title – Form / Publication      |

**Yes No**

[ ]  [ ]  Check “**YES**” here if this document is consistently used in face-to-face encounters with clients/customers and interpretation is used instead of translation. (For documentation purposes please complete the rest of the questions on this form.)

[ ]  [ ]  The document must be completed and signed by a customer/client.

[ ]  [ ]  The document contains information the customer/client is required to know.

[ ]  [ ]  The document contains the customer’s/client’s rights and responsibilities when receiving benefits.

[ ]  [ ]  The document contains rules, regulations, or laws that must be followed in order to receive benefits.

[ ]  [ ]  The document is required to obtain benefits.

[ ]  [ ]  The document informs a customer/client of eligibility.

[ ]  [ ]  The document informs a customer/client of any change in benefits.

[ ]  [ ]  The document requires a response from the customer/client.

[ ]  [ ]  The document contains medical discharge information.

[ ]  [ ]  The document is a notice informing the customer/client of something that is happening with their case.

[ ]  [ ]  Has the document already been translated and if so what languages?

  [ ]  Spanish [ ]  Other

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| --- | --- |
| Content Contact/Owner of Form or Publication      | Date Signed      |

This checklist must be sent to Agency Operations only when a **new** form or publication has been created. If this checklist indicates that the document requires translation (has at least one “yes” response), contact your [Division Forms/Publications Coordinators](https://dcfweb/files/publications/pdf/5328.pdf) and they will take care of the translations. If you have questions regarding interpretation of these statements please email the Civil Rights Compliance Unit .

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| **SIGNATURE** –Civil Rights Unit Review      | **Vital Document****[ ]**  Yes **[ ]**  No | Date Signed      |
| **Translations Completed**[ ]  Spanish [ ]  Other:       | Date Completed      |
| **SIGNATURE** – Department Forms/Publications Officer or designee  | Date Signed      |