
—TECHNICAL ASSISTANCE MEMORANDUM—

Texas Department of Aging and Disability Services (DADS) – Access and Intake Division

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| TITLE: | Language Translation Services for Older Individuals with Limited English Proficiency | NUMBER: | AAA-TA 502 |
| SECTION: | Area Agencies on Aging | APPROVAL: | Betty Ford |
| ISSUE DATE: | 2/1/08 | REVISION DATE: | NA |
| RELEVANT CITATIONS: | OAA §306(a)(4)(B)(i), §307(a)(16)(A), and §321(a)(3) | | |
| DISTRIBUTION: | <input type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Director <input type="checkbox"/> Fiscal Director <input checked="" type="checkbox"/> AAA Section Staff | | |

The Department is issuing this technical assistance memorandum (TA) to reflect the assignment of a permanent TA number. This issue replaces TA 06-08. The TA's title and phrasing with the TA were revised to use the same terminology used within the Older Americans Act (OAA). No substantive changes have been made.

In accordance with the OAA, area agencies on aging (AAA) are required to assist older individuals with limited-English speaking ability. The requirement is found in the OAA §306(a)(4) and §321(a)(3) which states:

"(3) services designed to encourage and assist older individuals to use the facilities and services (including information and assistance services) available to them, including language translation services to assist older individuals with limited English proficiency ability to obtain services under this title."

One source of assistance in meeting the growing demands of non-English speaking clients and their caregivers is the Language Line offered by AT&T and other telephone service providers. This service provides interpretation and translation assistance in 150 languages. There is a cost to access the service and the process for signing up is relatively simple. The Language Line Sales Office can be contacted at 1-877-886-3885. They will explain their service options and send an application packet. You may also visit their website at www.languageline.com.

The AAAs must take necessary and appropriate action to ensure compliance with the OAA requirements. Contracting with Language Line or another translation service assists in ensuring older individuals and their caregivers have access to the many services we provide, regardless of their English proficiency.

If you have any questions please contact the Department's Help Desk at T3Ahelp@dads.state.tx.us.