

James Toews, Assistant Director

Authorized Signature

Number: SPD-AR-04-013

Issue Date: 03/16/2004

Topic: Forms

Due Date:

Subject: New Procedure for Requesting Written Translation of Client Notices

Applies to (check all that apply):

- |  |  |
|--|--|
| <input type="checkbox"/> All DHS employees             | X County Mental Health Directors                   |
| X Area Agencies on Aging                               | <input type="checkbox"/> Health Services           |
| <input type="checkbox"/> Children, Adults and Families | X Seniors and People with Disabilities             |
| X County DD Program Managers                           | X Other (please specify): Community Human Services |

Action Required:

Start using a new procedure for requesting written translations of client notices. This new procedure does not change:

- ◆ The way local offices request oral interpreter services,
- ◆ The process for getting large print notices from the mainframe (in English or Spanish) through use of the Braille Plus contractor,
- ◆ Other mainframe notices that the system translates based on a language code, and
- ◆ The expectation that any form that is available in a translated version on the DHS Forms server (<http://www.dhs.state.or.us/admin/forms/index.html>) will be used.

This procedure does affect the following:

- ◆ Mainframe notices that are printed in English and need to be translated into Cambodian, Laotian, Romanian, Russian, Vietnamese or Bosnian, and
- ◆ Client notices that need written translation into a language other than English in all other situations, such as letters written on branch letterhead or notices produced from the Oregon ACCESS system.

Under the previous procedure, the local office requested these written translations directly from the vendor, and then faxed a half-sheet to SPD in central office to confirm the request, so that central office would pay the invoice for the service when received.

This new procedure replaces that process.

Under the new procedure, local offices can no longer send translation requests directly to the vendor. All requests for translation of client notices must be sent to the DHS Office of Forms and Document Management (OFDM), who will forward translation requests to the vendor that will complete the work. Use the *Project Request* (DHS 1001, attached) to request the translation. Access this form through the internet at <http://www.dhs.state.or.us/admin/forms/index.html> and fill it out. Unfortunately, the completed form cannot be saved and attached to an email, so print it and fax it to OFDM. Each request must be authorized by a local manager or designee who has the authority to spend agency funds. The manager or designee can accomplish this by sending an email along with the completed form or by signing the DHS 1001. If the request is authorized by email, the document name and or DHS form number must be included. In addition, send an electronic version of the form or notice whenever possible. For example, if it is a letter, the document can be sent electronically attached to an email. However, if it is a completed notice or form from Oregon ACCESS, it is not available electronically and must be sent by fax. For each request for translation, send the DHS 1001, the authorization (if separate), and the notice by email and/or fax to Donna Zeit or Maria Scott, whose contact information is listed at the bottom of this transmittal.

Instructions for completing the DHS 1001 are as follows:

- ◆ Section 1: Fill in Date, Your name, Phone #, Agency # (cost code).
- ◆ Section 2: Fill in Document name and/or number, check “yes” that it is for client use, quantity needed, date needed.
- ◆ Section 3: Check “translation.”
- ◆ Section 4: Fill in the client’s address or your address where the form or notice is to be mailed.
- ◆ Section 5: Specify the language.

Do not complete page 2 of the form.

After the translation has been provided, the process for the vendor has not changed. The vendor will still send the invoice to Joanne Schiedler, who will authorize payment under central office PCA and Index numbers.

### **Reason for Action:**

Due to the DHS reorganization, there is a new procedure for requesting translation of client notices. The new procedure is necessary to prevent duplicate translations of the same material in different local office areas.

**Field/Stakeholder review:**    X Yes     No

**If yes, reviewed by:**    Operations Committee

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

<b>Contact(s):</b>	Joanne Schiedler		
<b>Phone:</b>	(503) 947-5201	<b>Fax:</b>	(503) 373-7902
<b>E-mail:</b>	<a href="mailto:Joanne.r.schiedler@state.or.us">Joanne.r.schiedler@state.or.us</a>		
<b>Contact(s):</b>	Donna Zeit		
<b>Phone:</b>	(503) 945-7021	<b>Fax:</b>	(503) 373-7690
<b>E-mail:</b>	<a href="mailto:Donna.l.zeit@state.or.us">Donna.l.zeit@state.or.us</a>		
<b>Contact(s):</b>	Maria Scott		
<b>Phone:</b>	(503) 945-6118	<b>Fax:</b>	(503) 373-7690
<b>E-mail:</b>	<a href="mailto:Maria.e.scott@state.or.us">Maria.e.scott@state.or.us</a>		



# Project Request - DHS 1001

If you know any of the printing specifications for the project, you can enter them on the next page of this form. Otherwise, they can be filled in as you work with the OFDM designer.

**Section 1**

Date: \_\_\_\_\_ Your name: \_\_\_\_\_  
 Unit: \_\_\_\_\_ Phone #: (    ) \_\_\_\_\_ Ext. \_\_\_\_\_  
 Billing Information: Agency # \_\_\_\_\_ Index: \_\_\_\_\_ PCA: \_\_\_\_\_  
 Billing address & contact person: \_\_\_\_\_

**Section 2**

**Project Name:**  
 This project is:  A new form or publication  A notice mailing  
 An existing form or publication -- (if not, skip to "quantity needed") **Form #:** \_\_\_\_\_  
 Last revision date: \_\_\_\_\_ Is this:  an exact reprint?  a revision?  
 (please send a copy of the current version) Is this for client use?  Yes  No  
 Quantity needed: \_\_\_\_\_ Date needed: \_\_\_\_\_

**Section 3**

**Services needed from OFDM:**  writing  design  revising  check reading level  
 printing  translation  distribution  other:

**Section 4**

**Deliver materials to:**  Distribution Services  Other:  
 Should this be on the DHS Forms Web site?  Yes  No If yes, should it be  
 "interactive" (so it can be filled in on the computer and saved?)  Yes  No

**Section 5**

**Comments:** (special instructions, etc.)  
 \_\_\_\_\_  
 \_\_\_\_\_

**Signature(s)** (from people authorized to spend funds) \_\_\_\_\_  
 Signature Date  
 \_\_\_\_\_  
 Signature Date

**OFDM use only** Date received: \_\_\_\_\_ OFDM assignment: \_\_\_\_\_  
 Form # assigned: \_\_\_\_\_ Color Exemption: \_\_\_\_\_ QA completed: \_\_\_\_\_

Project:

OFDM Contact:

Printing specs:

Quantity Date needed Previous Order # Date

Electronic File: Name Location:

Type of file: [ ] PDF [ ] Native files: Software program:

Number of pages Finished size: X

Print: [ ] One-sided [ ] two-sided [ ] Portrait [ ] Landscape [ ] Tumble [ ] Head-to-head

Paper: Stock name Weight Color [ ] Carbonless-- number of pages: [ ] Continuous [ ] Unit set

Cover stock Weight Color Print covers: Front: [ ] outside [ ] inside Back: [ ] inside [ ] outside

Ink colors: Inside pages:

Cover pages:

Proof: Requested: [ ] No [ ] Yes-- Send to: [ ] OFDM [ ] Other:

Finishing: Stapling: [ ] Upper left [ ] two left [ ] other:

Drilling: [ ] 3-hole [ ] 2-hole top [ ] Other:

Fold: [ ] per sample [ ] other:

Binding: [ ] saddle stitch [ ] paste fold [ ] other:

Packaging: [ ] Box [ ] Shrink-wrap--number per packet:

Distribution: [ ] Initial distribution needed [ ] Distribution list sent to Monte

[ ] Memo needed--drafted by: [ ] OFDM [ ] customer Old stock: [ ] Recycle [ ] Ok to use

Translations: [ ] Spanish [ ] Russian [ ] Vietnamese [ ] Chinese [ ] Korean

[ ] Other:

Posting on DHS Forms Server: Posting required: [ ] PDF [ ] Word [ ] Wordperfect [ ] None

Other:

Empty rectangular box for additional information.