



COMPLETING THE CLIENT LANGUAGE ACCESS NEEDS ASSESSMENT

The Client Language Access Needs Assessment **must** be completed for any client who reports needing interpretation and translation assistance and/or communication assistance. The Client Language Access Needs Assessment can be found under the assessments tab in HMIS. A paper version can be found [here](#).

The screenshot shows the 'Test Tester' interface for the 'CLIENT LANGUAGE ACCESS NEEDS ASSESSMENT'. The navigation menu includes PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. The assessment date is 08/12/2024. A warning message states: 'The Client Language Access Needs Assessment is meant to collect additional language data for clients who are non-English speakers and/or have a communication disability. This assessment should only be done with clients who indicate a need for interpretation, translation, and communication assistance. A client language access needs assessment is not necessary for clients who do not report a need for this type of assistance.' Below this, instructions state: 'If client checked YES for interpretation and translation assistance needed, complete questions 1-4. If client checked NO for interpretation and translation assistance needed, skip questions 1-4, marking the answer choices 'not applicable' and continue to question 6.' The form contains four questions, each with a 'Select' dropdown menu:

- What language do you prefer to speak or sign in?
- What language do you prefer to write in?
- What language do you prefer to receive spoken or signed information in?
- What language do you prefer to receive written

*Assessment in HMIS

- 1. CONTACT AN INTERPRETER, IF NEEDED.** Contact an interpreter if working with a non-English speaking client or a client who communicates in sign language. Reference the protocols for [**obtaining a phone interpreter**](#) and [**obtaining a video interpreter**](#).
- 2. COMPLETE CLIENT LANGUAGE ACCESS NEEDS ASSESSMENT WITH CLIENT.** If using an interpreter, reference the [**protocol for completing documents when using an interpreter**](#).
- 3. INPUT ANSWERS TO THE ASSESSMENT IN HMIS.**

AFTER COMPLETING THE ASSESSMENT:

The questions on the Client Language Access Needs Assessment are intended to collect additional information about a client's language access needs, so staff are able to obtain the appropriate services. After completion of the assessment with a client, please follow the below instructions, referencing the MSCHC Language Access Plan to ensure the client is provided appropriate language access services.

Questions 3-4. These questions are designed to ensure that the client is given both spoken and written information in a language they understand. Please ensure to obtain an interpreter for a client who prefers to receive spoken information in a non-English language (question 3). See Language Access Plan Component 5: Delivery of Services.

When completing documents with the client, provide the client with translated documents in the language they prefer to receive written information in (question 4), if available. All HMIS and CES translated documents can be found on the [CAFTH Language Access Webpage](#).

Question 5. If a client reports needing accommodations for a hearing impairment, obtain or provide the indicated accommodations. For a list of accommodations, see Language Access Plan Sections Auxiliary Aids and Services, and Delivery of Auxiliary Aids and Services. For obtaining a sign language interpreter, follow the [Protocol for obtaining a video interpreter](#). If a client indicates needing captions, if able, provide captions on any video or audio content provided.

Question 6. If a client reports needing accommodations for a visual impairment, obtain or provide the indicated accommodations. For a list of accommodations, see Language Access Plan Sections Auxiliary Aids and Services, and Delivery of Auxiliary Aids and Services. If the client reports needing information available in large print, follow the [Protocol for providing large print materials](#). If the client reports needing information read aloud to them, ensure that all documents being completed with the client are read word by word to the client.