

State Interagency Coordinating Council – Public Policy Committee
Interpreter Services Workgroup
List of Survey Questions

To make improvements in processes for providing interpreter services, the ESIT State Interagency Coordinating Council (SICC) has established an Interpreter Services Workgroup. The Workgroup has developed the following survey to learn about your experiences accessing interpreter services as an ESIT provider.

Your responses to these questions are important in ensuring we have the information we need to improve language access for ESIT families. Your individual responses will remain confidential and will only be shared as de-identified data in summary with all other survey responses.

As you complete this survey, please keep in mind:

Only one survey should be completed per provider agency. We expect multiple staff will need to be engaged in collecting information needed to complete the survey. However, please ensure just one staff member completes and submits the final responses for your agency.

We've included the full list of survey questions below in an effort to make it easier for agencies to collect the information for their responses. **To complete the 17 questions below in ESIT's Provider Experiences with Interpreter Services survey, visit <https://www.surveymonkey.com/r/VNV5VC5>**

Survey questions refer to these dates: January 1 – December 31, 2019.

Survey responses are due Thursday, March 5.

Thank you!

1. Please list which count(y/ies) your agency serves.
2. How many children did your agency serve for Early Support for Infants and Toddlers (ESIT) between January 1 and December 31, 2019?
 - Fewer than 100 children
 - 100-299 children
 - 300-499 children
 - 500 children or more
3. What percentage of children served between January 1 and December 31, 2019 used interpreter services for ESIT? Please provide your best estimate. Or, if you cannot estimate, please explain why.
4. Of children who accessed interpreter services for early intervention, what percentage were eligible for Medicaid-covered interpreter services (provided via Universal Language Service)?
 - 0-24%
 - 25-44%
 - 45-64%
 - 65-84%
 - 85% or more

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5. Including all interpreter services agencies your program works with, did you use interpreter services for spoken or signed languages, or both between January 1 and December 31, 2019?

- Spoken language only
- Signed language only
- Both spoken and signed language

6. Including all interpreter services agencies your program works with, which types of modalities did you use when providing interpreter services? Please select all that apply.

- In-person interpretation
- Phone interpretation
- Video interpretation, also called “tele-interpretation”

7. Between January 1 and December 31, 2019, what percent of visits utilizing interpreter services did you use the following modalities? Please complete with appropriate percentage for each. These should add to 100%.

- Percent in-person interpretation
- Percent phone interpretation
- Percent video/tele-interpretation

8. Please list all companies/agencies you used for interpreter services between January 1 and December 31, 2019, indicating which modality/ies they served (in-person, phone, video/tele-interpretation). If you used Universal Language Services for services other than Medicaid-covered in-person interpreters, please indicate all services provided by ULS, in addition to all other companies/agencies your program accesses.

9. How much did your agency spend in provision of interpreter services between January 1 and December 31, 2019? This can include direct costs for interpreters, as well as staff time to manage interpreter scheduling. Please provide a dollar amount. If you are unable to estimate a dollar amount, please provide some context instead.

10. How much of the total your agency spent for interpreter services over this time period is attributable to inability to secure a Medicaid-covered interpreter through Universal Language Service? Please provide dollar amount. If you are unable to estimate a dollar amount, please provide some context instead.

11. What were your top three barriers in securing interpreter services between January 1 and December 31, 2019? Please select three options only.

- Language not available
- Dialect not available
- Last-minute cancellation from interpreter
- No-show from interpreter
- Cost to provide interpreter services

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- Other (please specify)

12. Of all the languages your agency serves, which languages do you experience the most difficulties with securing interpreter services?

13. Have barriers to interpreter services impacted your compliance indicators, specifically late IFSPs and late service starts?

- Yes
- No

14. How many late IFSP deadlines (including Initial IFSP, Reviews, Transition Conference, Annuals) during the specific time period resulted from barriers to interpreter services? If you are unable to estimate figures, please provide some context.

15. How many late service starts resulted from barriers to interpreter services? Please include instances when multiple services started late for a single child. If you are unable to estimate figures, please provide some context.

16. OPTIONAL: this question is optional. Please leave blank if you are unable to answer. Among children served between January 1 and December 31, 2019 who accessed interpreter services, for what percentage were you unable to meet frequency of visits committed to on the IFSP as a result of barriers to interpreter services?

17. Is there anything else you want to share about your experiences providing interpreter services for ESIT?