

## **7539 Multilingual Services**

### **(a)**

In areas in which a substantial number of older individuals, as determined by the AAA, do not speak English as their principal language, the I&A provider shall have available a sufficient number of qualified bi/multilingual persons, as determined by the AAA, to ensure provision of information and services in the language(s) of the non-English speaking older individuals by assisting individuals in understanding and assessing needed services and following-up to ascertain if the service needs were met.

### **(b)**

The bi/multilingual services shall be provided by any of the following: (1) Paid or volunteer staff. (2) Other volunteers in the community who are available to provide interpreter services as needed. (3) Other interpreter resources identified and utilized by the I&A provider.

#### **(1)**

Paid or volunteer staff.

#### **(2)**

Other volunteers in the community who are available to provide interpreter services as needed.

#### **(3)**

Other interpreter resources identified and utilized by the I&A provider.

**(c)**

I&A providers shall claim bi/multilingual capabilities, or advertise as a bi/multilingual service, only if either of the following conditions are met: (1) Bi/multilingual service staff or volunteers are available during all of the hours that I&A services are available. (2) The provider advertises the hours during which bi/multilingual services are available.

**(1)**

Bi/multilingual service staff or volunteers are available during all of the hours that I&A services are available.

**(2)**

The provider advertises the hours during which bi/multilingual services are available.