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| **SUBJECT:** WellSky PCOC Advisor Letters Language Policy | **DATE:** 3/17/2022 |
| **TARGET AUDIENCE:** MyOptions RI Advisors | **REFERENCE NUMBER:** 01 |
| **TYPE:  NEW  REVISIONS:** | **REVISION DATE: N/A** |
| **PURPOSE:** Provide guidance to PCOC agencies regarding creating PCOC Action Plans in Spanish or Portuguese to clients/representatives in the native language the client/representative requires. All letters are available in WellSky HS in Spanish and Portuguese. It also allows for letters and Action Plans to be created for languages other than Spanish or Portuguese when needed. | |
| **CHANGES SINCE LAST REVISION:**  **DOCUMENTS/ASSOCIATED RESOURCES:**  **ATTACHMENTS:** N/A | |

**Overview**: The MyOptions Advisors should perform consistently when sending letters and additional Word Merge files in the native language of the client. Currently, Word Merge documents within WellSky HS are set up in English (no language noted), Spanish and Portuguese. It is required that all documents sent to the client be sent in their native language where available. Microsoft Word Translate is the single method of translation of the Action Plans used within WellSky. This policy affords consistency between agencies and their Advisors. Although Advisors may use translators to support the PCOC conversation, PCOC Letters and PCOC Action Plans are not to be sent to an interpreter for full translations.

The following steps instruct the Advisor on how to utilize Microsoft Word Translate as the document is being pulled together:

1. While in the client record in Consumer Chapter, select the client’s Person Centered Options Plan
2. Complete the Plan
3. Select Word Merge and select Action Plan language intended for the client
4. Open Document and clean (i.e., removal of blank boxes, extraneous pages, repair signature if needed)
5. Open the downloaded file
6. File and save as the document locally, to your agency’s agreed upon directory structure and location. This location requires HIPAA compliancy. Save the file with client recognized name in file name structure and date and note the English version
7. File and save as the document locally, to your agency’s agreed upon directory structure and location. This location requires HIPAA compliancy. Save the file with client recognized name in file name structure and date and note this is the version with the new language (Spanish, Portuguese, etc.).
8. While in Word, click up on Review \ Translate \ Translate Selection
9. Highlight each section to translate
10. In Translator on the right side, choose the language to Translate To and click Insert
    * Once comfortable, you can choose Translate Document. This will translate the entire document. Section headings in the native language will stay in the native language. Task statuses will also translate
    * Adjust results in the document to conform to pages
11. Save the document again locally changing the name with a concatenation of Spanish or Portuguese. (The objective is to keep on file the document in English and in the language being sent for record keeping and requests of re-interpretation.)
12. Upload and Save to Note (note that “Save to Note” only will not pull in your changes into the note. Always use Upload and Save the Note.)

13. Continue with normal mailing processes.

Note 1: When a language other than Spanish or Portuguese is required, translate the English Word Merge Letters into the language required using the above steps as well as the English Action Plan.

Note 2: When working with translated documents, always be sure to include the Legal Disclaimer in the native language at the bottom of the cover letter. The disclaimer is posted in English on the EOHHS PCOC Advisors page. (Download for your convenience).

The Legal Disclaimer to be included on translated documents (cover letter is sufficient). Translate document after inserting the disclaimer.

These personalized documents have been translated for your convenience using Microsoft Word Translate by your MyOptions RI Advisor which is not under the control of the State of Rhode Island. The translations are an approximation of the original content. The State has made reasonable efforts to provide an accurate translation of the documents, however, automated translation is not intended to replace human translators and may contain minor inaccuracies.

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