

**Salt Lake County Aging & Adult Services  
Community Care Transition Program  
Title VI LEP Plan**

**Individuals with Limited English Proficiency in CCTP**

The Community Care Transitions Program served 1,078 individuals in 2019 through 7 different programs under the CCTP umbrella which include:

- Medicaid Aging Waiver, served 174 individuals
- Alternatives, served 275 individuals
- New Choices Waiver, served 82 individuals
- Caregiver Support, served 158 individuals
- Veteran Directed Home and Community Based Services, served 48 individuals
- Homeless Liaison, served 118 individuals
- Older Refugee Program, served 4 individuals

**Frequency of Contact with CCTP**

The frequency of contact with clients varies pending the program they are enrolled in.

- Medicaid Aging Waiver (AW) – minimum requirements are monthly phone contact, quarterly home visits, and annual in-home reassessment.
- Alternatives Program (TAP) - minimum requirements are monthly phone contact, quarterly home visits, and annual in-home reassessment.
- New Choices Waiver (NCW) - minimum requirements are monthly phone contact, quarterly home visits, and annual in-home reassessment.
- Caregiver Support Program (CSP) - minimum requirements are monthly phone contacts and quarterly home visits. This program is short term up to one year or when allotted spending limit has been reached.
- Veteran's Directed Home and Community Based Services (VD\_HCBS) - minimum requirements are monthly phone contact and quarterly home visits.
- Homeless Liaison – frequency of contact varies pending the client's housing situation. Contact can be daily/weekly in new situations but often decreases over time to monthly/as needed.
- Older Refugees – frequency of contact varies pending the client's situation. Contact could be weekly in new situations but may decrease over time to monthly/as needed.

## **Nature and Importance of CCTP to Clientele**

CCTP programs are for individuals who wish to age in place but are at risk of institutionalized care. We serve a variety of clientele depending on the program they are enrolled in.

- Medicaid Aging Waiver (AW) - serves Medicaid individuals 65 years of age and older who meet a nursing home level of care but are able to live in an independent setting with additional in home supports such as Case Management, Home Health, Emergency Response Systems, Adult Day Health, Homemaking, and Adult Companionship.
- Alternatives Program (TAP) - serves individuals 18 years of age and older who are struggling to live in an independent setting due to medical frailty. They are often homebound and need additional services such as Case Management, Home Health, Emergency Response Systems, Adult Day Health, Homemaking, and Adult Companionship to remain living independently.
- New Choices Waiver (NCW) - serves Medicaid individuals 18 years of age and older who are currently residing in a long term care facility but could live at a lower level of care at Assisted Living Facilities or independent housing with added in home supports such as Case Management, Home Health, Emergency Response Systems, Adult Day Health, Homemaking, and Adult Companionship.
- Caregiver Support Program (CSP) - serves family members or informal caregivers 18 years of age and older and reside in Salt Lake County who are Caregivers to individuals age 60 and up or individuals at any age with Alzheimer's disease and related disorders. The Caregiver Support Program provides short term Case Management, Respite Services, Community Education and Support Groups to caregivers who are experiencing or on the verge of caregiver burnout.
- Veterans Directed Home and Community Based Services (VD-HCBS) - serves Veterans of any age who are at risk of institutionalized care but have been approved for Case Management and funding to hire their own caregiver who will provide care for the Veteran in an independent living setting.
- Homeless Liaison – serves individuals 60 years of age and older who are homeless, recently evicted, or at risk of being evicted. The liaison provides housing resources, assistance with housing applications, and advocacy with landlords, other community agencies who focus on homelessness.
- Older Refugee Program – serves refugees in our community who are 60 years of age and older and have been in the United States for less than 5 years. We provide outreach and partner with senior centers to offer a place for them to socialize and interact with others. Other services include assisting older refugees navigate Aging & Adult Service programs and other community resources such as medical care, citizenship, and Social Security.

**LEP Resources Available to CCTP Clients** The policy of Aging & Adult Services is to provide individuals with limited English proficiency meaningful access to its services. CCTP makes every effort to employ bilingual and multilingual staff members and utilizes translation services that are telephonic and in person. Not all LEP individuals speak languages that are also spoken by CCTP staff. In these instances, we will work with bilingual relatives of the client. In some cases, we arrange for translations services through paid providers at no cost to the client. Salt Lake County lists translation services on the Title VI Nondiscrimination section of its website. These are available at low or no cost to members of the public. AAS also works closely with community agencies that provide translation services and utilizes these services at client intake and at other appropriate times, as necessary, to ensure equal access to programs and services for individuals with limited English proficiency. In cases where necessary, intake documents and other written information is translated and provided in other languages to LEP clients. These resources are available to all AAS clients, regardless of point of intake or services received. Language needs and preferences are recorded for all AAS clients at the time of intake, and AAS regularly assesses language needs of clientele both individually and in the aggregate, making strategic adjustments as necessary to ensure assistance offered is aligned with community LEP needs.

### **Salt Lake County Nondiscrimination Policy**

As a public entity and recipient of Federal financial assistance, Salt Lake County does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, national origin, disability, age, marital status, sex, sexual orientation, gender identity or religion in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Salt Lake County directly or through a contractor or any other entity which Salt Lake County arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act, Sections 503 & 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975 and the Regulations of various federal departments including the U.S. Department Health and Human Services, the U.S. Department of Agriculture, the U.S. Department of Interior, the U.S. Department of Housing and Urban Development and the U.S. Department of Justice.

### **EQUAL ACCESS:**

Salt Lake County complies with the Americans with Disabilities Act of 1990 (ADA), as amended and Sections 503 & 504 of the Rehabilitation Act of 1973, as amended in providing individuals with disabilities equal access to employment opportunities and the services, programs and activities the County offers. Members of the general public may seek assistance from any County employee in contacting the ADA/504 Program Coordinator, the agency's ADA/504 liaison or the Human Resources Division.

### **COMMUNICATION ACCESS:**

Salt Lake County will provide free auxiliary aids and services to qualified individuals, including qualified sign language interpreters, alternate formats, etc. If auxiliary aids or services are required to achieve effective communication, please contact the agency or ADA/504 Program Coordinator.



**FURTHER INFORMATION:**

The County has adopted an internal grievance procedure providing for the prompt and equitable resolution of grievances. Any person, whether a member of the general public, an applicant for employment or an employee who feels that he or she has been discriminated against or denied equal access to employment, programs, services or activities offered or sponsored by Salt Lake County may contact either the:

Human Resources Director / OR  
ADA/504 Program Coordinator  
Human Resources Division  
2001 South State Street, N4-700  
Salt Lake City, Utah 84190  
385 468-0570, TTY users should call 7-1-1

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