

Chapter 8: Other Essential Enabling Services

On occasions, staff members assist farmworkers and their family members with additional enabling services including:

- **Interpretation/Translation Services**, meaning services to assist individuals with language/communication barriers to obtaining and understanding needed services. NCFHP- supported staff is encouraged to complete training on the provision of interpretation/translation services. Official clinic interpreters should be trained, at a minimum, in medical terminology and confidentiality issues.

Although farmworker health program staff is not expected to act as clinic interpreters, they are often requested to provide occasional services because of their bilingual skills and cultural competency. If the outreach worker is requested to do so, he/she may enter into an agreement with his/her employer regarding the provision of this service, if it is not part of their existing job responsibilities.

- **Transportation Services** when there is no other means of transportation available to a farmworker. Transportation is an important service to assure access to services. Many farmworkers do not have cars and live and work in rural areas that have limited transportation systems. If staff does not provide the service themselves, they should make arrangements to assure the provision of transportation service for farmworkers and their families when needed. Such arrangements may be made through contractual agreements with taxi services, vouchers, volunteers, etc.

If program staff is given the task of transporting farmworkers to services, it is recommended that staff be aware of and adhere to their agency's policies regarding the transporting of clients. Staff may also want to discuss with his/her employer insurance coverage, reimbursement of mileage, and other safety matters. Staff must follow state laws about safe driving, seat belt use, and use of car seats.

Staff may also find themselves assisting with:

- **Applications for Medicaid, WIC and other social support programs.** Outreach staff may help someone complete forms to determine eligibility for programs when there are no other individuals to assist with this.
- **Food Security** by providing actual food/ meals, but not money to purchase food or meals, to farmworkers.
- **Securing Donations** of clothing, toiletries, and other needed items.
- **Child Care Assistance** by finding individuals to care for a farmworker's children during medical and other health care visits when appropriate.