

**DEPARTMENT OF HEALTH SERVICES
DIVISION OF HEALTH CARE ACCESS AND ACCOUNTABILITY
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 13-05

DATE: April 1, 2013
DISPOSAL DATE: Ongoing
RE: LEP Services

To: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

From: Brett Davis
Administrator
Division of Health Care Access and Accountability

PURPOSE:

The purpose of this Administrator's Memo is to provide clarification of the expectations for providing Income Maintenance (IM) services to Limited English Proficiency (LEP) populations. The 2012 FoodShare (FS) Management Evaluation (ME) review process identified statewide room for improvement on LEP practices. This memo will include a reminder of the requirements as well as background on determining LEP needs, changes for determining LEP needs, State bilingual service requirements, and possible improvement strategies for bilingual services.

REQUIREMENTS:

The 2012 ME review findings have helped us to identify some possible LEP improvement strategies. This Admin Memo directs all Consortia to:

- Ensure that all agencies have the "I Speak" poster conveniently posted for front desk staff to utilize;
- Review the State bilingual service requirements with all staff;
- Review your local agency LEP process with all staff;
- Review your Consortium LEP process with all Call Center staff;
- Review with staff how to correctly code CARES Worker Web so that notices include the correct language block;
- Provide easy access (see desk aid attached) to the translation service line your agencies or Call Centers use;
- Ensure that your agencies reach out to minority group organizations; or
- Reach out to local advocate agencies who work with the LEP populations within your area.

BACKGROUND IN DETERMINING LEP POPULATION:

In the past, county and tribal agencies determined their individual needs for LEP call center services based on their service area. This determination was based on the number of low income households that speak the same non-English language within their county or tribal area.

CURRENT PROCESS FOR DETERMINING LEP POPULATION:

County and tribal agencies need to continue determining their local agency needs for LEP services based on their service area. In addition, the Consortia Call Centers must determine their LEP service needs based on the service area of the Consortium. This means that you must determine your needs based on the number of low income households that speak the same non-English language within the

Call Center service area. Applicable census data from DHS Civil Rights will be made available to the Consortia.

STATE LEP REQUIREMENTS:

Income Maintenance Manual (IMM) 1.4.2 Bilingual Services outlines the bilingual requirements. It states:

Provide for bilingual interpretation when:

- Your office makes eligibility decisions for a service area containing approximately 100 single language, low – income households that speak the same non-English language. By single language minority, we mean a household which speaks the same non-English language and does not contain an adult fluent in English as a second language.
- Your agency's county or tribal area has a total of less than 100 low-income households, if a majority of those households speak the same non-English language.
- Your agency's county or tribal area has a seasonal influx of migrant farm workers when the area meets or exceeds the requirements in either #1 or #2, above.

Provide bilingual interpretation through:

- Paid agency staff;
- Contractually purchased services with non-agency personnel when you annually receive 100 or more applications for assistance from non-English speaking households;
- Volunteer interpreters if you receive less than 100 such applications annually.

Do not provide interpretation through:

- Volunteers while conducting the application interview or to approve an application; and
- Minors.

In addition to bilingual services, the Code of Federal Regulations concerning civil rights require that: "local certifying agencies advise local minority group organizations, in writing, that the Food Stamp Program is available to all eligible households without regard to race, color, religious creed, national origin, or political beliefs. Local agencies must contact minority group organizations once every fiscal year. If there are no minority group organizations in the project area, the local agency must contact prominent minority leaders, ministers, teachers, and other community spokesmen in the project area."

CENTRAL OFFICE CONTACT:

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Attachment: [LEP Desk aid](#)