

**LIMITED ENGLISH  
PROFICIENCY PLAN**

**GOODHUE COUNTY HEALTH  
& HUMAN SERVICES  
509 WEST FIFTH STREET  
And  
426 WEST AVENUE  
RED WING, MN 55066**

Effective Date: January 1, 2016

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# GOODHUE COUNTY HEALTH & HUMAN SERVICES

## LIMITED ENGLISH PROFICIENCY PLAN

### A. Purpose and Legal Authority

The following document serves as Goodhue County health and Human Services plan to meet the legal obligation of limited English proficiency requirement in compliance with:

- **Title VI of the Civil Rights Act of 1964**, 42 U.S.C. §2000 et seq.; 45 CFR §80, Nondiscrimination Under Programs Receiving Federal Financial Assistance Through the U.S. Department of Health and Human Services Effectuation of Title VI of the Civil Rights Act of 1964.
- **Office for Civil Rights Policy Guidance**, 65 Fed. Reg. 52762 (2000), Department of Health and Human Services, Office for Civil Rights, Policy Guidance on the Prohibition Against National Origin Discrimination As It Affects Persons With Limited English Proficiency (August 30, 2000); OCR Web site: [www.hhs.gov/ocr/lep/](http://www.hhs.gov/ocr/lep/).
- **Department of Justice Regulation**, 28 CFR §42.405(d) (1), Department of Justice, Coordination of Enforcement of Non-discrimination in Federally Assisted Programs.
- **Bilingual Requirements in the Supplement Nutrition Assistance Program**, 7CFR§272.4 U. S. Department of Agriculture, Food And Consumer Service
- **Minnesota Data Practices Act** requires Minnesota government agencies to maintain the privacy of data that they collect in the course of their business. Information that is collected regarding our customers is considered private data. Except in emergency situations, this data may not be released to anyone other than the customer, our employees, or others authorized by the court or federal law, without the customers' written consent.

### B. Policy and Procedures

#### 1. Persons Covered by Policy – Identifying Clients with Limited English Proficiency

Goodhue County Health & Human Services Limited English Proficiency plan has been developed to serve its clients, prospective clients and their family members who do not speak English or who speak limited English.

#### 2. Definitions:

**LEP Person-** A person has Limited English Proficiency (LEP) if he/she is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Health & Human Services staff.

**Interpretation** is defined as a spoken or visual explanation provided to enable two or more individuals who do not speak the same language to communicate with each other.

**Translation** is defined as a written version of a document that is provided in a language different than that of the original document.

### **3. Commitment to Meaningful Access**

No person will be denied access to Goodhue County H&HS programs or program information because he/she does not speak English or speaks limited English. Goodhue County H&HS will provide assistance to all customers with LEP in obtaining necessary interpreter services in order for him/her to effectively communicate with staff. Customers will be provided with meaningful access to programs and services in a timely manner and at no cost to the customer.

### **4. Offering Language Assistance Services**

Signs are posted in our reception area and interview rooms and staff have “I Speak” cards to assist our LEP customers. Staff will initiate an offer for language assistance to customers who have difficulty communicating in English, have difficulty reading their spoken language, or when a customer asks for language assistance. Staff must offer, without charge, interpretation and/or translation services to persons with LEP in a language they understand, in a way that preserves confidentiality, in a timely manner.

Staff will appropriately code the following systems to ensure identification of clients potentially requiring LEP services:

Initial Screening Sheet

Financial Intake Screeners will indicate on the screening sheet if interpreter services are required

#### **MAXIS**

Workers will appropriately code the following fields on the STAT/MEMB panel for every person

Entered into the MAXIS system:

Spoken Language (enter appropriate code from F1 Help)

Written Language (enter appropriate code from F1 Help)

Needs Interpreter Y/N

#### **PRISM**

Child Support workers will appropriately code the following fields on the demographics [panel

(CPDE or NCDE) for each custodial/noncustodial parent entered into the PRISM system:

Primary Language (enter appropriate code from F1 Help)

Interpreter needed (enter Y/N)

#### **SSIS**

Social Service workers will appropriately code language preference on the client entry screen and in case notes.

## 5. Telephone Interpreter Services

Staff will use one of the language lines for interpreter assistance when needed.

Telephone interpreter services we are aware of:

- 1-866-425-0217 Pacific Interpreters
- 1-612-588-9410 The Language Banc
- 1-800-874-9426 The Language Line (formerly AT&T)
- 1-866-333-9275 Interpreter Referral Service (Rochester)

## 6. In-Person Interpreter Services

When interpreter services are needed in a language not commonly used, the client with LEP will be shown the I Speak cards in order to help establish an ethnic linkage.

If an interpreter is needed *in person*, rather than over the telephone, arrangements will be made to have an interpreter available at a time and place that is convenient for both the interpreter and the client. Arrangements for in-person interpreting should be made by contacting persons on the call list located in Attachment A

Staff will contact one of our contracted interpreters and arrange a meeting. Vendor will submit claim to the accounting division.

## 7. Competency of Interpreters

We primarily use well recognized interpreter agencies; they have provided documentation that

They will provide competent and experienced interpreters. Competency includes:

- Being bilingual and fluent in both English and the language of the LEP client
- Accuracy and completeness
- Impartiality
- Confidentiality
- Accreditation when appropriate

Interpreters will have training/orientation that includes:

- The skills and ethics of interpreting
- Basic knowledge in both languages of specialized program terms or concepts
- Sensitivity to the customer's culture

## 8. Using Family and/or Friends as Interpreters

Staff should never require, suggest, request, or encourage a customer with LEP to use family or friends as interpreters. Use of family or friends could result in a breach of confidentiality or reluctance on the part of the customer to reveal personal information that may be critical to their situation. Family or friends may not be competent to act as interpreters because they may not be proficient enough in both languages, may lack training in interpretation, or have little familiarity with specialized program terminology. If the LEP person declines this service, the worker will document in case notes that services were offered and declined and complete LEP record.

## 9. Rule for Minor Children

Goodhue County H&HS staff should never use minor children as interpreters.

#### **10. When A Customer Declines Services**

When a customer declines services, note this in the case notes

#### **11. Notice of Rights to Language Assistance**

Goodhue County HHS staff will inform all customers with LEP of the public's right to free interpreter services and that these services must be provided in a timely manner during normal business hours. Goodhue County HHS staff will use I Speak cards to help customers with LEP to be able to identify their language needs for staff. Posters will also be used in the agency to inform customers that language interpreters are available at no cost to them.

#### **12. Emergency Situations**

When programs require access to services within short time frames, Goodhue County H&HS will take whatever steps necessary to ensure that all clients, including clients with LEP, have access to services within the appropriate timeframes. For example, when a client needs an interpreter or other language assistance services to obtain expedited program services, Goodhue County H&HS's goal is to make the services accessible within the required time frame, whether that means using an interpreter or any other appropriate type of language assistance.

#### **13. Services to Illiterate**

Staff will assess customer's literacy level and determine interpreter needs. Staff should not send forms to illiterate customers. Staff shall use an interpreter or Language Line services (Attachment A) to complete required forms verbally. Staff should further inform the client to contact them for interpreter services when they receive a DHS or agency form.

##### **a. Illiterate Non-English Speaking Customers**

Staff must assist LEP customers who do not read their primary language to the same extent that they would assist an English speaker who does not read English.

##### **b. English Speaking Customers Who Are Illiterate**

Staff will encourage and assist customers in identifying a responsible person to assist them.

##### **c. Economic Support customers may designate an "authorized representative" who can act on their behalf.** Agency staff may assist customers in completing necessary paper work only in the event that the customer cannot obtain assistance from another responsible person. Staff will use a red pen and indicate on the form their name and date and that they completed the form at the customer's request because no other responsible person was available.

#### **14. Assigning Clients with LEP to Bilingual Staff**

Where applicable, and as a program practice, Goodhue County H&HS will use its best efforts to assign clients with LEP to bilingual staff who speak their language. Goodhue County H&HS presently has no bilingual staff.

#### **15. Minnesota Data Practices Act**

Minnesota Data Practices Act requires Minnesota government agencies to maintain the privacy of data that they collect in the course of their business. In the case of Goodhue County H&HS, the information that it collects regarding its clients is considered private data. Except in emergencies, this data may not be released to anyone other than the client, Goodhue County H&HS employees, the agents of Goodhue County H&HS, or others authorized by the courts or federal law, without the client's written, informed consent.

For purposes of the Data Practices Act, organizations and person who contract to provide translation and interpretation services to Goodhue County H&HS clients are considered agents of Goodhue County H&HS. They may be privy to Goodhue County H&HS clients' private data and are bound by the same requirements for confidentiality as are Goodhue County H&HS employees.

#### **16. Procedure for Using/Distributing Translated Forms**

Goodhue County H&HS stocks a number of documents and forms that are available in languages other than English.

Goodhue County H&HS staff with access to MAXIS can retrieve forms from MAXIS. Additionally, the Health Care Application Form, the Renewal Form, and the Household Report Form have been translated into Spanish, Russian, Somali, Hmong, Cambodian, Lao, Vietnamese, and Arabic. The English and translated versions are all available on the Goodhue County H&HS web site at [www.dhs.state.mn.us/forms](http://www.dhs.state.mn.us/forms).

Regularly used Goodhue County H&HS forms will be made available in translated form by posting them in a central location in the Goodhue County H&HS lobby at 426 West Avenue, Red Wing, and Minnesota. At the appropriate times, Goodhue County H&HS staff will send clients the preferred translated forms automatically when the same forms are sent to clients automatically in English.

#### **17. Translation Plan**

Goodhue County H&HS will translate vital documents and vital information contained in its documents – and materials in alternate formats – into the non-English languages of those language groups when a significant number or percentage of the population eligible to be served or likely to be directly affected by Goodhue County H&HS's programs needs services or information in a language other than English to communicate effectively.<sup>1</sup> Goodhue County H&HS has determined that the significant number that will trigger translation is 1000 individuals within an LEP language group. In so far as the percentage LEP census in Goodhue County is miniscule, it is not anticipated that

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<sup>1</sup> Goodhue County H&HS adopts the definition of vital document or information as it appears in the OCR Guidance. According to OCR, a document or information should be considered vital if it contains information that is critical for accessing a federal fund recipient's services or benefits or is required by law. Vital documents include, but are not limited to, applications, consent forms, letters containing information regarding eligibility or participation criteria, notices pertaining to the reduction, denial, or termination of services or benefits, notices that require a response from beneficiaries, and documents that advise of free language assistance.

Goodhue County H&HS will, by itself, develop any specific Goodhue County H&HS-produced material. Rather, Goodhue County H&HS will rely on the State-produced documents as the primary source of translated materials. Downloading of documents from the DHS web page will also be used as necessary. Insofar as the Department of Human Services has translated many forms into multiple languages, Goodhue County H&HS will access these forms as necessary. Access to the Department's web site at [www.dhs.state.mn.us](http://www.dhs.state.mn.us)\forms will be made. Additionally, translated Income Maintenance forms can be located in TEMP Manual 12.01.13 and should be accessed as needed.

### **C. LEP Training for GCH&HS Staff**

Goodhue County HHS will distribute the LEP plan to all staff once approved by DHS so they know the policies and procedures required to make language assistance available to our customers with LEP. New employees will have the LEP plan incorporated into their New Employee Orientation.

LEP training will include legal obligation to provide language assistance to customers with LEP, Policies and procedures to access language assistance services and how to properly document Information about the customer's language needs in the case file. All staff with ongoing customer Contact is required to receive LEP updates annually.

### **D. Monitoring of the LEP Plan**

An evaluation will be conducted annually to determine the overall effectiveness of the plan. This evaluation will assess the number of persons with LEP in the service delivery area. It will assess the current language needs of these customers to determine if these needs are being met. It will assess if our staff understand the LEP policies and procedures, know how to carry them out, and whether language assistance resources are still current and accessible

#### **1. LEP Plan Posted for Public Review**

The LEP plan will be posted for public review in the Goodhue County H&HS's first and second floor waiting rooms. The LEP plan will be available in English, but bilingual staff or interpreters will be available to translate the plan for those who do not speak English who wish to read it.

#### **2. Distribution of LEP Plan**

Immediately, upon its completion, the Goodhue County H&HS LEP plan will be distributed to all Goodhue County H&HS staff.

#### **3. Responsible Authority/Complaint Process – Contact Person**

Each Goodhue County Health & Human Services division is responsible for implementing this LEP plan in its area. The person designated to provide technical assistance and to respond to inquiries and complaints from the public is LEP Coordinator Mary Heckman, Deputy Director, phone number 651-385-3200; fax number 651-267-4882; and, e-mail address [mary.heckman@co.goodhue.mn.us](mailto:mary.heckman@co.goodhue.mn.us).



## **Interpreter Services provided to Goodhue County Health Services**

**ASLIS – Sign Language Interpreter  
5801 Duluth Street  
Suite 106  
Golden Valley, MN 55422 (763)  
478-8963**

**Ingrid Hokanson – Spanish  
725 Featherstone Road, Apt. 103  
Red Wing, MN 55066 (651) 301-  
5336 – cell  
ingridhokanson@yahoo.com**

**LaVoie House – Spanish  
1737 Reichert Avenue Red  
Wing, MN 55066 (651) 335-  
0281 – cell (651) 388-6905 -  
home  
lavoiedebhouse@gmail.com**

**Melanie Velasco- Spanish  
4733 Chowen Avenue South  
Minneapolis, MN 55410 (651)  
275-4088**

**Adriana Darula  
35305 Farm View St  
Lake City, Mn 55041  
507-351-8620 –days  
651-388-5297 –home  
Adriana31@hotmail.com**

**SCHA – Optimal – Phone interpreting for all languages  
1-877-746-4674  
Client # 7472  
Department Code # 1206**

**The Language Banc  
1625 Park Ave. Minneapolis,**

**MN 55040**

**Main Phone (612) 588-9410**

**24 Hr. Phone (612) 695-6008**

**Kim Tong Translation KTTS, Inc**

**Services for SCHA Clients only**

**2994 Rice Street**

**Little Canada, MN 55113**

**651-252-3200 1-800-408-2431**

**fax 651-252-3214 1-877-408-2431**

**customerservice@kttsmn.com**

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