



**CLAY COUNTY SOCIAL SERVICE CENTER
Limited English Proficiency (LEP) Plan**

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Table of Contents

Section I Purpose and Legal Basis.....Page(s) 1

Section II Assessment.....Page(s) 1, 2, 3

Section III Policy on Language Access.....Page(s) 3, 4, 5

Section IV Staff Training.....Page(s) 5, 6

Section V Monitoring.....Page(s) 6

Attachment A- Clay County Social Services Civil Rights Complaint Resolution Procedure

I Purpose and Legal Basis

The legal basis for this written policy and the obligations to provide meaningful access to persons with limited English proficiency are contained in the following references:

- Title VI of the Civil Rights Act of 1964.
- Office of Civil Rights Administrative Citation: 65 Fed. Reg. 52762 (2000)
- Department of Justice Regulation, Regulatory Citation: 28 CFR part 42.405 (d) (1)
- DHS Bulletin #00-89-4 issued December 2000 and
- DHS Bulletin #03-89-01 issued November 2003

II Assessment

A. Language Needs:

Languages Encountered in Clay County Community per Minnesota Department of Education-Primary Home Language Counts by County for 2011-2012, listed in order of prevalence:

1. Spanish
2. Arabic
3. Vietnamese
4. Somali
5. Chinese
6. Russian
7. Cambodian

LEP Language and Interpreter Data (Department of Human Services Clay County Specific Data for 17 HealthCare, Cash and Food Programs- 2011

Case Applicant Spoken Language – Total Count 5,785

1. English- 5,480 (94.7%)
2. Missing- 43 (0.8%)
3. Non English- 262 (4.5%)
 - a. Arabic-76 (76.3% needing interpreter)
 - b. Spanish- 44 (52.3% needing interpreter)
 - c. Serbo-Croat- 29 (93.1% needing interpreter)
 - d. Somali- 21 (81% needing interpreter)
 - e. Vietnamese- 14 (78.6% needing interpreter)
 - f. Hmong- 2- (50% needing interpreter)
 - g. Russian- 1 (100% needing interpreter)
 - h. ASL- 1
 - i. Unknown- 23
 - j. Other 51 (64.7% needing interpreter)

Languages enumerated by Clay County staff and Interpreter Usage for 2012:

1. Arabic
2. Kurdish
3. Bosnian
4. Spanish
5. Somali
6. Farsi
7. Albanian

B. Points of contact in agency where language assistance is likely to be needed:

1. Income Maintenance Unit- Public Assistance Programs: Interpreter services would be most effective utilizing community resources and Language Line as strategies.
2. Child Support, Fraud and Collections Unit: Interpreter services would be most effective utilizing community resources and Language Line as strategies.
3. Social Service Units: Interpreter services would be most effective utilizing community resources and Language Line as strategies.
4. Reception/Intake in all units: Posters, I Speak Cards, interpreter services would all be resources.

C. Resources Utilized/Required for Effective Language Assistance:

1. Interpreter Services
 - a. International Translation Service
5675 45th Street South
Moorhead MN 56560
 - b. Language Line Services
One Lower Ragsdale Drive
Monterey CA 93940
 - c. Bilingual (Spanish) employees of our agency.
 - d. I Speak Cards and Posters
 - e. Minnesota Multilingual Referral Line

2. Other Resources/Strategies to be Utilized:
 - a. Identification and recording the specific language needs for each LEP client in their file.
 - i. Use appropriate panels in MAXIS, PRISM and SSIS.
 - ii. Ask client what his/her primary language is.
 - iii. Ask client about need for interpreter.
 - b. Use of translated forms when indicated, appropriate and available.
 - c. Use of the “I Speak” cards, posters and other visuals.
3. Timely Access Arrangements
 - a. Accessing community resources or internal organizational resources will occur within 24 hours of identified need.
 - b. If appropriate resources cannot be accessed within 24 hours the Language Line will be utilized to ensure timeliness.
 - c. Services will be available during all hour’s agency operational.

III. Policy on Language Access

A. Statement of Commitment:

Clay County Social Service Center is committed to providing meaningful access to its services for all persons, including persons with limited English language proficiency.

B. Specific Policies/Procedures/Strategies

1. Range of Options Available Include:
 - a. Bilingual Staff - We have several staff who speak Spanish (one specifically designated to provide interpreter services).
 - b. Arrangements with community providers who provide interpreter services.
 - c. Formal agreement with Language Line services.
2. Although we have access to several different languages through Community Interpreter Services, it is anticipated Language Line will be utilized to meet language needs of persons whose languages are uncommon to our area.

3. Notification Strategies:

- a. Posting of signs in waiting areas informing persons of their right to free interpreter services and inviting them to identify any language assistance needs.
- b. Use of “I Speak” cards by intake workers and other personnel at point of initial contact.
- c. Intake workers and others will note the language of the LEP person in their file so that anyone picking up file can readily identify language assistance needs.
- d. Insertion of notices relative to free interpreters and other language assistance in brochures, pamphlets and other materials disseminated to the public and to staff.
- e. Notice to the public through the media of the availability of LEP Services (newspaper articles, television coverage, etc.)

4. Use of Friends and Family as Interpreters:

- a. Minor children shall not be used as interpreters.
- b. If, after informed of right to free interpreter, the client declines such service and requests a friend or family member serve as interpreter, then it can be allowed. (This should be documented in case file.)

5. Competency of Interpreters:

- a. Clay County will ensure that interpreters, whether bilingual staff or professional interpreters, have been trained and demonstrate competency.
- b. The establishment of standards and liability issues will be the subject of discussion with local providers of interpreter services

6. Language Services to Persons Who Do Not Read Their Own Language:

- a. Clay County Social Services staff will assist a client with LEP who does not read his/her primary language to the same extent as staff would assist an English speaker who does not read English.

7. Language Services in Emergency Situations:

- a. Clay County Social Services will take whatever steps necessary to ensure all clients including clients with LEP have access to services within appropriate time frames.
- b. Use of competent interpreters available for emergencies will be first course of action, however, considering that same day services may be required we anticipate Language Line will be used frequently in emergency situations.

8. Translation of County-Produced Written Materials:

- a. Clay County will follow DHS translation numerical guidelines as required.
- b. Staff will identify materials/documents that would need to be translated as well as translation resources (DHS would be primary resource).

9. Complaint Resolution Procedure:

- a. Clay County will follow the Complaint Resolution Procedure that is currently in place and on file with the Minnesota Department of Human Services (see Attachment A of this policy.)
- b. A log of all LEP complaints will be kept for tracking and documentation. Mary Luhman-Olsen will be in charge of keeping log.
- c. Rhonda Porter, Director, telephone number 218-299-5200 will be responsible for receiving Civil Rights complaints for the agency including complaints relative to LEP.

IV Staff Training

- 1. The LEP Plan will be made a part of new employee orientations.
- 2. The LEP Plan will be distributed to all agency staff likely to have contact with persons with LEP.
- 3. Intake Workers in all units
- 4. Supervisors will each have a copy.
- 5. Staff awareness will happen through discussions in unit supervisor staffings and through distribution of notices and other written materials.

6. Training on specific aspects of the plan will occur:
7. How to use Language Line
8. How to use Interpreters
9. How to handle emergency/crisis situations
10. Periodic training should occur from DHS and other entities to ensure uniformity, information sharing and a best practices philosophy.

V. Monitoring

1. The LEP Plan will be reviewed by the agency management team on an annual basis.
2. Evaluation will include the following components:
 - a. Assessment of numbers of persons with LEP (DHS will assist in this process).
 - b. Assessments of current language needs of applicants and clients (updating of files and reviewing at redeterminations of eligibility).
 - c. Assessment of existing resources as to effectiveness.
 - d. Monitoring by agency Supervisory staff as to whether staff is complying with LEP Plan.



SOCIAL SERVICES CIVIL RIGHTS COMPLAINT RESOLUTION PROTOCOL

1. Complaint Framework - In keeping with OCR guidelines, each county human service agency should develop a manageable procedure for resolving service delivery discrimination complaints. The agency should also provide written notice of this procedure to staff, applicants, clients and the general public. Also in keeping with OCR guidelines, each county human service agency should notify the Department of Human Services in writing of all service delivery discrimination complaints filed against the agency.

2. Resolution Protocol - CCSS will refer all civil rights complaints to the State Department of Human Services, Civil Rights Coordinator.

*If a person believes they have been discriminated against because of the person's race, color, national origin, sex, religion, age, political beliefs or disability, while applying for or receiving human services, the person may file a complaint. The person may file a complaint directly with the Department of Human Services (DHS).

DHS Civil Rights Coordinator
Minnesota Department of Human Services
Office of Equal Opportunity
P O Box 64997
St. Paul MN 55164-0997
651-431-3040 (Voice)
651-431-7444 (Fax)
651-431-3041 (TTY/TDD)

*The person must file the complaint within 1 year of the alleged discrimination. DHS may extend the one year period if the person can show good cause for not filing sooner.

*The person must file a written complaint.

*Once the person has filed the complaint, the institution or agency named in the complaint cannot retaliate against the person or any person who provides information about the complaint. If the person experiences retaliation because they filed a discrimination complaint or provided information about a complaint, the person should immediately notify the DHS Civil Rights Coordinator and report what happened.

*It is important to add that complainants also know where to file civil rights complaints on the State and Federal level if they do not want to file a complaint with DHS or CCSS. The Enforcement Agencies are: Minnesota Department of Human Rights; U.S. Department of Health and Human Services Office for Civil Rights; and U.S. Department of Agriculture for the Food Stamp Program.

Minnesota Department of Human Rights 190 E. Fifth Street St. Paul, MN 55101 (800) 657-3704 (Voice) (651) 296-1283 (TTY/TDD)	Office for Civil Rights U.S. Department of Health and Human Services Region V 233 N. Michigan Avenue Suite 240 Chicago, IL 60601 (312) 886-2359 (Voice) (312) 353-5693 (TTY/TDD)	U.S. Department of Agriculture (USDA) Director, Office of Civil Rights Room 326-W, Whitten Building 1400 Independence Avenue SW Washington, D.C. 20250-9410 (202) 720-5964 (Voice and TTY/TDD)
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Limited English Proficiency Component

I. Complaint Resolution Protocol - Any adverse action taken by CCSS with which an applicant or recipient disagrees is subject to complaint. CCSS will attempt to resolve any dispute locally. In the absence of local resolution, the person making the complaint will be informed in a language understandable to the grievant, of the process to follow in making a complaint to DHS or the Office of Civil Rights. The complaint procedure will conform in all respects to the CCSS procedure included in the **Civil Rights Compliance Plan**. Appropriate use of interpreter services with community providers or Language Line Services to facilitate the dispute resolution process will take place. All such complaints can be made to any of the parties listed in the Complaint Resolution Protocol.