

Gene Evans, DHS Communications Director

Gloria M. Anderson, Director of Equity and
Multicultural Services

Authorized Signature

Number: SS-AR-12-011

Issue Date: 07/19/2012

Topic: Agency-wide Policy

Due Date: 07/19/2012

Subject: Limited English Proficient (LEP) Services

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Office of Self Sufficiency Programs | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Action Required:

Improvement in:

1. Provision of interpretation services;
2. Document translation; and
3. Identification and associated case file coding of the client's primary language.

This is a growing challenge for DHS as our caseloads continue rising and new immigrant populations enter Oregon that we have not worked with before. However, we need to address inconsistencies in how we provide documents and information about our programs and services to Limited English Proficient (LEP) clients. Limited English Proficient relates to those individuals who do not speak English as their primary language and have a limited ability to read, speak, write or understand English.

Therefore, we have outlined **TWO ACTION STEPS** to help us better identify and correctly code our clients' preferred primary language:

1. From July 23-August 10, please use the [linked tally sheet](#) to track the preferred primary languages spoken by your LEP clients and the number of clients speaking that language. We understand that this will not provide us with a 100-percent-accurate picture of existing languages in our client population, but it will give us a baseline assessment and help identify any gaps in languages we should be tracking!

Please complete only one final tally per branch – maybe designate one person to collect daily/weekly at huddle? Send completed tally sheets to Gloria Anderson by August 15, 2012.

2. During a staff member's next contact with new or existing LEP clients, verify the client's preferred primary language (including dialect) and make sure it is entered and coded correctly in the electronic case record. If there is a primary preferred language that does not have a code for entry into the electronic case record, please note it on the tally sheet.

Click the following link for the full text of the message sent to all district and program managers about [Limited English Proficient \(LEP\) Services](#).

Additional Action Step to be completed before August 30:

Have a discussion with staff about how we serve LEP clients. The most appropriate forum for these discussions might be at huddle, in a Continuous Improvement meeting or some other type of staff meeting.

If you would like some further tips for starting this discussion at the branch level, please check out the resources for communicating with LEP clients listed below and consider reviewing one or more of these tip sheets:

Effective Cross-Cultural Communication

<http://www.mindtools.com/pages/Newsletters/16Aug05.htm#ccc>

Cross-cultural Communication Tips for Effective Diversity Management

<http://www.hcareers.com/us/resourcecenter/tabid/306/articleid/507/default.aspx>

Communicating Effectively with People with Disabilities

http://www.pdfdownload.org/pdf2html/pdf2html.php?url=http%3A%2F%2Fwww.calg aryhealthregion.ca%2Fprograms%2Fdiversity%2Fdiversity_resources%2Flibrary%2Fcomm_eff_people_disabilities.pdf&images=yes

Choosing Words with Dignity

<http://ddc.vermont.gov/publications-outreach/choosing-words-with-dignity>

It is also a good time to review resources for interpretation and document translation:

CTS LanguageLink for telephone interpretation – 877-764-7888

Certified Languages International for face-to-face interpretation – 503-525-9601

Immigrant and Refugee Community Organization (IRCO) for face-to-face interpretation – 503-234-0068

DHS Publications and Design Section for document translations - <https://inside.dhsoha.state.or.us/asd/dhsoha-publications/request-a-publication-or-design-services.html>

Reason for Action: Recently, a federal civil rights investigation by the U.S. Department of Health and Human Services pointed out some areas of improvement needed to strengthen access and understanding among our LEP clients.

Please contact the Office of Equity and Multicultural Services at the number below if you have questions.

Field/Stakeholder review: Yes No

If yes, reviewed by:

If you have any questions about this action request, contact:

Contact(s):	Office of Equity and Multicultural Services		
Phone:	503-947-5448	Fax:	503-581-6198