



## County Limited English Proficiency (LEP) Plan Annual Review Guide 2010

**Date:** June 1, 2010

**To:** County Director and County LEP Coordinator(s)

**From:** Alejandro Maldonado, LEP Coordinator  
Minnesota Department of Human Services

**Re:** County Limited English Proficiency (LEP) Plan Annual Review Process -2010-

The Department of Human Services, State of Minnesota, is conducting its annual review of county Limited English Proficiency (LEP) plans. This review is part of an on-going effort to ensure compliance with language access requirements of Title VI of the Civil Rights Act of 1964 and subsequent guidance from the U.S. Department of Health and Human Services (USDHHS) and its Office of Civil Rights (OCR).

### **Background**

In December 2000, DHS issued Instructional Bulletin #00-89-4 which outlined development and implementation of county LEP plans. County plans were submitted and approved in 2001-02. Counties were asked to complete an Annual Review Guide in 2004, as outlined in Bulletin #03-89-01 issued November 2003. LEP plans are required to be reviewed and updated annually based on item VII of the *Guidance to federal financial assistance recipients regarding Title VI prohibition against national origin discrimination affecting limited English proficient persons* (Hyperlink can be found on Appendix A document).

### **Purpose**

The purpose of the review of LEP plans is to identify how a county provides meaningful access to programs and information, to ensure that services and information are free of charge and provided in a timely manner, and to help the Department identify potential areas for technical support improvement to the counties.

DHS will review county LEP plans based on the four factors as identified by the federal OCR, USDHHS:

- The number or proportion of people with LEP eligible to be served or likely to be encountered
- The frequency people with LEP come in contact with the program(s)
- The nature and importance of the program, activity, or program services to people's lives
- The resources available to the county or provider and the associated costs.

More information about specific federal OCR guidance is available at:

<http://www.hhs.gov/ocr/lep/reviseblep.html> .

This review assists counties in assessing needs and strategies. Also, it informs DHS about statewide trends and assists with planning and providing technical assistance to staff at DHS, county staff and contracted staff. Language access supports DHS' priority to eliminate racial, ethnical, and national origin disparities in service delivery and enhance program access and outcomes to help the Department to achieve its mission:

**“The Minnesota Department of Human Services, working with many others, helps people meet their basic needs so they can live and achieve their highest potential.”**

## Procedure

The county Agency:

1. The county agency reviews its LEP plan, and if needed, updates the plan.
2. The agency LEP coordinator completes the Annual Review Guide and submits it with the most recent LEP plan. Please submit this processed document, your agency's LEP plan, and other materials electronically to [alejandro.maldonado@state.mn.us](mailto:alejandro.maldonado@state.mn.us) no later than July 1, 2010. You may copy the above e-mail address and paste it in the TO: field of your e-mail message.

**IMPORTANT: Because the County Limited English Proficiency (LEP) Plan Annual Review is submitted to DHS by e-mail, the Department requires the e-mail be originated by your agency's director to be considered a signed document.**

DHS:

1. Reviews the agency responses. A visit may be scheduled by DHS.
2. DHS informs the agency, in writing, via e-mail, of its findings and or recommendations.
3. DHS approves the county LEP plan and sends an e-mail announcing the approval of the LEP plan review -2010-.

## Review Guide Instructions

1. Review the demographic information provided by DHS and the information available at the county level.
2. If needed, update the county LEP plan.
3. Provide the required information and complete the questionnaire.
4. Return this document **and** an electronic copy of your current county LEP plan either on a .pdf format or Word document, to [alejandro.maldonado@state.mn.us](mailto:alejandro.maldonado@state.mn.us) . You may copy this e-mail address and paste it in the TO: field of your e-mail message.

You may reference your plan by page number to respond to questions if your county plan addresses the question.

If you have questions, you may contact:

Alejandro Maldonado  
Limited English Proficiency (LEP) Coordinator  
[alejandro.maldonado@state.mn.us](mailto:alejandro.maldonado@state.mn.us)  
(651) 431-4018.

## About this document

This document is a fillable form that you can navigate by using the “Tab” key, the arrow keys of your keyboard, or the “scroll” bar located along the right side of your display.

To complete this form you will need:

- To type the information in the fields. These fields will expand to accommodate all the text you type, or
- To click on your selection from a dropdown menu, or
- To check the box(es) that may apply

If you want to use the hyperlinks, you must click on, select, copy, and paste them to your Internet browser.

### Please Provide the Following County Information

#### Agency

Name of County	Brown
County Web Site	socialservice@co.brown.mn.us
Date	07/01/2010

#### Person Completing this Form

Your Name	Tom Henderson
Your Title	Director
Your Phone Number	507 - 359 - 6531
Your E-mail Address	tom.henderson@co.brown.mn.us

#### Agency LEP Coordinator (if same as above you may leave this section blank.)

Name	
Phone Number	- -
E-mail Address	

#### County Director

Name	Tom Hendeson
Phone Number	507 - 359 - 6531
E-mail Address	tom.henderson@co.brown.mn.us

## Questionnaire

DHS is providing the following demographic information this year and can be found in Appendix A:

- 2009 12 LEP Language and Interpreter Data.xls
- 2009 12 Language and Interpreter Data by Program.xls
- Copies of the 2008-2009 Minnesota Department of Education (MDE) Spoken Language maps for Arabic, Hmong, Khmer, Lao, Oromo, Russian, Serbian/Croatian/Bosnian, Somali, Spanish, and Vietnamese.

Using the above data, your agency's in-house data about clients with Limited English Proficiency, and any other meaningful demographic information available to you, please complete the following questionnaire for the 2010 County LEP Plan Annual Review.

1. Referring to the available data, does the number of potential or actual clients with LEP match the experience of your county?

Yes

Explain how this data is or will be used in your planning:

We are aware few non-English-speaking minority groups live in Brown County with exception of some hispanic families. There was an influx of Spanish-speaking population in the late part of the 1990's and the early part of the past decade, however, as time progressed there were fewer and fewer each year. It is now to the point where there are less then a dozen families arriving, mostly in May and June from Texas looking for work in Sleepy Eye and surrounding areas. A few of the incoming families do not have any adult members of the family who can interpret. For many years our agency maintained a financial worker and a family based worker who were both Spanish speakers. We quit that practice this past year because of the unavailability and historical instability of these positions. We will add a spanish speaking family based worker for our social service unit in the next month. This person will also be available to the financial unit on an on-call basis.

We have been using the language telephone interpreter service for the last six months since we have not had a Spanish speaking financial worker. The social service unit has been using a private contractor from the Truman-Trimont area who does family based work in spanish. We have had a few families utilize this service very successfully.

2. Do you use other data such as the Language Line reports to direct your planning?

No

3. If yes, attach electronic copy of this data and explain how this affects planning and service implementation:

4. When was your county LEP plan last updated?

07/01/2009

You must include an electronic copy of your agency LEP plan and provide the electronic link (URL) to your agency LEP plan:

<http://www.co.brown.mn.us/departments/CSB/SocServ/socserv.htm>

If your agency LEP plan has been updated in the last year:

- Very briefly summarize what has changed in your agency LEP plan:

See number 1 above

- List the reason(s) for the above changes:

Decrease in number of non-spanish speaking families in the county.

### Agency Practices

5. Briefly describe your county intake procedure specific to non-English clients.

We have "I Speak Cards" at our front desk. The intake staff in the financial unit and the social service unit either have their own decks and/or have access to the cards at the front desk. At this point we are using the language line in interview rooms set up with telephones to make that work well.

The Multilingual Referral Lines (MRL) service refers a call to your agency by:

(select all that apply)

<input checked="" type="checkbox"/>	Fax Number	507 - 359 - 6542	
<input checked="" type="checkbox"/>	Phone Number	507 - 359 - 6500	Name Contact: Annie Hillesheim Intake Worker
<input checked="" type="checkbox"/>	Secured E-mail address	annie.hillesheim@co.brown.mn.us	
<input type="checkbox"/>	Other (specify)		

- A. Once your agency has received a referral call from MRL, what is the internal procedure to respond to different types of referral calls by MRL? e.g. economic assistance, child welfare, child care, child support, public health, etc.

The social service intake person refers it to the best person to deal with the request.

- B. What suggestions do you have to improve the MRL service by a partnership effort among your agency, other agencies, community organizations, and DHS?

None

6. How often does your county provide on-going staff development and training related to client access?

once every year

What steps does your county have in place to ensure that staff who have public contact are aware of the LEP plan and their Title VI obligation to provide meaningful access to services, language access services free of charge and without undue delay?

The LEP Plan is part of the orientation process for all new staff working for the agency in addition to the annual full-staff reminders. There is a handout provided at the orientation session by the director to the new staff person outlining how to access language line services and emphasizing the importance of the process. The later is done verbally by the director.

7. What practices does your county have in place for providing language access services for clients who speak languages not commonly spoken in the service delivery area?

Language Line Services

8. If a document is returned to your agency with responses in a language other than English, what is your agency's procedure for translating the responses and what is your agency's timetable turnaround?

We have a financial worker who is fluent in spanish and can provide any written responses and interpretation to correspondence.

We have not had a single document sent to us in the last year, that we are aware of, in anything other then in english and spanish. If such a communication were to arrive, we would consult with the language line service.

9. All agencies or entities who receive any portion of federal funds must meet the meaningful access requirements.

A. If your agency has grantees or contractors, what steps does your agency take to ensure that the grantees or contractor meet Title VI meaningful access requirements?

Our contracts require Title VI meaningful access for all our contractors.

B. What language version of the Minnesota Health Care Programs Application (DHS-3417) Form is most used by clients indicating that they need an interpreter in your service area? (Please rank to top five)

1. English    2. Spanish    3. Third    4. Fourth    5. Fifth

C. What is the reason your agency believes the English or the translated DHS-3417 Form is used more often by individuals with LEP?

Not sure

D. Briefly explain the mechanism used by your agency to make available the translated DHS-3417 Form to individuals with LEP

All people who do Minnesota Health Care Programs applications in the agency are aware and have DHS 3417's available for use at all times.

E. What steps does your agency take to ensure your agency grantees and contractors meet their Tile VI obligation?

It is written in their contracts. Also it is discussed at the time that the new contracting is done.

**Resources Available**

10. Does your agency use "I Speak" cards (DHS-4374)?

Yes

You may access and download the "I Speak" cards from our DHS website, e-Docs:

<http://edocs.dhs.state.mn.us/lfsrserver/Legacy/DHS-4374-ENG>

11. Does your agency use the "Interpreter Poster" (DHS-4739)?

Yes

You may find the "Interpreter Poster" available in 8.5 X 11 format from our DHS website, e-Docs:

<http://edocs.dhs.state.mn.us/lfsrserver/Legacy/DHS-4739-ENG>

**Assistance Requested**

12. Has your agency received complaints regarding LEP meaningful access issues in the past year?

No

If "Yes", please summarize complaint(s), finding(s), response, and resolution.

13. Are there tools, training, or resources you would like DHS to provide your county to help educate staff or contractors about Title VI of the Civil Rights Act of 1964 to prevent discrimination based on National Origin and to remove the language barrier in the delivery of information and services?

It would be good for DHS to provide counties some model language for contracts to be sure that the LEP aspect is covered in counties. This would send a consistent message to contractors from county to county.

14. What tool(s) and strategies have been most effective in helping your agency meet LEP needs?

The best tool we've had over the years is a financial worker who speaks Spanish. It is very frustrating when, after repeated efforts to find staff to fill that position, we cannot retain qualified employees. We have been anxious to fill the position with someone to carry this case load. We have another Spanish-speaking financial worker who, while not willing to carry a Spanish speaking case load, is willing to pitch in when the language line isn't adequate. Our agency has the capability to interpret but not as well as when we have a dedicated worker ready, willing, and able at all times. Also, in years past, we have had a family based worker in the social service unit fluent in Spanish. Recently, we have been able to re-hire this person and this should help in the future. We are encountering several families needing Spanish interpretation in our agency's child protection services. We believe that a new worker will enable us to do a better job with those clients. Our family based services have a professional contract Spanish service which we have been utilizing and plan to continue to use when clients indicate the need.

The part-time family based worker we anticipate hiring will primarily do interpretation with social workers during appointments and will also provide supervised visitation services with Spanish-speaking individuals. This position does not provide professional family based services; however, we have services available on an hourly basis from the Truman/Trimont area person referred to in question 1.

15. How can DHS improve this required annual review process to ensure its usefulness, while still meeting the Office for Civil Rights requirements for providing meaningful access to people with LEP?

This annual review does a very fine job of bringing to our attention the language issue and reminding us how to provide language services.

**Thank You for Completing your LEP Plan 2010 Annual Review!**