



PA-32 SERVICES FOR LIMITED ENGLISH PROFICIENT PERSONS

POLICY:

Family Planning delegate agencies must develop and implement a plan to ensure meaningful access to services by Limited English Proficient (LEP) persons. Title X clinics must have written policies that are consistent with the HHS Office for Civil Rights policy document, *Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons* (August 4, 2003)(HHS Grants Policy Statement 2007, II-23).

A Limited English Proficient (LEP) person is an individual who does not speak English as his/her primary language and who has a limited ability to read, write, speak, or understand English. Such a person may be eligible to receive language assistance with respect to services or benefits.

PROCEDURE:

1. Each delegate agency must have written documentation that a client need for language assistance has been assessed.
2. Where interpretation is needed and is reasonable, programs should consider some or all of the following options for providing competent interpreters in a timely manner:
 - a) hiring bilingual staff
 - b) hiring staff interpreters
 - c) contracting for interpreters
 - d) using telephone interpreter lines
 - e) using community volunteers
 - a. use of family members or friends as interpreters**
**Although some LEP persons may feel more comfortable when a trusted family member or friend acts as an interpreter, this is strongly discouraged. The North Dakota Family Planning Program (NDFPP) strongly recommends using alternate services to accommodate the interpreting needs of LEP clients. Clinics should make the LEP person aware that he/she has the option of having an interpreter provided at no cost. The use of LLS or other interpretation options helps to ensure that the client receives competent, appropriate, and confidential interpretation without the possible conflict of interest and confidentiality breach that may arise when using friends or family members as interpreters.
3. Title VI of the Civil Rights Act of 1964, requires recipients of Federal financial assistance to take reasonable steps to make their programs, services and activities accessible to eligible persons with limited English proficiency.
4. Effective August 18, 2016, all delegate agencies are required to have “taglines” posted in at least 15 different languages for LEP persons. The right for interpretation services, as well as, a “non-discrimination statement” must be posted on your website.
<http://www.hhs.gov/sites/default/files/2016-06-07-section-1557-final-rule-summary-508.pdf>