



DES Administrative Procedures

Associated Policy Title: Limited English Proficiency Policy
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DES 1-01-34-01 Limited English Proficiency (LEP) Procedures

I. POLICY STATEMENT

The purpose of these procedures is to identify how specific requirements of the Department's Limited English Proficiency (LEP) policy will be implemented. Procedures for the requirements identified shall be completed across the Department in the manner identified. Procedures not addressed in this procedures document will be addressed in Division and Work Unit procedures. The following procedures are included:

- Performing the Needs and Capacity Assessment.
- Maintaining translation service contracts.
- Maintaining Web sites in a manner that is compliant with the LEP policy.
- Utilizing a pamphlet explaining LEP services.
- Including LEP rights information on required Department documents.
- Ensuring staff are adequately trained.
- Maintaining posters explaining LEP services in each office which customers may access.
- Monitoring to ensure the Department remains compliant with LEP requirements.

II. PROCESS

A. Needs and Capacity Assessment

1. Each work unit shall identify the steps in their service delivery process and identify the anticipated number of customer interactions that occur at each of these steps. This process is outlined in the Division or Work Unit procedures document.
2. The Department shall identify the languages used by the population it serves.

- a. The Department shall use the U.S. Decennial census data as a reliable indicator of the language used by the population it serves.
 - b. The data provided by the census shall be considered reliable unless other more current reliable data becomes available.
 - c. The Division of Business and Finance (DBF) shall be responsible for conducting an assessment of the data provided by the U.S. census to determine the significantly used languages, as defined in DES 1-01-34, for the populations served by the Department.
 - d. DBF will assume that the population served by the Department is consistent with the overall population of the State of Arizona.
 - e. For Divisions with work areas where the client base is not representative of the population of the State of Arizona, that Division or work area is responsible for identifying the significantly used languages by the population served by the Division or work area. The Division shall coordinate as needed with the DBF Office of Procurement (OP) to secure the needed translation or interpreter services needed.
3. Upon designation of a new significantly used language, DBF shall notify all Divisions and work areas. DBF will coordinate with each Division and work area to ensure that all vital documents are provided in the new language.

B. Translation/Interpretation Contracts

Translations shall comply with the directives outlined in the *DES Translation Requirements* in Exhibit A of the *Limited English Proficiency* (DES 1-01-34) policy.

1. Spanish Translations

The Graphics and Design Unit provides translation services for Department forms and pamphlets that have been identified as vital documents.

- a. Programs shall access translation services by completing a Service Request (J-213) and submitting it to Graphics and Design.
 - b. Graphics and Design will notify the program when the translation can be completed. The program may then determine if the time frame provided meets their needs.
 - c. If not, the program shall work with Graphics and Design to contact an outside, contracted vendor.
- ### **2. Other Translations**

The DBF OP shall ensure that adequate contracts are in place to secure needed translation and interpretation contracts. The OP shall maintain a list of the contracts that are available to use for translation and interpretation services.

- a. Programs may contact the OP and request a list of the approved contracts.
- b. Programs may select the contract that will meet their needs.
- c. Once a contract has been identified, the program shall follow the steps outlined in the contract to access these services. The Division LEP Representative shall ensure that all Division staff have the information needed in order to utilize the services of the selected interpretation contractor and that staff that create vital documents have the information needed in order to utilize the selected translation contract.

C. DES Internet Web Site Maintenance

1. The Department Public Information Office (PIO) is responsible for maintaining the appropriate standards for all DES Internet Web sites.
2. The Division LEP Representative or their designee shall coordinate with the PIO to ensure that:
 - a. Vital documents placed on DES Internet Web sites are available in all significantly used languages.
 - b. All vital information included on DES Internet Web sites is available in all significantly used languages.
 - c. The names and contact numbers for Division LEP Representatives are kept current.
3. The PIO will direct staff on how to access its services to modify or add Web pages. Service requests to the PIO shall be coordinated through the Division LEP Representative or their designee.

D. LEP Flyer

1. The Department Director's Office of Equal Opportunity (DOEO) shall develop and maintain the *Limited English Proficiency (LEP) Flyer* (PPP-1122A). DOEO will ensure that the LEP Flyer is:

Available in all significantly used languages, and

Accessible from the DES Internet. DOEO shall work with the PIO to ensure that this document is accessible.

2. Division LEP Representatives shall make sure that sufficient copies of the PPP-1122A are accessible to Department customers at each site in which customers are seen. The process that will be followed to make sure this information is available is included in each Division procedures document.
3. The LEP Flyer may be ordered from the DES Supply Center.

E. LEP Rights Information

1. The Department shall include the following statement on all documents, including electronic documents, not translated into a language other than English:

“The Department of Economic Security provides language assistance free of charge. For assistance provided in your preferred language, please contact your case worker or call any DES office.”

“El Departamento de Seguridad Económica suministra ayuda de los idiomas gratis. Para recibir ayuda en su idioma preferida, por favor comuníquese con su trabajador de caso o llame a cualquier oficina de DES.”

2. This wording must be in Spanish and English and be located near the front of the document.
3. Each Division shall coordinate with Graphics and Design to ensure that each of its forms used to transmit vital information contains this statement.

F. Training

1. The Training and Development Administration (TDA) is responsible for development and maintenance of Department training on Limited English Proficiency.
2. At a minimum, training shall include the following modules:
 - a. An overview of LEP, including a definition of LEP, the rights that those who interact with the Department have in relation to LEP, and the Department responsibilities. This training is mandated for all Department staff.
 - b. Procedural guidelines for operation within each Division or work unit. TDA will work with the Divisions or work units to develop their own

training packet. This training is mandatory for those identified by the Division or work unit.

- c. Responsibilities for Division LEP Coordinators. This training is mandatory for designated Division LEP coordinators.
 - d. Management-level training designed for supervisors and managers. This training will provide guidance on ensuring staff are aware of their LEP responsibilities and that they follow up appropriately when LEP services are needed.
3. TDA shall establish time frames for completion of required training.
 4. TDA shall track completion of all required training except the Division-specific procedural training. TDA shall notify the Division Assistant Director no less than 30 days prior to when the Division will have an individual out of compliance with the training requirement.
 5. Each Division shall be responsible for tracking completion of Division-specific procedural training.

G. Process for Identifying Preferred Language

1. The Department Director's Office of Equal Opportunity (DOEO) shall develop and maintain a process to be used in local offices that LEP individuals may use to identify and communicate their preferred language to the appropriate Department staff.
 - a. The DOEO may designate the existing *LEP Language Binders* as the accepted means to meet this requirement.
 - b. The DOEO may, when necessary, develop and distribute an alternative method for language identification to Department offices.
2. Supplies to meet this need shall be made available through Graphics and Design at (602) 364-0186.

Monitoring

1. Divisions shall monitor their procedures to ensure that LEP persons interacting with the Department are receiving required LEP services.
2. Divisions that utilize customer satisfaction surveys shall include questions that are designed to determine if LEP customers are receiving necessary services. The customer satisfaction surveys must be available in all significantly used languages.

3. LEP Representatives shall periodically contact their Division offices where there is public access to ensure that:
 - a. The office has an adequate supply of the acceptable LEP flyers or other accepted means for those interacting with the Department to communicate their language preference.
 - b. The office has an adequate supply of *LEP Language Binders* for those interacting with the Department to communicate the customer's language preference.
 - c. Staff have the appropriate information needed to access translation and interpretation contracts.
 - d. All staff have successfully completed the mandatory LEP training.
4. Division Management is responsible for reviewing the results of Division surveys and implementing corrective actions when it appears that Division LEP customers may not be receiving the services they need.
5. Divisions may, as needed, establish additional monitoring tools to ensure Division compliance with the Department's LEP policy.

I. Reporting

1. Work units shall utilize the *LEP Checklist for Annual Monitoring Requirements* (OEO-1005A), which identifies all mandatory points of review for each work unit.
2. Work units shall forward the OEO-1005A with any required documentation at least annually to the DOEO and the Department's Policy and Planning Administration. Work units shall be notified of the annual due date by the DOEO.
3. The DOEO shall summarize the information after receipt of the reports from all work units and shall report the results to the Director.