



DES Administrative Policy & Procedures

Chapter: 1 Department of Economic Security
Article: 01 Director
Subject: 34 Limited English Proficiency
Process Owner: Office of the Director
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DES 1-01-34 Limited English Proficiency

I. POLICY STATEMENT

The Department of Economic Security (DES) strives to provide quality and timely language assistance services to Limited English Proficient (LEP) Customers. This policy guides Employees and Contractors to ensure LEP Customers have meaningful access to and an equal opportunity to inquire about and participate in DES programs, services, and activities.

II. APPLICABILITY

This policy applies to all Employees and Contractors.

III. AUTHORITY

[42 U.S.C. 2000d](#)

Prohibition against exclusion from participation in, denial of benefits of, and discrimination under federally assisted programs on grounds of race, color, or national origin

[28 CFR 42.101-112](#)

Nondiscrimination in Federally Assisted Programs - Implementation of Title VI of the Civil Rights Act of 1964

Executive Order 13166, [65 Fed. Reg. 50121](#)

Improving Access to Services for Persons With Limited English Proficiency

IV. DEFINITIONS

Bilingual Resources List: A roster of available Language Service Providers (LSPs) and Division Certified Bilingual Employees approved to provide Interpretation and Translation services.

Business Day: Monday through Friday, excluding state holidays listed in [A.R.S. § 1-301](#).

Certified Bilingual Employee: An Employee who, in accordance with *Bilingual Stipend* ([DES -1-26-26](#)), has met all eligibility requirements and received all required approvals to receive a Bilingual Stipend.

Contractor: Any individual or entity who conducts business for or on behalf of DES under a contract for services, is not issued an Employee Identification Number, and who is not directly employed by or with the State of Arizona to provide service to DES.

DES Location: A DES-owned or operated office or facility.

Director: The Employee who is appointed to oversee DES in a head administrative role.

Division: A programmatic, functional, operational, or administrative area or section of DES reporting to an Assistant Director or, in the absence of an Assistant Director, directly to a Deputy Director or the equivalent, or the Director's designee, and for whom the Director or Director's designee has ultimate responsibility.

Division LEP Contact: The designated Employee within a Division responsible for ensuring LEP compliance for the Division.

Division Management: An executive leader of an area or Division that may include a Deputy Director, Assistant Director, Deputy Assistant Director, or Administrator.

Emergency: A serious, unexpected, and potentially dangerous situation requiring immediate action.

Employee: Any individual who is directly employed temporarily or permanently by or with the State of Arizona to conduct DES business on a full-time or part-time basis, regardless of whether the individual is paid. This term does not apply to employees of other state agencies who assist DES.

Four-Factor Analysis: A language needs and capacity assessment to ensure meaningful access by LEP Customers to DES programs, services, and activities that includes:

- The number or proportion of LEP Customers eligible to be served or likely to be encountered by DES;

- The frequency with which LEP Customers come in contact with DES;
- The nature and importance of the programs, services, or activities provided to LEP Customers by DES; and
- Resources available to DES and the costs associated with Interpretation and Translation services.

Graphics and Design Unit (G & D): The team of Employees within the Office of Communications, regardless of the current or future name, responsible for creating, revising, Translating, and maintaining DES materials, including flyers, posters, and programmatic and administrative forms.

Interpret (also, Interpretation or Interpreting): To listen to a communication in one language and orally translate it into another language.

Language Access Plan: A written management tool that provides an administrative blueprint for compliance with LEP requirements.

Language Service Provider (LSP): An entity contracted by DES to provide language Interpretation and Translation services to LEP Customers.

LEP Coordinator: The designated Employee within OEO responsible for administering and overseeing agency LEP compliance.

LEP Customer: Any LEP individual who contacts DES, regardless of whether the individual is inquiring about or participating in DES programs, services, and activities.

Limited English Proficient (LEP): A term referring to an individual who does not speak English as the individual's primary language and who has a limited ability to read, speak, write, or understand English.

Local Office Coordinator (LOC): The DES Employee responsible for facility and maintenance issues in a DES Location.

Office of Strategic Communications (OSC): The area within DES, regardless of the current or future name, that provides internal and external messaging on behalf of the agency by issuing statements, press releases, newsletters, articles, flyers, pamphlets, and other materials including videos related to DES programs, services, and activities. OSC oversees public information, graphics and design, website management, Social Media, and video production.

Office of Equal Opportunity (OEO): The office within DES, regardless of the current or future name, responsible for investigating and facilitating attempts to resolve complaints, grievances, and other issues that pertain to equal opportunity statutes, rules, and regulations.

Office of Procurement (OP): The office within DES, regardless of the current or future

name, responsible for obtaining different types of services for DES through written contracts or agreements.

Office of Professional Development (OPD): The office within DES, regardless of the current or future name, responsible for the creation, administration, evaluation, and oversight of Employee and organization development, and the establishment of DES-wide development standards.

Program LEP Contact: An Employee responsible for tracking and communicating LEP information for a program within the Employee's Division.

Significantly Used Language: A language spoken by at least five percent of the statewide population eligible to be served or likely to be affected or encountered by DES in Arizona.

Translate (also, Translation or Translating): To replace written text in one language with equivalent written text in another language.

Vital Document: A document that DES or a DES subrecipient routinely provides in English conveying information that affects a customer's access to, retention of, or termination or exclusion from a DES program, service, or activity. Vital written documents include, but are not limited to consent and complaint forms; intake and application forms with the potential for important consequences; written notices of rights; notices of denials, losses, or decreases in benefits or services; notices of disciplinary action; signs; and notices advising LEP Customers of free language assistance services.

V. STANDARDS

A. General Requirements

1. Employees and Contractors shall not discriminate based on national origin, which includes LEP, in the provision of DES programs, services, or activities.
2. DES shall ensure:
 - a. Each LEP Customer has meaningful access to inquire about or participate in DES programs, services, and activities, regardless of the method the LEP Customer uses to contact DES; and
 - b. LEP assistance is provided at no cost to the LEP Customer.
3. An Employee who fails to comply with applicable laws, regulations, rules, this policy and procedures, or who facilitates the non-compliance of another Employee or Contractor, may be subject to discipline, up to and including dismissal, sanction, and referral to a law enforcement agency for

appropriate action, in accordance with *Review of Formal Disciplinary Actions* ([DES 1-26-15](#)) and associated procedures ([DES 1-26-15-01](#)).

4. A Contractor who fails to comply with applicable laws, regulations, rules, this policy and procedures, or who facilitates the non-compliance of another Contractor or Employee, may be subject to debarment, suspension, or termination of a contract, in accordance with [A.R.S. § 41-2613](#) or the contract agreement.

B. LEP Coordinator Responsibilities

1. The Director or designee shall designate an LEP Coordinator.
2. The LEP Coordinator shall:
 - a. Complete a Four-Factor Analysis to determine DES' obligation to provide LEP services;
 - b. Oversee the development and maintenance of the DES [Language Access Plan](#);
 - c. Coordinate with Division LEP Contacts to ensure DES provides appropriate language assistance to LEP Customers;
 - d. Guide Division Employees and Contractors in developing a program-specific Language Access Plan when required by federal law or regulation; and
 - e. Develop and maintain LEP notices including:
 - i. Those listed in [Section \(VI\)\(C\)\(1\)\(a\)](#); and
 - ii. Any other notice required by state or federal law or regulation to be available to the public.

C. Division LEP Contact Responsibilities

1. Each Division Assistant Director shall designate a Division Employee to serve as the Division LEP Contact.
2. A Division LEP Contact shall:
 - a. Serve as the point of contact for Division Employee and Contractor questions related to LEP;
 - b. Determine which Division documents are Vital Documents;
 - c. Ensure Division Vital Documents are automatically Translated into Significantly Used Languages;

- d. Ensure a Translated version of a Vital Document is made available in each Significantly Used Language in every place an English version of the Vital Document is available;
- e. Ensure the Division provides customers notification of free language assistance availability as required by federal and state law and regulation and this policy;
- f. Inform the LEP Coordinator of LEP complaints the Division receives;
- g. Coordinate with the LEP Coordinator to develop and implement the DES [Language Access Plan](#) in accordance with [Section \(VI\)\(B\)](#);
- h. Determine whether federal law or regulation requires a Division program to create a program-specific Language Access Plan;
- i. When federal law or regulation requires a Division program to create a program-specific Language Access Plan:
 - i. Inform the LEP Coordinator; and
 - ii. Under the guidance of the LEP Coordinator, coordinate the development of the program-specific Language Access Plan;
- j. Create and maintain the Division Bilingual Resources List, which includes:
 - i. Division Employees receiving a Bilingual Stipend under the *Bilingual Stipend for Employees* ([DES 1-26-26](#)) and accompanying procedures ([DES 1-26-26-01](#)); and
 - ii. LSPs available for Division use; and
- k. Inform Division Employees and Contractors about the availability of the Bilingual Resources List and instructions for accessing an LSP.

D. Training

- 1. OPD shall develop and maintain LEP training, including Division- or program-specific training as needed, that complies with federal and state law and this policy.
- 2. An Employee shall complete the computer-based [TraCorp](#) training,

LEP Overview (DESLP001), and the accompanying assessment:

- a. Within 90 calendar days of hire; and
 - b. Biennially, before the expiration of the Employee's last DESLP001 training.
3. An Employee who is likely to have contact with LEP Customers or who supervises an Employee likely to have contact with LEP Customers shall complete additional LEP training as required by the Employee's Division Management.

E. LEP Notifications

1. As instructed by the LEP Coordinator, each LOC shall ensure that required LEP notices are posted at DES Locations to which the LOC is assigned.
2. OSC shall ensure a notification that free language assistance is available to LEP Customers in at least all Significantly Used Languages on:
 - a. The DES website; and
 - b. All Vital Documents.

F. Interpretation and Translation Services

1. OEO shall coordinate with OP to ensure LSP services are available to Employees and Contractors assisting LEP Customers.
2. Each Division shall make a reasonable effort to recruit, hire, and compensate bilingual staff in accordance with *Bilingual Stipend for Employees* ([DES 1-26-26](#)) and accompanying procedures ([DES 1-26-26-01](#)).
3. An Employee or Contractor who is assisting an individual speaking a language other than English shall determine if the individual is an LEP Customer per [Section \(VI\)\(D\)\(1\)](#).
4. An Employee or Contractor assisting an LEP Customer who requires Interpretation shall contact:
 - a. An LSP from the Division Bilingual Resources List;
 - b. A Certified Bilingual Employee from the Division Bilingual Resources List who is proficient in Interpreting the language needing Interpretation; or

- c. An Employee or Contractor who is not on the Division Bilingual Resources list but meets the standards outlined in [Section \(V\)\(F\)\(7\)](#).
5. An Employee or Contractor requiring Translation services for a DES document shall:
 - a. Contact G & D following the *Publication and Graphic Design Services* ([DES 1-05-03](#)) and accompanying procedures ([DES 1-05-03-01](#));
 - b. Contact an LSP; or
 - c. In an Emergency, where G & D and the LSP are not able to provide a timely Translation, contact a Certified Bilingual Employee from the Division Bilingual Resources List who is proficient in Translation.
6. An Employee or Contractor requiring Translation services for a non-DES document, such as a personal document submitted by an LEP Customer to establish program eligibility, shall contact:
 - a. An LSP;
 - b. A Certified Bilingual Employee from the Division Bilingual Resources List; or
 - c. An Employee or Contractor who is not on the Division Bilingual Resources list but meets the standards outlined in [Section \(V\)\(F\)\(7\)](#).
7. An Employee or Contractor providing Interpretation or Translation services for an LEP Customer shall:
 - a. Be proficient in the applicable non-English language;
 - b. Know specific terms in the non-English language that are unique to DES programs, services, and activities;
 - c. Maintain confidentiality of conversations and records under state and federal laws, regulations, and policies, and *Records Management Policy and Procedures* ([DES 1-37-12](#));
 - d. Only provide advice related to the responsibilities of the Employee's position and the duties of Interpretation and Translation; and
 - e. Provide impartial, timely, and accurate Interpretation and Translation.
8. When an LEP Customer chooses to rely on an individual accompanying the LEP Customer, including a minor child, to perform Interpretation or

Translation, the Employee or Contractor assisting the LEP Customer shall, prior to beginning the transaction:

- a. Ensure that the LEP Customer has been informed, in the LEP Customer's preferred language, that:
 - i. Professional Interpretation and Translation services are confidential, secure, available at no charge;
 - ii. DES provides professional Interpretation and Translation services to ensure the LEP Customer's access to programs, services, and activities is not impacted by Limited English Proficiency; and
 - iii. If the LEP Customer possible chooses to rely on a minor child, there is generally a possibility of problems with children's ability to Interpret or Translate, such as competency or accuracy, confidentiality, or conflict of interest;
 - b. Confirm that, after being provided the information in [Section \(V\)\(F\)\(8\)\(a\)](#), the LEP Customer still voluntarily declines LEP services and prefers the individual accompanying the LEP Customer perform Interpretation or Translation; and
 - c. Ensure that if Translation is required, it is for a non-Vital Document or non-DES document related to DES business, such as a personal document submitted by an LEP Customer for determining program eligibility.
9. If an Employee or Contractor suspects or knows that an individual accompanying an LEP Customer is not an appropriate Interpreter or Translator, based on competency or accuracy of Interpretation, confidentiality and privacy concerns, or potential for conflict of interest, the Employee or Contractor shall, in accordance with [Section \(VI\)\(D\)\(3\)](#):
- a. Document the circumstances of the incident;
 - b. Notify the Employee's supervisor or Contractor's DES point of contact; and
 - c. Notify the Division LEP Contact.
10. Only in an Emergency that is not reasonably foreseeable, an Employee or Contractor may:
- a. Rely on an individual that the Employee or Contractor knows to be a minor child to perform Interpretation or Translation; or

- b. Use Google Translate or another online resource to perform Interpretation or Translation when an individual's eligibility for or equal opportunity to participate in a DES program, service, or activity may be compromised.
11. When, during an Emergency, a minor child Interprets or Translates for an LEP Customer or an online resource is used for Interpretation or Translation, the Employee or Contractor assisting the applicable LEP Customer shall, in accordance with [Section \(VI\)\(D\)\(2\)](#):
- a. Document the circumstances of the incident;
 - b. Notify the Employee's supervisor or Contractor's DES point of contact; and
 - c. Arrange for a qualified Interpreter or Translator to contact the LEP Customer to confirm the Emergency Interpretation or Translation met the LEP Customer's needs.
12. An Employee or Contractor shall assist a customer who requires sign language assistance under the *Americans with Disabilities Act - Title II* ([DES 1-01-12](#)) and accompanying procedures ([DES 1-01-12-01](#)).
13. OSC shall:
- a. Ensure the Translation of content on DES web pages as requested by the LEP Coordinator;
 - b. Determine which DES documents, other than Division documents, are Vital Documents;
 - c. Ensure the Translation of Vital Documents that are not Division documents; and
 - d. Ensure a Translated version of a Vital Document that is not a Division document is made available in every place an English version of the Vital Document is available.

G. Complaints

- 1. An individual may submit a complaint of Discrimination based on national origin, which includes LEP, to OEO by following the *Office of Equal Opportunity - Client Complaints* ([DES 1-01-14](#)) and accompanying procedures ([DES 1-01-14-01](#)).
- 2. An Employee or Contractor who receives a formal or informal complaint regarding LEP services shall immediately notify the LEP Coordinator.

H. Division Implementation

1. Each Division or Division program may create Division LEP procedures that comply with this policy and procedures.
2. A Division LEP Contact shall submit draft Division LEP procedures to OEO and the DES Policy Unit for review and approval.
3. A Division shall not publish new or revised Division LEP Procedures without the written approval of both the DES Policy Unit and OEO.

I. Annual Reporting

1. Each Division LEP Contact shall submit information and data to the LEP Coordinator related to the accessibility and quality of DES LEP services, as described in [Section \(VI\)\(B\)\(1\)](#).
2. The LEP Coordinator shall:
 - a. Annually compile data submitted by each Division LEP Contact; and
 - b. Submit a DES [Language Access Plan](#) to the Director or designee that includes compiled Division data.

VI. PROCEDURES

A. Four-Factor Analysis

1. Number or Proportion of LEP Customers
 - a. To determine the number or proportion of LEP Customers eligible to be served or likely to be encountered by DES, the LEP Coordinator shall consider overall language trends in Arizona, which may include demographic information from:
 - i. The most recent U.S. Census;
 - ii. DES' internal data;
 - iii. Other local, state, or federal agencies;
 - iv. Commercial marketing data;
 - v. School systems;
 - vi. Community organizations;
 - vii. National ethnic organizations; and
 - viii. Other reliable sources as determined by the LEP Coordinator.

- b. Using the data collected in accordance with [Section \(VI\)\(A\)\(1\)\(a\)](#), the LEP Coordinator shall:
 - i. Obtain the total approximate population of the State of Arizona from an official government source;
 - ii. Determine approximate counts and percentages of LEP individuals present in Arizona by language; and
 - iii. Designate Significantly Used Languages.

2. Frequency of LEP Customer Encounters

- a. The LEP Coordinator shall provide annual instructions in writing to each Division LEP Contact regarding the collection of data related to interactions between LEP Customers and Division Employees and Contractors during the previous year, for example:
 - i. LSP usage and billing statistics;
 - ii. Number of LEP Customers encountered; and
 - iii. Languages spoken by LEP Customers encountered.
- b. Each Division LEP Contact shall:
 - i. Collect data following the instructions provided by the LEP Coordinator; and
 - ii. Submit the data to the LEP Coordinator by the method and time frame requested by the LEP Coordinator.
- c. To determine the frequency with which LEP Customers interact with DES, the LEP Coordinator:
 - i. Shall analyze data:
 - (A) Gathered by Division LEP Contacts per [Section \(VI\)\(A\)\(2\)\(b\)](#); and
 - (B) Maintained by OEO for prior years, including data previously submitted by Division LEP Contacts, regarding agency interactions with LEP Customers;
 - ii. May conduct surveys or interviews with Employees or Contractors likely to have contact with LEP Customers; and
 - iii. May use other data the LEP Coordinator considers relevant.

- d. Using the LEP Customer interaction frequency data described in [Section \(VI\)\(A\)\(2\)\(a\)\(ii\)](#), the LEP Coordinator shall consider whether appropriate outreach on behalf of DES would increase the frequency of encounters with LEP Customers.
3. Nature and Importance of DES Programs, Services, and Activities
- a. The LEP Coordinator shall, at least annually:
 - i. Request input regarding the nature and importance of DES programs, services, and activities from sources such as:
 - (A) Federal partner agencies;
 - (B) Community-based organizations; and
 - (C) Faith-based organizations; and
 - ii. Analyze additional available information relating to the nature and importance of DES programs, services, and activities, which may include:
 - (A) U.S. Census data;
 - (B) Federal guidance; and
 - (C) Academic, government, or private research.
 - b. When determining the nature and importance of a program, service, or activity, the LEP Coordinator shall consider factors such as:
 - i. Whether the program, service, or activity is compulsory under federal or state law; and
 - ii. Whether denial or delay of access to the program, service, or activity could have serious or life-threatening consequences.

4. Resources and Costs

When determining the level of language services to be provided, the LEP Coordinator shall consider factors such as:

- a. DES budget;
- b. Resources available to DES;
- c. Alternative methods for providing a service; and

- d. Whether the cost imposed by a service substantially exceeds the benefit of the service.

B. Language Access Plan

1. On at least an annual basis, the LEP Coordinator shall create a [Language Access Plan](#) covering the accessibility and quality of DES LEP services that include:
 - a. This policy and procedures;
 - b. The results of the most current Four-Factor Analysis;
 - c. An assessment of the needs of current and prospective LEP Customers, which may include data collected for the Four-Factor Analysis;
 - d. A description of the types of LEP services DES provides at the agency and Division levels;
 - e. The notifications DES provides to LEP Customers regarding LEP services;
 - f. A description of DES courses, schedules, and intended audiences for LEP training;
 - g. A plan for monitoring and updating the DES *Language Access Plan*; and
 - h. Any other components identified by the LEP Coordinator.
2. Division LEP Contacts and other Employees and Contractors identified by the LEP Coordinator shall cooperate with the LEP Coordinator to update the DES [Language Access Plan](#), including, by the timeframe and method requested by the LEP Coordinator:
 - a. Attending meetings;
 - b. Communicating with the LEP Coordinator;
 - c. Collecting and submitting Division data and other information, which may also be used for completion of the DES *Language Access Plan*;
 - d. Completing the *Limited English Proficiency Language Access Plan Division Requirements* ([OEO-1005A](#)) form; and
 - e. Providing Division LEP forms and other documents.

3. Upon completion of a DES *Language Access Plan* update, the LEP Coordinator shall submit the *Language Access Plan* to the Director or designee by email for review and approval, following OEO standard work.
4. The Director or designee shall review the DES *Language Access Plan* submitted by the LEP Coordinator and:
 - a. Provide approval of the DES *Language Access Plan* to the LEP Coordinator in writing; or
 - b. Return the DES *Language Access Plan* to the LEP Coordinator without approval, noting required revisions.
5. Upon approval of a DES *Language Access Plan* update, the LEP Coordinator shall submit the DES *Language Access Plan* to the OSC web team at contentupdates@azdes.gov.
6. The OSC web team shall upload an updated DES *Language Access Plan* to the DES internet and intranet within two Business Days of receipt.

C. LEP Notices and Materials

1. The LEP Coordinator shall:
 - a. Maintain and, as needed, revise required public LEP notices and materials, including:
 - i. *Title VI/ADA Non-Discrimination Notice to the Public (Lobby)* ([OEO-1009A](#));
 - ii. *Limited English Proficiency (LEP) Poster* ([PPP-1122A](#));
 - iii. *Limited English Proficiency (LEP) Flyer* ([PPP-1122B](#));
 - iv. *Language Identification - I Speak* ([DES-1071A](#)); and
 - v. *LEP - Know Your Rights Brochure*.
2. G & D shall include the following statement in English and all Significantly Used Languages on all public-facing documents:

“The Department of Economic Security (DES) provides language assistance free of charge. For assistance to be provided in your preferred language, please contact your local DES office. DES offices can be found at <https://des.az.gov/find-your-local-office> or by calling (602) 542-4791.”
3. Each Division LEP Contact, within the first month of each calendar quarter, shall visit or contact staff at each public-facing Division location to ensure

the location has an adequate printed supply of the materials listed in [Section \(VI\)\(C\)\(1\)\(a\)](#).

4. An Employee or Contractor at a DES Location where any of the materials listed in [Section \(VI\)\(C\)\(1\)\(a\)](#) are missing or exhausted shall immediately notify the Division LEP Contact in writing.
5. A Division LEP Contact shall contact G & D to request printed copies of the materials listed in [Section \(VI\)\(C\)\(1\)\(a\)](#) as needed under [DES 1-05-03](#) and [DES 1-05-03-01](#).

D. Interpretation and Translation

1. An Employee or Contractor who is assisting an individual speaking a language other than English or who appears to have difficulty communicating in English shall:
 - a. Determine that the individual is an LEP Customer by:
 - i. Referring to the individual's case file to determine whether there is a notification that the individual is an LEP Customer and what language the individual prefers;
 - ii. If no case file note exists, and the Employee or Contractor understands the language the individual is using, confirming in the language the individual is using whether the individual needs language assistance; or
 - iii. If no case file note exists and the Employee or Contractor does not understand the language the individual is using, utilizing the *Language Identification - I Speak* ([DES-1071A](#)) flyer to allow the individual to identify the language in which assistance is required.
 - b. Once the individual is confirmed to be an LEP Customer and the preferred language is identified, immediately:
 - i. Use the Bilingual Resource List to contact an:
 - () LSP who can Interpret in the LEP Customer's preferred language; or
 - (B) Employee who can Interpret in the LEP Customer's preferred language; or
 - ii. Contact an available Employee proficient in the LEP Customer's preferred language per [Section \(V\)\(F\)\(7\)](#).

- c. An Employee or Contractor who is assisting an LEP Customer shall:
 - i. Continue to work with the LEP Customer and Interpreter throughout the LEP Customer's transaction, unless the Interpreter performs the same work as the Employee or Contractor; and
 - ii. If the LEP Customer has a case file, update it according to the applicable standard work which includes:
 - (A) LEP Customer status;
 - (B) The LEP Customer's preferred language;
 - (C) Offers made for LEP assistance;
 - (D) The LEP Customer's response to LEP assistance offered; and
 - (E) Any other data required by OEO or the Division.
2. If an Emergency requires an Employee or Contractor to rely on an online resource or minor child to Interpret or Translate, the Employee or Contractor shall, immediately after the Emergency has been resolved:
- a. Document the circumstances of the Emergency in writing;
 - b. Immediately notify the Employee's or Contractor's supervisor and Division LEP Contact in writing; and
 - c. Arrange for a qualified Interpreter or Translator to contact the LEP Customer within three Business Days of the transaction to confirm the Emergency Interpretation or Translation met the LEP Customer's needs.
3. If an Employee or Contractor suspects or knows that an individual accompanying an LEP Customer is not an appropriate Interpreter or Translator, based on competency of Interpretation, confidentiality and privacy concerns, or potential for conflict of interest, the Employee or Contractor shall, immediately after completing the LEP Customer's transaction:
- a. Document the circumstances of the incident in writing;
 - b. Notify the Employee's supervisor or Contractor's DES point of contact in writing; and
 - c. Notify the Division LEP Contact in writing.

4. When a new Significantly Used Language is designated, the LEP Coordinator shall, within 30 calendar days:
 - a. Send a written notification to:
 - i. The Director or designee;
 - ii. Division Management;
 - iii. Each Division LEP Contact; and
 - b. Coordinate with each Division LEP Contact to ensure Vital Documents are Translated into the new language.
5. After completion of the Four-Factor Analysis, the LEP Coordinator shall communicate directly with each Division LEP Contact to assess whether each program within the Division will elect to Translate Vital Documents to languages other than those identified in the agency-level analysis, based on areas and populations the program serves.
6. Division Management shall ensure that Division specific policy addresses, as applicable, the Translation of Vital Documents into languages other than those identified in the agency-level analysis, based on areas and populations the program serves.

E. Division Implementation

1. Before publishing new or revised Division LEP procedures, the Division LEP Contact shall submit the draft procedures by email to:
 - a. The DES Policy Unit at despolicyunit@azdes.gov; and
 - b. The LEP Coordinator at OEOLEPCoordinator@azdes.gov.
2. The DES Policy Manager and LEP Coordinator shall review Division draft procedures to ensure compliance with state and federal law and this policy and procedures and, within 30 calendar days of receipt, reply to the Division LEP Contact's email to approve the draft or communicate the required revisions.

F. Complaints

An Employee or Contractor who receives a complaint relating to LEP services shall immediately and in writing inform:

1. The Division LEP Contact; and
2. The LEP Coordinator at OEOLEPCoordinator@azdes.gov.