



DIVISION OF DEVELOPMENTAL DISABILITIES
Olympia, Washington

TITLE: LIMITED ENGLISH PROFICIENT (LEP) CLIENTS POLICY 5.05

Authority: RCW 74.04.025
DSHS Non-Discrimination Plan
DSHS Administrative Policy 6.12 Adjustment of Workload for Staff Who Provide Translation and Interpretation Services Outside of Their Workload
DSHS Administrative Policy 7.02 Equal Access to Services for Individuals with Disabilities
DSHS Administrative Policy 7.20 Communication Access for Persons Who are Deaf, Deaf/Blind, and Hard of Hearing
DSHS Administrative Policy 7.21 Provision of Services to Limited English Proficient (LEP) Clients

PURPOSE

To establish a process for the provision of services to Limited English Proficient (LEP) persons.

SCOPE

This policy applies to all employees of the Division of Developmental Disabilities (DDD).

POLICY

All persons who are Limited English Proficient (LEP) must have equal access to DDD services. Effective communication will be provided through DSHS certified bilingual staff. When that is not possible, a DSHS certified interpreter must be provided to a client who requests the service, at no cost to the client.

PROCEDURES

- A. All signs on display in DDD offices and Residential Habilitation Centers (RHCs) describing services, rights or responsibilities must be in the six (6) primary languages: English, Spanish, Chinese, Vietnamese, Cambodian, and Laotian; and in large print.
- B. Written materials used for outreach must be available in the six (6) primary languages and in enlarged print. Films or videos must be subtitled when necessary in order to address special language needs in service areas.
- C. Clients must be informed about and provided with free interpreter services as necessary to ensure equal access. Notification of this right must be included on all announcements for meetings to which clients, their parents/families, or the public are invited to participate.
- D. When interpreter services are requested, only DSHS certified interpreters will be used.
- E. All regions must maintain an up-to-date directory of DSHS certified interpreters.
- F. Regional Administrators will review their translation and interpretation needs at least annually.

DEFINITIONS

"Limited English Proficient (LEP)" means persons who have difficulty communicating with an English-speaking employee. This can mean either understanding or being understood by that employee.

"Certified Interpreter" is a person who is an employee or contractor of the department who has been certified by the DSHS examination or holds an accreditation from a professional association or a federal or state certified court interpreter program.

"Qualified Translator" is a translator who meets the qualifications established by the DSHS Administrative Services Division and translates from one language to another.

SUPERSESSION

DDD Policy 5.05
Issued October 29, 2002

DDD Policy 5.05
Issued August 5, 1998

DDD Policy 5.05
Issued December 30, 1993

Policy Directive 127
Issued May, 1990

Approved: /s/ Linda Rolfe Date: 12/17/2002
Director, Division of Developmental Disabilities