




pennsylvania
DEPARTMENT OF HUMAN SERVICES

TO: All DHS Employees
FROM: Theodore Dallas 
Secretary
RE: Limited English Proficiency Policy Statement
DATE: June 7, 2016

In accordance with Title VI of the Civil Rights Act of 1964, the Department of Human Services (DHS) is committed to establishing and maintaining practices that ensure meaningful access to DHS' services and benefits by persons with Limited English Proficiency (LEP). It is the policy of DHS to ensure that no person is denied access to services and/or benefits as the result of the inability or limited ability to communicate in the English language.

In DHS, the responsibility for the establishment of the requirements and program compliance is assigned to the Bureau of Equal Opportunity (BEO). The Deputy Secretary for Administration, Mr. Jay Bausch, is assigned the responsibility for DHS' equal opportunity program and is responsible for the oversight of DHS' compliance with federal and state LEP requirements.

The Director of the Bureau of Equal Opportunity is responsible for the day-to-day operation of the program which includes developing and implementing equal opportunity program requirements, monitoring program progress, and investigating complaints of discrimination or harassment. Mr. Wesley Alexander, Equal Opportunity Specialist II, is DHS' LEP Coordinator. Mr. Alexander is located in the Bureau of Equal Opportunity, Room 223 Health & Welfare Building. His telephone number is (717) 787-1127.

It is the responsibility of each program office to ensure through its contracts, grants or other agreements, that contractors, subcontractors, grantees, and sub grantees ensure meaningful access to benefits and services for individuals with LEP. Each office, as appropriate, shall establish and implement protocols for monitoring its contractors and grantees for civil rights compliance in conjunction with the BEO.

Each program office will develop protocols and procedures to guide their operations and submit them to the BEO for approval. These protocols and procedures must address methods for ensuring compliance in the areas of: Assessment, Language Access, Staff Training, and Monitoring as follows:

Assessment of Needs:

- Estimate of the number of persons/households with LEP and preferred language.

- Identify languages for which interpreter and translator services (both oral and written) will or may be needed.
- Determine individual language needs.
- Record individual language needs.
- Identify language assistance contact persons in each office.
- Identify location and availability of resources.
- Identify timely access process.

Language Access:

Based on the assessment, the program office must establish procedures to provide for language access through:

- Notice of availability of language services to persons with LEP.
 - It is the responsibility of the program office/service provider to notify applicants and recipients of the availability of free oral and written language translation services.

Note: The provider may NOT request or require the use of family members (including children) and or friends as an interpreter.

- Oral language interpretation.
- Translation of written materials.

Staff Training:

A written training plan must be developed to ensure the program office's LEP protocols and guidelines are conveyed to staff in a comprehensive manner that enables them to provide effective and timely services to customers with LEP. The training must be provided to existing staff that have contact with customers. Training must also be incorporated as part of the training protocol for new employees who will have contact with customers.

Monitoring:

The Office of Administration, through the BEO, is responsible for development of the comprehensive agency plan and will monitor program offices' compliance with the LEP policy and plan.

Complaints:

Complaints regarding meaningful access to persons with LEP may be filed with either of the following agencies:

Department of Human Services
Bureau of Equal Opportunity
Room 223-225 Health & Welfare Bldg.
P.O. Box 2675
Harrisburg, Pennsylvania 17105
Telephone: (717) 787-1127
FAX: (717) 772-4366
TDD: (717) 705-7772
(within 90 days of incident)

U.S. Department of Agriculture
Office for Civil Rights
Room 326-W, Whitten Building
1400 Independence Avenue, SW
Washington, D.C. 20250-9410
Telephone: (202) 720-5964
(voice and TDD)
(within 180 days of incident)

TO BE PERMANENTLY POSTED ON ALL BULLETIN BOARDS.

Bureau of Equal Opportunity
625 Forster Street | Harrisburg, PA 17105 | 717.787.1127 | F 717.772.4366 | www.dhs.state.pa.us

Equal Opportunity Employer/Program
Auxiliary Aids and Services available upon request to individuals with disabilities