

1.7 LIMITED ENGLISH PROFICIENT PERSONS

Policy: Sub-recipients 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 clinic must have written documentation that a client need for language assistance has been assessed.
2. The Women's and Men's Health Section (WMHS) will subscribe to the Language Line Services (LLS) and will pay the monthly fee.
3. All Title X family planning clinics will have access to the WMHS LLS account.
4. Each clinic will be assigned a unique two digit Personal Identification Number that may be found in the MT TX FP Administrative Manual, Sample Policy 9.2 *Sample Limited English Proficiency Policy*. Satellites will use the clinic Personal Identification Number (PIN) of their respective sub-recipient clinic.
5. How to use the LLS:
 - a. A client requiring LEP services is identified and the language is determined.
 - b. A health care provider will call the LLS phone number. 1-866-874-3972
 - c. The WMHS account number (541209) will be entered, followed by the unique clinic PIN.
 - d. The WMHS will receive the invoice for the cost of the call. The clinic will be billed by WMHS and will be responsible to repay the cost of the service to WMHS within 2 months.
6. LLS also offers document translation services. Clinics that would like to access this service will be responsible for any fees associated with document translation.
7. For questions on the LLS, please contact:
WMHS Office Support Specialist
406-444-3609

Note: Although some LEP persons may feel more comfortable when a trusted family member or friend acts as an interpreter, this is strongly discouraged. WMHS strongly recommends using the LLS for accommodating the interpreting needs of LEP clients. Clinics should make the LEP person aware that he or she has the option of having an interpreter provided at no cost. The use of the LLS ensures the client of 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.

Additional Information. For more information regarding LLS, please visit the website at: www.language.com. LLS offers interpretation services in over 170 languages. Additional information and resources may be found at the U.S. DHHS Limited English Proficiency at www.lep.gov.