

CENTRAL STATE COMMUNITY  
SERVICES ANNUAL CORPORATE  
COMPLIANCE TRAINING

**LIMITED ENGLISH PROFICIENCY**



# OBJECTIVES

- THIS TRAINING IS DESIGNED TO ASSIST THE EMPLOYEE IN BECOMING FAMILIAR WITH ACCOMMODATING PERSONS WITH LIMITED ENGLISH PROFICIENCY (LEP).
- LIMITED ENGLISH PROFICIENCY IS DEFINED AS THE INABILITY TO SPEAK, READ, WRITE, OR UNDERSTAND ENGLISH AT A LEVEL THAT PERMITS EFFECTIVE INTERACTION WITH HEALTH CARE PROVIDERS.
- THIS TRAINING IS APPLICABLE TO ALL EMPLOYEES AND PROVIDES AN INITIAL UNDERSTANDING OF THE TOPIC. IT INCLUDES THREE BASIC AREAS:
  - 1. OUR INTENT
  - 2. OUR LEGAL RESPONSIBILITY
  - 3. OUR AGENCY'S POLICIES ON LEP

# GUIDELINES

Do	Do treat every consumer as a person, regardless of his/her ability to speak English
Do	Do realize that discrimination need not be intentional to be illegal. Agencies and their employees have a clear legal obligation to avoid discrimination of LEP Persons
Don't	Don't get caught up in trying to assess whether the consumer could speak English if they wanted to. If and when this may be appropriate, it should be a planned, clinical test, done by a professional.



# OUR INTENT

Set and implement all of our access standards

Conduct all of our programs and conduct our business in a manner that recognizes the language limitations of our consumers and potential consumers may have

We don't treat consumers equally; some may need more help in one area than another

Be willing and prepared to help those to whom language may be a barrier to obtaining necessary treatment and support

# LEGAL BASIS FOR LEP

LEP compliance is a legal obligation based on a history of several laws, regulations, and court decisions.

Title vi of the civil rights act of 1964 requires that no person shall be subjected to discrimination on the basis of race, color, national origin under any program or activity that received or has received federal financial assistance.

Discriminating against a person based on language is the same as discriminating against them based on nationality

The Americans with disabilities act (ada) provides the legal basis for lep standards applying to those with poor eyesight or hearing impairments.

We are required to examine our practices to ensure they do not create unintended barriers to access by lep persons.

Provide competent language assistance at no cost to LEP persons.

# MORE GUIDELINES

- DON'T SUGGEST, EXPECT OR ALLOW MINORS, OTHER CLIENTS, OR RELATIVES TO ACT AS AN INTERPRETER OR MAKE AN APPOINTMENT – THE FACT THAT SOMEONE IS A HEALTHCARE CONSUMER IS PROTECTED INFORMATION UNDER HIPAA AND CANNOT BE DISCUSSED WITHOUT THE CLIENT'S PERMISSION. **EXCEPTION: IN THE CASE OF AN EMERGENCY**, GET THE INFORMATION NEEDED AND THEN PURSUE AN INTERPRETER.
- DO- CLEARLY DOCUMENT ANY INSTANCE WHEN YOU BELIEVE THE CIRCUMSTANCES WARRANTED THE USE OF AN INTERPRETER WITH WHOSE QUALIFICATIONS YOU ARE NOT FAMILIAR
- DO-CLEARLY DOCUMENT EVERY TIME ANY OCCASION WHEN A FRIEND OF THE CLIENT, OR A FAMILY MEMBER IS USED AS AN INTERPRETER. DID THE CLIENT MAKE THE DECISION AFTER BEING INFORMED THAT THEY HAVE A RIGHT TO FREE LANGUAGE ASSISTANCE?

# WHEN RECEIVING A CALL...

Use	use conference hold to place the non-English speaker on hold
Dial	dial 1-877-261-6608
Press	press #1 for Spanish or press #2 for all other languages
Speak	speak the name of the language at the prompt.
Enter	enter on your telephone keypad or provide the representative: <ul style="list-style-type: none"><li>•The six- digit client id</li><li>•Organization name</li><li>•Personal code</li></ul>
Be	an interpreter will be connected to the call
Brief	brief the interpreter. Summarize what you wish to accomplish and give any special instructions
Add	add the non-English speaker to the line



**TEST**

