

Operations Memorandum - Administrative

OPS040604

6/16/04

SUBJECT: Additional Information on Limited English Proficiency (LEP)

TO: Executive Directors

FROM: Christine M. Bowser, Director, Bureau of Operations

Purpose

To provide County Assistance Offices (CAOs) with additional information for providing language assistance or services, including translation of written documents and oral interpretation, to persons with LEP.

Background

Operations Memo [02-06-02](#) issued on June 6, 2002 distributed procedures for compliance with Title VI and provided appropriate steps to assure that persons with LEP have meaningful access to programs and benefits. This memo provides additional information for providing services to persons with LEP. Effective with the release of this memo, the following policies and procedures are to be adhered to.

1. For cases in which an Agreement of Mutual Responsibility (AMR) is completed for a client with LEP, the client should be provided two copies of the completed AMR, one in English and one in the preferred language of the client. The English copy may be needed for employment and training contractors or others who assist the client, as well as being needed by the CAO. In addition, both copies of the AMR (one in English and one in the client's preferred language) must be retained in the case record. Please note that currently there are translations of the AMR template in Spanish, Russian, Vietnamese, and Cambodian. Please notify your Area Manager if you are in need of any of these documents.
2. As noted in Operations Memo 02-06-02 and Daily Status 1276, a modification was made to CIS that made the Language Proficiency Code a mandatory completion field. As part of the client's redetermination of ongoing eligibility, CAO staff must review the Language Proficiency Code currently annotated in CIS to ensure that the Code is correct.
3. [Attachment 1](#) of this memo, **General Guidance for Volunteer Interpreters** and [Attachment 2](#), **Volunteer Interpreter Statements** is to be used when a Volunteer Interpreter assists in interviewing the client. The two pages of the attachment should be photocopied as one two-

sided document. This form is to be used at each face-to-face interview that is conducted with the assistance of a Volunteer Interpreter, unless the form has been completed at a prior interview, at which the volunteer served as interpreter for the client. A Volunteer Interpreter is defined as an individual who is not a CAO staff person or a person who is a paid contractor for interpreter service. In addition to an English version, there are 5 additional versions of the ***Volunteer Interpreter Statements*** document containing the Client Statement For Use of a Volunteer Interpreter portion of the form translated into either Spanish, Russian, Vietnamese, Cambodian and Chinese, [Attachment 3](#). The appropriate form is to be used when the LEP client that is being served speaks that particular language.

Once the Volunteer Interpreter has completed the form, a copy is given to the client and the volunteer, and the original is retained in the case record. Please note that the case record must always indicate when an Interpreter is used. If the Volunteer Interpreter refuses to sign the ***Volunteer Interpreter Statements*** form, the individual may not act as an Interpreter for the client in the interview even if the client wants the individual to be the interpreter.

4. Every time language services (interpretation or translation) are paid for by invoice, the CAO must notify the Bureau of Operations and provide: 1) the name of the IM Caseworker requesting the language services; 2) the client's language; 3) invoice date; 4) invoice amount; and 5) the type of translation or interpreter service. As part of the Department's ongoing monitoring of costs for providing language services to persons with LEP, the Bureau of Operations will be tracking all expenditures when an interpreter is paid via an invoice.

Note: When reporting "type of translation or interpreter service" include the situation in which the service was used, such as application completion, reapplication interview, or completion of the AMR. Also indicate whether translation of written documents, an in-person interpreter, or a telephone interpreter was required. This information should be emailed to your Area Manager.

As a continuing effort on LEP issues, a Website is now available on the OIM Intranet. Clicking on the "LEP" icon can access the Website.

Next Steps

1. Inform all staff of these revisions to existing LEP policies.
2. Contact your Area Manager with any questions.
3. This memorandum becomes obsolete when the Cash, Medical, and Food Stamps Handbooks are updated.