Washington State Department of Social and Health Services (DSHS)

Limited English Proficiency (LEP)
Program Overview

Background Information

DSHS LEP Program Background Information Legal Agreements

- 1983 Legislation
 - Required DSHS to "ensure that bilingual services are provided to limited English speaking applicants and recipients".
- 1983 and 1987-Predetermination Settlement Agreement with Office for Civil Rights.
- 1991 Consent Decree
 - One-time corrective action for class members.
 - Identification and tracking of LEP clients.
 - Document translation.
 - Language skills testing (Employee and Contractor).
- 1993 DSHS Language Access Task Force

DSHS LEP Program Background Information WAC

- 388-271-0010
 What are limited English proficient (LEP) services?
- 388-271-0020
 What are the department's responsibilities in providing me with an interpreter?
- 388-271-0030
 What are the department's responsibilities in providing me with written communication in my primary language?

DSHS LEP Program Background Information - Office of Language Interpreter Services and Translations (LIST)

 LIST Office established in 1991 as a result of class action lawsuit.

2 Primary Functions:

- Coordination of Translation Services.
 - Tracking of translation projects.
 - Quality assurance.
- Language Testing and Certification
 - DSHS bilingual staff.
 - Contracted interpreters and translators.

DSHS LEP Program Background Information – DSHS LEP Advisory Committee

- Established in 1994 per recommendation from Secretary's LEP Task Force.
- One representative from each DSHS administration or division.
- Meets every other month to discuss:
 - LEP policy and procedures.
 - Language access contracts.
 - LEP program consistency and quality of language access services throughout agency.
 - LEP program projects (e.g., glossary development, LEP website, etc.)

Tracking LEP Clients-DSHS Data Collection System

DSHS LEP Program Tracking LEP ClientsDSHS Data Collection/Letter Generating System

Automated Client Eligibility System (ACES)

- System tracks client eligibility for all cash, food and medical benefits and generates letters informing applicants/recipients of status of benefits (e.g., approvals, denials, changes, terminations, etc.).
- Each client is assigned a Primary Language Code (PLC) in the system. The system uses the PLC to generate correspondence in the language needed by the client.
- System "supports" (generates letters in) eight non-English languages (Cambodian, Chinese, English, Korean, Lao, Russian, Somali, Spanish and Vietnamese). (Approx. 60,000 letters/month)
- All letters needed in "non-supported" languages are printed in English and sent for translation. (Approx. 4,000 letters/month)

LEP Service Delivery Bilingual Employees vs. Contractors

DSHS LEP Program LEP Service Delivery Bilingual Employees

- Legal agreement hiring requirement.
 - Bilingual employee must be hired when number of LEP clients served equals or exceeds 50% of office caseload.
- Not used as interpreters/translators. Use skills to provide services directly to clients within their caseload.
- Tested for bilingual skills based on job classification.
- Receive assignment pay. 5% increase in salary.
- Benefits
 - Better for client. Direct communication = fewer errors.
 - Avoid problems associated with client/contractor no-shows.
 - Avoid employee/employer issue.
 - Saves time.
 - Saves money.
- Downside
 - Lack of FTEs.
 - Lack of available qualified staff.

DSHS LEP Program LEP Service Delivery Contracted Interpreter Services

- Brokered Spoken Language Interpreter Services Interpreter services provided in-person and charged at a minimum hourly rate (currently \$34/hour). Broker is also paid an administrative fee (\$5-10 per billable encounter) for processing interpreter appointment requests.
- <u>Telephone Interpreter Services</u> Interpreter services are accessed by calling a toll-free telephone number. Services are typically available within 30 seconds of identification of language needed. Charged at a per-minute rate (currently \$.98 1.10/minute).
- Sign Language Interpreter Services Services provided inperson and charged at a minimum hourly rate (currently \$25 to \$55/hour depending on interpreter qualifications).

DSHS LEP Program LEP Service Delivery Contracted Translation Services

 General Translation Services — Translation of Department forms and publications. Charged at a per word rate of \$.15-.25/word. Charge includes original translation, 2nd party technical and translation quality review and any formatting/desktop publishing.

Note: DSHS has a simultaneous release policy, which requires the department to simultaneously issue forms and publications in eight languages (Cambodian, Mandarin, Laotian, Vietnamese, Spanish, Korean, Russian, and Somali) in addition to English.

• Local Office, Client Specific Translation Services — Translation of locally generated client letters and fill-in portions of previously translated form templates. Charged at a per word rate of \$.15-.25/word. Charge includes original translation, 2nd party technical and translation quality review and any formatting/desktop publishing.

Staff Training

DSHS LEP Program Staff Training

- LEP program overview.
 - Policies and procedures.
 - Client demographics in their area.
 - Language access contracts.
- How to work with an interpreter.
- Diversity and cultural sensitivity.

Language Testing and Certification

DSHS LEP Program Language Testing and Certification Bilingual Employees

- Tested for language skills based on job classification. Seven clusters of testing.
- Tested for written and verbal communication skills in both languages.
- Testing offered in eight languages (Cambodian, Chinese-Cantonese, Chinese-Mandarin, Korean, Laotian, Russian, Spanish and Vietnamese).
- Over 1950 tests administered.
- 70% of candidates have achieved certification.

DSHS LEP Program Language Testing and Certification Contracted Interpreters

- Two subject areas covered Social Services and Medical
- All candidates take an English multiple choice test.
- If successful, the candidate takes an oral test.
- Comprehensive oral testing done in 8 languages (Cambodian, Chinese-Cantonese, Chinese-Mandarin, Korean, Laotian, Russian, Spanish and Vietnamese). Passing=Certified
- Oral "Screening" tests offered in all other languages. Passing=Qualified
- Over 9000 medical interpreter tests administered.
- Over 7500 social services interpreter tests administered.
- 42% of candidates have achieved certification.

DSHS LEP Program Language Testing and Certification Contracted Translators

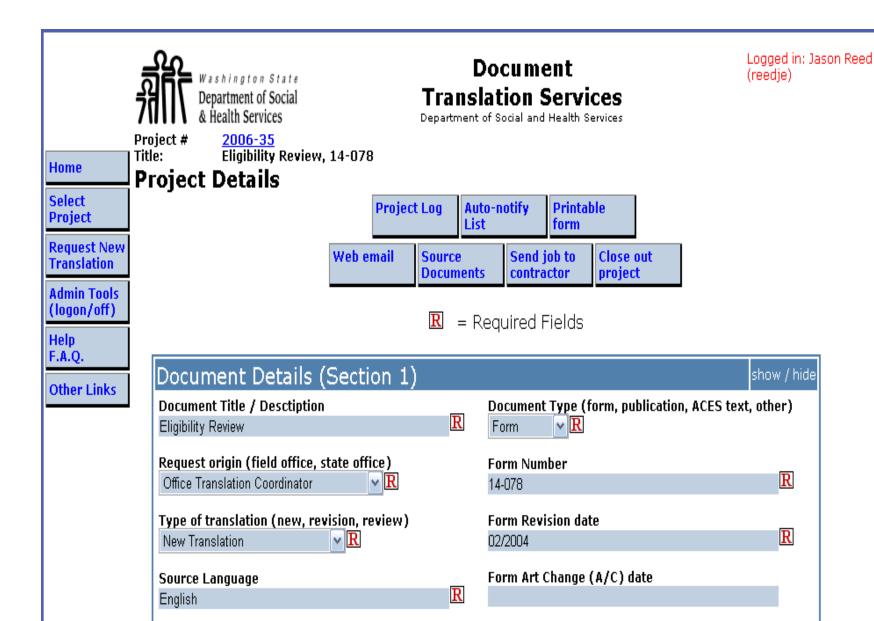
- Test evaluates translation from English to target language only.
- Test offered in seven languages (Cambodian, Chinese, Korean, Laotian, Russian, Spanish and Vietnamese).
- Over 1200 tests administered.
- 35% of candidates have achieved certification.

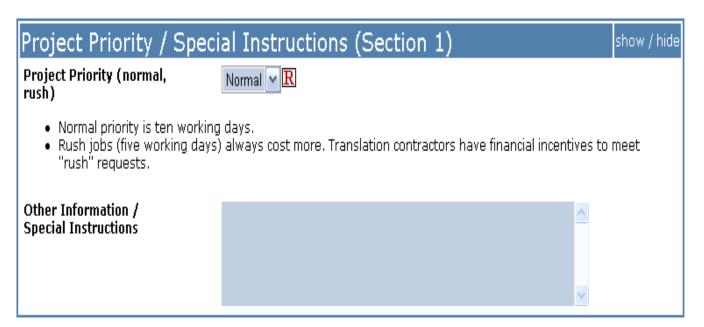
General Translation Services Tracking

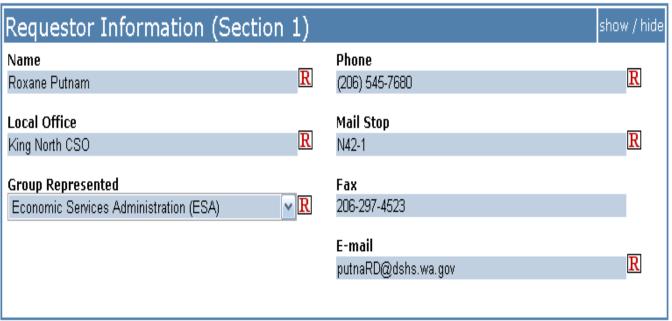
DSHS LEP ProgramGeneral Translation Services Tracking

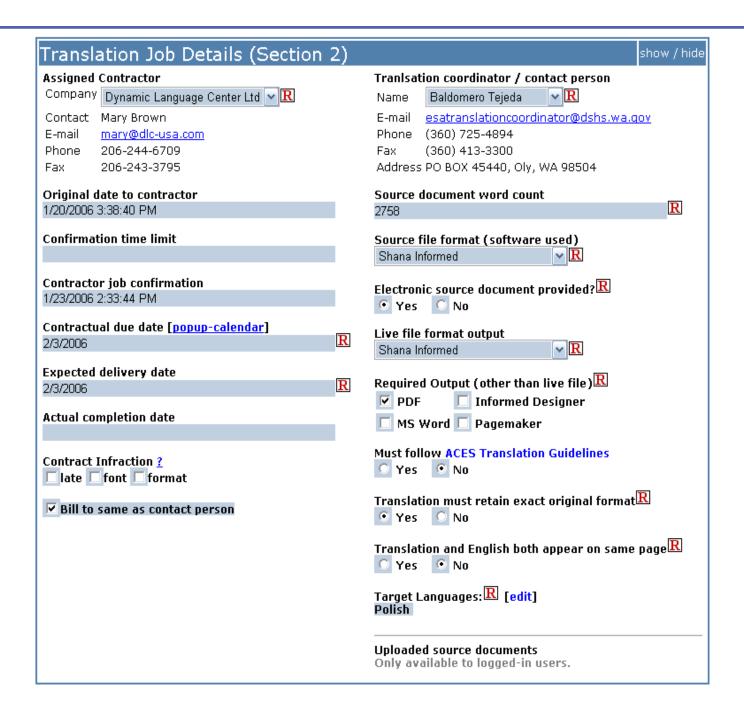
 Internet-based application used to request and track translation service projects.

 Process approximately 900 requests per year through tracking system.









Target Lan	guages SubProject Information	show / hid
Cambodian 2005-553CA	Translated Files download doc detail comment delete	Open&Print No set to Yes reject
	download 2005-553CA_esa 2005-553 (18-370) CA.pdf doc detail comment delete	Yes 1/4/2006 1:27:04 PM
Laotian	Translated Files	Open&Print
2005-553LA	download doc detail comment delete	No set to Yes reject
	download 2005-553LA_esa 2005-553 (18-370) LA.pdf doc detail comment delete	Yes 1/4/2006 1:25:46 PM
Spanish 2005-553SP	Translated Files	Open&Print
	download 2005-553SP_esa 2005-553 (18-370) SP.itp doc detail comment delete	No set to Yes reject
	download 2005-553SP_esa 2005-553 (18-370) SP.pdf comment delete	Yes 1/4/2006 1:24:32 PM
Vietnamese 2005-553VI	Translated Files	Open&Print
	download doc detail comment delete	No set to Yes reject
	download doc detail comment delete	Yes 1/4/2006 1:23:23 PM

Challenges

DSHS LEP Program Challenges

- LEP Funding
- Bilingual Staff and Contracted Interpreter/Translator Resources
- Quality of Services
 - Testing and certification (quality vs. quantity)
 - Translation review
- Maintain a well trained workforce with high turnover.