

## Limited English Proficiency (LEP) Training Requirement

1. Executive Order 131.66, Section 601 of Title VI of the Civil Rights Act of 1984 addresses Limited English Proficiency (LEP) obligations for:

- State, county and local welfare agencies
- Public and private contractors, subcontractors and vendors

One section of that order includes guidelines regarding agency and contractor training in LEP.

2. Training employees: workers should know their obligations to provide meaningful access to information and services for LEP persons.

- Identify staff who need to be trained regarding the LEP Plan
- Develop a process for training them
- Include LEP policies and procedures
- Include methods to work effectively with in-person and telephone interpreters, especially the Language Line

PHHS includes introductory training as part of the orientation for all new employees. Supervisors are required to train their own units on use of the LEP Language Line. Annually the PHHS-LEP Liaison will present an update to all supervisors and senior managers at a quarterly Management Meeting in order to insure supervisors are well trained and alert to their training obligation.

3. Contractors

All vendors and contractors that hold agreements with St. Louis County Public Health & Human Services (St. Louis County) must have in place a method of delivering service to persons with Limited English Proficiency (LEP) as well as a planned method for training staff who work directly with those persons. Language to this effect will be included in all contracts that originate from PHHS.