

**Addendum to Limited English Proficiency (LEP) Plan**  
Public Health & Human Services Department: August, 2010

**Section I:** In addition to the County Policy and Suggested Procedure for access to services for people with LEP, the Public Health & Human Services Department will add the following procedures:

1. All applicants will be questioned regarding the need for an interpreter, excepting those for particular obvious services such as septic, restaurant, or other licenses. The client will make the final decision as to whether an interpreter will be utilized or not.
2. Once a need is established, workers will use the SLC General Procedure for securing interpretation services.
3. The Department will use ■I Speak• posters and cards at all four geographic locations to insure that the most common languages are visible and available.
4. The Department will post DHS-generated ■Rights to Language Services• when available and as updated.
5. The Language Line number is 1-800-367-9559. A code has been assigned to each Department to process billing; staff will be required to provide this code when requesting services:  
**Client ID # 509052      Access Code # 899524**
6. In the case of emergency and/or expedited programs, same day service will be attempted through the use of (by order of preference) a.) the Language Line, b.) certified local qualified interpreters, c.) qualified agency staff, or d.) family/friends of the client if appropriate and within the guidelines of the St. Louis County LEP Policy and Procedure regarding use of family members.
7. Clients will not be assigned to bi-lingual staff, based on County policy. However, the client's individual case worker will at all times utilize certified interpreters in every instance that translation is required.
8. All referrals within the agency and/or to providers will include the LEP status of the client if relevant.

**Section II:** Financial Assistance Division (FAD) Specific Procedures:

1. Based on this information, as well as data gathered on the CAF/HCAPP application, the financial worker will record the language preference and/or need for an interpreter in the case file in the MEMB or PMIN panels of MAXIS.
2. All current FAD staff, and all new FAD workers thereafter, will be trained in the St. Louis County LEP Plan and the Division procedures. The FAD Trainer will hold primary responsibility for new worker training in LEP.
3. Workers will automatically send all translated versions of regularly distributed forms to recipients who have indicated a language preference; workers will use DAIL/TIKL on MAXIS as a reminder to send the appropriate language version of forms at the appropriate times. Translated forms may be located and downloaded from:  
<http://eforms.dhs.state.mn.us>.

*Note:* The most recent assessment conducted by St. Louis County determined that no one group of people met the threshold for LEP. Contact name for PHHS: Shelley Saukko, x2210.