

Office of General Counsel

***2001 Limited English Proficiency / Sensory
Impairment (LEP/SI) Policy***

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Department of Human Services
Policy and Manual Management System

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Subject

Civil Rights to include meaningful access for constituents with Limited English Proficiency (LEP) and equally effective communication for constituents with vision, hearing, or speech disabilities [sensory impairments (SI)].

Policy

In compliance with federal laws prohibiting discrimination on the basis of national origin and disability, it is the policy of the Georgia Department of Human Services (Department or DHS) to take reasonable steps to ensure meaningful access for constituents with limited English proficiency (LEP) and equally effective communication for constituents with vision, hearing, or speech disabilities [sensory impairments (SI)] to all programs and activities conducted or supported by the Department. To this end, DHS:

- Provides qualified language assistance services (interpretation and translation) and appropriate auxiliary aids and services at no cost to its constituents to ensure all have meaningful access and an equal opportunity to participate in DHS programs and activities.
- Notifies individuals with LEP and individuals with disabilities about the availability of free communication assistance and how to request it in a language and format that they can understand.
- Notifies individuals with LEP and individuals with disabilities about the Department's grievance procedures and in a language and format that they can understand.
- Trains staff on the DHS's language and disability access requirements.
- Monitors provision of communication assistance as necessary to ensure compliance with federal Civil Rights statutes and regulations.

For the Division of Family and Children Services (DFCS), please refer to the DFCS Policy 3601, Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act for policy and procedures related to SI/ADA.

Authority

- Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000 et seq.; 28 C.F.R. § 42.101 et seq.; 45 C.F.R. 80; and 7 C.F.R. §15.1 et seq. and 7 C.F.R. 272.4(b) et seq.
- Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794 et seq.; 28 C.F.R. 42.501 et seq.; 45 C.F.R. § 84.1 et seq. and 7 CFR 15b et seq.
- Section 1557 of the Patient Protection and Affordable Care Act, 42 U.S.C. § 18116(a)
- Title II of the Americans with Disabilities Act of 1990, as amended, by the ADA Amendments Act of 2008, 42 U.S.C. § 12132 et seq.; 28 C.F.R. § 35.101 et seq.
- Food and Nutrition Act of 2008, as amended, 7 U.S.C. § 2011 et seq.; 7 C.F.R. 272.4(b) et seq. and 7 C.F.R. 272.6 et seq.
- Presidential Executive Order 14224 “Designating English as the Official Language of the United States”.

References

MAN 2001 Access Plan for Constituents with Limited English Proficiency (LEP) and Sensory Impairments (SI)

Applicability

This policy applies to all divisions and offices of DHS for programs, services and activities provided by DHS, its local agencies and its subrecipients.

Definitions

See [MAN 2001](#)

Responsibilities

The Office of General Counsel is responsible for issuing and updating, as appropriate, procedures to implement this policy.

History

This revision replaces Policy 1701, which was effective April 10, 2019.

Evaluation

Service delivery to LEP/SI constituents is evaluated by one or more of the following:

- Mystery shopper reports
- DFCS quality assurance reviews
- LEP/SI program evaluation
- Federal audits and reviews
- Feedback from community partners