

1 S 280. DEFINITIONS. FOR PURPOSES OF THIS ARTICLE, THE FOLLOWING WORDS
2 SHALL MEAN THE FOLLOWING:

3 1. "EQUAL ACCESS" MEANS TO BE INFORMED OF, PARTICIPATE IN, AND BENEFIT
4 FROM PUBLIC SERVICES OFFERED BY A STATE DEPARTMENT, AGENCY, OR PROGRAM,
5 AT A LEVEL EQUAL TO ENGLISH PROFICIENT INDIVIDUALS.

6 2. "LIMITED ENGLISH PROFICIENCY" MEANS THE INABILITY TO ADEQUATELY
7 UNDERSTAND OR EXPRESS ONESELF IN THE SPOKEN OR WRITTEN ENGLISH LANGUAGE.

8 3. "ORAL LANGUAGE SERVICES" INCLUDES VARIOUS METHODS TO PROVIDE VERBAL
9 INFORMATION AND INTERPRETATIONS SUCH AS STAFF INTERPRETERS, BILINGUAL
10 STAFF, TELEPHONE INTERPRETER PROGRAMS, AND PRIVATE INTERPRETER PROGRAMS.

11 4. "VITAL DOCUMENTS" MEANS APPLICATIONS OR INFORMATIONAL MATERIALS,
12 NOTICES AND COMPLAINT FORMS OFFERED BY STATE DEPARTMENTS, AGENCIES AND
13 PROGRAMS. "VITAL DOCUMENTS" DOES NOT INCLUDE APPLICATIONS AND EXAMINA-
14 TIONS RELATED TO THE LICENSURE, CERTIFICATION OR REGISTRATION OF BUSI-
15 NESSES AND PROFESSIONALS.

16 S 281. LANGUAGE ACCESS REQUIRED. 1. EACH STATE DEPARTMENT SHALL TAKE
17 REASONABLE STEPS TO PROVIDE EQUAL ACCESS TO PUBLIC SERVICES FOR INDIVID-
18 UALS WITH LIMITED ENGLISH PROFICIENCY.

19 2. REASONABLE STEPS TO PROVIDE EQUAL ACCESS TO PUBLIC SERVICES
20 INCLUDE:

21 (A) IN-HOUSE ORAL LANGUAGE SERVICES FOR INDIVIDUALS WITH LIMITED
22 ENGLISH PROFICIENCY, IF CONTACT BETWEEN ANY AGENCY AND INDIVIDUALS WITH
23 LIMITED ENGLISH PROFICIENCY IS ON A WEEKLY OR MORE FREQUENT BASIS.

24 (B) THE TRANSLATION OF VITAL DOCUMENTS ORDINARILY PROVIDED TO THE
25 PUBLIC INTO ANY LANGUAGE SPOKEN BY ANY LIMITED ENGLISH PROFICIENT POPU-
26 LATION THAT CONSTITUTES AT LEAST THREE PERCENT OF THE OVERALL POPULATION
27 WITHIN THE GEOGRAPHIC AREA SERVED BY A LOCAL OFFICE OF A STATE AGENCY,
28 AS MEASURED BY THE U.S. CENSUS.

29 (C) ANY ADDITIONAL METHODS OR MEANS NECESSARY TO ACHIEVE EQUAL ACCESS
30 TO PUBLIC SERVICES.

31 3. EACH STATE DEPARTMENT SHALL ADOPT REGULATIONS REGARDING THE
32 REQUIREMENTS OF THIS ARTICLE AT LEAST SIX MONTHS PRIOR TO THE DATE OF
33 FULL IMPLEMENTATION FOR THAT DEPARTMENT.

34 4. THE DEPARTMENT, IN CONSULTATION WITH THE OFFICE OF THE ATTORNEY
35 GENERAL, SHALL PROVIDE CENTRAL COORDINATION AND TECHNICAL ASSISTANCE TO
36 DEPARTMENTS AND AGENCIES TO HELP THEM COMPLY WITH THIS ARTICLE.

37 S 282. SCHEDULE IMPLEMENTATION. THE PROVISIONS OF THIS ARTICLE SHALL
38 BE FULLY IMPLEMENTED ACCORDING TO THE FOLLOWING SCHEDULE:

39 1. THE DEPARTMENT OF LABOR, THE DEPARTMENT OF HEALTH AND THE OFFICE OF
40 CHILDREN AND FAMILY SERVICES ON OR BEFORE JANUARY FIRST, TWO THOUSAND
41 ELEVEN.

42 2. THE DEPARTMENT OF CORRECTIONAL SERVICES AND THE DEPARTMENT OF
43 TRANSPORTATION AND THE OFFICE FOR THE AGING ON OR BEFORE JANUARY FIRST,
44 TWO THOUSAND TWELVE.

45 3. ALL OTHER DEPARTMENTS OR AGENCIES ON OR BEFORE JANUARY FIRST, TWO
46 THOUSAND THIRTEEN.

47 S 4. This act shall take effect immediately.