

LBD06763-01-3

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

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

6 4. "VITAL DOCUMENTS" MEANS APPLICATIONS OR INFORMATIONAL MATERIALS,
7 NOTICES AND COMPLAINT FORMS OFFERED BY STATE DEPARTMENTS, AGENCIES AND
8 PROGRAMS. "VITAL DOCUMENTS" DOES NOT INCLUDE APPLICATIONS AND EXAMINA-
9 TIONS RELATED TO THE LICENSURE, CERTIFICATION OR REGISTRATION OF BUSI-
10 NESSES AND PROFESSIONALS.

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

14 2. REASONABLE STEPS TO PROVIDE EQUAL ACCESS TO PUBLIC SERVICES
15 INCLUDE:

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

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

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

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

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

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

34 1. THE DEPARTMENT OF LABOR, THE DEPARTMENT OF HEALTH AND THE OFFICE OF
35 CHILDREN AND FAMILY SERVICES ON OR BEFORE JANUARY FIRST, TWO THOUSAND
36 FOURTEEN.

37 2. THE DEPARTMENT OF CORRECTIONAL SERVICES AND THE DEPARTMENT OF
38 TRANSPORTATION AND THE OFFICE FOR THE AGING ON OR BEFORE JANUARY FIRST,
39 TWO THOUSAND FIFTEEN.

40 3. ALL OTHER DEPARTMENTS OR AGENCIES ON OR BEFORE JANUARY FIRST, TWO
41 THOUSAND SIXTEEN.

42 S 4. This act shall take effect immediately.