

# Washington State Department of Social and Health Services (DSHS)

Limited English Proficiency (LEP)  
Program Overview





# **DSHS LEP Program**



## **Background Information**

## DSHS LEP Program Background Information - *Legal Agreements*

- 1983 Legislation
  - Required DSHS to “ensure that bilingual services are provided to limited English speaking applicants and recipients”.
- 1983 and 1987-Predetermination Settlement Agreement with Office for Civil Rights.
- 1991 Consent Decree
  - One-time corrective action for class members.
  - Identification and tracking of LEP clients.
  - Document translation.
  - Language skills testing (Employee and Contractor).
- 1993 DSHS Language Access Task Force

## **DSHS LEP Program Background Information - WAC**

- **388-271-0010**  
**What are limited English proficient (LEP) services?**
- **388-271-0020**  
**What are the department's responsibilities in providing me with an interpreter?**
- **388-271-0030**  
**What are the department's responsibilities in providing me with written communication in my primary language?**

## **DSHS LEP Program Background Information - *Office of Language Interpreter Services and Translations (LIST)***

- LIST Office established in 1991 as a result of class action lawsuit.

### **2 Primary Functions:**

- Coordination of Translation Services.
  - Tracking of translation projects.
  - Quality assurance.
- Language Testing and Certification
  - DSHS bilingual staff.
  - Contracted interpreters and translators.

## **DSHS LEP Program Background Information – *DSHS LEP Advisory Committee***

- Established in 1994 per recommendation from Secretary's LEP Task Force.
- One representative from each DSHS administration or division.
- Meets every other month to discuss:
  - LEP policy and procedures.
  - Language access contracts.
  - LEP program consistency and quality of language access services throughout agency.
  - LEP program projects (e.g., glossary development, LEP website, etc.)



# **DSHS LEP Program**



**Tracking LEP Clients-  
DSHS Data Collection System**

## **DSHS LEP Program Tracking LEP Clients- *DSHS Data Collection/Letter Generating System***

### **Automated Client Eligibility System (ACES)**

- System tracks client eligibility for all cash, food and medical benefits and generates letters informing applicants/recipients of status of benefits (e.g., approvals, denials, changes, terminations, etc.).
- Each client is assigned a Primary Language Code (PLC) in the system. The system uses the PLC to generate correspondence in the language needed by the client.
- System “supports” (generates letters in) eight non-English languages (Cambodian, Chinese, English, Korean, Lao, Russian, Somali, Spanish and Vietnamese). (Approx. 60,000 letters/month)
- All letters needed in “non-supported” languages are printed in English and sent for translation. (Approx. 4,000 letters/month)



# **DSHS LEP Program**



**LEP Service Delivery  
Bilingual Employees vs. Contractors**

## DSHS LEP Program

### LEP Service Delivery - *Bilingual Employees*

- Legal agreement hiring requirement.
  - Bilingual employee must be hired when number of LEP clients served equals or exceeds 50% of office caseload.
- Not used as interpreters/translators. Use skills to provide services directly to clients within their caseload.
- Tested for bilingual skills based on job classification.
- Receive assignment pay. 5% increase in salary.
- Benefits
  - Better for client. Direct communication = fewer errors.
  - Avoid problems associated with client/contractor no-shows.
  - Avoid employee/employer issue.
  - Saves time.
  - Saves money.
- Downside
  - Lack of FTEs.
  - Lack of available qualified staff.

## DSHS LEP Program

### LEP Service Delivery -

### *Contracted Interpreter Services*

- **Brokered Spoken Language Interpreter Services** – Interpreter services provided in-person and charged at a minimum hourly rate (currently \$34/hour). Broker is also paid an administrative fee (\$5-10 per billable encounter) for processing interpreter appointment requests.
- **Telephone Interpreter Services** – Interpreter services are accessed by calling a toll-free telephone number. Services are typically available within 30 seconds of identification of language needed. Charged at a per-minute rate (currently \$.98 - 1.10/minute).
- **Sign Language Interpreter Services** – Services provided in-person and charged at a minimum hourly rate (currently \$25 to \$55/hour depending on interpreter qualifications).

## DSHS LEP Program LEP Service Delivery - ***Contracted Translation Services***

- **General Translation Services** – Translation of Department forms and publications. Charged at a per word rate of \$.15-.25/word. Charge includes original translation, 2nd party technical and translation quality review and any formatting/desktop publishing.

Note: DSHS has a simultaneous release policy, which requires the department to simultaneously issue forms and publications in eight languages (Cambodian, Mandarin, Laotian, Vietnamese, Spanish, Korean, Russian, and Somali) in addition to English.

- **Local Office, Client Specific Translation Services** – Translation of locally generated client letters and fill-in portions of previously translated form templates. Charged at a per word rate of \$.15-.25/word. Charge includes original translation, 2nd party technical and translation quality review and any formatting/desktop publishing.



# **DSHS LEP Program**

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## **Staff Training**

# DSHS LEP Program Staff Training

- LEP program overview.
  - Policies and procedures.
  - Client demographics in their area.
  - Language access contracts.
- How to work with an interpreter.
- Diversity and cultural sensitivity.



# **DSHS LEP Program**



**Language Testing and Certification**

## **DSHS LEP Program**

### **Language Testing and Certification -** ***Bilingual Employees***

- Tested for language skills based on job classification. Seven clusters of testing.
- Tested for written and verbal communication skills in both languages.
- Testing offered in eight languages (Cambodian, Chinese-Cantonese, Chinese-Mandarin, Korean, Laotian, Russian, Spanish and Vietnamese).
- Over 1950 tests administered.
- 70% of candidates have achieved certification.



## DSHS LEP Program Language Testing and Certification - *Contracted Interpreters*

- Two subject areas covered – Social Services and Medical
- All candidates take an English multiple choice test.
- If successful, the candidate takes an oral test.
- Comprehensive oral testing done in 8 languages (Cambodian, Chinese-Cantonese, Chinese-Mandarin, Korean, Laotian, Russian, Spanish and Vietnamese). Passing=Certified
- Oral “Screening” tests offered in all other languages. Passing=Qualified
- Over 9000 medical interpreter tests administered.
- Over 7500 social services interpreter tests administered.
- 42% of candidates have achieved certification.

## **DSHS LEP Program**

### **Language Testing and Certification -**

#### ***Contracted Translators***

- Test evaluates translation from English to target language only.
- Test offered in seven languages (Cambodian, Chinese, Korean, Laotian, Russian, Spanish and Vietnamese).
- Over 1200 tests administered.
- 35% of candidates have achieved certification.



# **DSHS LEP Program**

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## **General Translation Services Tracking**

# DSHS LEP Program

## General Translation Services Tracking

- Internet-based application used to request and track translation service projects.
- Process approximately 900 requests per year through tracking system.



Washington State  
Department of Social  
& Health Services

# Document Translation Services

Department of Social and Health Services

Logged in: Jason Reed  
(reedje)

Project # [2006-35](#)  
Title: Eligibility Review, 14-078

## Project Details

Home

Select  
Project

Request New  
Translation

Admin Tools  
(logon/off)

Help  
F.A.Q.

Other Links

Project Log

Auto-notify  
List

Printable  
form

Web email

Source  
Documents

Send job to  
contractor

Close out  
project

**R** = Required Fields

### Document Details (Section 1)

show / hide

#### Document Title / Description

Eligibility Review **R**

#### Document Type (form, publication, ACES text, other)

Form **R**

#### Request origin (field office, state office)

Office Translation Coordinator **R**

#### Form Number

14-078 **R**

#### Type of translation (new, revision, review)

New Translation **R**

#### Form Revision date

02/2004 **R**

#### Source Language

English **R**

#### Form Art Change (A/C) date

## Project Priority / Special Instructions (Section 1) show / hide

**Project Priority (normal, rush)**

Normal   **R**

- Normal priority is ten working days.
- Rush jobs (five working days) always cost more. Translation contractors have financial incentives to meet "rush" requests.

**Other Information / Special Instructions**

## Requestor Information (Section 1) show / hide

**Name**

Roxane Putnam **R**

**Phone**

(206) 545-7680 **R**

**Local Office**

King North CSO **R**

**Mail Stop**

N42-1 **R**

**Group Represented**

Economic Services Administration (ESA)   **R**

**Fax**

206-297-4523

**E-mail**

putnaRD@dshs.wa.gov **R**

## Translation Job Details (Section 2)

show / hide

### Assigned Contractor

Company

Contact Mary Brown

E-mail [mary@dlc-usa.com](mailto:mary@dlc-usa.com)

Phone 206-244-6709

Fax 206-243-3795

### Original date to contractor

### Confirmation time limit

### Contractor job confirmation

### Contractual due date [\[popup-calendar\]](#)

### Expected delivery date

### Actual completion date

### Contract Infraction ?

late  font  format

Bill to same as contact person

### Translation coordinator / contact person

Name

E-mail [esatranslationcoordinator@dshs.wa.gov](mailto:esatranslationcoordinator@dshs.wa.gov)

Phone (360) 725-4894

Fax (360) 413-3300

Address PO BOX 45440, Oly, WA 98504

### Source document word count

### Source file format (software used)

### Electronic source document provided?

Yes  No

### Live file format output

### Required Output (other than live file)

PDF  Informed Designer

MS Word  Pagemaker

### Must follow [ACES Translation Guidelines](#)

Yes  No

### Translation must retain exact original format

Yes  No

### Translation and English both appear on same page

Yes  No

### Target Languages: [\[edit\]](#)

### Uploaded source documents

Only available to logged-in users.

## Target Languages -- SubProject Information

[show](#) / [hide](#)

Cambodian 2005-553CA	Translated Files	Open&Print
<a href="#">download</a> <a href="#">doc detail</a> <a href="#">comment</a> <a href="#">delete</a>	2005-553CA_esa 2005-553 (18-370) CA.itp	<b>No</b> <a href="#">set to Yes</a> <a href="#">reject</a>
<a href="#">download</a> <a href="#">doc detail</a> <a href="#">comment</a> <a href="#">delete</a>	2005-553CA_esa 2005-553 (18-370) CA.pdf	<b>Yes</b> 1/4/2006 1:27:04 PM

  

Laotian 2005-553LA	Translated Files	Open&Print
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<a href="#">download</a> <a href="#">doc detail</a> <a href="#">comment</a> <a href="#">delete</a>	2005-553LA_esa 2005-553 (18-370) LA.pdf	<b>Yes</b> 1/4/2006 1:25:46 PM

  

Spanish 2005-553SP	Translated Files	Open&Print
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<a href="#">download</a> <a href="#">doc detail</a> <a href="#">comment</a> <a href="#">delete</a>	2005-553SP_esa 2005-553 (18-370) SP.pdf	<b>Yes</b> 1/4/2006 1:24:32 PM

  

Vietnamese 2005-553VI	Translated Files	Open&Print
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<a href="#">download</a> <a href="#">doc detail</a> <a href="#">comment</a> <a href="#">delete</a>	2005-553VI_esa 2005-553 (18-370) VI.pdf	<b>Yes</b> 1/4/2006 1:23:23 PM





# **DSHS LEP Program**

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## **Challenges**

# DSHS LEP Program Challenges

- LEP Funding
- Bilingual Staff and Contracted Interpreter/Translator Resources
- Quality of Services
  - Testing and certification (quality vs. quantity)
  - Translation review
- Maintain a well trained workforce with high turnover.