

Limited English Proficiency and Sensory Impaired Program

Presenter: Katherine Cadena

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Georgia Department of Human Services

Vision, Mission and Core Values

Vision

Stronger Families for a Stronger Georgia.

Mission

Strengthen Georgia by providing Individuals and Families access to services that promote self-sufficiency, independence, and protect Georgia's vulnerable children and adults.

Core Values

- **Provide access to resources that offer support and empower Georgians and their families.**
- **Deliver services professionally and treat all clients with dignity and respect. Manage business operations effectively and efficiently by aligning resources across the agency.**
- **Promote accountability, transparency and quality in all services we deliver and programs we administer.**
- **Develop our employees at all levels of the agency.**

LEPSI Responsibilities – What we do

- Ensure DHS provides meaningful and equal access to LEPSI customers to all programs and activities conducted or supported by the department as requested by Title VI of the Civil Rights Act of 1964, Executive Order 13166 of 2000, and Title II of the Americans with Disabilities Act

LEPSI Services – How we do it

- Meet regularly with Language Access Team (LAT) members: Menelik Alleyne (acting), DFCS; Lamaya Paschal, DCSS; Cynthia Haley Dunn, DAS; and Asha Mulchan Onofri, OIG
- Review and Analyze annual Language Access Plans (LAP) in compliance with Executive Order 13166
- Analyze monthly and yearly data regarding interpretation/translation expenditures to ensure compliance with all laws
- Provide training and technical assistance to all DHS staff
- Produce and distribute bi-monthly LEPSI newsletters

LEPSI services – How we do it

- Maintain a database of translated documents
- Monitor scores of DHS employees who test for bi-lingual proficiency (currently 152 receiving supplement)
- Review census data and track population trends
- Conduct secret shopper surveys
- Maintain constant vendor communication to ensure appropriate services to LEPSI customers

LEPSI services – How we do it

- Provide administrative support to the Georgia Commission on Hearing Impaired and Deaf Persons
- Build/strengthen relationships with advocacy agencies to assess and improve services to LEPSI customers
- Work with the United States Department of Health and Human Services, Office of Civil Rights to resolve complaints

LEPSI services – How we do it

- Accept complaints in any format directly from LEPSI customers or companions by:
 - Utilizing a three-team approach of LAT members
 - Investigating complaints
 - Responding to complaints within five business days
 - If necessary, provide direct, specific training and feedback to agency that customer filed complaint against

A Comparison of LEPSI: FY 2011 and 2012

- Total DHS oral interpretation/written translation expenditures:
 - FY 2011
 - \$1.43 Million
 - 25,185 hours of estimated interpretation to customers
 - Sixty-four languages provided to clients, including: Akan, Akateko, Albanian, Amharic, Arabic, Armenian, Assyrian, Bengali, Bosnian, Burmese, Cantonese, Croatian, Czech, Dari, Diula, Farsi, French, German, Gujarati, Haitian Creole, Hindi, Hmong, Indones, Italian, Japanese, Karen, Khmer, Kirundi, Korean, Kunama, Kurdish, Lao, Latvian, Malayalam, Mandarin, Mandika, Mien, Mixteco, Nepali, Oromo, Patois, Polish, Portuguese, Portuguese Creole, Quanjobal, Romanian, Russian, Saho, Serbian, Signed Languages, Slovak, Somali, Soninke, Spanish, Sudanese, Swahili, Tagalog, Thai, Tigrinya, Turkish, Ukrainian, Urdu, Vietnamese and Yoruba.

A Comparison of LEPSI: FY 2011 and 2012

- Total DHS oral interpretation/written translation expenditures:
 - FY 2012 through January 31, 2012:
 - \$1.07 Million
 - 24,605 hours of estimated interpretation to customers
 - Sixty-three languages provided to clients, including: Akan, Albanian, Amharic, Arabic, Armenian, Bengali, Berber, Bosnian, Bulgarian, Burmese, Cantonese, Chin, Croatian, Dari, Farsi, French, Fulani, German, Gujarati, Haitian Creole, Hausa, Hebrew, Hindi, Hmong, Japanese, Karen, Khmer, Kirundi, Korean, Lao, Latvian, Malayalam, Mandarin, Maori, Mongolian, Nepali, Norwegian, Oromo, Polish, Portuguese, Punjabi, Quanjober, Romanian, Russian, Signed Languages, Slovak, Somali, Soninke, Spanish, Swahili, Tagalog, Thai, Tibetan, Tigrinya, Turkish, Ukrainian, Urdu, Vietnamese, and Wolof.

LEPSI Recent achievements

- Finalist in the Harvard Kennedy School, Innovations in American Government awards, 2010. Selected as a Bright Idea
- DOAS replicated service delivery platform for all executive branch agencies, LEPSI staff served as subject matter experts for DOAS

LEPSI Program staff

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