



## **LIMITED ENGLISH PROFICIENT (LEP) AND SENSORY IMPAIRED (SI) CLIENT SERVICE DELIVERY CHECKLIST**

The “LEP/SI Service Delivery Checklist” is intended for use by supervisors, managers and administrators when evaluating the ability of each service area to provide meaningful access to LEP and SI clients. This checklist and all related forms with translations are also available at [www.dhr.georgia.gov](http://www.dhr.georgia.gov) “Multicultural Resources.” To provide meaningful access to services, managers must equip DHR service sites with the following:

- a copy of the State LEP/SI Plan and accompanying LEP/SI Policies and Procedure manual conveniently located and accessible for reference to all DHR staff,
- the LEP/SI Client Determination Forms or instructions for computer access to this form at each in-take area,
- a “designee” for entering all LEP/SI Client Determination Forms into the DHR database system,
- copies of the “I Speak” Census Bureaus card, which accommodates the identification of 30 languages likely to be encountered by DHR staff,
- copies of “Client Waiver of Right to No-Cost Interpreter Services” forms translated available in multiple languages at each in-take area,

- a sign posted in waiting areas notifying clients in at least ten languages of their right to no-cost language services and identifying language spoken,
- client “Assurance” Forms available in multiple languages in the waiting areas of service delivery sites,
- a sign posted in each intake area identifying the Client Language Coordinator and Language Access Team Member for each division and office as well as the OPGS LEP/SI Coordinator documenting; the computer link to the LEP/SI Client Determination Form, the DHR LEP/SI Multicultural Resources website ([www.dhr.georgia.gov](http://www.dhr.georgia.gov) “Multicultural Resources,” including language resources; and commonly used language and TTY/TDD lines and contract interpreter numbers),
- a list of interpreter and telephone language line contact information, and
- a list of translated materials by title, form number and language.