

## Limited English Proficiency (LEP) Guide

This guide will help your agency obtain compliance with Title VI and have a successful SNAP Management Evaluation review.

For questions or guidance regarding LEP compliance, please contact Alejandro Maldonado, the DHS LEP Coordinator, at [alejandro.maldonado@state.mn.us](mailto:alejandro.maldonado@state.mn.us) and cc [dhs.snap-me.qa@state.mn.us](mailto:dhs.snap-me.qa@state.mn.us).

### Agency Checklist for SNAP-ME review

- Website contains a “No English” link in an easily viewable and accessible location.
- Website does not use Google Translate.
- Automated phone system includes a “No English” option.
- Live phone calls connect the caller with a staff member and an interpreter to assist them without requiring the caller to leave a message or call back.

### Requirements and Tips

- Agency websites must include a “No English” link in an easily viewable and accessible location that redirects the viewer to the agency phone number on the Language Block 2 (LB2) PDF in 16 languages (including English), and also the same landing page displays at the top of it the “No English” phrase preceded or followed by the graphic of a phone with the phone number of the agency.
- Agency websites must not use Google Translate. This is not an approved method of translation services, and the use of Google Translate places agencies at legal risk.
- Automated phone services utilized during business hours must include a “No English” option in the main greeting that connects the caller directly to staff who can connect with an interpreter to help them assist the caller. If options for specific languages are available in the phone system, the “No English” option must still be an available option.
- Callers must be able to interact with the staff via an interpreter without being required to leave a message or call back at a later time. The agency must offer and provide language access on the spot by either a qualified interpreter, a qualified bilingual worker, Video Remote Interpreting (VRI), or telephonic interpretive services.
- When a caller indicates or the agency becomes aware of the caller needing an interpreter, use the following phrases to identify the language needed (these tips are provided in the “What to tell customers applying for SNAP” document on the SIR SNAP Resource Page):
  - Ask “What Language?”
  - If unable to identify the language, ask “What country?”
  - Then say “Wait.”, place the caller on hold and connect to an interpreter following the agency’s LEP plan
- All agencies must provide meaningful access. It doesn’t matter if even one person with Limited English Proficiency contacts the agency during the year, agencies must follow the requirements regarding websites and phone access, and staff need to know and follow the LEP plan.
- For agencies using the Language Line Solutions (LLS), do not refer customers directly to the LLS or provide LLS contact information directly to customers.

- For any questions regarding acceptability of devices or software that you're contemplating to help with interpreting or translation services, please contact [alejandro.maldonado@state.mn.us](mailto:alejandro.maldonado@state.mn.us).

#### Language Line Solutions (LLS) Issue Reporting

- To report LLS issues, send an email to [alejandro.maldonado@state.mn.us](mailto:alejandro.maldonado@state.mn.us) using the following format:

Subject: Language Line Solutions (LLS) Issue

Body: Include date of call, language-interpreter requested, how long you waited, or other issues such as interpreter hung up, was not able to interpret correctly, did not interpret all that was said both ways, etc.

- If agencies are unhappy with the LLS service (frequently experiencing unreasonable wait times, etc.), remember that the option is available to contract with other companies.

#### Website Example

*Note: this is an example, not a template, as each agency has individual considerations.*

Agency Website Name



The “No English” hyperlink takes the customer to the agency customized Language Block 2 (LB2) PDF and the “No English” access for languages other than the ones included in the LB2. See suggested graphic below.



Attention. If you need free help interpreting this document, call the above number.

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ملاحظة: إذا أردت مساعدة مهنية لترجمة هذه الوثيقة، اتصل على الرقم أعلاه.  
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请注意：如果您需要免费协助传譯這份文件,請撥打上面的電話號碼。

Attention. Si vous avez besoin d'une aide gratuite pour interpréter le présent document, veuillez appeler au numéro ci-dessus.

Thov ua twb zoo nyem. Yog hais tias koj xav tau kev pab txhais lus rau tsab  
ntaub ntawv no pub dawb, ces hu rau tus najnpawb xov tooj saum toj no.

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알려드립니다. 이 문서에 대한 이해를 돋기 위해 무료로 제공되는  
도움을 받으시려면 위의 전화번호로 연락하십시오.

ໄຟເລັດຂາຍ, ຈົດໜາວ ທ່ານນັດລ້ານນາກນັດວຽກເຫຼືອໃນການແປເອກະສານນັ້ນ,  
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Hubachiiwa. Dokumentiin kun tola akka siif hiikamu gargaarsa hoo feete,  
lakkoobsa gubatti kennname bilibili.

Внимание: если вам нужна бесплатная помощь в устном переводе данного документа, позвоните по указанному выше телефону.

Digniin. Haddii a baahantahay caawimaad lacag-la'aan ah ee tarjumaadda  
(afcelinta) qoraalkan, lambarka kore wac.

Atención. Si deseas recibir asistencia gratuita para interpretar este documento, llame al número indicado arriba.

Chú ý. Nếu quý vị cần được giúp đỡ dịch tài liệu này miễn phí, xin gọi số  
bên trên.

**NO ENGLISH**



**1-800-XXX-XXXX**