

Limited English Proficiency (LEP) Plan
Hennepin Health
Last Updated 7/2020

1. Purpose

The purpose of this plan is to document the policies and procedures as it applies to providing meaningful access (language access) to individuals with Limited English Proficiency (LEP) while accessing services and information at Hennepin Health in Minneapolis, MN.

2. Authorities

- Title VI of the Civil Rights Act of 1964, 42 U.S.C. §2000 et seq.; 45 CFR §80, Nondiscrimination Under Programs Receiving Federal Financial Assistance through the U.S. Department of Health and Human Services Effectuation of Title VI of the Civil Rights Act of 1964.
- Section 1557 of the Affordable Care Act (ACA) (Section 1557).
<https://www.gpo.gov/fdsys/pkg/FR-2016-05-18/pdf/2016-11458.pdf>
- Office for Civil Rights Policy Guidance, Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 68FR 47311 (2003).
<http://www.hhs.gov/ocr/civilrights/resources/specialtopics/lep/policyguidancedocument.html>
- Department of Justice regulation, 28 CFR §42.405(d) (1), Department of Justice, Coordination of Enforcement of Non-discrimination in Federally Assisted Programs, Requirements for Translation. http://www.justice.gov/crt/grants_statutes/corregt6.txt
- Communications Services, Minnesota Status § 15.441, subd (1), (2), (3), (4).
<https://www.revisor.leg.state.mn.us/statutes/?id=15.441&format=pdf>
- Information for persons with limited English language proficiency, Minnesota Status §256.01 subd 16. <https://www.revisor.mn.gov/statutes/?id=256.01>
- Prepaid Medical Assistance/MinnesotaCare and SNBC contracts, Article 3;

3. Definitions

Bilingual Staff - Are personnel who Hennepin Health has documented as demonstrating cultural responsiveness and meeting the minimum linguistic proficiency and fluency requirements in both languages (target and source languages). If the Bilingual Staff is going to act as interpreter for others, the above criteria are required in addition to at least one of the following:

- i.the Bilingual Staff is Healthcare Certified Interpreter (CHI, CoreCHI), Certified Medical Interpreter (CMI), Federal or State Court certified interpreter
- ii.has received healthcare interpreting training (minimum of 40 hours)
- iii.has received community interpreting training (minimum of 40 hours)
- iv.has developed skills and abilities as an interpreter
- v.understands boundaries and roles as an interpreter
- vi.abides by the National Code of Ethics and Standards of Practice for Healthcare Interpreters by NCIHC, or Canons and professional code of ethics
- vii.maintains skills by receiving interpreting continuing education of at least 8 hours annually, AND
- viii.Hennepin Health keeps records and documentation of the above

Culturally Appropriate Services – Is the utilization or application of services, testing, and any other methodology that does not have the effect of subjecting Individuals with Limited English Proficiency (LEP), and/or their families to discrimination because of their race, color, or national origin, or do not have the effect of defeating or substantially impairing accomplishment of the objectives of the program with respect to individuals of a particular race, color, or national origin.

Effective Communication - In a healthcare and social services delivery settings such as Hennepin Health, Effective Communication occurs when provider staff have taken the necessary steps to make sure that a person with Limited English Proficiency is given adequate information to understand the services and benefits available and receives the information and services for which they are eligible. Effective Communication also means that a person with LEP is able to communicate the relevant circumstances of their situation to the provider, and for the provider has access to the adequate information to do their job.

I Speak Cards - “I Speak” Cards say both in English and the target language “I need a (target language) interpreter.”

Individual with Limited English Proficiency – A person with Limited English Proficiency or “LEP” is not able to speak, read, write or understand the English language well enough to allow them to interact effectively with healthcare, social services agencies, and other providers._

Interpreting - The oral, verbal or spoken transfer of a message from the source language into the target language. There are different modes of interpreting such as consecutive, simultaneous, sight-translation, and summarization.

Language Block – Is a block of text that informs readers, in fifteen different languages, how they can get free help interpreting the information on a particular document._

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LEP Implementation Team - Individuals appointed by the CEO or designated by the Executive Team to review LEP implementation activities within Hennepin Health.

Meaningful Access – The standard of access to programs, information and services required of federally funded entities to comply with language access requirements of Title VI of the Civil Rights Act of 1964. To ensure Meaningful Access for individuals with Limited English Proficiency, service providers must make available to clients, patients and their families language assistance that is free of charge and without undue delay resulting in accurate and effective communication.

Office for Civil Rights (OCR) - The civil rights enforcement agency of the U.S. Department of Health and Human Services. OCR Region V is the regional office that enforces Title VI in Minnesota for health and human services agencies and providers.

Primary Languages - Languages other than English that are most commonly spoken by clientele as identified by Hennepin Health’s collection of demographic data. Currently there are three primary languages: Spanish, Somali, and Hmong.

Qualified Interpreter - A person who either has met training and competency requirements or who is a certified healthcare, certified federal or state court interpreter and in good standing before their

certifying body and adheres to the interpreter National Code of Ethics and Standards of Practice for Interpreters in Health Care.

Sight Translation - The verbal translation (transfer) of a written document from the source language into the target language.

Translation - The written transfer of a message from the source language into the target language.

4. Procedure

Methods of Providing Services to Individuals with LEP

The first point of contact for members is the Hennepin Health Member Service team. Members with LEP will be transferred to Bilingual Staff, if available. If Bilingual Staff are not available, or the member's primary language is not spoken by Bilingual Staff, Hennepin Health personnel will contact the Language Line on behalf of the member. Hennepin Health personnel will remain on the line with the member until contact is made, and the two parties are connected.

Telephone Interpreter Services: Language Line Solutions

Video Remote Interpreting (VRI) Services: Language Line Solutions

Qualified and competent Bilingual Staff:

- Mauricio A. Barrios – Spanish
- Aleida Salazar – Spanish
- Shukri Ahmed – Somali
- Jote D. Betel – Oromo, Amharic, Swahili and Arabic

LEP Liaison & Coordinator:

Marilee Moritz

612-543-1245

Marilee.Moritz@Hennepin.us

Interpreter Services

Hennepin Health, in a timely manner and at no cost to Individuals with LEP and/or their families, provides Meaningful Access to information and service to all Individuals with LEP and/or their families receiving services.

Translation of Documents

Hennepin Health contracts qualified translators or translating agencies to assist individuals with LEP in translating all vital documents, or documents needed to perform services. Hennepin Health contracts with the following Qualified Interpreters:

- All in One Translation
- Arch Language Network, Inc.
- AZ Friendly Languages, Inc.
- Global Language Connections
- Kim Tong Translation Services
- Language Line Solutions
- Middle English Interpreting (American Sign Language)
- Surad Interpreting & Translation Co.
- University Language Center, Inc.

Dissemination and Mandatory Training to Agency Staff, Volunteers, and Others

Hennepin Health is committed to providing LEP training to:

- All staff at new employee orientation, and
- Annually thereafter to all staff, volunteers, and contractors

Hennepin Health retains a record of all completed training in Apex. Record of this training is kept for a minimum of ten years and be readily available during DHS audits, investigations, or any proceeding and as required by the law.

This training includes information related to the following topics:

- Title VI of the Civil Rights Act of 1964
- How to work effectively with interpreters, and
- Any other cultural issues related to delivery of information and services to Individuals with LEP served by Hennepin Health.

Dissemination of Language Access Information in Public Areas

In the Walk-in Service Center, Hennepin Health makes the following items available to individuals with LEP:

- Notice of language access services by posting in public areas the “[Language Poster](#)”, available through the DHS public Web site (<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-4739E-ENG>)
- “[I need an interpreter](#)” card available in fifteen languages, available from the DHS public Web site (<https://edocs.dhs.state.mn.us/lfserver/Public/DHS-4374-ENG>)

Annual Review of LEP Plan

Hennepin Health reviews annually its LEP plan to adjust or modify its contingencies based on demographic data collected by Hennepin Health during its delivery of information and services to individuals with LEP throughout the year.

Hennepin Health upon DHS request will complete and submit its LEP Plan review on an annual basis or as often as requested by DHS.

Collection of Data & Its Analysis

Hennepin Health reviews changes to law and regulations that may impact the delivery of services to Individuals with LEP and adjusts its LEP plan to comply with those changes. Hennepin Health does not collect language and demographic data outside of what DHS provides as part of the enrollment files.

Complaint Process:

Individuals with LEP have the right to file a formal complaint with Hennepin Health through the following method:

- Members should be referred to the grievances coordinator who will work with the Compliance Team to resolve the grievance.
Phone #: 612-596-1036
Press 1 for members.
Press 2 for providers.
Press 3 for non-members.
Hours of operation for all three lines are Monday – Friday, 8 a.m. – 4:30 p.m.

- Mailing address:
Hennepin Health
Minneapolis Grain Exchange Building
400 South Fourth Street, Suite 201
Minneapolis, MN 55415
- Email address: Hennepinhealth@hennepin.us

Members can also file a complaint with the Minnesota Department of Human Services using the information below:

- Department of Human Services (DHS), Limited English Proficiency (LEP) Coordinator:
Alejandro Maldonado
651-431-4018
P.O. Box 64997
Saint Paul, MN
55164-0997
alejandromaldonado@state.mn.us
Fax 651-431-7444
MN Relay 711 or 1-800-627-3529

Or, members can file a complaint with the federal Office for Civil Rights using the information below:

- Office for Civil Rights (OCR), Region V – Chicago, IL
Celeste Davis, Regional Manager
Office for Civil Rights
U.S. Department of Health and Human Services
233 N. Michigan Ave., Suite 240
Chicago, IL 60601
Voice Phone (800) 368-1019
FAX 312-886-1807
TDD 800- 537-7697
<http://www.hhs.gov/ocr/civilrights/complaints/index.html>

This LEP Plan is available to all personnel, members, volunteers, contractors, and members of the community.

Revisions to this LEP Plan

<i>Creation</i>	October 2019	Danny Lee and other internal stakeholders
<i>First Revision (Change)</i>	July 2020	Sean Barrett and other internal stakeholders
<i>Changes were minor and primarily involved language clean-up, clarifications and updated contact information.</i>		