

The Right Door for Hope, Recovery and Wellness

Chapter Title	Chapter #		Subject #
Recipient Rights	RR		993
Subject Title Limited English Proficiency	Adopted 07/26/04	Last Revised 12/15/15	Reviewed 7/19/04; 7/26/10; 8/22/11; 9/24/12; 12/16/13;12/10/14; 12/15/15; 6/21/17; 6/20/18; 6/19/19; 11/23/20

POLICY

Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness and all services operated by or under contract with it.

1.0 Policy/Standards/General Practice:

Persons who are Limited English Proficient (LEP), visually and/or hearing impaired, will have meaningful and equal access to programs, services, and benefits throughout the operations of The Right Door for Hope, Recovery and Wellness and its provider network. Monitoring of language assistance services will occur annually and, at minimum, assess the following:

- the current LEP, visually and/or hearing impaired makeup of its service area
- the current communication needs of LEP, visually and/or hearing impaired applicants and recipients
- whether existing assistance is meeting the needs of such persons
- whether staff is knowledgeable about policies and procedures and how to implement them, and
- whether the sources of and arrangements for assistance are still current and viable

Monitoring will include feedback from recipients and advocates.

2.0 Definitions

Limited English Proficient (LEP): An LEP individual is a person who is unable to speak, read, write or understand the English language at a level that permits him or her to interact effectively with health care providers and social service agencies. For the purposes of this policy, LEP will also apply to individuals whose primary form of communication is something other than the oral English language.

3.0 Compliance Monitoring:

Compliance with this policy and all related procedures is ensured by The Right Door for Hope, Recovery and Wellness Quality Improvement Council.

4.0 References

Affiliation Procedure: A0.3.1 Limited English Proficient: Access to Programs and Benefits
Office of Civil Rights, LEP Appendix A, August 29, 2000
Executive Order 13166 of August 11, 2000
AFP, DCHHS Contract Requirements

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Melissa McKinstry, Chairperson	Date		