

Operational Policy

Policy title:	Alternate Formats and Language Access Services		
Policy number:	DHS OHA-010-013		
Original date:	12/24/2013	Last update:	06/16/2015
Approved:	Suzanne Hoffman, COO OHA; Jim Scherzinger, COO DHS		

Purpose

The Department of Human Services (DHS) and Oregon Health Authority (OHA) are committed to providing interpreters, translations, and alternate formats for non-English speaking persons, limited English proficient (LEP) persons, blind, Deaf and hearing impaired persons.

Description

This policy and its associated processes and guidelines provide specific steps and definitions for staff and agency programs to include in their respective plans that fully implement DHS and OHA language access and alternate formats initiatives.

Applicability

This policy applies to all DHS and OHA staff including employees, volunteers, trainees and interns.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

Policy

1. DHS and OHA shall identify actions that remove barriers to accessing services the agencies provide.
2. Each DHS and OHA program shall include in their delivery of services, access to:
 - a. Translations.
 - b. Oral and sign language interpreters.
 - c. Other alternate methods of communication for non-English speaking persons, limited English proficiency persons, and the blind, Deaf and hearing-impaired persons in our communities.

References

[Title VI of the Civil Rights Act](#)

[Title II of the Americans with Disabilities Act of 1990](#)

[Section 504 of the Rehabilitation Act of 1973](#)

[LEP Policy Guidance for HHS Recipients](#)

[ORS 659A.103](#) Prohibiting Discrimination Against Individuals with Disabilities

[ORS 411.970](#) When Bilingual Services Required

[DHS Administrative Rules Chapter 407, Division 005](#)

[OHA Administrative Rules Chapter 943, Division 005](#)

Forms referenced

DHS 0170, Client Complaint or Report of Discrimination: (PDF: [English](#), [Spanish](#), [Russian](#))

DHS 0170A, Review of Client Complaint: ([Word](#)) ([PDF](#))

DHS 0171, Client Comment: (PDF: [English](#), [Spanish](#), [Russian](#))

DHS 0173, Request for ADA Reasonable Modifications ([PDF](#))

Related policies

[DHS-010-005-01 Filing a Client Complaint or Report of Discrimination](#)

[DHS-010-005-02 Scheduling a Sign Language Interpreter and Real-Time Captioner](#)

[DHS-010-005-03 Ordering Documents in Alternate Format](#)

[DHS-010-005-04 Requesting Reasonable Modifications by Client Applicants, Clients and Members of the Public](#)

[DHS-010-005-05 Using the Oregon Telecommunications Relay Service](#)

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Alternate communications, alternate format, alternative communications, blind, communication assistance, Deaf, English as a second language, hearing impaired, interpret, interpreter, interpretation, interpretation services, language access, limited English proficiency, sign language, translate, translation, translator, translation services

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