

The BLURB

The Blurb #67:
Civil Rights and Limited
English Proficiency

An Important Reminder about Collecting Language information

Ensuring that clients receive proper notifications in a language in which they are fluent is one of the cornerstones of all DTA programs. Establishing a client's preferred language not only ensures that the civil rights of clients are protected, but also ensures that the DTA business process – everything from client notifications all the way to IPVs – operates within established procedures and is in compliance with federal and state laws.

To ensure that a client's preferred language is captured correctly in BEACON, verify the preferred language with the client if possible (for example: during an application interview or another point of contact with the client) and crosscheck available documents that may indicate a client's preferred language with the information provided on the *Assessed Person* page in BEACON.

Example: On his application, to the “What is your preferred language” question, Ben responds as follows:

What is your preferred language?	<i>Espanol</i>
----------------------------------	----------------

Ben's case manager – through use of interpreter services – verifies that Spanish is Ben's preferred language and then codes the Basic Details section of the Assessed Person page accordingly:

Basic Details	
Marital status	Married
Death	
Ethnicity	Non-Hispanic/Latino
Language	Spanish
Other	<input type="text"/>
Race	<input type="checkbox"/> Black or African American
<input type="button" value="Select..."/> <input type="button" value="Remove"/>	

This will ensure that all translated documents will be sent to Ben in Spanish.