

Language Blocks (LB) Required in Documents Available to the General Public policy

Overview

Description:

The Minnesota Department of Human Services (DHS) commits to providing human service programs and information relevant to these programs for members of the public with Limited English Proficiency (LEP). DHS provides this information to clients with LEP by giving notice of free language assistance in all publications intended for the public in the DHS Language Block (LB). The LB provides this contact information in 15 languages: Amharic, Arabic, Burmese, Cambodian (Khmer), Cantonese (Chinese), French, Hmong, Karen, Korean, Lao, Oromo, Russian, Somali, Spanish, and Vietnamese.

Reason for Policy:

Federal statutes and regulations require that governmental entities, including their independent contractors, provide meaningful access to both programs and information intended for the general public, including but not limited to clients with LEP. In addition to meaningful access, these entities are also required to notify the public of their right to meaningful access.

Policy Purpose

To ensure consistent notification to the public of their right to meaningful access, DHS developed the LB which informs clients in 15 languages of their right to free help in interpreting DHS documents. To ensure that DHS meets current federal standards for providing meaningful access:

- All DHS documents that are intended for the general public are required to use the most updated version of the LB or to incorporate it the next time the document is revised
- All DHS documents that are intended for the general public, whether they are printed, posted on the DHS public website or listed on eDocs, are required to follow the DHS LB guidelines
- An alternative version of the LB, the Language Block Stuffer, may be used for certain mailings when it is not expedient or practical to include the LB due to lack of space or other reason.

Applicability:

Every DHS program area is subject to this policy and responsible for the expense of its implementation.

Procedure(s) that Apply:

Regardless whether information is distributed through the DHS public website, through eDocs, or is printed, documents which are published and intended for use by the general public, shall add the LB to publications as described in the LB fact sheet.

Forms that Apply:

N/A

Related Policies and Reference(s):

N/A

Training:

N/A

Legal Authority:

- DHHS Regulations Under Title VI of the Civil Rights Act of 1964;
- 45 CFR Part 80.3 (b) (2)
- DHHS Limited English Proficiency Guidance Document; 68 FR 47311 (Aug. 8, 2003).

Standards:

A reference to all related standards.

Definition(s):

N/A

Policy Contact(s):

Name: [DHS Limited English coordinator](#)

Phone: 651-431-4018 (voice or use your preferred relay service)

Policy History:

Publication Date: 09/01/17