

# DTSC Language Access Policy Framework

Last updated 4/24/17

## I. POLICY STATEMENT

*(Statement from existing policy DTSC-14-003) It is the policy of the Department of Toxic Substances Control (DTSC) to ensure that all customers with Limited English Proficiency (LEP) have equal access to all available services and information provided by DTSC. DTSC will provide effective communication by identifying bilingual staff, ensuring availability of resources, and providing translated written materials in other languages.*

## II. GUIDANCE/PURPOSE AND AUTHORITY

1. Dymally-Alatorre Bilingual Services Act
2. California Government Code Section 7290-7299.8
3. Title VI of Civil Rights Act of 1964
4. Executive Order 13166
5. Title VI – Kettleman Agreement
6. U.S. EPA Title VI Limited English Proficiency Guidance (69 Federal Register 3560)
7. Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons (67 Federal Register 41455)
8. U.S. EPA External Civil Rights Compliance Toolkit

## III. DEFINITIONS / QUALIFIED TERMINOLOGY

1. Definitions regarding language and terminology used in policy draft
2. Qualified legal and code terminology

## IV. LANGUAGE ASSISTANCE PROCEDURES

1. Determining need for language assistance - Biennial Language Survey, translated materials (website), complaint system, signage
2. Procedures for language services - Bilingual hiring, translated materials contracting (qualified and vetted)
3. Training, Communication plans/approach

## V. ROLES AND RESPONSIBILITIES

1. Employee accountabilities
  - a. Training
  - b. Practices
  - c. Procedures

## **WORKING DRAFT**

- 2. Manager and Supervisor accountabilities**
  - a. Education**
  - b. Leadership/guidance**
  - c. Facilitation of change**

### **VI. MONITORING AND ASSESSMENT**

### **VII. COMPLAINT PROCESS**

### **VIII. PROGRAM RESOURCES**

### **IX. RELATED DOCUMENTS**

**DRAFT**