

# Chapter 388-271 WAC

## LIMITED ENGLISH PROFICIENT SERVICES

### WAC

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**WAC 388-271-0010 What are limited English proficient (LEP) services?** (1) The department provides limited English proficient (LEP) services to you if you are limited in your ability to read, write and/or speak English. These services provide a way for us to communicate with you even though you are limited in your ability to communicate in English. LEP services are provided in your primary language by authorized bilingual workers or by contracted interpreters and translators. Your primary language is the language you have indicated on your application or your eligibility review as the language you wish to communicate in with the department.

(2) LEP services include:

- (a) Interpreter (verbal) services in person and/or over the telephone; and  
(b) Translation of department forms, letters and other printed materials.

[Statutory Authority: RCW 74.04.025 and 74.08.090. 03-01-115, § 388-271-0010, filed 12/18/02, effective 1/18/03.]

**WAC 388-271-0020 What are the department's responsibilities in providing me with an interpreter?** (1) If you have trouble speaking and/or understanding English, and a bilingual worker is not available to assist you, we get a qualified interpreter in your primary language to help you communicate verbally with us. A qualified interpreter is someone who is fluent in English and your primary language and is trained on the Interpreter Code of Professional Conduct.

(2) Interpreter services are provided in-person or over the telephone.

(3) We pay for the interpreter. You do not have to pay anything.

(4) If a worker from our department feels that they are not able to communicate with you well enough to provide adequate services, they may request the services of an interpreter even if you did not ask for help.

(5) We will provide interpreter services to you in a timely manner so that we can process your case within the processing time frames defined in chapters 388-406, 388-418, and 388-434 WAC.

[Statutory Authority: RCW 74.04.025 and 74.08.090. 03-01-115, § 388-271-0020, filed 12/18/02, effective 1/18/03.]

**WAC 388-271-0030 What are the department's responsibilities in providing me with written communication in my primary language?** (1) We provide fully trans-

lated written communication in your primary language. This includes, but is not limited to:

(a) Department pamphlets, brochures and other informational material that describe department services and client rights and responsibilities;

(b) Department forms, including applications and individual responsibility plans, that we ask you to complete and/or sign; and

(c) Department letters as described in chapter 388-458 WAC.

(2) We pay for the written translation. You do not have to pay anything.

(3) We will provide translated documents to you in a timely manner so that we can process your case within the processing time frames defined in chapters 388-406, 388-418, and 388-434 WAC.

[Statutory Authority: RCW 74.04.025 and 74.08.090. 03-01-115, § 388-271-0030, filed 12/18/02, effective 1/18/03.]