

interpreter, such as a family member, friend, or private nonprofit organization, shall be counted as a request for service by or a service provided to a limited English proficiency person.

(d) (1) The Department of Human Resources shall develop, distribute, and collect the surveys in subsection (c)(1)(i) of this section and review the information contained in the surveys.

(2) If, upon review, the Department of Human Resources determines that there is an increased need for interpretation and translation to assure equal access for limited English proficiency speakers, the Department of Human Resources shall make recommendations and prepare budgets for the implementation of comprehensive interpretation and translation services.

(3) The recommendations in paragraph (2) of this subsection shall be completed by October 1, 2001, and shall include provisions for:

(i) The translation of vital documents, including:

1. Applications;
2. Consent forms;
3. Documents requiring a response from program participants;
4. Documents describing how to participate in a program or how to receive language assistance; and
5. Notices pertaining to the reduction, denial, or termination of services or benefits or the right to appeal such actions; and

(ii) The interpretation through one or more of the following:

1. Bilingual staff;
2. Contract interpreters;
3. Community volunteers; or
4. Telephonic interpreter services.

(e) (1) The Department of Human Resources, in conjunction with the Department of Planning, and on or before September 1, 2001, shall prepare:

(i) An estimate of the number of limited English proficiency persons by county and language subgroup; and

(ii) An estimate of increased utilization rates if comprehensive interpretation and translation services are implemented in State programs.

(2) The estimates in paragraph (1) of this subsection shall be based on:

(i) Census data;