

~~STATE DEPARTMENTS, AGENCIES, AND PROGRAMS, AND THAT THE SERVICES AVAILABLE THROUGH THESE ENTITIES ARE ESSENTIAL TO THE WELFARE OF MARYLAND RESIDENTS. IT IS THE POLICY OF THE STATE THAT STATE DEPARTMENTS, AGENCIES, AND PROGRAMS SHALL PROVIDE EQUAL ACCESS TO PUBLIC SERVICES TO PERSONS WITH LIMITED ENGLISH PROFICIENCY.~~

~~10-1102.~~

~~(A) IN THIS SUBTITLE THE FOLLOWING WORDS HAVE THE MEANINGS INDICATED:~~

~~(B) "EQUAL ACCESS" MEANS TO BE INFORMED OF, PARTICIPATE IN, AND BENEFIT FROM SERVICES OFFERED BY A STATE DEPARTMENT, AGENCY, OR PROGRAM, AT A LEVEL EQUAL TO ENGLISH PROFICIENT PERSONS.~~

~~(C) "FORMS AND DOCUMENTS" MEANS ALL APPLICATIONS, EDUCATIONAL OR INFORMATIONAL MATERIALS, NOTICES, AND COMPLAINT FORMS OFFERED BY STATE DEPARTMENTS, AGENCIES, AND PROGRAMS.~~

~~(D) "LIMITED ENGLISH PROFICIENCY" MEANS THE INABILITY TO ADEQUATELY UNDERSTAND OR EXPRESS ONESELF IN THE SPOKEN OR WRITTEN ENGLISH LANGUAGE.~~

~~(E) "PROGRAM" MEANS ALL OF THE OPERATIONS OF A STATE DEPARTMENT, STATE AGENCY, OR ANY OTHER INSTRUMENTALITY OF THE STATE.~~

~~10-1102.~~

~~(A) EACH STATE DEPARTMENT, AGENCY, OR PROGRAM SHALL TAKE REASONABLE STEPS TO PROVIDE EQUAL ACCESS TO PUBLIC SERVICES TO PERSONS WITH LIMITED ENGLISH PROFICIENCY.~~

~~(B) EQUAL ACCESS SHALL BE ACHIEVED BY:~~

~~(1) THE PROVISION OF INTERPRETERS FOR PERSONS WHO CANNOT ADEQUATELY UNDERSTAND OR EXPRESS THEMSELVES IN SPOKEN ENGLISH;~~

~~(2) THE TRANSLATION OF FORMS AND DOCUMENTS ORDINARILY PROVIDED TO THE PUBLIC INTO ANY LANGUAGE SPOKEN BY 3% OF THE STATE POPULATION OR THE POPULATION WITHIN THE GEOGRAPHIC JURISDICTION OF A LOCAL OFFICE OF A STATE DEPARTMENT, AGENCY, OR PROGRAM; AND~~

~~(3) ANY ADDITIONAL METHODS OR MEANS NECESSARY TO ACHIEVE EQUAL ACCESS TO THE STATE PROGRAM.~~

~~(C) EACH STATE DEPARTMENT, AGENCY, OR PROGRAM SHALL ADOPT REGULATIONS IMPLEMENTING THE REQUIREMENTS OF THIS SUBTITLE BY MARCH 1, 2002.~~

SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND, That: