

10-1103.

(A) EACH STATE DEPARTMENT, AGENCY, OR PROGRAM LISTED OR IDENTIFIED UNDER SUBSECTION (C) OF THIS SECTION SHALL TAKE REASONABLE STEPS TO PROVIDE EQUAL ACCESS TO PUBLIC SERVICES ~~TO~~ FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY.

(B) REASONABLE STEPS TO PROVIDE EQUAL ACCESS SHALL BE ACHIEVED BY TO PUBLIC SERVICES INCLUDE:

(1) ~~THE PROVISION OF INTERPRETERS FOR PERSONS WHO CANNOT ADEQUATELY UNDERSTAND OR EXPRESS THEMSELVES IN SPOKEN ENGLISH ORAL LANGUAGE SERVICES FOR INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY:~~

~~(I) , WHICH MUST BE THROUGH FACE-TO-FACE, IN-HOUSE ORAL LANGUAGE SERVICES IF CONTACT BETWEEN THE AGENCY AND INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY IS ON A WEEKLY OR MORE FREQUENT BASIS; OR~~

~~(II) THROUGH TELEPHONE AND PRIVATE ORAL LANGUAGE SERVICES IF CONTACT BETWEEN THE AGENCY AND INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY IS ON A LESS FREQUENT THAN MONTHLY BASIS;~~

(2) (I) ~~THE TRANSLATION OF FORMS AND VITAL DOCUMENTS ORDINARILY PROVIDED TO THE PUBLIC INTO ANY LANGUAGE SPOKEN BY ANY LIMITED ENGLISH PROFICIENT POPULATION THAT CONSTITUTES 3% OF THE OVERALL POPULATION WITHIN THE GEOGRAPHIC AREA SERVED BY A LOCAL OFFICE OF A STATE DEPARTMENT, AGENCY, OR PROGRAM AS MEASURED BY THE UNITED STATES CENSUS; AND~~

~~(II) PROVIDING THE THE PROVISION OF FORMS AND VITAL DOCUMENTS IN TRANSLATED UNDER ITEM (I) OF THIS PARAGRAPH ON A STATEWIDE BASIS TO ANY LOCAL OFFICE AS NECESSARY; AND~~

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

~~(C) EACH STATE DEPARTMENT, AGENCY, OR PROGRAM SHALL ADOPT REGULATIONS IMPLEMENTING THE REQUIREMENTS OF THIS SUBTITLE BY MARCH 1, 2003.~~

~~(C) (1) THE DEPARTMENT OF HUMAN RESOURCES, IN CONSULTATION WITH THE OFFICE OF THE ATTORNEY GENERAL, SHALL PROVIDE CENTRAL COORDINATION AND TECHNICAL ASSISTANCE TO PROGRAMS TO AID COMPLIANCE WITH THIS SUBTITLE;~~

~~(2) (C) THE PROVISIONS OF THIS SUBTITLE SHALL BE FULLY IMPLEMENTED ACCORDING TO THE FOLLOWING SCHEDULE:~~

~~(I) ON OR BEFORE JULY 1, 2003, FULL IMPLEMENTATION BY:~~

~~1. THE DEPARTMENT OF HUMAN RESOURCES;~~