

(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, 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;

(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;~~
- ~~2. THE DEPARTMENT OF LABOR, LICENSING, AND REGULATION;~~
- ~~3. THE DEPARTMENT OF HEALTH AND MENTAL HYGIENE;~~
- ~~4. THE DEPARTMENT OF JUVENILE JUSTICE; AND~~
- ~~5. THE WORKERS' COMPENSATION COMMISSION;~~

~~(II) ON OR BEFORE JULY 1, 2004, FULL IMPLEMENTATION BY:~~

- ~~1. THE DEPARTMENT OF AGING;~~
- ~~2. THE DEPARTMENT OF PUBLIC SAFETY AND CORRECTIONAL SERVICES;~~