



Toolkit for Providing Language Access to Limited English Proficient Clients & Working with the Diverse Populations of New Mexico

The New Mexico Department of Health (NMDOH) Health Equity Workgroup is committed to embracing diversity and eliminating health disparities by providing support, training and resources for our work force. The purpose of this toolkit is to improve DOH outreach efforts to all New Mexicans by increasing language access and cultural awareness.

In the following pages, you will find phone numbers and web-links to help you connect to resources and/or services you may need while serving New Mexicans who have specific language or service need. We have included educational and program material (in a variety of languages), links for interpreter and translation services, and training opportunities. This toolkit will be updated and modified on a regular basis. If you have a service or program that you would like to see listed in this resource, please email us at translations.doh@state.nm.us.

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<p>NMDOH Mission/Vision and Values</p>	<p style="text-align: center;">New Mexico Department of Health Our mission is to:</p> <p>Promote health and wellness, improve health outcomes, and assure safety net services for all people in New Mexico.</p> <p style="text-align: center;">Our core values are:</p> <ul style="list-style-type: none"> • Accountability ” honesty, integrity, and honor commitments made • Communication ” promote trust through mutual, honest, and open dialogue • Teamwork ” share expertise and ideas through creative collaboration to work towards common goals • Respect ” appreciation for the dignity, knowledge, and contributions of all persons • Leadership ” promote growth and lead by example throughout the organization and in communities • Customer Service” placing internal and external customers first, assure that their needs are met. <p style="text-align: center;">Our vision for success: A healthier New Mexico!</p>
<p>Office of Health Equity Mission Statement</p>	<p>The Office of Health Equity is committed to improving the health of all diverse communities in NM and raising awareness of health disparities through collaboration, education and advocacy.</p>
<p>National Standards for Culturally and Linguistically Appropriate Services</p>	<p>The New Mexico Department of Health (NMDOH), Office of Health Equity endeavors to ensure fair and equitable treatment of all patients/clients by adopting the United States Health and Human Services, Office of Minority Health’s Culturally and Linguistically Appropriate Services (CLAS) Standards.</p> <p style="text-align: center;">National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care</p> <p>The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for health and health care organizations to:</p> <p>Principal Standard:</p> <ol style="list-style-type: none"> 1. Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs. <p>Governance, Leadership, and Workforce:</p> <ol style="list-style-type: none"> 2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources. 3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area. 4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Communication and Language Assistance:

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Engagement, Continuous Improvement, and Accountability:

9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization’s planning and operations.
10. Conduct ongoing assessments of the organization’s CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
11. Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.
12. Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
15. Communicate the organization’s progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

Language Access

Language Access Services: The key to providing meaningful access to care for limited English proficient (LEP) persons is to ensure effective communication between the provider/ organization and the LEP person. An LEP person cannot speak, read, or understand the English language at a level that permits effective interaction with clinical or nonclinical staff at a healthcare organization. Language assistance services must be made available to each person with LEP who seeks services and are to be provided by bilingual staff that can communicate directly with patients/consumers in their preferred language.

Title VI of the Civil Rights Act of 1964: *“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”*

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." The Executive Order requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries (www.lep.gov, 2015)

	<p>The following was taken from www.lep.gov "Frequently Asked Questions"</p> <p>What are recipients of federal funds and federal agencies required to do to meet LEP requirements?</p> <p>A. Recipients and federal agencies are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors:</p> <ol style="list-style-type: none"> 1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee 2. The frequency with which LEP individuals come in contact with the program 3. The nature and importance of the program, activity, or service provided by the program to people's lives 4. The resources available to the grantee/recipient or agency, and costs. As indicated above, the intent of this guidance is to find a balance that ensures meaningful access by LEP persons to critical services while not imposing undue burdens on small business, or small nonprofits 	
Filing a complaint	<p>The NMDOH has a policy in place to prohibit discrimination and harassment in the workplace</p> <p>The New Mexico Department of Health is committed to a workplace environment that is free from discrimination, harassment, or retaliation. Discrimination or harassment based on race, color, religion, age, national origin, sex (including sexual harassment), gender identity, sexual orientation, disability, pregnancy, genetic information, marital status, or any other legal protected class are prohibited by law and will not be tolerated. In addition, retaliation against anyone who opposes or reports discrimination or harassment or who participates in any investigation or proceeding regarding such reports is prohibited.</p> <p>Please see policy for procedures for reporting discrimination, harassment or retaliation in a DOH workplace</p>	<p>Policy number: HR.08.16</p> <p>http://intranet/doh-policies/human%20resources/documents/HR_08.16.pdf</p>
	<p>The Human Rights Bureau is a neutral agency created to enforce the New Mexico Human Rights Act.</p> <p>The Bureau accepts and investigates claims of discrimination based on race, color, national origin, religion, ancestry, sex, age, physical and mental handicap, serious medical condition, spousal affiliation, sexual orientation and gender identity in the areas of employment, housing, credit or public accommodation.</p> <p>Discrimination</p> <p>Discrimination under the law refers to specific types of differential treatment. To be defined as discrimination, the adverse treatment or harassment experienced must be based on at least one of the following protected statuses: race, color, national origin, religion, ancestry, sex, age (if 40 or over), physical and mental handicap, serious medical condition, spousal affiliation, sexual orientation and gender identity.</p>	<p>http://www.dws.state.nm.us/Labor-Relations/Human-Rights/Information</p>

	<p>Filing a Complaint If you feel you have been discriminated against in the areas of employment, housing, credit or public accommodation based on the any of the listed protected statuses, you may call our office at (800) 566-9471 (toll-free in New Mexico) or (505) 827-6838 and speak with an intake officer.</p> <p>The intake officer will help you determine if your case is actionable and will assist you in preparing a complaint. Until you formally file a charge with our Bureau, your call is completely confidential.</p>	<p>Discrimination poster</p> <p>http://www.dws.state.nm.us/Portals/0/DM/LaborRelations/Discrimination.pdf</p>
	<p>How To File a Complaint with the Office for Civil Rights</p> <p>Civil Rights If you believe that you have been discriminated against because of your race, color, national origin, disability, age, sex or religion by a health care or human services provider (such as a hospital, nursing home, social service agency) or by a State or local government health or human services agency, you may file a complaint with the Office for Civil Rights (OCR). You may file a complaint for yourself or for someone else.</p> <p>Federal Health Care Provider Conscience Protections If you believe your rights under the federal health care conscience provider protection statutes have been violated, you may file a complaint with OCR. You may file a complaint for yourself or for someone else.</p> <p>Health Information Privacy If you believe that a covered entity violated your (or someone else's) health information privacy rights or committed another violation of the HIPAA Privacy or Security Rule, you may file a complaint with OCR.</p>	<p>http://www.hhs.gov/ocr/office/file/index.html</p>
Medical Interpreters/ Translations	<p>List of DOH Medical Interpreters/bilingual staff The Office of Health Equity has compiled a list of employees who are Bilingual and/or are certified Bilingual Medical Interpreters.</p>	<p>Please email: Translations.doh@state.nm.us</p>
	<p>New Mexico Department of Health Translation Service (for Spanish into English or English into Spanish only) - Free of charge to DOH, please see attached procedures.</p>	<p>http://intranet/documents/TranslationRequestForm.pdf</p>
	<p>New Mexico Commission for the Deaf & Hard of Hearing Providing effective leadership, education, advocacy and programs to reduce barriers to the social, economic, educational, cultural and intellectual well-being of Deaf and Hard of Hearing New Mexicans and their families, friends and colleagues.</p> <p>Website: www.cdhh.state.nm.us</p>	<p>Finding a signed language interpreter</p>
	<p>Navajo Medical Interpreter There is a charge for this service. Please call in advance to arrange for interpretation.</p>	<p>Ida C. Bradley, RN, BSN Native Concepts Enterprise yinbah@netzero.net</p>
	<p>State of New Mexico -General Services Department Purchasing Division- Interpreters with signed price agreements (as of 10/20/2015) There is a charge for this service. Your regional office can help arrange for interpretation.</p>	<p>The Statewide Price Agreement can be found in the "Services" section of the list</p>

	<ul style="list-style-type: none"> • Communication Service for the Deaf, Inc. 605-782-1052 • Community Outreach Program for the Deaf 505-255-7636 • Fluent Language Solutions 704-926-5015 • Rio Grande Connections 505-307-5230 • The Bridge Interpreter Services Inc. 505-861-2101 • WeInterpret.Net 877-788-8454 	<p>under “Interpreter Services” at www.generalservices.state.nm.us/statepurchasing/Statewide_Price_Agreements.aspx</p> <p>State Agencies are required to use the established price agreements.</p>
<p>Additional Language Access Resources</p>	<p>I Speak Cards This resource allows for clients to self-identify from 38 different language choices.</p>	<p>http://www.justice.gov/sites/default/files/crt/legacy/2010/12/14/ISpeakCards.pdf</p>
	<p>Health Information Translations This website provides plain language health education resources for health care professionals and others working in communities with limited English proficient populations. Currently the site provides resources in the following languages (with English translation included):</p> <ul style="list-style-type: none"> • Arabic • Bosnian • Chinese Simplified • Chinese Traditional • English • French • Hindi • Japanese • Khmer • Korean • Marshallese • Multilingual • Nepali • Portuguese • Russian • Somali • Spanish • Tagalog • Ukrainian • Vietnamese 	<p>https://www.healthinfotranslations.org/</p> <p>The website is a collaboration of health education specialists from the four health systems in Central Ohio: The Ohio State University Wexner Medical Center, Mount Carmel Health System, OhioHealth & Nationwide Children's Hospital</p>
<p>Training Opportunities</p>	<p>NM DOH Public Health Spanish Course This course was designed specifically for DOH employees and will be offered two times per year. For more information, please contact the Office of Health Equity.</p>	<p>Please email : Translations.doh@state.nm.us for more info</p>
	<p>Medical Interpreter Training The New Mexico Department of Health, Office of Health Equity offers a Medical Interpretation Training for DOH employees who are bilingual-please contact the Office for more information.</p>	<p>Please email : Translations.doh@state.nm.us for more info</p>
	<p>New Mexico Cultural Competence Information and Education Center The New Mexico Department of Health, Office of Health Equity’s training website offers 2 free On-line Cultural trainings.</p>	<p>http://www.nmdohcc.org/</p>
	<p>Think Cultural Health U.S. Department of Health & Human Services Sign up for access to free webinars, trainings and factsheets designed to help individuals at all levels and in all disciplines promote health and health equity.</p>	<p>https://www.thinkculturalhealth.hhs.gov/</p>

Populations of Focus	Native American	<p>Office of Tribal Liaison (OTL): provides leadership in coordinating more effective leveraging of DOH resources dedicated to promotion of equity and reduction of health disparities among American Indian populations in the state. OTL assures requirements of the State Tribal Collaboration Act are met.</p> <p>American Indian and Alaska Native Culture Card A Guide to Build Cultural Awareness Intended to enhance cultural competence when serving American Indian and Alaska Native communities. Covers regional differences; cultural customs; spirituality; communications styles; the role of veterans and the elderly, and health disparities, such as suicide.</p> <p>American Indian & Alaska Native Populations (CDC.gov)</p> <p>New Mexico Indian Affairs Department: On our website, you will learn more about the wonderful work IAD is doing for New Mexico and for the Indian citizens of our great state. As the first cabinet level state Indian affairs department in the nation, IAD continues to set the standard for what is possible when state and tribal governments work together to address mutual concerns in respectful and positive dialogue between sovereign governments.</p>	<p>Aiko Allen Aiko.allen@state.nm.us</p> <p>http://store.samhsa.gov/shin/content//SMA08-4354/SMA08-4354.pdf</p> <p>http://www.cdc.gov/nchs/fastats/american-indian-health.htm</p> <p>http://www.iad.state.nm.us/</p>
	Hispanic/Latino	<p>Hispanic or Latino Populations (CDC.gov)</p> <p>Building our Understanding: Culture Insights Communicating with Hispanic/Latinos</p>	<p>http://www.cdc.gov/nchs/fastats/hispanic-health.htm</p> <p>http://www.cdc.gov/nccdphp/dch/programs/healthycommunitiesprogram/tools/pdf/hispanic_latinos_insight.pdf</p>
	Black/African American	<p>Black or African American Populations (CDC.gov)</p> <p>NM Office of African American Affairs</p>	<p>http://www.cdc.gov/nchs/fastats/black-health.htm</p> <p>http://www.oaaa.state.nm.us/</p>
	Asian	<p>New Mexico Asian Family Center NM'S only service provider tailoring its services to be culturally and linguistically appropriate for the Asian community</p> <p>Asian American Populations (CDC.gov)</p>	<p>http://nmafc.org/</p> <p>http://www.cdc.gov/nchs/fastats/asian-health.htm</p>

	LGBTQ	<p>NM Transgender Resource Center Serves transgender communities by serving as a clearing house for support services</p> <p>UNM LGBTQ Resource Center</p> <p>NM Gay Straight Alliance Youth-driven program to prevent bullying, suicide, and substance abuse. NMGSAN builds resiliency, positive identity development, self-efficacy, mental health and empowerment of LGBTQ youth.</p> <p>SAGE Health Project Sexual & Gender Equity</p>	<p>www.tgrcnm.org</p> <p>http://lgbtqrc.unm.edu/</p> <p>www.santafemc.org/programs/new-mexico-gay-straight-alliance-network</p> <p>http://www.sagehealthproject.org/</p>
	Senior Adults	<p>Healthy Aging (toolkit, CDC.gov)</p> <p>New Mexico Aging and Long-Term Services Department Our website is designed to help you quickly and easily locate services, programs, and the most current information relating to the needs of older adults, adults with disabilities, and their caregivers (1-800-432-2080).</p>	<p>http://www.cdc.gov/aging/index.html</p> <p>http://www.nmaging.state.nm.us/</p>
	Homeless	<p>Homeless information: New Mexico (HUD.gov)</p>	<p>http://portal.hud.gov/hudportal/HUD?src=/states/new_mexico/homeless</p>
	People living with Disabilities	<p>Developmental Disabilities Support Division The Developmental Disabilities Supports Division (DDSD) in New Mexico provides information and referral services to people with disabilities and their families who are seeking help locating the right resources in their communities.</p> <p>New Mexico Aging and Long-Term Services Department Our website is designed to help you quickly and easily locate services, programs, and the most current information relating to the needs of older adults, adults with disabilities, and their caregivers. Our experienced staff is just a phone call away at 1-800-432-2080.</p> <p>Children’s Medical Services/Children with Special Needs Children’s Medical Services is comprised of several programs, including the Newborn Genetic Screening Program, the Newborn Hearing Screening Program, and Children & Youth with Special Health Care Needs Program.</p>	<p>https://nmhealth.org/about/ddsd/</p> <p>http://www.nmaging.state.nm.us/</p> <p>https://nmhealth.org/about/phd/fhb/cms/</p>
	Refugee and Asylee	<p>NMDOH Refugee Health Program Karen Gonzales, (505) 476-3076</p> <p>Cultural Orientation Resource Center Fact sheets which provide key information about various refugee populations</p>	<p>http://nmhealth.org/about/phd/idb/rhp/</p> <p>http://www.culturalorientation.net/learning/backgrounders</p>

	<p>Office of Refugee Resettlement Information regarding national resettlement programs and health promotion programs.</p>	<p>http://www.acf.hhs.gov/programs/orr</p>
<p>Additional Resources</p>	<p><i>Kitchen Creations</i>: Cooking Schools for people with diabetes and their families, offered in Spanish or bilingually throughout New Mexico.</p> <p>All classes and materials are FREE!</p> <ul style="list-style-type: none"> • Learn to plan healthy meals • Prepare delicious dishes that manage carbohydrates • Reduce fat, sugar, and sodium in cooking without cutting taste <p>In addition to preparing and tasting healthy dishes, class participants will receive a workbook and recipe books.</p> <p>This program is funded by the NM Department of Health Diabetes Prevention and Control Program and is provided by NMSU Cooperative Extension Service.</p>	<p>For more information about <i>Kitchen Creations</i>, please contact:</p> <p>Cassandra Vanderpool, MS, RD Extension Diabetes Coordinator Email: cvpool@nmsu.edu Phone: 575-202-5065</p>
	<p>The <i>Manage Your Chronic Disease Programs (MyCD)</i> Chronic Disease Self-Management Education Programs, Free Six-Week Community Workshops include:</p> <ul style="list-style-type: none"> • The <i>Chronic Disease Self-Management Program (CDSMP)</i> for adults with one or more chronic health conditions; and • The <i>Diabetes Self-Management Program (DSMP)</i> for adults with type 2 diabetes <p>Delivered in small-group settings, participants meet for 2½ hours once a week for six-weeks and learn new skills to coordinate all the things needed to manage their health, as well as to help keep them active in their life and relationships. Family members, friends and caregivers are welcome to attend.</p> <p style="text-align: center;">Both are available in Spanish!</p>	<p>For more information about these programs contact:</p> <p>Tempa Tate at 505-841-5864</p>
	<p>CDC's Know Hepatitis B campaign is designed to promote Hepatitis B testing among Asian Americans. The Know Hepatitis B campaign represents the first national multi-lingual communications campaign on hepatitis B among Asian Americans.</p>	<p>http://www.cdc.gov/knowhepatitisb/</p>
<p>Notice of Patient's Bill of Rights</p>	<p style="text-align: center;">New Mexico Department of Health Client/Patient Bill of Rights</p> <p>As a person receiving care with the New Mexico Department of Health's Public Health Offices, your client rights are important and respected. This information is given to you, so that you will know your rights.</p> <p>Your Rights:</p> <ul style="list-style-type: none"> • Right to understand and use these rights. If for any reason you do not understand them or you need help with them, the health office MUST provide help. • Right to free interpreter services for the language of your choice. • Right to receive care without discrimination as to your race, creed, sex, sexual orientation, religion, age, disability, country of origin, or source of payment. • Right to be treated with respect and dignity at all times. 	

	<ul style="list-style-type: none"> • Right to know the names and titles of staff involved in your care. • Right to have your medical records and health care information kept private. • Right to look at or have copies of your medical records, as per HIPAA regulations. • Right to receive all the information you need to make an informed choice about any procedures, treatments or care you receive. This information shall include the possible risks and benefits of the procedures, treatments or care you receive. • Right to bring up a complaint with the person in charge without fear of punishment. <p>Your Responsibilities:</p> <ul style="list-style-type: none"> • Be on time, and keep appointments or call us if you cannot make an appointment. • Be kind and respectful to the staff. • Give correct health information to the staff. Tell staff if you do not understand the information they are giving to you.
<p>Derechos de los pacientes/clientes</p>	<p style="text-align: center;">Departamento de Salud de Nuevo México Derechos de los pacientes/clientes</p> <p>Como personas que reciben cuidados de parte de las oficinas de salud pública del Departamento de Salud de Nuevo México, sus derechos como cliente son importantes y respetados. Esta información se le da para que conozca estos sus derechos.</p> <p>Sus derechos:</p> <ul style="list-style-type: none"> • El derecho de comprender y de usar estos derechos. Si por alguna razón usted no los comprende o si usted necesita ayuda con ellos, la oficina de salud DEBE de proveerle ayuda. • El derecho a servicios de intérprete gratuitos para el idioma que usted escoja. • El derecho a recibir cuidados sin discriminar su raza, credo, sexo, orientación sexual, religión, edad, discapacidad, país de origen o fuente de pago. • El derecho a ser tratado en todas ocasiones con respeto y dignidad. • El derecho a saber los nombres y títulos del personal que le presta cuidados. • El derecho de que sus datos y la información de su cuidado médico se conserven en forma privada. • El derecho de examinar o tener copias de sus datos médicos, de acuerdo con las reglas de HIPAA. • El derecho de recibir toda la información que usted necesite para tomar una decisión bien informada acerca de cualquier proceso, tratamientos o cuidados que usted reciba. Esta información debe incluir los posibles riesgos y beneficios de los procedimientos, tratamientos o cuidados que usted reciba. • El derecho de quejarse con la persona encargada sin temor a ser castigado. <p>Sus responsabilidades:</p> <ul style="list-style-type: none"> • Llegar a tiempo, asistir a todas sus citas o llamarnos si no puede llegar a la cita. • Ser amable y respetuoso con el personal. • Dar la información correcta sobre su salud al personal. • Decirle al personal si usted no entiende la información que le están dando.

<p>Definitions of terminology</p>	<p>Below are some key terms and their definitions.</p> <p>DEFINITIONS:</p> <p>CLAS Standards: The National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS), issued by the U.S. Department of Health and Human Services' (HHS) Office of Minority Health (OMH), ensure all people entering the health care system receive equitable and effective treatment in a culturally and linguistically appropriate manner.</p> <p>Culture: The thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.</p> <p>Cultural Awareness: Developing sensitivity and understanding of diverse groups involving internal changes in terms of attitudes and values.</p> <p>Cultural Knowledge: Familiarization with cultural characteristics, history, values, belief systems, and behaviors of another ethnic group.</p> <p>Cultural Skill: A skill set to access an individual's background and formulate a culturally relevant treatment plan.</p> <p>Cultural Sensitivity: Knowing cultural differences and similarities exist, without assigning them values, i.e., better or worse, right or wrong.</p> <p>Interpretation: Facilitating oral communication between individuals who do not speak the same language and may not share the same culture.</p> <p>Language Access Services: The key to providing meaningful access to care for limited English proficient (LEP) persons is to ensure effective communication between the provider/organization and the LEP person. An LEP person cannot speak, read, or understand the English language at a level that permits effective interaction with clinical or nonclinical staff at a healthcare organization. Language assistance services must be made available to each person with LEP who seeks services and are to be provided by bilingual staff that can communicate directly with patients/consumers in their preferred language.</p> <p>Limited English Proficiency (LEP): Individuals who do not speak English as their native language and have a limited ability to read, speak, or understand English.</p> <p>Title VI of the Civil Rights Act of 1964: Since 1964, Title VI of the Federal Civil Rights Act has required that: <i>"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."</i></p> <p>Translation: Changing written documents from one language into another.</p>
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New Mexico
Department of
Health, Health
Equity Work
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2015

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