



North Carolina Department of Health and Human Services  
Division of Social Services

325 North Salisbury Street • 2420 Mail Service Center  
Raleigh, North Carolina 27699-2420  
Courier # 56-20-25

Michael F. Easley, Governor  
Carmen Hooker Odom, Secretary

Pheon E. Beal, Director  
(919) 733-3055

August 2, 2005

**DEAR COUNTY DIRECTOR OF SOCIAL SERVICES**

**SUBJECT: Language Services Agreement for Limited English Proficiency (LEP)**

The Division of Social Services and County Departments of Social Services must take reasonable steps to ensure that Limited English Proficiency (LEP) persons have meaningful access to the programs, services, and information agencies provide. One of the provisions of the Voluntary Compliance Agreement signed with USDHHS OCR was that each DSS agency develops a Title VI /LEP compliance plan to address the needs of this ever-growing population of individuals whose primary language is not English. One of the requirements of each plan is that a consent for interpreter services be obtained from applicants/recipients/clients when interpreter services are used other than agency employees.

In an effort to assist you in compliance with this plan requirement, the Language Services Agreement for Limited English Proficiency (LEP) form has been developed and is available online in English and Spanish at <http://info.dhhs.state.nc.us/olm/forms/dss/dss-10001-ia.pdf> and <http://info.dhhs.state.nc.us/olm/forms/dss/dss-10001sp-ia.pdf>.

Further to assist in compliance with your plan, the following are also available online: the "Know Your Rights" brochure in various languages at <http://www.dhhs.state.nc.us/dss/lep/index.htm> and the "I Speak" Flashcard at <http://www.dhhs.state.nc.us/dss/county/docs/ISpeakCards2004.pdf>.

Should you need any further information, please contact Carlotta Dixon, NCDSS Title VI/LEP Compliance Coordinator at 919-733-3055 or via email at [Carlotta.dixon@ncmail.net](mailto:Carlotta.dixon@ncmail.net).

Sincerely,

A handwritten signature in black ink that reads "Pheon E. Beal".

Pheon Beal