



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
Dempsey Benton, Secretary

Sherry S. Bradsher, Director
(919) 733-3055

April 22, 2008

Dear County Director of Social Services:

Re: Updated Limited English Proficiency Plan

In late 2003, the North Carolina Department of Health and Human Services (DHHS) and the U.S. Department of Health and Human Services, Office for Civil Rights (OCR) signed a voluntary compliance agreement (VCA) following a compliance review conducted in our state. The review found that DHHS and several local and county agencies failed to comply with Title VI of the Civil Rights Act of 1964, which deals with discrimination against individuals with limited English proficiency (LEP). Part of the VCA included securing a Title VI LEP Plan from each county social services department in order to bring the department and local agencies into compliance with the Act. Plans were requested and received by the Division during late 2004 and early 2005.

Since that time, local agencies have made significant strides in recognizing and accommodating LEP customers. In an effort to maintain current documentation regarding the procedures in place to serve LEP individuals and families, we are requesting from you an updated plan. A plan template is attached which will allow you to describe your current processes and activities related to ensuring access to programs and benefits offered in your agency. Please complete and submit your updated plan by May 9, 2008 to:

Carlotta Dixon
Title VI Civil Rights Coordinator
2401 Mail Service Center
Raleigh, N. C. 27699-2401

You may send the plan via email attachment to Carlotta.Dixon@ncmail.net; however, the emailed plan must include an electronic signature. If an electronic signature is not available, you may print and sign the last page of the plan and send it separately via US mail.

If you have any questions, please contact Carlotta Dixon at (919) 733-3055.

Sincerely,

A handwritten signature in cursive script that reads "Sherry S. Bradsher".

Sherry Bradsher, Director

Attachment

PM-PC 02-2008