

MEANINGFUL LANGUAGE ACCESS TO STATE SERVICES ACT (EXCERPT)
Act 241 of 2023

37.24 Biennial report to office of global Michigan on implementation of meaningful language access to public services.

Sec. 4. Not less than every 2 years, each covered entity shall develop and submit to the office of global Michigan a report with information and plans concerning implementation of meaningful language access to its services. The report must include, but is not limited to, all of the following:

(a) The number of bilingual staff who are available to facilitate meaningful language access and the languages they facilitate.

(b) The number of bilingual staff determined to be needed for each language to provide meaningful language access for the population with limited English proficiency it serves.

(c) A plan to address any insufficiency in its ability to provide meaningful language access.

(d) A list of vital documents that it has had translated and the language of the translation.

(e) Designation of an employee as its language access coordinator.

(f) A staff training plan related to meaningful language access. The staff training plan must include specific information regarding implementation, including the specific types of language services available and how the covered entity will do all of the following:

(i) Obtain language services internally or from vendors.

(ii) Respond to callers with limited English proficiency.

(iii) Respond to written communications from individuals with limited English proficiency.

(iv) Respond to individuals with limited English proficiency who have in-person contact with staff.

(v) Ensure competency of interpreters and translation services.

(vi) Collect preferred language data for all unique public encounters.

(vii) Indicate limited English proficiency status in data and information systems.

(viii) Communicate information to the language access coordinator about perceived changes in language services needed by the population served and when that information will be communicated.

(g) A plan to increase public awareness of the services provided to facilitate meaningful language access.

History: 2023, Act 241, Eff. Feb. 28, 2024.