

§ 2054.116. SPANISH LANGUAGE CONTENT ON AGENCY WEBSITES.

- (a) In this section, "person of limited English proficiency" means a person whose primary language is other than English and whose English language skills are such that the person has difficulty interacting effectively with a state agency.
- (b) Each state agency shall make a reasonable effort to ensure that Spanish-speaking persons of limited English proficiency can meaningfully access state agency information online.
- (c) In determining whether a state agency is providing meaningful access, an agency shall consider:
 - (1) the number or proportion of Spanish-speaking persons of limited English proficiency in the agency's eligible service population;
 - (2) the frequency with which Spanish-speaking persons of limited English proficiency seek information regarding the agency's programs;
 - (3) the importance of the services provided by the agency's programs; and
 - (4) the resources available to the agency.
- (d) In making a reasonable effort to provide meaningful access, the state agency must avoid:
 - (1) providing information in Spanish that is limited in scope;
 - (2) unreasonably delaying the provision of information in Spanish; and
 - (3) providing program information, including forms, notices, and correspondence, in English only.
- (e) This section does not apply to interactive applications provided through TexasOnline.

Added by Acts 2005, 79th Leg., ch. 683, § 1, eff. Sept. 1, 2005.