

MICHIGAN'S NEW LANGUAGE ACCESS LAW

In 2024, Michigan's **Meaningful Language Access to State Services Act** and **Statewide Meaningful Language Access Coordination Act** went into effect.

Who is the law for?

- The law helps people with limited English proficiency, meaning they can't understand or can't effectively express themselves in English. If a person requires assistance both with language access and to remove barriers connected to a disability, the person may also ask agency staff for the Americans with Disabilities Act Coordinator.



What are my rights?

- If seeking services from a Michigan state entity (like Michigan Department of Health and Human Services or Michigan Secretary of State):
 - **Interpretation:** State entities must provide free oral language services through in-person or telephonic language service. Family members or friends can't be a substitute for professional interpretation unless the person who needs language access so chooses.
 - **Translation:** Important documents like those that provide information necessary to access or participate in services must be translated into any language spoken by at least 3% of the population or 500 people served by the office, and the law encourages offices to translate documents where fewer people speak a particular language based on knowledge of community needs.

What to do if you or someone you know has not received appropriate language access

- If you or someone you are serving experiences a barrier to service connected with language access through a state agency or something that seems connected to the state, you can submit a complaint to the Office of Global Michigan. The form is available in multiple languages: bit.ly/OGMcomplaint
- If someone feels they were denied access to state services or treated differently because of their limited English proficiency, they can also file a complaint with the Michigan Department of Civil Rights. The complaint can be submitted online or by calling 1-800-482-3604. The online form is currently only in English: bit.ly/MDCRcomplaintform (To translate the page in Chrome, click the three dots in the upper right corner and select translate.)

FOR MORE INFORMATION, VISIT: bit.ly/OGMLANGUAGE

This law ensures everyone can engage with State of Michigan entities with dignity, regardless of their English proficiency!

