



Texas Military Department

DIRECTIVE

Number 1350.03
8 November 2017

NGTX-RMP

SUBJECT: Program Accessibility for Non-English Speakers

Reference: Government Code, Title 4, Subtitle C, Chapter 437, created by Senate Bill 1536, 83rd Leg, effective Sept. 1, 2013.

1. PURPOSE. This issuance establishes a written policy to comply with federal and state laws related to program accessibility. The Texas Military Department (TMD) is a diverse organization with missions that provide services and resources to service members, families, and citizens from many backgrounds across Texas and the United States. Each component must ensure family members and customers have reasonable access to the program and resources provided regardless of language.
2. APPLICABILITY AND SCOPE. This issuance applies to all TMD personnel.
3. POLICY. All military departments will prepare and maintain a written plan detailing how a non-English speaking individual can have reasonable access to the department's programs and services.
4. DEFINITIONS. NA
5. RESPONSIBILITIES. The following departments will file their plan with the TMD State Public Affairs Office (PAO):
 - a. Garrison Command
 - b. Joint Family Support Services
 - c. HRO Equal Opportunity Services
 - d. Domestic Operations Command
 - e. Office of the Executive Director
 - f. Medical Command
 - g. State PAO

h. Recruiting and Retention Battalion


i. Military Archived Records

6. INFORMATION REQUIREMENTS. NA

7. RELEASABILITY. Unlimited.

8. EFFECTIVE DATE. This directive is effective immediately and will expire two years from the date of publication unless sooner rescinded or superseded.

9. POINT OF CONTACT. State PAO at (512)-782-5620.


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