

Ohio Department of Job and Family Services
LIMITED ENGLISH PROFICIENCY PLAN
2018 - 2020

Clark County Department of Job & Family Services (CCDJFS) / OMJ Center

7/11/2018

Civil Rights Coordinator
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CHECK ALL THAT APPLIES

DJFS X
PCSA X
CSEA X
OMJ CENTER X

Limited English Proficiency Plan

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Limited English Proficiency Plan

I. Purpose

The purpose of this Limited English Proficiency Plan is to provide assurances and demonstrate that customers of CCDJFS / OMJ Center are being provided meaningful access to program information, benefits and services although the customers may be limited in their English Language Proficiency. This plan will be updated bi-yearly to refresh the assurances contained in the plan, address any changes in methods and update any changes in the LEP population utilizing the County Agency / OMJ Center.

It is understood that the Ohio Department of Job and Family Services' Bureau of Civil Rights (BCR) is charged with the duty to ensure that each County Agency / OMJ Center is in compliance with all relevant federal requirements involving applicants/recipients of program information, benefits and services who have limited English Language Proficiency (LEP).

II. Authorities and Definitions

Authorities

- **Title VI of the Civil Rights Act of 1964**, 42 U.S.C. §2000 et seq.; 45 CFR §80, Nondiscrimination based on race, color or national origin for any programs receiving federal financial assistance. Failure to provide meaningful access to program information, benefits and/or services due to an applicant/recipient's LEP is considered discrimination based on national origin.
- **U.S. Department of Justice Title VI Legal Manual**, January 11, 2001 edition
- **29 CFR Part 38 Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act**, July 22, 2014.
- **U.S. Department of Labor Policy Guidance on the Prohibition of National Origin Discrimination as it Pertains to Persons with Limited English Proficiency (05/29/03)**, Federal Register, Volume 68, Number 103
- **Food Stamp Program LEP regulations**, 7 CFR §272.4
- **Ohio Department of Job and Family Services Language Access Policy**, Dated January 20, 2005
- **Ohio Administrative Code section 5101:9-2-01 Civil Rights Plan**
- **Ohio Administrative Code section 5101:9-2-05 WIOA Nondiscrimination Complaints**
- **IPP.9004 Limited English Proficiency Protocol**

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Definitions of Terms:

- **County Agency** – County Departments of Job and Family Services, County Child Support Enforcement Agencies, Public Children Services Agencies, WIOA funded OMJ (Ohio Means Job) Centers, Agencies standing alone or any combined agencies with a single administrative structure.
- **Effective Communication** – In a human services, social services or job training/assistance setting; effective communication occurs when County Agency / OMJ Center staff have taken necessary steps to make sure that a person who is LEP is given adequate information in his/her language to understand the services, benefits or the requirements for services or benefits offered by the County Agency / OMJ Center. These necessary steps must allow an individual the opportunity to qualify for the benefits or services provided by that County Agency / OMJ Center without unnecessary delay due to the person's LEP. Effective communication also means that a person who is LEP is able to communicate the relevant circumstances of his/her situation to the County Agency / OMJ Center.
- **Interpretation** - Interpretation means the oral or spoken transfer of a message from one language into another language.
- **Limited English proficiency** - A person with limited English proficiency or "LEP" is not able to speak, read, write or understand the English language well enough to allow him/her to interact effectively with a County Agency / OMJ Center.
- **Meaningful access** - "Meaningful access" to benefits, programs and services is the standard of access required of the County Agencies / OMJ Centers since they receive federal funding through the state of Ohio. Meaningful access requires compliance by County Agencies / OMJ Centers with state and federal LEP requirements as set out in relevant state and federal laws. To ensure meaningful access for people with LEP, County Agencies / OMJ Centers must make available to applicants/recipients of benefits/services free language assistance that results in accurate and effective communication that does not result in undue delay or denial of benefits to which the LEP applicant/recipient is eligible.
- **BCR** - Bureau of Civil Rights. The entity contained within the Ohio Department of Job and Family Services charged with the responsibility of overseeing compliance by County Agencies / OMJ Centers with relevant civil rights laws including those related to LEP.
- **Translation** - Translation means the written transfer of a message from one language into another language. *Note: The use of translation engines through the internet or language applications can be very useful tools for a native speaker of that particular language. A native speaker is able to make the appropriate adjustment and/or corrections to the translation. A non-native speaker will have difficulty making the proper adjustment to the syntax's, meaning, and vocabulary. One example we found using one of the translation engines was: e.g., Spanish- dos burritos por favor; the English translation – two donkeys please, instead of two burritos please. The computer does not know that you are referring to food. The computer translates literally. Therefore, to avoid any misunderstandings we do not recommend the use of engine translations or applications unless you are a native speaker.*

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- **Vital Documents** - forms or documents *designed and utilized by the County Agency / OMJ Center* that are critical for accessing federally funded services or benefits or are required by law. Vital documents can include but are not limited to: applications for county designed programs; consent forms designed by the County Agency / OMJ Center; letters designed by the County Agency / OMJ Center requesting eligibility documentation.
- **Outreach Documents** - County Agency / OMJ Center designed documents utilized by the County Agency / OMJ Center to provide information to the general public but targeting individuals who are eligible or may be eligible for county benefits/services or programs.

III. CCDJFS / OMJ Center LEP Policy

It is the policy of CCDJFS / OMJ Center to provide meaningful access to all individuals applying for, participating in programs or receiving services/benefits administered by, supervised by, authorized by and/or participated in by CCDJFS / OMJ Center, its contractors and/or vendors. Meaningful access involves CCDJFS / OMJ Center promoting effective communication to LEP individuals seeking or receiving services, benefits or participation in programs funded in whole or in part by federal funds. This plan specifically provides necessary assurances and identifies tools being used to effectuate this policy.

IV. LEP Population

CCDJFS / OMJ Center has determined that the language(s) other than English that is/are most likely to be encountered by employees of the CCDJFS / OMJ Center is/are Spanish. The methodology used to make this determination is as follows: United States Census Data reflects that 3.3% of the population in Clark County is Hispanic. Additionally, 3.9% of the population in Clark County identifies as speaking a language other than English in their home. Clark County has a large migrant population due to the agricultural industry in Western Clark County.

County Agency / OMJ Center should provide **translated vital documents and interpretation services** to any LEP group that comprises approximately 100 or less low income single language minority household.

For program informational activities (**outreach**) in the appropriate language the County Agency / OMJ Center has to have less than 2,000 low income, if approximately 100 or more of those are single language minority; or in a County Agency / OMJ Center with 2,000 or more low income household, if approximately 5% or more of these household are single language minorities.

For the purpose of the LEP Plan a low-income household refers to as a household at or below 125% of the poverty level.

CCDJFS / OMJ Center will periodically monitor the LEP population of those served or those who could be served by CCDJFS / OMJ Center. If it is determined that other LEP language groups are seeking benefits/services or are potentially eligible to receive benefits/services within the County, The CCDJFS / OMJ Center will adjust its methods and services to serve the new population accordingly. Any new LEP populations will be reflected in the next LEP plan.

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V. Methods of Providing Services to LEP Population

(Check any that are applicable)

- ☐ Bi-lingual Employee(s) (if checked provide employee(s) names and language(s) with brief description of method of determining competence as interpreter(s)).
Information here
- ☐ Staff Interpreter(s) (if checked provide name(s) and language(s) with brief description of method of determining competence as interpreter(s)).
Information here
- ☒ Interpreter Contract (if checked, provide name(s) of contractor(s), list service(s) provided, language(s) covered, and brief description of how vendor(s) was/were chosen. Also attach copy of agreement or contract to this plan.).
CCDJFS/OMJ Center has a contract with Vocalink Global for interpreter and translation services. This vendor was selected following the receipt of quotes from five organizations providing interpretation/translation services. A copy of the contract is included as Attachment B.
- ☐ Volunteer Interpreters (if checked provide names, organization if applicable as well as brief description of method of determining competence as interpreter).
Information here
- ☐ Telephone Interpreting Services (if checked provide name of vendor with brief description of how vendor was chosen. Attach copy of contract to this plan).
Information here
- ☐ Agreement with Educational Institution (if checked provide name of institution, name(s) of interpreters, brief description of method of determining competence of interpreter. Attach copy of agreement, MOU or other written document to this plan. If nothing in writing, describe arrangement).
Information here
- ☒ Translation contracts (if checked provide name(s) of contractor(s), list service(s) provided, language(s) covered and brief description of how vendor was chosen. Also attach copy of agreement or contract to this plan).
CCDJFS/OMJ Center has a contract with Vocalink Global for interpreter and translation services. This vendor was selected following the receipt of quotes from five organizations providing interpretation/translation services. A copy of the contract is included as Attachment B.
- ☐ Other (if checked explain arrangement and attach any relevant documents explaining the arrangement to this plan).
Information here

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VI. Interpreter Services

CCDJFS / OMJ Center, at no cost to the LEP individuals or families, provides interpreter services to all LEP individuals or families applying for, participating in programs or receiving services/benefits through the CCDJFS / OMJ Center by the means designated in section V. of this plan. The interpreter services are provided in an efficient and timely manner so as not to delay a determination of eligibility for an individual or family, receipt of eligible services/benefits or participation in a county run program beyond that of an English speaking individual or family. The CCDJFS / OMJ Center makes this policy known to the LEP through the following methods (e.g. posters in other languages, Babel cards, etc.). CCDJFS makes this policy known through posters in Spanish and Babel Translation cards.

CCDJFS / OMJ Center addresses phone calls and voice mail by LEP individuals in the following manner (describe County Agency / OMJ Center phone services for LEP individuals. If addressed through something checked in section V. can reference that portion).

CCDJFS uses the contract with Vocalink to assist with serving LEP individuals who place phone calls and/or leave voice mail messages with CCDJFS.

CCDJFS / OMJ Center addresses walk-ins to the CCDJFS / OMJ Center Lagonda Campus who are LEP individuals in the following manner (refers to receptionists or point of contact) By using a Babel card to determine preferred language, as well as, to notify the client that we are contacting an interpreter. CCDJFS will contact Vocalink Global and provide sufficient information to obtain an interpreter.

CCDJFS / OMJ Center does not require, suggest or encourage LEP individuals or families to use friends, family members or minor children as interpreters. If an LEP individual or family insists that a friend or family member serve as interpreter, CCDJFS / OMJ Center will inform the customer that the family may stay but will not be able to serve as the interpreter. Only on rare occasions when there is no other strategy, such as interpretations over the phone, the CCDJFS / OMJ Center will then, on a case by case basis, consider factors such as: competence of the family or friend used as the interpreter; the appropriateness of the use in light of the circumstances and ability to provide quality and accurate information, especially if the interview could result in a negative affect on the individual or family's eligibility for benefits/services; potential or actual conflicts of interest; and confidentiality of the information being interpreted to determine whether CCDJFS/ OMJ Center should provide its own independent interpreter for itself. In no case does CCDJFS / OMJ Center allow a minor child to act as interpreter for an LEP individual or family.

VII. Translation of Documents

CCDJFS / OMJ Center translates all county designed vital documents into each LEP language group that comprises at least 5% or 1,000, whichever is less, of persons eligible for or likely to be affected by the agency's services. Currently, Currently, there are no LEP language groups meeting this criterion.

CCDJFS / OMJ Center translates all outreach documents for each LEP group that equals 10% or 3,000, whichever is less, of persons eligible for or likely to be directly affected by the CCDJFS / OMJ Center services. Currently, There are no LEP language groups meeting this criterion.

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For any LEP individuals applying or receiving services from CCDJFS / OMJ Center where vital documents are not available in the LEP individual's language, CCDJFS / OMJ Center provides a notice in the LEP individual's language that the LEP individual may bring any document into the CCDJFS / OMJ Center office and an interpreter (face to face or telephonic interpretation) will be provided free of charge to interpret the document for the LEP individual.

VIII. Dissemination of Information to County Agency / OMJ Center Personnel

CCDJFS/ OMJ Center makes its personnel aware of its LEP policies, methods of providing services to LEP individuals and other information contained within this plan through the following: (explain in some detail, e.g. training by civil rights coordinator, on-line training, new employee orientation, personnel handbook, hand-outs, etc.).

CCDJFS provides the information contained in the LEP plan to new employees. In addition, all employees are reminded of CCDJFS LEP processes by email and divisional meetings. CCDJFS reviews the Civil Rights Plan, ADA plan and LEP plan with all staff on an annual basis. All plans are on our public website (www.clarkdjfs.org) and the CCDJFS in-house innerweb

IX. (Optional)

Any other information, explanation, or assurances connected to LEP issues provided at the option of the County Agency.

X. Attachments

Attachment A – CCDJFS Civil Rights Plan

Attachment B – Vocalink Global Contract

Attachment C - Title

Attachment D - Title

Attachment E - Title

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Signatures:

Person with Authority <i>Wynne K. Marky</i>	Director	Date <i>7-6-18</i>
Person with Authority <i>Michelle K. Noble</i>	Civil Rights Coordinator	Date <i>7-12-18</i>
Person with Authority <i>James M. H. Churnin</i>	Title <i>County Administrator</i>	Date <i>7-12-18</i>
Person with Authority	Title	Date
Person with Authority	Title	Date
Person with Authority	Title	Date