OHIO DEPARTMENT OF JOB AND FAMILY SERVICES LANGUAGE ACCESS POLICY

STATEMENT OF COMMITMENT

The Ohio Department of Job and Family Services (ODJFS), together with its county partners and contractors, are committed to full compliance with Title VI of the Civil Rights Act of 1964. One important element of Title VI is non-discrimination on the basis of national origin, including provision of language access services to persons with Limited English Proficiency.

Limited English Proficiency (LEP) customers will receive timely and effective oral interpreter and written translation services at no cost.

The Ohio Department of Job and Family Service's Bureau of Civil Rights is charged with monitoring compliance with Title VI and language access in Ohio. It also operates as the clearinghouse for all language access initiatives within the department.

ASSESSMENT AND PLANNING

On a bi-annual basis, ODJFS will assess the LEP population to be served in Ohio. Following the assessment, ODJFS will develop a plan to meet the needs of eligible populations.

TRAINING

ODJFS staff, county agency staff and contractors will receive training on how to provide language access services. State and county staff will be offered training annually and will be required to attend LEP training once every three years.

ORAL INTERPRETERS

LEP customers who access services provided by ODJFS, its county partners and contractors, will be offered interpreting services in a timely manner and at no cost to the customer. Staff will be provided resources to locate interpreters.

WRITTEN NOTICE

ODJFS, its county partners and contractors commit to providing written notification about language access rights by the following means:

- Posting signs in lobbies and waiting areas,
- Customer orientations,
- Statements in appeal notices,

- Statements about the services available and the right to free language assistance services in qualified non-English languages in brochures, booklets, outreach, recruitment information and other materials that are routinely disseminated to the public.

Each written notice shall address:

- Rights to free qualified interpreter services,
- Discourage agency or contractor from using a minor child, friend or relative as an interpreter,
- Right to file a civil rights complaint.

DOCUMENT TRANSLATION

Except when federal law or federal guidance provides otherwise, ODJFS will provide translated written vital documents and oral translation of other documents for each eligible LEP language group that constitutes 5% or 1,000 individuals, whichever is less, for the populations of persons eligible to be served or likely to be directly affected by ODJFS programs. Translated materials will be written in a culturally sensitive and understandable manner.

When feasible, ODJFS will provide translated outreach documents, for each eligible LEP language group that constitutes 10% 0r 3,000 individuals, whichever is less, for the populations of persons eligible to be served or likely to be directly affected by ODJFS programs. Each ODJFS program office shall make a good faith effort to publish all new or revised vital documents simultaneously in English and Spanish. If time constraints do not allow this to be done, the ODJFS program office shall ensure that the translation into Spanish is expedited as close to the publishing date of the English version as possible. Translated materials will be written in a culturally sensitive and understandable manner.

COMPETENCY OF INTERPRETERS AND TRANSLATORS

ODJFS will only use qualified interpreters and translators. Interpreters and translators will be appropriately trained, understand the need to observe confidentiality and be made aware of ethical rules when interpreting or translating.

CIVIL RIGHTS POLICY AND DISCRIMINATION COMPLAINT FILING PROCESS

ODJFS' Civil Rights Policy and Discrimination Complaint filing process will be posted in plain view and in the major language groups in each office.

COMPUTER SYSTEMS AND COMPUTER NOTICES

All ODJFS supplied computer systems will have indicators for identification of LEP customers. All computer generated notices will have a statement in the major language groups served regarding the content of the notice and how to obtain translation of the entire notice.

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OTHER COMMUNICATION METHODS

ODJFS will make Interactive Voice Response Systems, voice mail, web pages, posters, videos and media use (Television, radio and newspapers) in the major (10% or 3,000 individuals) language groups served.

COMMUNITY OUTREACH

ODJFS will conduct outreach to the major language groups served (10% or 3,000 individuals, whichever is less).

MONITORING AND COMPLAINT INVESTIGATION

Monitoring of Language Access Compliance will be done by the agency's Bureau of Civil Rights as apart of its federally mandated responsibilities to review state and county compliance with Title VI. This monitoring may include a desk review of plans, data, surveys and/or on-site reviews, which may include interviews of customers, county agency staff and community-based organizations.

The Bureau of Civil Rights will also investigate complaints of discrimination based on national origin and language access.

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