

Ohio Department of Job and Family Services
LIMITED ENGLISH PROFICIENCY PLAN
2021 - 2023

Franklin County Department of Job and Family Services
1721 Northland Park Avenue
Columbus, Ohio 43229-5174

1/1/2021

Civil Rights Coordinator
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CHECK ALL THAT APPLIES

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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 Franklin County Department of Job and Family Services 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
- **UIPL 02-16**, State Responsibilities for Ensuring Access to Unemployment Insurance Benefits, Services and Information
- **Executive Order 13166**, Improving Access to Services for Persons with Limited English Proficiency
- **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**

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- **IPP.9004 Limited English Proficiency Protocol**

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*

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do not recommend the use of engine translations or applications unless you are a native speaker.

- **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.
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III. Franklin County Department of Job and Family Services LEP Policy

It is the policy of Franklin County Department of Job and Family Services 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 Franklin County Department of Job and Family Services, its contractors and/or vendors. Meaningful access involves Franklin County Department of Job and Family Services 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

Franklin County Department of Job and Family Services has determined that the language(s) other than English that is/are most likely to be encountered by employees of the Franklin County Department of Job and Family Services is/are Nepali, Somali, Spanish and Arabic. The methodology used to make this determination is as follows: Franklin County Department of Job and Family Services obtained its data from its interpreter utilization and the primary language indicator from agency systems (Ohio Benefits).

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.

Franklin County Department of Job and Family Services will periodically monitor the LEP population of those served or those who could be served by Franklin County Department of Job and Family Services. If it is determined that other LEP language groups are seeking

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benefits/services or are potentially eligible to receive benefits/services within the Franklin County Department of Job and Family Services, Franklin County Department of Job and Family Services will adjust its methods and services to serve the new population accordingly. Any new LEP populations will be reflected in the next LEP plan.

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)).

West Community Opportunity Center: Marwa Awad- Arabic, Raiza Romero- Spanish
Northland Village Community Opportunity Center: Maria Haddad- Hungarian, Lisette Merced- Spanish, Munirah Paknazhad- Farsi, Jean Andre- French Creole, Mohamed Ali- Somali, Dorcas Hernandez- Spanish, Kerrigan Bowd- Spanish, Cynthia Watiker- Spanish, Keith Romney- Spanish, Hai Pham- Vietnamese,
Community Engagement and Support Services (CESS): Saham Ahmed- Somali, Dorcas Hernandez- Spanish, Marco Montroy- Spanish

None of the Department's employees have been tested or trained as interpreters. Their language abilities are not used as an integral part of their jobs but rather to assist when an unplanned situation arises and where the Department did not have an opportunity to schedule a professional interpreter. They are used in a stop-gap fashion to convey short messages when communication would otherwise not be possible.

- Staff Interpreter(s) (if checked provide name(s) and language(s) with brief description of method of determining competence as interpreter(s).).
- 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)

Currently Scheduled interpretation services are available at the Opportunity Centers are Spanish, Somali, Nepali and Arabic and American Sign Language.

On-call, face to face interpretation the same day for the 81 locally available languages. (Depending on availability of an interpreter for a particular language, some on-call requests may take longer.) Telephone interpretation services available the same day within 30-60 minutes of scheduling for all 269 available languages.

Data tracking allows the Department to monitor the number of customers at each Opportunity Center by primary language in order to identify trends in customer populations and to add additional on-site interpreters as needed.

- Volunteer Interpreters (if checked provide names, organization if applicable as well as brief description of method of determining competence as interpreter).

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- Telephone Interpreting Services (if checked provide name of vendor with brief description of how vendor was chosen. Attach copy of contract to this plan)
- 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).
- 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).

The Department has a contract with Access 2 Interpreters for translation services. this vendor was chose through a competitve request for proposal process. They provide translation services in 81 languages.

- Other (if checked explain arrangement and attach any relevant documents explaining the arrangement to this plan).

The Department has contracts for ESOL services in various sites throughout the country in three locations. Currently, the Department has contracts with four community agencies to provide basic employability skills, job readiness, placement and retention, and career services specifically for refugees and the LEP population. Many of our refugee customers speak limited or no English and may be illiterate in their own language. Providing employability through an intepreter is ineffective. Delivering the curriculum verbally and through visual aids has proven effective in assisting these individuals with job search and acquisition.

Finally, the Department contracts with Action for Children to provide mandatory trainings to individuals seeking or maintaining licensure as a home child care provider pursuing Step Up to Quality ratings. This contract affords Action for Children to provide training in Communicable Disease Management, Child Abuse Recognition/Prevention, SUTQ Commitment, SUTQ Registration, SUTQ Renewal/Increase, Licensing Pre-Orientation, Pre-Licensing Visit, Licensing Registrations and Pediatric First Aid and CPR to LEP individuals seeking or maintaining licensure through contracted interpreters.

VI. Interpreter Services

Franklin County Department of Job and Family Services , 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 Franklin County Department of Job and Family Services 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

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beyond that of an English speaking individual or family. The Franklin County Department of Job and Family Services makes this policy known to the LEP through the following methods (e.g. posters in other languages, Babel cards, etc.).

All of our Centers have regularly scheduled, onsite interpreters through our interpretation contracts.

The Northland Village Center has 240 hours of regularly scheduled Spanish interpretation (160 hours assigned in the call center), 240 hours of regularly scheduled Somali interpretation (160 hours assigned in the call center), 80 hours of regularly scheduled Arabic/Somali interpretation per week, and 80 hours of regularly scheduled Nepali interpretation per week.

The West Center has 80 hours of regularly scheduled Spanish interpretation, 80 hours of regularly scheduled Somali interpretation, and 80 hours of regularly scheduled Arabic/Somali interpretation per week.

The East Opportunity Center has 80 hours of regularly scheduled Spanish Interpretation per week.

Additionally, signage has been installed in each Opportunity Center welcoming customers in multiple languages as well as advising customers in multiple languages that free interpretation services are available.

Franklin County Department of Job and Family Services 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).

Staff will call the contracted interpretation provider(s) to provide assistance in addressing phone calls and voicemails from or to LEP individuals (see description of services under Interpretation Contract on page 6). If an interpreter is onsite, that interpreter will be used to address telephone calls and voicemails.

Franklin County Department of Job and Family Services addresses walk-ins to the Franklin County Department of Job and Family Services building(s) who are LEP individuals in the following manner (refers to receptionists or point of contact)

Staff use onsite interpreters to determine if a customer needs an interpreter and to identify the language spoken by the customer. Where use of onsite interpreters is not sufficient to ascertain a customer's need for an interpreter, staff may also request assistance from the contracted interpretation provider(s)

Staff offers interpretation services to any customer who appears to be LEP. The front desk staff also provides an "I Speak..." card that can be given to an LEP customer once his/her language is identified. The customer may then carry this card with him/her for any situation where they may need interpretation services to facilitate the identification of an appropriate interpreter. Where interpretation services are offered and declined by a customer, staff documents that the customer has declined interpretation services.

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Franklin County Department of Job and Family Services 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, Franklin County Department of Job and Family Services 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 Franklin County Department of Job and Family Services 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 Franklin County Department of Job and Family Services should provide its own independent interpreter for itself. In no case does Franklin County Department of Job and Family Services allow a minor child to act as interpreter for an LEP individual or family.

VII. Translation of Documents

Franklin County Department of Job and Family Services 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, the LEP language groups meeting this criterion are Arabic, Somali, Spanish, and Nepali, and are available to all staff on a shared drive. All commonly used state forms have been translated by ODJFS. No other languages meet the 5% or 1,000 rule.

Franklin County Department of Job and Family Services 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 Franklin County Department of Job and Family Services services. Currently, the LEP language groups meeting this criterion are Somali, Spanish and Nepali. No other languages meet the 10% or 3,000 rule.

For any LEP individuals applying or receiving services from Franklin County Department of Job and Family Services where vital documents are not available in the LEP individual's language, Franklin County Department of Job and Family Services provides a notice in the LEP individual's language that the LEP individual may bring any document into the Franklin County Department of Job and Family Services 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

Franklin County Department of Job and Family Services 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.).

The department has training staff that is available to provide training to all new employees in Title VI, including LEP, to all staff. Continuous annual training is provided to all staff and the Civil Rights and LEP Plan are available to staff on Sharepoint/county portal.

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At the time of hire, new employees are provided with the Franklin County Commissioners Handbook, which includes the county's Non-Discrimination Policy. That handbook is reviewed by new employees at the initial new hire orientation presented by the Franklin County Human Resources Department.

Additionally, all new department employees are required to attend a three-hour Multicultural Awareness training course presented by the Franklin County Human Resources Department during their probationary period. Non-probationary employees may also re-attend the Multicultural Awareness training course at any time.

IX. (Optional)

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

X. Attachments

Attachment A – Franklin County Department of Job & Family Services
Purchase of Service Contract with Access 2 Interpreters

Attachment B – Franklin County Department of Job and Family Services
Civil Rights Plan


Attachment C -

Attachment D -

Attachment E -

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Signatures:

Person with authority 	Director	Date 2-24-21
Person with authority janel.theiss <small>Digitally signed by janel.theiss Date: 2021.03.08 11:33:38 -05'00'</small>	Civil Rights Coordinator Janel Theiss	Date 02-27-2021
Person with authority Laura Repasky	Title <small>Digitally signed by Laura Repasky Date: 2021.02.18 10:50:19 -05'00'</small>	Date
Person with authority	Title	Date
Person with authority	Title	Date
Person with authority	Title	Date