

ORC:
OAC: 5101:2-36; 5101:2-33-20;
5101:9-2-01(P)(1)
CFSR:
Board:
Other: Civil Rights Act of 1964, Title VI

Next Review Date: 4/25
Last Reviewed: 4/22
Review Responsibility: Client Rights Officer
Other Handbooks: Region 10I, Intake 9B

FCCS PROCEDURE

NO.: 6B

SUBJECT: Meeting Oral and Written
Communication Needs of Clients (Limited English
Proficiency and Hearing Impaired)

Approved by: Executive Council
Effective Date: 10/27/08

Date(s) of Revision: Mar 25, 2009; Dec 23, 2009, Jun 6, 2011; Jun 17, 2013; Dec 16,
2014; Oct 2, 2018; Apr 7, 2022

Responsible for Implementation: All Staff

Procedures:

Franklin County Children Services meets the oral and written communication needs of clients by:

- 1) Displaying a poster at each agency location that clearly outlines the rights of parents to communicate in their primary language. The languages on the posters are Khmer or Cambodian, Spanish, Somali, and Vietnamese.**
- 2) Providing clients with the Consumer Rights and Information booklet at initial contact, which summarizes their rights and responsibilities. This booklet is readily available in English, Somali, Spanish, Nepali, Arabic and can be translated into any language our clients require. The following language is prominently displayed on the inside cover of each booklet:
“All persons who are unable to communicate using the English language, whether orally or in writing, must have equal access to services provided by Franklin County Children Services. Effective communication will be provided through bilingual Children Services staff whenever possible. When that is not possible, a certified interpreter will be provided at no cost.”**
- 3) Providing an interpreter that is fluent in American Sign Language.**

(See section 8 below.)

- 4) Offering to read documents or allowing family members to read documents for our blind clients. Braille numbers and lettering for all the agency elevators and on the office doors at the Agency's 855 W. Mound location. Contracts Department is able to do individual contracts for specialized services, including providing documents in Braille.
- 5) Supplying an intranet web page for use by FCCS staff members, which lists employees on staff who are available to advise co-workers on certain cultures. This information may be accessed through the FCCSnet under the Committee's web page, Multi-Cultural Development Team, MDT Cultural Resource Guide.
- 6) Contracting with Somali and Hispanic consultants who are available to assist caseworkers with cultural issues.
- 7) Requiring each new employee receive notification and training regarding the Agency's Civil Rights Plan Policy during agency orientation.
- 8) Interpreter Services
 - a) Child or members of the family should not be used as interpreters, unless there are extreme circumstances.
 - b) Providing a contract with a service provider offering comprehensive interpreting/translation services including American Sign Language. Caseworkers needing interpreter or translation services are to contact the current provider.
 - i. US Together at 614-581-4357 or check the Services Locator for additional information.
 - c) FCCS contracts for foreign language and American Sign Language (ASL) interpreters for the use and benefit of FCCS clients and staff and may be used only when a FCCS staff person is present. When document translations are paid by FCCS, the documents must originate with FCCS staff.
 - i. Per Ohio Administrative Code 5101:9-2-01(P)(1), County agency and its contract providers shall provide notice to beneficiaries, and employees with impaired vision and/or hearing, and individuals who

are Limited English Proficiency (LEP) that, if needed, an interpreter will be provided for them at no charge.

- ii. Caseworkers who encounter problems, or unusual circumstances in obtaining interpreters or document translations, or with any FCCS contracted provider should contact the Contracts Management Department for assistance.

d) Face-to-Face and Telephone Interpreter Services and/or Document Translation Services – Refer to the Services Locator Foreign Language Interpreter/Translation Services

- 9) The language and oral/written communication needs of clients should be recorded in SACWIS in the person profile. The appropriate language(s) and the need for an interpreter are to be recorded as illustrated below.

The screenshot shows the 'SACWIS - Person - Profile - Demographics' form in a Windows Internet Explorer browser window. The address bar shows the URL 'https://sacwis.ohio.gov/sacwis/PerSvcBasic'. The form is divided into several sections:

- Race:** Includes checkboxes for Alaskan Native, White, Native Hawaiian, Unable to Determine, Black/African American (checked), American Indian, Other Pacific Islander, and Asian.
- Ethnicity/Ancestry:** Includes a dropdown for 'Hispanic/Latino' set to 'No'. Below it, 'Available Ancestry' has a list with 'African American/Black', 'Arabic', and 'Asian Indian'. 'Selected Ancestry' is empty. 'Other Ancestry' is a text field.
- Indian Tribe:** Includes fields for 'Indian Tribe 1' and 'Indian Tribe 2'.
- Available Language:** Includes a list with 'Albanian', 'American Sign Language', and 'Arabic'. 'Selected Language' is set to 'English'. 'Other Language' is a text field.
- Interpreter Needed:** Includes a checkbox that is currently unchecked.
- Religion:** Includes a dropdown menu and a text field for 'Other Religion'.
- Deceased:** Includes a checkbox that is currently unchecked and a 'Deceased Date' field with a calendar icon.
- Marital Details:** Includes a table with columns: 'Spouse Name/Significant Other', 'Marriage/Relationship Status', and 'Status Effective Date'.

Refer to SharePoint for the Contract Information for Interpreter Services.