

LANGUAGE ACCESS

Do you or someone you know speak a language other than English? Do you or they have trouble understanding and speaking English? If you answered yes to these questions, you have a right to an interpreter when interacting with Lucas County Department of Job & Family Services (LCDJFS). Persons who are Limited English Proficient (LEP) should tell staff right away that they need an interpreter and the agency will provide you one at no cost to you.

About our language access services:

- In our lobby, we have “Language Identification” posters and signs in various languages that will allow you to point your language so that our staff can obtain an interpreter for you. (These posters and signs are sometimes referred to as “I Speak” signs.) If you do not see your language on the posters or signs, please indicate to our front desk staff that you do not speak English and they will apply rules to determine your language of need.
- We have onsite interpreters proficient in the following languages:
 - Spanish
 - Arabic
 - Hindu
 - Urdu
 - Gujarati
- For all other languages, we provide immediate over-the-phone and in-person interpretation services (as needed) through our contracted provider.
- An interpreter will be provided to you for free to translate any document sent to you from our State or County offices.
- Staff are trained in how to use interpretation and translation services, and how to serve Limited English Proficient (LEP) clients.

If you believe that LCDJFS has failed to provide these services or discriminated in another way, please call the Civil Rights Coordinator at 419-213-8456.

Notification for use of personal interpreters:

LCDJFS 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, LCDJFS 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 LCDJFS 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 effect 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 LCDJFS should provide its own independent interpreter for itself. In no case does LCDJFS allow a minor child to act as interpreter for an LEP individual or family.