

# Knowing Your Language Rights



# Introduction

- Access to services is one of the greatest obstacles facing refugees, immigrants, and other Ohio residents of Limited English Proficiency
- What can you do if you are limited English proficient and need services and/or benefits?
- Are you protected? How?

# Title VI of the Civil Rights Act of 1964

- Prohibits discrimination by federally funded entities based on:
  - Race
  - Color
  - National Origin



# Who Should Comply?

- Hospitals
- Nursing Homes
- Health Service Providers
- Human Service Providers
- Contractors
- Police Departments
- Educational Institutions
- and more.....



# How does Policy Guidance Apply?

- On the Title VI Prohibition against National Origin Discrimination as it affects persons with “Limited English Proficiency” (LEP)



# Limited English Proficient (LEP)

- Is an individual person who is unable to speak, read, write or understand the English language at a level that permits him or her to interact effectively with health and social services agencies and other federally funded providers.



# LEP AND TITLE VI

- To comply with Title VI
- federally-funded entities must
- ensure that LEP persons
- have meaningful access.



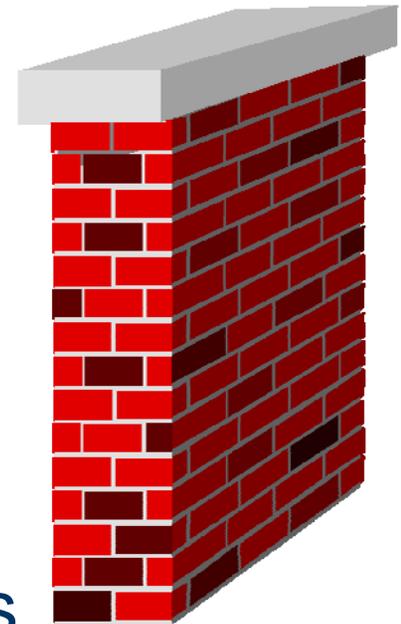
# Types of Illegal Discrimination

- Intentional
- Disparate Impact
  - the policy or activity has a discriminatory effect



# Communication Barriers

- Denial of needed benefits and services
- Delay in delivery
- Wrong benefits or services
- Ineffective or less effective services



# Examples

- Denying benefit or opportunity to participate
- Providing different services/ benefits
- Restricting privileges
- Using policies/procedures that have a disparate impact

# KEY TO LEP COMPLIANCE

- To ensure **meaningful access** covered entities must:
- PROVIDE LANGUAGE ASSISTANCE
  - that results in accurate and effective communication
  - At NO COST



# LANGUAGE ASSISTANCE

- Oral language assistance
- Translated written materials
- Notice to LEP persons



# ORAL LANGUAGE ASSISTANCE

Covered entities must provide:

- Language interpreters
- Trained & competent interpreters
- Assistance must be timely
- At no cost to the LEP person



# TYPES OF ORAL LANGUAGE ASSISTANCE

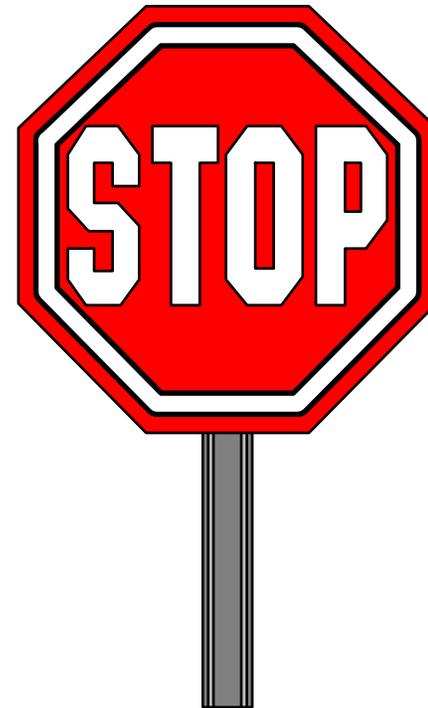
- Bilingual staff
- Staff interpreters
- Contractors
- Volunteers
- Telephone language line



# ORAL LANGUAGE ASSISTANCE

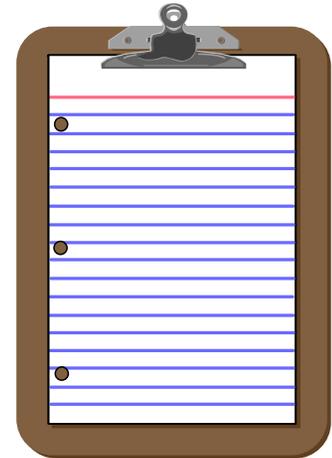
Do not require  
applicants/clients to:

- use family or friends
- use minor children



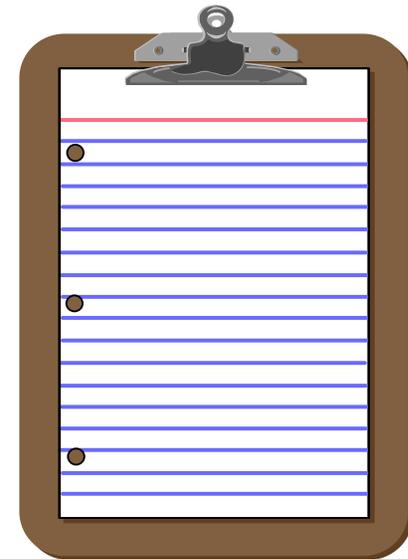
# WRITTEN LANGUAGE ASSISTANCE

- Translate documents into regularly encountered non-English languages (when a significant number or percentage of the eligible population is LEP and needs the services or information)



# VITAL DOCUMENTS

- Application forms
- Enrollment forms
- Letters or notices about eligibility or any change in benefits
- Anything that requires a response
- Medical or discharge information



# NOTICE OF LANGUAGE ASSISTANCE

## Examples:

- Language identification cards/posters
- Signs posted in non-English languages
- Statements in non-English languages in brochures, outreach materials, etc
- Telephonic messages in non-English languages
- Public Service Announcements
- Community outreach

## Contact information

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## Other Contacts:

- US Department of Health & Human Services  
Office of Civil Rights, Region V  
233 N Michigan Avenue, Suite 240  
Chicago, IL 60601

Additional Information on Title VI

[www.lep.gov](http://www.lep.gov)



## OTHER CONTACTS

- Ohio Department of Job & Family Services  
Bureau of Civil Rights  
30 E Broad Street, 30<sup>th</sup> Floor  
Columbus, OH 43215  
(866) 227-5363 TTY 1 (866) 221-6700

