

For additional information, contact

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You may also visit the DCFS website:

www2.illinois.gov/DCFS

*If you are having difficulty obtaining services in Spanish,
please call the Advocacy Office for
Children and Family Services*

800-232-3798



**The Burgos Consent Decree may
give you the right to the following
services:**

To have a bilingual social services caseworker
in charge of your case

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To receive DCFS documents and
correspondence in Spanish

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To receive services for your family,
children and yourself in Spanish

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To have your child placed with a
Spanish-speaking, bilingual foster family

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To have access to an interpreter whenever you
request it at no cost

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Illinois Department of
DCFS

Children & Family Services

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Printed by Authority of the State of Illinois
DCFS #579 • Apr 2019 • 100 Copies
CFS 1050-63-2 – Rev. 4/19

Burgos Consent Decree



Illinois Department of
DCFS
Children & Family Services



I am the subject of a child abuse/neglect investigation and I only speak Spanish. Are there bilingual investigators?

Yes. DCFS will send out a bilingual investigator. If a bilingual investigator is not available, then an interpreter will accompany the non-bilingual investigator on all contacts with persons who only speak Spanish. **Your children may not be used as interpreters.**

How will I let the Department of Children and Family Services (DCFS) know that I want services in Spanish?

You will determine in what language, Spanish or English, you want to receive services by communicating your language preference to your caseworker. The caseworker will then record your indicated language preference on a *language determination form* that will become part of your case file.

What services are available in Spanish for my children, my family or me?

Services that are needed by Spanish speakers only shall be provided, in Spanish. Services for those who have requested services in the Spanish language shall also be provided in Spanish. Services available in Spanish may include, but are not limited to: individual and family counseling, domestic violence counseling, psychological and psychiatric evaluation and treatment, parenting classes, alcohol and substance abuse evaluation and treatment, and sexual abuse evaluation and treatment.

Can I receive services in Spanish if I have an open case with DCFS but my children still live with me?

Yes, if you have indicated on the *language determination form* that you need or request the services in Spanish and you have an open case with DCFS where a worker comes into your home to provide services for you and your children. Services for intact families in Spanish include the same services as described above.

I only speak Spanish, but a bilingual caseworker was not available. How will the caseworker communicate with me?

DCFS will have an interpreter accompany non-bilingual caseworkers on *all* visits with you.

Will I receive letters, notices, rules and documents in Spanish?

Yes. DCFS will send all letters, notices, service plans and other correspondence in Spanish to Spanish speakers or those who request them in Spanish.

My child only speaks Spanish. Will my child be placed in a Spanish-speaking foster home or placement where he/she will be able to communicate with the foster parent or staff?

Yes. DCFS will place Spanish-speaking only children in a foster home where Spanish is spoken. **However**, many children come to DCFS with special needs that require specialized placements. In the event your child needs a special home, DCFS will make the best placement choice considering language, but first ensuring your child's well-being and safety.

My child is placed with relatives that only speak Spanish. Can I get a bilingual worker assigned to work with them?

Yes. If your child is placed with relatives that only speak Spanish, a bilingual worker will be assigned or an interpreter provided to accompany the caseworker on all visits to the home.



Does DCFS have Spanish-speaking interpreters?

Yes. DCFS contracts with Spanish-speaking interpreter services. Spanish interpreter services are available if you request them and/or when needed at no cost. You can make that request to your caseworker.

Is there other information available in Spanish that I can request?

Yes. There are several important brochures that can be of help, including:

- *You, Your Children, the Illinois Department of Children and Family Services and Child Abuse: Guide for Parents Who are Mexican Nationals: 2006*
- *What you need to know about child abuse and neglect investigations*
- *The Service Appeal Process*
- *The Advocacy Office for Children and Families*
- *Norman Services*
- *Protect Your Rights as a Father*
- *What you need to know about being a relative caregiver*

DCFS has other materials in Spanish. Make sure to ask your caseworker for the information in your preferred language.