WORKFORCE DEVELOPMENT BOARD
OF SOUTHEAST MISSOURI

www.job4you.org

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ACCESSIBILITY POLICY

(Limited English Proficiency)

The Southeast Region ensures that the full array of One-Stop services is available to all individuals with Limited English Proficiency, in accordance with OWD Issuance 06-2021.

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English may be limited English proficient, or "LEP". These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or,
- against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I financially assisted program or activity.

"No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." —42 U.S.C. § 2000d. Different treatment based on a person's inability to speak, read, write, or understand English may be a type of national origin discrimination.

The Southeast Workforce Development Board assessed the language needs in the region. According to American Fact Finder, 2000 Census Data - English, Spanish, Chinese, and Tagalog are the most frequent languages spoken in the Southeast Region. Data was broken down per county and looked at grouped by associated job center. A copy of the Equal Opportunity is the Law Notice is posted in the three top languages associated with the counties for that Job Center.

In order to have meaningful access to our programs and services there are different options individuals may use to request language assistance services from the Southeast Region. The Southeast Workforce Development Board requires that individuals who have Limited English Proficiency are providing the same quality of information about programs and services as a person without a Limited English Proficiency Barrier. Reasonable Steps to ensure interpretative services are provided may include but are not limited to the following:

- Access to over-the-phone language services
- Point to your language posters and Your Right to an Interpreter Notices are posted in all Job Centers and Youth Offices, these are posted in the front office area in an effort to be noticeable to

all entering guests. When an individual points or refers to one of these posters a staff member would know language assistance is being requested to assist this individual.

- Providing oral interpretation or written translation of both hard-copy and electronic materials in the appropriate non-English language
- Written training materials in appropriate non-English languages by written translation
- Oral training content in appropriate non-English languages through in-person or telephone translation –
- Implementation of an LEP Outreach Plan
- Coordination of services with AEL programs.
- The Southeast Workforce Development Board's website has the Babel Notice posted on the footer of each page: "This information can be translated into another language if requested. Please contact the Equal Opportunity Officer for the Southeast Workforce Development Board for document translation assistance." Contact information for staff members is also posted to the website.
- Babel Notices are also placed on every brochure, flyer, and handout directing individuals to contact their local job center for language assistance. So the individual needing language translation assistance can contact the local EO officer or any Job Center Staff member to make the request.

In an effort to ensure individuals are advised of available services to assist limited English proficient individuals, the Southeast Region is using a combination of materials. Babel notices, Point to your Language and Your Right to an Interpreter Posters, Equal Opportunity Notice in multiple languages are being completed. Additionally, in compliance with DWD Issuance 06-2014, referrals to AEL for LEP classes provided by DESE for English Language Leaners.

LEP individuals will not be required to provide their own interpreter. Job Center staff will not rely on an LEP individual's minor child or adult family or friend to interpret. The only exception will be if the LEP individual specifically requests that an accompanying adult provide language assistance and they agree to assist the individual.

All documents that contain vital information must be able to be translated. Translations in the top language other than English in the Southeast Region should be available before a request.

- Examples of documents containing vital information include, but are not limited to applications, consent and complaint forms; notices of rights and responsibilities; notices advising LEP individuals of their rights under this part, including the availability of free language assistance; rulebooks; written tests that do not assess English language competency, but rather assess competency for a particular license, job, or skill for which English proficiency is not required; and letters or notices that require a response from the beneficiary or applicant, participant, or employee."

All Job Center customers have the right to an interpreter at no cost to them. Services for Limited English Proficient Individuals include but is not limited to:

- Written Document Translation Assistance – This is on information on programs and services operated by the Southeast Workforce Development Board and the Job Centers. If a participant is attending and/or participating in and employment or training service, it is the responsibility of that recipient to provide translation assistance on their information, programs, and services.
- On-Site Translation Assistance – This includes services like workshops, enrollments, resume assistance, assessments, etc.
- Language Link - Language Link is a service that interprets 240 different languages. Posters are in each office that will allow the individual to point to the appropriate language. Posters are also in each office that provides information that they have a right to an interpreter at no cost to them.

When Language Link is used that information and language selected is tracked by the Department of Higher Education and Workforce Development and available through quarterly reports.

The Workforce Development Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

Like accommodation requests that do not result in a funding cost, staff members can and are encouraged to complete a LEP request immediately and do not have to get supervisor approval to use Language Link or to use the Missouri State contract to request in person interpreter assistance services. Please visit jobs.mo.gov/dwdeo for more information on Language Interpreting and Translation Services.

If a staff member needs assistance with completing a LEP request, they should first contact their supervisor or a supervisor at the Job Center. If a supervisor is not available to assist them, the staff member should contact the Local or State EO Officer to complete the request.

All current staff in the Southeast Region have been provided with this policy and information; it has also been incorporated into the Southeast Workforce Development Board New Hire Orientation training materials. All Southeast Region employees within the Job Centers have been encouraged to review and familiarize themselves with the resources and state contract listed on jobs.mo.gov/dwdeo so that if they receive an LEP request they have the information needed to be able to assist the customer.

This policy will be reviewed with new guidance related to LEP or as necessary with annual policy reviews, at a minimum it will be reviewed every two years.
This information and all Southeast Workforce Development Board Policies and information can be translated into another language upon request. Please contact the Southeast Workforce Development Board Equal Opportunity Officer or your Local Job Center for assistance.

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