

Jefferson/Franklin Consortium Limited English Proficiency (LEP) Plan

Local Workforce Development Boards, One-Stop Operators and other service providers ensure that all individuals with Limited English Proficiency (LEP) due to national origin or other language barriers will have meaningful access to all one-stop services; and are able to participate effectively regardless of their ability to speak, read, write or understand English.

The Arnold and Washington Job Centers provide a variety of communication options to ensure the provision of services to individuals with limited English proficiency. LEP individuals will be advised of available, competent, confidential language interpretation services and be provided written materials translated into languages other than English as needed.

The Office of Workforce Development (OWD) has a uniform language-assistance plan with clear goals for ensuring non-discrimination, management accountability, and opportunities for community input in the areas of Oral Information/Interpretation, Electronic Information of written text, and Signage posted for non-English languages.

The Office of Job Training Programs identifies the languages that are likely to be encountered in the Jefferson/Franklin region annually and estimates the number of LEP individuals that are eligible to receive services or benefits. Vital written materials will be translated into the language of each frequently encountered LEP group. Vital documents accessible through the web page will also be available if needed. DWD makes vital documents and outreach materials available in Spanish. The two most common non-English languages spoken in the Jefferson/Franklin region are Spanish and German. The number of German speaking households in Jefferson and Franklin counties is less than one percent and does not indicate a significant number of LEP individuals likely to be directly affected by program or activity. Currently the region provides vital documents and outreach materials in English and Spanish as provided by the Division of Workforce Development.

Language Interpretation/Translation Services are available in the Arnold and Washington Job Centers through the CTS Language Link. This service provides telephone language interpretation services. Workforce system staff utilizes the "Point to your Language" card to identify the LEP individual's language and obtain the appropriate interpreter services.

The language access policy ensures awareness within the workforce system so that LEP individuals in need of language assistance services will receive "reasonable" notice of the availability of such services. Postings inform individuals of their right to free interpreter services and invite them to identify themselves as individuals needing language assistance. All staff is knowledgeable of the language assistance services and resources available and the procedures to access language services for their LEP individuals. In accordance with 29 CFR 38.9 (g)(3), Limited English Proficient (LEP)

individuals will receive language assistance in all communications of vital information. Vital information is defined as information whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual to obtain any aid, benefit, service, and/or training; or required by law.

An interpreter, as well as the availability of free language assistance such as rulebooks; written test 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 will be provided to all LEP individuals at no cost to the individual. (29 CFR § 38.4(ttt))

The Office of Job Training Programs will include a *Babel* notice in documents, websites, social media etc. in multiple languages informing LEP customers that the communication contains vital information. The language included in the *Babel* notice will inform the customer how to access language services free of cost to have the information translated in the appropriate language for the customer(s).