

Jefferson/Franklin Consortium Limited English Proficiency (LEP) Accessibility Policy

This policy is to ensure that persons with Limited English Proficiency (LEP) have meaningful access to One-Stop programs and activities. All customers, regardless of their LEP receive, free of charge, the assistance necessary to afford them meaningful access to the programs, services, and can participate, in Missouri Job Center services, effectively regardless of their ability to speak, read, write, or understand English.

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)).

Babel Notice

The Jefferson Franklin Consortium Workforce Development Board (WDB) will ensure that a Babel notice is provided in the top languages of the region. This will be provided as a link on the website, will be posted in the Job Center, and will be provided on vital documents.

Reasonable steps may include, but are not limited to, the following:

- Access to over-the-phone language services provided in more than 170 languages.
- “I Speak” cards posted in each Job Center.
- Providing oral interpretation or written translation of both hard-copy and electronic materials in the appropriate non-English languages to LEP individuals.
- 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 LEP Outreach Plan.

- Coordination of services with AEL and the English Literacy and Civics Education Program.

Interpretation & Translation Services

The Local WDB 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.

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 Local WDB identifies the languages that are likely to be encountered in the Jefferson/Franklin region annually. When requested or a need is determined, vital written materials will be translated into other languages. Vital documents accessible through the web page may also be available, if needed. OWD makes vital documents and outreach materials available in Spanish.

LEP Individuals shall not be required to provide their own interpreter. Job Center staff shall not rely on an LEP Individual’s minor child or adult family or friend to interpret or facilitate communication. The only exception to this is if the LEP individual specifically requests that an accompanying adult provide language assistance and they agree to help the individual.

Equal Opportunity is the LAW

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.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I - financially assisted program or activity;
- providing opportunities in, or treating any person with regard to, such a program or activity; or
- making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Danielle Smith, State Equal Opportunity Officer

Missouri Department of Higher Education and Workforce Development - Office of Workforce Development
301 W. High Street
PO Box 1087
Jefferson City, MO 65102
danielle.smith@dhewd.mo.gov
Phone: (573) 751-2428 | Fax: (573) 751-4088
Missouri Relay Services at 711

The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at www.dol.gov/crc.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Sub-State Agency/Local Equal Opportunity Officer:

Name: _____

Address: _____

Telephone: _____

*To learn more about filing a claim, visit
jobs.mo.gov/equalopportunity*



Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities.

La Igualdad = De Oportunidad es la LEY

La ley prohíbe que este beneficiario de asistencia financiera federal discrimine por los siguientes motivos: contra cualquier individuo en los Estados Unidos por su raza, color, religión, sexo (incluyendo el embarazo, el parto y las condiciones médicas relacionadas, y los estereotipos sexuales, el estatus transgénero y la identidad de género), origen nacional (incluyendo el dominio limitado del inglés), edad, discapacidad, afiliación o creencia política, o contra cualquier beneficiario, solicitante de trabajo o participante en programas de capacitación que reciben apoyo financiero bajo el Título I de la ley de Inversión y Oportunidad en la Fuerza Laboral (WIOA, por sus siglas en inglés), debido a su ciudadanía, o por su participación en un programa o actividad que recibe asistencia financiera bajo el Título I de WIOA.

El beneficiario no deberá discriminar en los siguientes áreas: decidiendo quién será permitido de participar, o tendrá acceso a cualquier programa o actividad que recibe apoyo financiero bajo el Título I de WIOA; proporcionando oportunidades en, o tratar a cualquier persona con respecto a un programa o actividad semejante; o tomar decisiones de empleo en la administración de, o en conexión a un programa o actividad semejante.

Los beneficiarios de asistencia financiera federal deben tomar medidas razonables para garantizar que las comunicaciones con las personas con discapacidades sean tan efectivas como las comunicaciones con los demás. Esto significa que, a petición y sin costo alguno para el individuo, los recipientes están obligados a proporcionar ayuda auxiliar y servicios para individuos con discapacidades calificados.

QUE DEBE HACER SI CREE QUE HA SIDO DISCRIMINADO

Si usted piensa que ha sido discriminado en un programa o actividad que recibe apoyo financiero bajo el Título I de WIOA, usted puede presentar una queja no más de 180 días después de la fecha en que ocurrió la presunta violación, ya sea con: El oficial de igualdad de oportunidad del recipiente (o la persona que el recipiente haya designado para este propósito);

Danielle Smith, State Equal Opportunity Officer

Department of Education and Workforce Development - Office of Workforce Development
301 West High Street
P.O. Box 1087
Jefferson City, MO 65102
danielle.smith@dhewd.mo.gov
Teléfono: (573) 751-2428 | Fax: (573) 751-4088
Relay Missouri: 711

o:

Director, Civil Rights Center (CRC), U.S. Department of Labor

200 Constitution Avenue NW, Room N-4123, Washington, DC 20210
o electrónicamente como indica el sitio web del CRC www.dol.gov/crc

Si usted presenta una queja con el recipiente, usted debe esperar hasta que el recipiente emita una decisión final escrita o que pasen por lo menos 90 días (lo que ocurra primero), antes de presentar una queja con el Centro de Derechos Civiles (CRC, por sus siglas en inglés) a la dirección mencionada previamente. Si el beneficiario no le entrega una decisión final escrita dentro de 90 días después de la fecha en que presento su queja, usted puede presentar su queja con el CRC antes que reciba la decisión final. Sin embargo, es necesario presentar su queja con el CRC dentro de 30 días después de la fecha límite de 90 días (en otras palabras, dentro de 120 días después de la fecha en que presento la queja con el recipiente). Si el recipiente emite una decisión final escrita, pero usted no está satisfecho con el resultado o resolución, usted puede presentar una queja con el CRC. Usted debe presentar su queja con el CRC dentro de 30 días después que reciba la decisión final escrita.

Agencia de Sub-Estado/Oficial de Oportunidades Igualitarias

Nombre: _____

Para más información sobre cómo presentar una reclamación, visite

Dirección: _____

jobs.mo.gov/equalopportunity

Teléfono: _____



**Programa de Empleadores
que Brindan
Oportunidades Igualitarias**

Se ofrece apoyo y servicios auxiliares a las personas con discapacidades que lo soliciten.