

# **MESA COUNTY WORKFORCE DEVELOPMENT BOARD**

## Policy and Procedure

<b>POLICY/PROGRAM AREA:</b> Workforce Development Programs	<b>POLICY NUMBER:</b> 15-11 WIOA <b>EFFECTIVE DATE:</b> 07/01/2016 <b>REVISION DATE:</b>
<b>TITLE:</b> Language Assistances Services/Plan	<b>AUTHORIZING SIGNATURE(S):</b>

**Purpose:** Establish a Language Assistance Plan for customers with Limited English Proficiency (LEP), for programs operating within the Mesa County Workforce Center and Mesa County that reside within the Workforce Innovation and Opportunity Act (Hereafter known and referenced as WIOA). Mesa County received local area designation on August 9, 2015, and as such, created policy to address Internal and Sub-Contract Monitoring of Title I/ WIOA programs under the new operating structure.

**Policy Statement:** Beginning on July 1, 2016, all Title I / WIOA subcontracted programs will be required to follow Mesa County Workforce Development Board Policy in regards to a language assistance plan. It is the policy of the Mesa County Workforce Development Board to provide universal access to Workforce Innovation and Opportunity Act programs and services to all customers, including those customers who are limited English proficient (LEP). In order to ensure universal access is provided to all customers, the Network has incorporated the five elements outlined in the Department of Labor's Federal Register into the LEP procedures.

1. Identifying LEP Individuals Who Need Language Assistance
2. Language Assistance Measures
3. Training Staff
4. Providing Notice to LEP Persons
5. Monitoring and Updating the LEP Plan

**Federal Law/Regulation References:** Workforce Innovation and Opportunity Act. Department of Labor (USDOL) Notice of Proposed Rulemaking (NPRM), Training and Employment Guidance Letters (TEGL) located on DOL website:

**State Law/Regulation References:** Colorado PGL – ADM-2010-01, Colorado SB16-1302

**State Required Policy:** ADM-2010-01.

## **Procedure**

Utilizing the DOL's five elements as a guideline, the following procedures have been developed:

### **1. Identifying Individuals Who Need Language Assistance**

To identify LEP individuals who need language assistance, the Network utilizes the four-factor analysis recommended by DOL in the Federal Register:

- a. The number or proportion of LEP persons served or encountered in the eligible service population;
- b. The frequency with which LEP individuals come in contact with the program;
- c. The nature and importance of the program, activity, or service provided by the recipient; and
- d. The resources available to the recipient and costs.

Within the Mesa County Local Area, it has been determined that the two most predominant languages are English and Spanish. This information was found through researching census data in our local area on LEP's specific to our area, demographics, unemployment rates, and through analyzing our customer flow.

In assisting LEP customers and to ensure universal access to WIOA programs and services, the following steps will be taken:

- a. Posting signs in all the Workforce Centers in the two most dominant languages.
- c. Use of "Spoken Languages" list, which includes the names of the bilingual staff members and the languages they speak. This reference tool helps provide LEP customers with timely language assistance.

## **2. Language Assistance Measures**

there are several ways that language assistance is provided at the Network Centers:

- a. In Person: Information Sessions, which provide detailed overview of the programs and services available at the Network Centers, are offered in Spanish for those LEP customers. If a customer is unable to attend a session, an individual appointment with bilingual staff person is scheduled. If a bilingual staff person is unavailable to schedule the appointment, the customer's name and phone number are requested in order to have the staff person call back within a specified or reasonable amount of time. If the customer is in need of immediate assistance, calls are made to other Centers to obtain the language assistance needed.
- b. Over the Phone: Calls received from LEP individuals are routed to bilingual staff
- c. Written Communication: Written communication is also routed to bilingual staff.

## **3. Training Staff**

Staff receives formal training on an annual basis on the procedure for assisting LEP customers.

## **4. Providing Notice to LEP Persons**

The Mesa County Workforce Center will provide notice in the predominant languages of the free language assistance available to all customers. The notices will be provided:

- ✓ Signs in the Centers
- ✓ Outreach documents including calendars and fliers

## **5. Monitoring and Updating the Language Assistance Plan**

Monitoring and updates of LEP policies and procedures will be done on an annual basis.

## **REFERENCES**

- ✓ Workforce Investment Act of 1998, Section 188
- ✓ WIA Directive WIAD04-20, Limited English Proficiency (05-12-05)

- ✓ WIA Directive WIAD01-21, Nondiscrimination and Equal Opportunity Procedure (06-25-02)
- ✓ Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency (08-11-00)
- ✓ Federal Register, Vol. 68, No. 103, Civil Rights Center, Enforcement of Title VI Of the Civil Rights Act of 1964, Policy Guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, Notice (05-29-03)
- ✓ Department of Labor (DOL) Training and Employment Guidance Letter (TEGL) 26-02, Publication of Revised Guidance Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Person (05-29-03)
- ✓ Colorado Policy and Guidance Letter 10-18-L

This, and all, policies will be reviewed every 5 years or as necessary as determined by the Mesa County Workforce Development Board

**Contact Person (for Division Specific Policy):** Curtis Englehart, Workforce Center Director @ [curtis.inglehart@mesacounty.us](mailto:curtis.inglehart@mesacounty.us)