Workforce Development Board of North Missouri

ADMINISTRATIVE POLICIES/PROCEDURES

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Subject: Accessibility Policy – Persons with Limited English Proficiency

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This policy is in place to ensure LEP (Limited English Proficiency) individuals have meaningful access to all programs and services; and are able to participate effectively regardless of their ability to speak, read, write, or understand English.

Identifying language barriers and developing strategies to overcome those barriers are essential for agencies to comply with federal requirements. These requirements are within several guidance documents, including the following:

Title VI of the Civil Rights Act of 1964 prohibits recipients of federal financial assistance from discriminating based on national origin by, for example, failing to provide meaningful access to individuals who are LEP.

Executive Order 13166 signed by the President in August 2000 and titled “Improving Access to Services for Persons with Limited English Proficiency” contains two major initiatives. The first initiative aims to better enforce and implement Title VI of the Civil Rights Act of 1964 by requiring federal agencies that provide federal financial assistance to develop guidance to clarify obligations for recipients of such assistance. The second initiative requires all federal agencies to meet the same standards as federal financial assistance recipients in providing meaningful access for LEP individuals to federally conducted programs.

Section 188 of the Workforce Innovation and Opportunity Act (WIOA) and its implementing regulations provide that no person shall be subjected to discrimination based on national origin under any program or activity that receives federal financial assistance.

The Job Center has access to a real-time over-the-phone interpretation service through the Language Link Language Line. The Language Link Language Line has provided resources to assist with identifying a spoken language that should be used to assist customers.

Job Center staff will partner with the local Adult Education Literacy (AEL) office for referrals and outreach. AEL providers serve English language learners; Job Center staff are encouraged to make referrals to AEL for customers wishing to advance their English proficiency.

Staff will include the Babel notice below on all documents or websites that contain important information about WIOA training services, how to apply for training services, and the customer's rights, responsibilities, and/or benefits.

BABEL NOTICE

English
IMPORTANT! There are documents that contain important information about WIOA training services, how to apply for training services, your rights, responsibilities, and/or benefits. It is critical that you understand the information in these documents. You can receive Telephone Translation assistance of all documents by CALLING 866-506-0251 at no cost to you.

Español
¡IMPORTANTE! Hay documentos que contienen información importante acerca de los servicios de capacitación de WIOA, cómo solicitar servicios de capacitación, sus derechos, responsabilidades y / o beneficios. Es fundamental que entienda la información de estos documentos. Usted puede recibir asistencia de Traducción Telefónica de todos los documentos por CALLING 866-506-0251 sin costo alguno para usted.

Tiếng Anh
QUAN TRỌNG! Có các tài liệu ghi rõ thông tin quan trọng về các dịch vụ đào tạo của WIOA, cách đăng ký dịch vụ đào tạo, quyền, trách nhiệm và/hoặc lợi ích của bạn. Bạn thực sự cần phải hiểu rõ thông tin trong các tài liệu này. Bạn có thể nhận được sự hỗ trợ dịch thuật qua điện thoại cho tất cả các tài liệu bằng cách GỌI cho số 866-506-0251 miễn phí.

In an effort to broaden the composition pool of individuals considered for participation in programs and activities and to ensure the region provides outreach to all populations and identified target populations, the WDB utilizes its region's demographic information. The demographic information (race, ethnicity, gender, age, and English proficiency) is compared to data that represents demographic information for the individuals we are serving. This locally-specific information is used for planning efforts and to develop services in accordance with specific regional population growth. The data is analyzed periodically to ensure the region is serving the populations it represents.

The local Equal Opportunity Officer will conduct on-site monitoring of each service provider. During this monitoring, practices that concern serving customers with limited English proficiencies will be reviewed. On an annual basis, a data analysis of all programs in the region will review the performance of individuals who are limited English proficient.

The local Equal Opportunity Officer, in partnership with the WIOA Title I service providers, will develop outreach plans based on multiple resources including, but not limited to, feedback from Job Center Staff, comments and concerns from customers/participants, and results of the Equal Opportunity Officer's data analysis.

The purpose of the outreach plans will be to enhance services to limited English-proficient individuals. The individual service provider is responsible for implementing the outreach plan within their programs.

The Workforce Development Board of North Missouri is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can dial 711. This information can be translated into another language if requested. Please contact the WDB Office for translation assistance.

Esta información se puede traducir a otro idioma si se solicita. Comuníquese con la Oficina de la Junta de Desarrollo de la Fuerza Laboral para obtener ayuda con la traducción.

Ces informations peuvent être traduites dans une autre langue sur demande. Veuillez contacter le bureau du Conseil de développement de la main-d'œuvre pour obtenir de l'aide en matière de traduction.