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# SLATE POLICY ISSUANCE

SLATE Missouri Job Center  
2018

Issued: January 12,

Agency Policy Issuance 04-2011 Effective: January 12, 2018

**Subject:** Limited English Proficiency (LEP) Policy

**Purpose:** 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.

**Background:** None

**Substance:** The Missouri Job Center provides 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 Division of Workforce Development (DWD) 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.

**Action:** The Office of Job Training Programs identifies the languages that are likely to be encountered in the St. Louis City 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 are



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three most common non-English languages spoken in the St. Louis City region are Spanish, Serbo-Croatian, and Vietnamese.

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 Missouri Job Centers through the CTS Language Link. This service provides telephone language interpretation services. Workforce system staff utilizes the "I Speak" cards 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. Staff is knowledgeable of the language assistance services and resources available and the procedures to access language services for their LEP individuals.

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**Reference:** DWD Limited English Proficiency policy

**Rescissions:** None

**Attachments:** None

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INTRODUCTION: