



South Central
WORKFORCE
Investment Board

408 Washington Avenue, West Plains, Missouri 65775 ❖ Phone 417-257-2630 ❖ MO Relay 711

Effective: April 23, 2024

Subject: Limited English Proficiency (LEP) Accessibility Policy

This policy 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).

Babel Notice

The South Central Workforce Investment Board (SCWIB) 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 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.

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 SCWIB identifies the languages that are likely to be encountered in the 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.

Contact: Please direct comments or questions regarding this policy to info@scwib.org