



Accessibility Policy for Persons with Limited English Proficiency

For the Ozark Region Workforce Development Board, serving individuals with Limited English Proficiency is integrated in the Region's service delivery design. The Region adheres to WIOA section 188 and the requirements to take reasonable steps to ensure meaningful access to each LEP individual served or encountered so that LEP individuals are effectively informed about and/or able to participate in the program or activity.

Staff members receive continual training on EEO, diversity, and working with LEP individuals. Our staff resource library allows staff to check out literature/books on diversity to enhance their knowledge.

The Region monitors the state reports on the language line to track the various languages spoken in the Ozark Region. Spanish is the most prevalent language other than English. Swahili is another language that has been recognized, as well as Russian and some Arabic. Utilization of the language line has been imperative to assist these customers.

Customers who enter the Center can identify their language needs by indicating through the "I Speak" cards and posters available at each staff member's desk, as well as located throughout the Center.

In addition, services have been obtained through Ozark Translators, to assist individuals who do not wish to use the language line. Ozark Translators provide interpreters to assist customers. The company is also available to translate documents.

Individuals who believe that they are not receiving the services may file a complaint in the same manner as any individual. A complaint form would be provided in the appropriate language. The complaint would then be translated to allow the complaint to be investigated.

Staff have been provided the training and resources to provide services to LEP customers beginning with the "I Speak" cards. Utilization of the language line expedites the delivery of information regarding the services at the Job Center.

The LEP plan will be reviewed by the EO Officer and assisting knowledgeable staff on annual basis and recommendations be presented to the Leadership of the Job Center.

In order to document and track services to LEP customers, staff will provide a monthly report to the EO officer of any LEP customers and the services provided.

A training will be provided on this policy, the importance of properly serving LEP customers, and tracking of services. The Region will take the necessary steps to ensure that LEP customers are covered in all policies, outreach efforts, and events,

In accordance with state issuance, staff members utilize the "I Speak" cards and the Language Line. Posters are displayed in each Center, at each Workforce Development Specialist's desk, and on the Mobile Job Center notifying customers of the availability of services for LEP individuals. In addition,



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certain staff members have been identified as specialized staff in regard to the use of the Language line and other staff members are bilingual. In addition to the individuals coming into the Job Center, the Ozark Region can draw upon the resources of MERIC, to determine the languages in the area, as well as partner agencies such as the Institute of St. Louis. Referrals are also made to the Institute of St. Louis, which has access to interpretation services in hundreds of languages.

The Babel Notice is posted on our website and followed. It states, "In accordance with 29 CFR 38.9 (g) (3), Limited English Proficient (LEP) individuals will receive assistance in all communications of vital information. All efforts will be made to provide individuals with vital information to enable them to obtain services and training at not cost to the individual. The Babel notice is posted on the Region's website to notify individuals that language assistance can be made available to them no matter their language. Staff utilize a language line service, funded by the State. The language line service provides 24/7 on-demand telephone interpretation assistance in over 200 languages at no cost to the participant. Staff members ensure that all services available can be made available to all customers, including those with limited English proficiency.

Language assistance service can also be utilized with our outreach mobile unit.

The Ozark Region provides referrals to a variety of community-based organizations in the area which provide English as a Second Language classes.

We have established several partners in the LEP community; however, we will work to identify additional resources and community partners. By outreaching to our LEP Community and collaborating with them, we will be able to reach individuals who need our services. In addition to this type of outreach, we will continue to participate in various events with these community partners.