

Fresno County Workforce Investment Board

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OPERATIONAL DIRECTIVE

FCWIB OD # 18-09

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To: All Fresno County Workforce Investment Board Providers of Services

From: Blake Konczal, Director

Effective Date: May 12, 2009

Subject: Serving Limited English Proficient Population

Applicable Program: All

Reference: EDD Directive WIAD04-20, released May 12, 2005

The Fresno County Workforce Investment Board (FCWIB) and its sub-contracted providers of services are required to provide reasonable accommodations in order to serve the Limited English Proficient (LEP) population in Fresno County.

Definition of LEP person: A person who, due to national origin, has no ability or a limited ability to read, speak, write or understand English to the extent that he or she cannot have meaningful access to WIA services in Fresno County

As such, each One-Stop Contract Coordinator (OSCC) must take reasonable steps to ensure the LEP customers receive needed language assistance:

1. Shall provide a method at the initial point of contact to notify LEP persons that
 - a. Upon request, they are offered language assistance
 - b. Language assistance will be provided at no cost to them; and
 - c. Critical documents will be translated at no cost to them.
2. Once the language assistance need is identified and the resource(s) needed to provide that assistance are noted in the client's case file.

On pages 3 and 4, is a language identification document that can be used by Resource Room staff to quickly identify a language that a LEP person can function in. Each line of the document asks "Mark this box if you read, write or speak {*language*}". The LEP person will check the box on the line they can read.

Providers are to have sufficient staff that is bi/multi-lingual proficient to be able to provide services in the most frequently found languages in the region they serve. For Fresno County, the primary LEP language is Spanish. Due to the diversity of the population through out Fresno County, some regions may find a significant population that speaks another language. As such, providers are to be knowledgeable in the demographics of their region and be prepared to work with clients who can only access services in their native tongue.

If a LEP person requests language assistance in a language that the provider does not have staff that speak, then the provider should contact a WIA partner, other community resource or their FCWIB contract administrator to identify a resource to assist.

Under no circumstance is a provider staff to: Suggest, require, encourage or expect LEP persons to:

- Use friends, minor children or family members as interpreters.
 - However, if the LEP person states they would like one of these to interpret for them, then that is permissible. This request must be documented.
- Pay for translation services.
- Provide their own translator.

Translation of documentation may be via verbal translation or written translation.

In the event, you are unable to locate a translation resource, contact the FCWIB Quality & Contracting Manager for assistance.

Any questions related to this directive are be sent to the attention of the FCWIB Quality & Contracting Manager.

Language Identification

Instructions: Place a check by the language read or spoken.

ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية. *Arabic*

Խնդրում ենք նշում կատարել այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն: *Armenian*

যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন। *Bengali*

ឈ្លមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។ *Cambodian*

Motka i kakhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro. *Chamorro*

如果你能读中文或讲中文，请选择此框。 *Simplified Chinese*

如果你能讀中文或講中文，請選擇此框。 *Traditional Chinese*

Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik. *Croatian*

Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky. *Czech*

Kruis dit vakje aan als u Nederlands kunt lezen of spreken. *Dutch*

اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بنید. *Farsi*

Cocher ici si vous lisez ou parlez le français. *French*

Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen. *German*

Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά. *Greek*

Make kazyè sa a si ou li oswa ou pale kreyòl ayisyen. *Haitian Creole*

अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ। *Hindi*

Kos lub voj no yog koj paub twm thiab hais lus Hmoob. *Hmong*

- Jelölje meg ezt a kockát, ha megérti vagy beszél a magyar nyelvet. *Hungarian*
- Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano. *Ilocano*
- Marchi questa casella se legge o parla italiano. *Italian*
- 日本語を読んだり、話せる場合はここに印を付けてください。 *Japanese*
- 한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오. *Korean*
- ໃຫ້ໝາຍໃສ່ຂໍ້ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ. *Laotian*
- Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim. *Polish*
- ਮਗਰ ਤਰੀ ਪੰਜਾਬੀ ਪੜ੍ਹ ਲਿਖ ਜਾਂ ਸੋਚ ਸਕਦੇ. *Punjabi*
- Assinale este quadrado se você lê ou fala português. *Portuguese*
- Însemnați această căsuță dacă citiți sau vorbiți românește. *Romanian*
- Пометьте этот квадратик, если вы читаете или говорите по-русски. *Russian*
- Обележите овај квадратик уколико читате или говорите српски језик. *Serbian*
- Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky. *Slovak*
- Marque esta casilla si lee o habla español. *Spanish*
- Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog. *Tagalog*
- ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย. *Thai*
- Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga. *Tongan*
- Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою. *Ukranian*
- اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔ *Urdu*
- Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ. *Vietnamese*
- באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש. *Yiddish*