

WORKFORCE DEVELOPMENT BOARD OF VENTURA COUNTY (WDB)
LOCAL POLICY BULLETIN #2015-13: Policy on Limited English Proficiency

Effective date: July 1, 2015
(Original effective date: April 15, 2013)

SUBJECT: Policy/Procedures on Limited English Proficiency

PURPOSE:

This policy provides guidelines for the Ventura County Job and Career Centers' obligation to take reasonable steps to ensure that Limited English Speaking (LEP) persons receive, free of charge, the language assistance necessary to afford them access to the programs, services and information to which they are entitled through the Workforce Innovation and Opportunity Act (WIOA).

REFERENCE:

The Civil Rights Act of 1964 and its implementing regulations provide that no person shall be subjected to discrimination on the basis of race, color, or national origin under any program or activity that receives Federal financial assistance.

Section 188 of the WIOA of 2014 contains the non-discrimination and equal opportunity provisions. These provisions prohibit discrimination on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, or participation in the WIOA Title I-financially assisted programs and activities, including participation by citizens and non-citizens eligible to participate in Title I programs.

As required by Executive Order 13166, entitled, "Improving Access to Services for Persons with Limited English Proficiency," issued by the President on August 11, 2000, the DOL Civil Rights Center (CRC) published policy guidance in the Federal Register (January 17, 2001) regarding the prohibition against national origin discrimination as it affects persons with limited English proficiency. The policy guidance was issued pursuant to the requirements of Title VI of the Civil Rights Act.

POLICY:

The Ventura County Job and Career Centers shall provide language services in two primary ways: Oral interpretation either in person or via a telephone interpretation service and written translation. The correct mix of language assistance services should be based on what is both necessary and reasonable for each individual's need.

When oral interpretation is needed and reasonable, the Ventura County Job and Career Centers shall provide bilingual staff, hire staff interpreters, use community volunteers or family members or friends. Additionally, staff has access to the Interpreter Network through the use of a multiple handset phone.

When the JCCs serve a "substantial number of non-English speaking people," they will employ a "sufficient number of qualified bilingual staff in public contact positions" and will translate documents explaining available services into their clients' languages.

INQUIRIES:

Inquiries regarding this policy can be addressed to the WDB administrative staff: 805-477-5306.