



## NEMO WORKFORCE DEVELOPMENT BOARD

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### Accessibility Policy – Persons with Limited English Proficiency

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This policy is in place to ensure LEP (Limited English Proficiency) individuals have meaningful access to all programs and services; and are able to participate effectively regardless of their ability to speak, read, write, or understand English.

The NEMO WDB promotes a wide array of skill development opportunities. Opportunities for individuals with Limited English Proficiency (LEP) are available. All customers, regardless of their national origin and language barriers, shall receive, free of charge, the language assistance necessary to afford them meaningful access to the programs, services and information of the NEMO Workforce Development Board Job Centers. 29 CFR 37.35.

The Northeast Region will follow Office of Workforce Development policies when providing services for LEP participants. Language assistance resources will be made available, capable of providing, within a reasonable period of time, information and/or instruction in appropriate languages other than English. A language identification poster or “I Speak Card” will be located at each Job Center reception area for LEP customers to identify their language.

For individuals with limited English proficiency (LEP), the Job Center will offer assistance through the State contracted services of CTS Language Link. The State is currently cost sharing any costs incurred when the regions use this service. The service is available over the phone by calling 1-888-338-7394 and providing the statewide account number 20702 and the 4 digit local Job Center code. Over 240 languages are available.

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.

Babel notices are available at each Job Center and on the [www.nemowib.org](http://www.nemowib.org) website in the three predominant languages in the Northeast Region; English, Spanish, and French.

Job Center staff will partner with the local Adult Education Literacy (AEL) office and faith based organizations for referrals and outreach. AEL providers serve English language learners. Job

Center staff are encouraged to make referrals to AEL for customers wishing to advance their English proficiency.

In an effort to broaden the composition pool of individuals considered for participation in programs and activities and to ensure the region provides outreach to all populations and identified target populations, the NEMO WDB utilizes its region's demographic information. The demographic information (race, ethnicity, gender, age, and English-proficiency) is compared to data that represents demographic information for the individuals we are serving. This locally specific information is used for planning efforts and to develop services in accordance with specific regional population growth. The data is analyzed periodically to ensure the region is serving the populations it represents.

The local Equal Opportunity Officer will conduct an on-site monitoring of each service provider annually. During this monitoring, practices that concern serving customers with limited English proficiencies will be reviewed. On an annual basis, a data analysis of all programs in the region will review performance of individuals who are limited English proficient.

The local Equal Opportunity Officer, in partnership with the WIOA Title I service providers, will develop outreach plans based on multiple resources including, but not limited to, feedback from Job Center Staff, comments and concerns from customers/participants, and results of the Equal Opportunity Officer's data analysis. The individual service provider is responsible for implementing the outreach plan within their programs. The local Equal Opportunity Officer will assist and follow up with each service provider to ensure the outreach plan is being followed.