



### **Purpose.**

As a part of the Language Assistance Policy, Southwest Wisconsin Workforce Development Board (SWWDB) must appoint a Limited English Proficiency (LEP) Coordinator, assess LEP populations served on an annual basis, provide written notice and language access rights, provide written translation and oral interpretation to customers, and conduct regular monitoring in accordance with SWWDB's monitoring procedures.

This document describes the procedures that SWWDB will use to administer SWWDB Policy E-423

### **Procedure.**

SWWDB will provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served encountered by our programs according to the following procedure:

#### **1.0 LIMITED ENGLISH PROFICIENCY COORDINATOR**

1.1 A Limited English Proficiency Coordinator (LEPC) will be appointed at the management level to oversee the LEP requirements and procedures, including as required by funding recipients. LEP planning and services are provided in coordination with provisions of equal opportunity in services and employment.

1.2 SWWDB's Limited English Proficiency Coordinator is:

Jimmy Watson – Rock County Job Center - 1900 Center Ave. Janesville, WI 53546

Phone: 608.314.3300 (#309) – TRS #711 – Email: j.watson@swwdb.org – Fax: 608-741-3528

SWWDB's back-up LEPC is:

Ryan Schomber – SWWDB/Rock County Job Center - 1900 Center Ave. Janesville, WI 53546 –

Email: r.schomber@swwdb.org – Fax: (608) 741-3528 – Phone: (608) 314-3300 (#303) –

TRS# 711

#### **2.0 ASSESSMENT AND PLANNING**

2.1 LEP populations to be served will be assessed on an annual basis and the major language groups identified.

2.2 LEP population assessment procedure includes compiling participation demographics on an on-going basis, quarterly review and annual review with WIOA Section 188 and Section 504 assessments. SWWDB's LEPC will be responsible for compiling the statistical data. SWWDB's Equal Opportunity Officer will be responsible for reviewing the data.

2.3 Following the assessment, a plan and related procedures and requirements will be developed to meet the needs of eligible or encountered populations and assure compliance with the agency's LEP policy.

#### **3.0 MONITORING**

3.1 Regular monitoring of the plan will be conducted in accordance with the agency's monitoring procedures.

#### **4.0 WRITTEN NOTICE OF LANGUAGE ACCESS RIGHTS**



## LANGUAGE ASSISTANCE PROCEDURES

E.111.1

- 4.1 Language access statements shall inform LEP clients of their rights as follows:
- Their right to qualified interpreter services at no cost to them.
  - Their right not to be required to rely on their minor children, other relatives, or friends as interpreters.
  - Their right to file a grievance about the language access services provided them.
- 4.2 Written language access rights will be distributed in the major LEP languages through the following methods:
- Posting of signs in lobbies and waiting areas
  - Customer orientations
  - Statements in appeal notices
  - Statements in brochures, booklets, outreach, recruitment information and other materials that are routinely disseminated to the public.

### 4.3 SWWDB's EO/LEP Statement

Southwest Wisconsin Workforce Development Board is an Equal Opportunity Employer/Service Provider. Auxiliary Aids and services are available upon request to individuals with disabilities.

If you need this printed material interpreted to a language you understand or in a different format, or need assistance in using this service, please contact us: \_\_\_\_\_

Deaf, hearing or speech impaired callers may reach us by the Wisconsin Relay number #711.

- 4.4 The Equal Opportunity Policy and Discrimination Complaint Process (Complaint Coordinator poster) will be posted in plain view in the major languages in every service area or point of customer contact, i.e., reception or customer waiting areas.

### 5.0 INTERPRETATION AND TRANSLATION

- 5.1 If interpreter or translation services (vital documents) are needed SWWDB may request services from Southern Wisconsin Interpreting and Translation Services, LTD (SWITS) or Language Line Solutions (LLS).

- 5.2 Southern Wisconsin Interpreting & Translation Services, Ltd (SWITS): SWITS provides spoken and sign language interpreters to serve local healthcare systems, government and judicial organizations, and businesses.

SWITS: 110 S 3rd St, Delavan, WI 53115 / (262) 740-2590 / <https://swits.us/> To request a quote: <https://swits.us/request-quote/>

Language Line Solutions (LLS): LLS provides interpretation and translation services to help organizations serve their Limited English Proficient (LEP) and a and Hard-of-Hearing communities.

1 Lower Ragsdale Drive, Building 2 Monterey CA, 93940 - CustomerCare@LanguageLine.com or Phone: (800) 752-6096.

To Access an interpreter:



1. Dial: 1-866-874-3972
2. Provide: 531586
3. Indicate: Language, Press 1 for Spanish and 2 for all other languages
4. Document the interpreter name and ID number for reference – Brief the interpreter and give any special instructions

References:            Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act, 29 CFR Part 38 (§38.9)  
                              DOL Title VI of the Civil Rights Act of 1964 42 W.S.C. §2000(d)  
                              SWWDB Policy E.111 – Language Assistance

Procedure Adopted:    January 20, 2011

Procedure Revised:    January 2, 2018