

**WEST CENTRAL REGION LOCAL POLICY**

<b>Subject</b>	<b>Effective Date</b>	<b>Revised</b>	<b>Policy Section</b>
Accessibility Policy for Persons with Limited English Proficiency	11/20/19		Programs

The Workforce Development Board of Western Missouri, Inc. has created this policy to ensure that persons with Limited English Proficiency (LEP) have meaningful access to One-Stop programs and activities. All customers, regardless of their LEP receive, free of charge, the assistance necessary to afford them meaningful access to the programs, services, and information of the Missouri Jobs Centers.

Reasonable steps may include, but are not limited to, the following:

- Access to over-the-phone language services provided in more than 170 languages
- “I Speak” cards posted in each Job Center
- Providing oral interpretation or written translation of both hard-copy and electronic materials in the appropriate non-English languages to LEP individuals
- Written training materials in appropriate non-English languages by written translation
- Oral training content in appropriate non-English languages through in-person or telephone translation
- Implementation of LEP Outreach Plan
- Coordination of services with AEL and the English Literacy and Civics Education Program

LEP Individuals shall not be required to provide their own interpreter. Job Center staff shall not rely on an LEP Individual’s minor child or adult family or friend to interpret or facilitate communication. The only exception to this is if the LEP individual specifically requests that an accompanying adult provide language assistance and they agree to provide assistance to the individual.