

## **Workforce Alliance of South Central Kansas Limited English Proficiency Policy**

WIOA section 188 prohibits discrimination based on national origin including limited English proficiency and requires reasonable steps to provide meaningful access to services by limited English proficient (LEP) individuals. The goal of this policy is to ensure that language assistance is available when necessary to ensure LEP persons are able to participate meaningfully in the programs and activities of Local Area IV.

### **Limited English Proficiency Definition**

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be LEP and entitled to language assistance with respect to a particular type of service, benefit, or encounter. LEP individuals may be competent in English for certain types of communication (e.g. speaking or understanding), but be LEP for other purposes (e.g. reading or writing).

### **Identification of LEP Persons**

Census data indicates that Spanish and Vietnamese are the languages most often used in Local Area IV by persons with LEP.

If a person's primary language is not recognized by staff, the Language Identification Flashcard will be used to identify the language. The Language Identification Flashcard is located in the Workforce Centers Handbook. The Language Identification Flashcard shall also be maintained and easily accessible at all Workforce Center entry points.

### **Language Assistance Services and Interpretation**

Any language assistance services, whether oral interpretation or written translation must be accurate, provided in a timely manner and free of charge to the LEP individual. Language assistance will be considered timely when it is provided at a place and time that ensures equal access and avoids the delay or denial of any aid, benefit, service, or training.

Staff shall use the Language Line for all interpretation services. Instructions on how to access and use the Language Line are available on the Workforce Centers Intranet. Staff fluent in the language of an LEP individual may provide interpretation services as necessary.

Staff shall not require a LEP individual to provide their own interpreter. Additionally, staff shall not rely on a LEP individual's minor child or adult family or friend(s) to interpret or facilitate communication. A LEP individual's minor child or adult family or friend(s) may interpret or facilitate communication in emergency situations while waiting for a qualified interpreter.

### **Staff Training**

Training is critical so that staff understands how to access language services, and so that those staff involved in actually providing the language services are competent to do so.

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Training on the LEP policy and Language Line shall be provided to all new staff as a part of new hire training. Additionally, all staff shall receive training on the LEP policy and Language Line annually.

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