

Fresno County Workforce Investment Board

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OPERATIONAL DIRECTIVE

FCWIB OD # 18-09

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To: All Fresno County Workforce Investment Board Providers of Services

From: Blake Konczal, Director

Effective Date: May 12, 2009

Subject: Serving Limited English Proficient Population

Applicable Program: All

Reference: EDD Directive WIAD04-20, released May 12, 2005

The Fresno County Workforce Investment Board (FCWIB) and its sub-contracted providers of services are required to provide reasonable accommodations in order to serve the Limited English Proficient (LEP) population in Fresno County.

Definition of LEP person: A person who, due to national origin, has no ability or a limited ability to read, speak, write or understand English to the extent that he or she cannot have meaningful access to WIA services in Fresno County

As such, each One-Stop Contract Coordinator (OSCC) must take reasonable steps to ensure the LEP customers receive needed language assistance:

1. Shall provide a method at the initial point of contact to notify LEP persons that
 - a. Upon request, they are offered language assistance
 - b. Language assistance will be provided at no cost to them; and
 - c. Critical documents will be translated at no cost to them.
2. Once the language assistance need is identified and the resource(s) needed to provide that assistance are noted in the client's case file.

On pages 3 and 4, is a language identification document that can be used by Resource Room staff to quickly identify a language that a LEP person can function in. Each line of the document asks "Mark this box if you read, write or speak {language}". The LEP person will check the box on the line they can read.

Providers are to have sufficient staff that is bi/multi-lingual proficient to be able to provide services in the most frequently found languages in the region they serve. For Fresno County, the primary LEP language is Spanish. Due to the diversity of the population through out Fresno County, some regions may find a significant population that speaks another language. As such, providers are to be knowledgeable in the demographics of their region and be prepared to work with clients who can only access services in their native tongue.

If a LEP person requests language assistance in a language that the provider does not have staff that speak, then the provider should contact a WIA partner, other community resource or their FCWIB contract administrator to identify a resource to assist.

Under no circumstance is a provider staff to: Suggest, require, encourage or expect LEP persons to:

- Use friends, minor children or family members as interpreters.
 - However, if the LEP person states they would like one of these to interpret for them, then that is permissible. This request must be documented.
- Pay for translation services.
- Provide their own translator.

Translation of documentation may be via verbal translation or written translation.

In the event, you are unable to locate a translation resource, contact the FCWIB Quality & Contracting Manager for assistance.

Any questions related to this directive are be sent to the attention of the FCWIB Quality & Contracting Manager.

Language IdentificationInstructions: Place a check by the language read or spoken. ☒

<input type="checkbox"/> ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	Arabic
<input type="checkbox"/> Խոսվում ենք նշում կատարեք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	Armenian
<input type="checkbox"/> যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	Bengali
<input type="checkbox"/> ឈ្លបបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	Cambodian
<input type="checkbox"/> Motka i kakhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	Chamorro
<input type="checkbox"/> 如果你能读中文或讲中文，请选择此框。	Simplified Chinese
<input type="checkbox"/> 如果你能讀中文或講中文，請選擇此框。	Traditional Chinese
<input type="checkbox"/> Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	Croatian
<input type="checkbox"/> Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	Czech
<input type="checkbox"/> Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	Dutch
<input type="checkbox"/> اگر خواندن و نوشتن فارسی بلد هستید، این مربع را علامت بزنید.	Farsi
<input type="checkbox"/> Cocher ici si vous lisez ou parlez le français.	French
<input type="checkbox"/> Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	German
<input type="checkbox"/> Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	Greek
<input type="checkbox"/> Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	Haitian Creole
<input type="checkbox"/> अगर आप हिन्दी बोलते या पढ़ सकते हैं तो इस बक्स पर चिह्न लगाएँ।	Hindi
<input type="checkbox"/> Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	Hmong

<input type="checkbox"/>	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	<i>Hungarian</i>
<input type="checkbox"/>	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	<i>Ilocano</i>
<input type="checkbox"/>	Marchi questa casella se legge o parla italiano.	<i>Italian</i>
<input type="checkbox"/>	日本語を読んだり、話せる場合はここに印を付けてください。	<i>Japanese</i>
<input type="checkbox"/>	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	<i>Korean</i>
<input type="checkbox"/>	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	<i>Laotian</i>
<input type="checkbox"/>	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	<i>Polish</i>
<input type="checkbox"/>	ਅਗਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਪੜ੍ਹ ਲਿਖ ਜਾਂ ਸੋਚ ਸਕਦੇ	<i>Punjabi</i>
<input type="checkbox"/>	Assinale este quadrado se você lê ou fala português.	<i>Portuguese</i>
<input type="checkbox"/>	Însemnați această căsuță dacă citiți sau vorbiți românește.	<i>Romanian</i>
<input type="checkbox"/>	Пометьте этот квадратик, если вы читаете или говорите по-русски.	<i>Russian</i>
<input type="checkbox"/>	Обележите овај квадратик уколико читате или говорите српски језик.	<i>Serbian</i>
<input type="checkbox"/>	Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	<i>Slovak</i>
<input type="checkbox"/>	Marque esta casilla si lee o habla español.	<i>Spanish</i>
<input type="checkbox"/>	Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	<i>Tagalog</i>
<input type="checkbox"/>	ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	<i>Thai</i>
<input type="checkbox"/>	Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	<i>Tongan</i>
<input type="checkbox"/>	Відмітьте цю клітинку, якщо ви читаете або говорите українською мовою.	<i>Ukranian</i>
<input type="checkbox"/>	اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	<i>Urdu</i>
<input type="checkbox"/>	Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	<i>Vietnamese</i>
<input type="checkbox"/>	באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	<i>Yiddish</i>