Limited English Proficiency Plan

Chester County Local Workforce Development Area (LWDA)
# Limited English Proficiency Plan

## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>I. Purpose</td>
<td>3</td>
</tr>
<tr>
<td>II. Authority and Definitions</td>
<td>3-4</td>
</tr>
<tr>
<td>III. Chester County Local Workforce Development Area (LWDA) Policy</td>
<td>4</td>
</tr>
<tr>
<td>IV. LEP Population</td>
<td>5</td>
</tr>
<tr>
<td>V. Methods of Providing Services to LEP Population</td>
<td>5-6</td>
</tr>
<tr>
<td>VI. Interpreter Services</td>
<td>7</td>
</tr>
<tr>
<td>VII. Translation of Documents</td>
<td>8</td>
</tr>
<tr>
<td>VIII. Dissemination of information to Agency Personnel</td>
<td>8</td>
</tr>
<tr>
<td>XI. Attachment(s)</td>
<td>A-C</td>
</tr>
</tbody>
</table>

- **Attachment A** – LEP Plan for Compliance, Overview
- **Attachment B** – Instruction on Propio Language Line Assistance
- **Attachment C** – Babel Notices: Notice of Language Rights
Limited English Proficiency Plan

I. Purpose

The purpose of this Limited English Proficiency plan is to provide assurances and demonstrate that customers of Chester County Local Workforce Development Area (LWDA) are being provided meaningful access to program information, benefits and services although the customers may be limited in their English Language Proficiency.

It is understood that the Pennsylvania Department of Labor & Industry’s Office of Equal Opportunity is charged with the duty to ensure that each program area is in compliance with all relevant federal requirements involving applicants/recipients of program information, benefits and services who have limited English Language Proficiency (LEP).

II. Authorities and Definitions

Federal Authorities

- **Title VI of the Civil Rights Act of 1964**, 42 U.S.C. §2000 et seq.; 45 CFR §80, Nondiscrimination based on race, color or national origin for any programs receiving federal financial assistance. Failure to provide meaningful access to program information, benefits and/or services due to an applicant/recipient’s LEP is considered discrimination based on national origin.


- **U.S. Department of Labor Policy Guidance on the Prohibition of National Origin Discrimination as it Pertains to Persons with Limited English Proficiency (05/29/03)**, Federal Register, Volume 68, Number 103, Page 32289-32305

Definitions of Terms:

- **Effective Communication** – In a human services, social services or job training/assistance setting; effective communication occurs when agency staff have taken necessary steps to make sure that a person who is LEP is given adequate information in his/her language to understand the services, benefits or the requirements for services or benefits offered by the agency. These necessary steps must allow an individual the opportunity to qualify for the benefits or services provided by that program area without unnecessary delay due to the person’s LEP. Effective communication also means that a person who is LEP is able to communicate the relevant circumstances of his/her situation to the agency.

- **Interpretation** – Interpretation means the oral or spoken transfer of a message from one language into another language.

- **Limited English proficiency** – A person with limited English proficiency or “LEP” is not able to speak, read, write or understand the English language well enough to allow him/her to interact effectively with an Agency program.
Limited English Proficiency Plan

- **Meaningful access** – “Meaningful access” to benefits, programs and services is the standard of access required of the recipients since they receive federal funding through the state. Meaningful access requires compliance by recipients with state and federal LEP requirements as set out in relevant state and federal laws. To ensure meaningful access for people with LEP, recipients must make available to applicants/clients receiving benefits/services free language assistance that results in accurate and effective communication that does not result in undue delay or denial of benefits to which the LEP applicant/client is eligible.

- **Translation** – Translation means the written transfer of a message from one language into another language.

- **Vital Documents** – forms or documents *designed and utilized by the Agency* that are critical for accessing federally funded services or benefits or are required by law. Vital documents can include but are not limited to; applications for programs, consent forms designed by the agency, letters designed by the agency requesting eligibility documentation.

- **Outreach Documents** – Agency designed documents utilized by the agency to provide information to the general public but targeting individuals who are eligible or may be eligible for benefits/services or programs.

### III. Chester County Local Workforce Development Area (LWDA) Policy

It is the policy of Chester County Local Workforce Development Area (LWDA) to provide meaningful access to all individuals applying for, participating in programs or receiving services/benefits administered by, supervised by, authorized by and/or participated in by Chester County Local Workforce Development Area (LWDA), Meaningful access involves Chester County Local Workforce Development Area (LWDA) promoting effective communication to LEP individuals seeking or receiving services, benefits or participation in programs funded in whole or in part by federal funds. This plan specifically provides necessary assurances and identifies tools being used to effectuate this policy.
Limited English Proficiency Plan

IV. LEP Population

Chester County Local Workforce Development Area (LWDA) has determined that the language(s) other than English that is/are most likely to be encountered by employees of the Chester County Local Workforce Development Area (LWDA) is/are listed all languages of identified in your community. The methodology used to make this determination is as follows: explanation of 4 factor analysis by the Program area: (e.g. use of census data, program encounters, school system data, community agency data, data from client files, etc) Any LEP language group that comprises at least 5% or 1,000 individuals whichever is less, of persons eligible for or likely to be affected by the agency’s services or benefits must be included as one of the identified languages. Chester County Local Workforce Development Area (LWDA) will periodically monitor the LEP population of those served or those who could be served by Describe how you will monitor changes in customer demographics. If it is determined that other LEP language groups are seeking benefits/services or are potentially eligible to receive benefits/services within the Chester County, Chester County Local Workforce Development Area (LWDA) will adjust its methods and services to serve the new population accordingly. Any new LEP populations will be reflected in the next LEP plan.

V. Methods of Providing Services to LEP Population

(Check any that are applicable)

☐ Bi-lingual Employee(s): Translation/Interpretation duties must be included in the employee job description. (If checked provide employee(s) names and language(s) with brief description of method of determining competence as interpreter(s) as well as a copy of the job description).

☐ Staff Interpreter(s): Translation/Interpretation duties must be included in the employee job description. (If checked provide name(s) and language(s) with brief description of method of determining competence as interpreter(s) as well as a copy of the job description).

☐ Interpreter Contract (If checked, provide name(s) of contractor(s), list service(s) provided, language(s) covered, and brief description of how vendor(s) was/were chosen. Also attach copy of agreement or contract to this plan)

☐ Volunteer Interpreters (If checked provide names, organization if applicable as well as brief description of method of determining competence as interpreter. Please provide a copy of the agreement between volunteer and the facility as well as copies of credentials and signed confidentiality statements).
Limited English Proficiency Plan

☐ Telephone Interpreting Services (if checked provide name of vendor with brief description of how vendor was chosen. Attach copy of contract to this plan).

☐ Agreement with Educational Institution (if checked provide name of institution, name(s) of interpreters, brief description of method of determining competence of interpreter. Attach copy of agreement, MOU or other written document to this plan. If nothing is in writing, describe arrangement).

☐ Translation contracts (if checked provide name(s) of contractor(s), list service(s) provided, language(s) covered and brief description of how vendor was chosen. Also attach copy of agreement or contract to this plan).

☐ Other (if checked explain arrangement and attach any relevant documents explaining the arrangement to this plan).
Limited English Proficiency Plan

VI. Interpreter Services

Chester County Local Workforce Development Area (LWDA), at no cost to the LEP individuals or families, provides interpreter services to all LEP individuals or families applying for, participating in programs or receiving services/benefits through the Chester County Local Workforce Development Area (LWDA) by the means designated in section “V.” of this plan. The interpreter services are provided in an efficient and timely manner so as not to delay a determination of eligibility for an individual or family, receipt of eligible services/benefits or participation in a Department run program beyond that of an English speaking individual or family. The Chester County Local Workforce Development Area (LWDA) makes this policy known to the LEP through the following methods, handouts as such will be provided. (e.g. posters in other languages, Babel cards, etc.).

Chester County Local Workforce Development Area (LWDA) addresses phone calls and voice mail by LEP individuals in the following manner (describe Department agency phone services for LEP individuals. If addressed through something checked in section V. can reference that portion).

Chester County Local Workforce Development Area (LWDA) addresses walk-ins to PA CareerLink® Chester County, Oaklands Corporate Center, 479 Thomas Jones Way, Suite 500, Exton, PA 19341 who are LEP individuals in the following manner (refers to receptionists or point of contact).

Chester County Local Workforce Development Area (LWDA) does not require, suggest or encourage LEP individuals or families to use friends, family members or minor children as interpreters. If an LEP individual or family insists that a friend or family member serve as interpreter, Chester County Local Workforce Development Area (LWDA) will document that choice. Chester County Local Workforce Development Area (LWDA) will then, on a case by case basis, consider factors such as: competence of the family or friend used as the interpreter; the appropriateness of the use in light of the circumstances and ability to provide quality and accurate information, especially if the interview could result in a negative affect on the individual or family’s eligibility for benefits/services; potential or actual conflicts of interest; and confidentiality of the information being interpreted to determine whether Chester County Local Workforce Development Area (LWDA) should provide its own independent interpreter for itself.
Limited English Proficiency Plan

VII. Translation of Documents

Chester County Local Workforce Development Area (LWDA) translates all designed vital documents into each LEP language group that comprises at least 5% or 1,000, whichever is less, of persons eligible for or likely to be affected by the agency’s services. This includes the following languages: English, and Spanish; and any other languages will be made available in a timely manner. Typically, at least up to 5 business days. For more information please, See Attachment B and C, for the list of languages and how to access Propio language line.

For any LEP individuals applying or receiving services from Chester County Local Workforce Development Area (LWDA) where vital documents are not available in the LEP individual’s language, Chester County Local Workforce Development Area (LWDA) provides a notice in the LEP individual’s language that the LEP individual may bring any document into the Chester County Local Workforce Development Area (LWDA) office and an interpreter will be provided free of charge to interpret the document for the LEP individual.

VIII. Dissemination of Information to Agency Personnel

Chester County Local Workforce Development Area (LWDA) makes its personnel aware of its LEP policies, methods of providing services to LEP individuals and other information contained within this plan through the following: (explain in some detail, e.g. training by civil rights coordinator, on-line training, new employee orientation, personnel handbook, hand-outs, etc.).

This information will be disseminated to all customers, partners, and program staff. Training will be provided to partners and program staff, such as: training by civil rights coordinator, on-line training, new employee orientation, personnel handbook, hand-outs, etc. Customers visiting PA CareerLink® Chester County, will be given an opportunity to access this information through programs and services being rendered.

IX. (Optional)

Any other information, explanation, or assurances connected to LEP issues provided at the option of the agency.

X. Attachments

- Attachment A – LEP Plan for Compliance, Overview
- Attachment B – Instruction on Propio Language Line Assistance
- Attachment C – Babel Notices: Notice of Language Rights
**Limited English Proficiency Plan**

**Signatures:**

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Goal: To comply with Title VI of the Civil Rights Act of 1964, which stipulates that, no person shall be subjected to discrimination on the basis of race, color or national origin under any program or activity that receives Federal financial assistance.

Plan for Compliance
DWD will ensure that it and all subcontractors are in compliance with Title I, II and VI. This will be accomplished through a variety of methods depending on the size of the agency, the need for minority language services, and the populations that trigger Title VI compliance, based on census data.

Internally, the DWD policy will be to utilize a DWD bilingual staff person to provide telephone (or in-person) interpretation for Spanish speaking customers. The front desk receptionist, upon receiving a call from someone speaking a foreign language, will use the reference cards at the front desk to ascertain if the caller is speaking Spanish. If the client is a Spanish speaker, the staff member will ask the caller to hold using a simple statement in Spanish. The call will be connected, through conference capability, to the DWD English-Spanish interpreter. The DWD receptionist will stay on the line and will provide information and/or referral to the caller through the assistance of the DWD interpreter.

If the DWD staff interpreter is not available at the time of the call (or visit), or if the caller is not a Spanish speaker, the DWD staff member will ask the caller, in English, to hold the line. The staff member will then dial the Language Line and seek an interpreter from that organization. Once the staff member has explained to the Language Line personnel the nature of the interpreting situation, the DWD staff member will connect the Language Line with the caller. The Language Line personnel will then interpret for both the caller and the DWD staff member. The DWD staff member will either resolve the caller’s issue or provide a referral to an agency that can resolve the issue. Referrals to agencies that have qualified bilingual staff will receive priority over agencies that use an interpreting service.

In addition, DWD will conduct outreach, through written materials and publications, to the Spanish-speaking community. Public meetings and other DWD-hosted events, where Spanish-speaking customers may reasonably be expected to attend, will offer the services of
a DWD staff interpreter or an interpreter from another community agency, as available. Upon request, any DWD generated document, publication or other source of public information will be provided in a translated format.

Subcontractor Compliance
DWD will work with each of its subcontractors to ensure each agency complies with Title I, II and VI. The nature of the compliance will vary by agency. Methods of compliance could include: qualified bilingual staff, staff interpreters, contract interpreters, community volunteer interpreters and telephone interpreters. Using a telephone interpreting service will never be the ideal situation unless the agency provides only telephone Information and Referral. In all cases, agency policy will ensure that services are not denied, delayed or provided under adverse circumstances to minority language clients.

DWD will monitor each agency’s compliance with Title VI during semi-annual monitoring visits. In addition, DWD will keep a copy of each subcontracted agency’s LEP policy on file so that DWD staff will know the LEP capacity of an agency before referring a minority language client to that agency for services.

Language Line and Accessibility Services
Propio Language Line provides thousands of additional qualified interpreters, and High-quality remote interpretation services in over 350 languages. The DWD has a contract with this service provider to assist with interpretation services for our customers and program participants. See instructions attached within this policy.

Deaf-Hearing Communication Centre, Inc (DHCC) provides services for the deaf and hearing-impaired customers and program participants. The DWD has a fee for service account with DHCC. For DHCC services please contact 610-604-0454 to schedule interpreter services for the hearing impaired.

All partners and staff are trained on how to connect the customer and or program participants to these services.

Effective: 1 July 2022
Revised: December 2022
Requesting a Pre-Scheduled Over the Phone (OPI) Interpreter

When to Schedule

- Rare languages of limited diffusion (see Language Availability List)
- If your appointment is expected to last longer than 1.5 hours

NOTE: Please use on-demand services for all audio only Zoom, Skype, and Webinars.

How to Schedule

1. Submit request at least 24 hours in advance, or by 4:00 pm CST the business day prior to the requested scheduled date at the latest. (Rare languages are encouraged to provide a 48-hour notice due to limited availability.)
2. The minimum charge is the greater of 30-minutes or the requested duration (estimated time).
3. Send your request by email to ScheduledOPI@Propio-LS.com or call the Propio assigned phone number indicated on your instruction card and select option 9.
4. Provide the following information:
   - Date, time (including time zone)
   - 4-digit Propio account number
   - Language
   - Billing intake information as indicated on your instruction card
   - The caller’s contact information (name, phone number & email address)
   - Estimated length of scheduled call
   - LEP Name/MRN
   - If a third party dial out will be needed
5. An acknowledgement email will be sent to the requester with job reference number within 1 business day.
6. A confirmation email will be sent to the requester once the interpreter is secured.

NOTE: Propio will continue to fulfil the request until either the interpreter is secured, or the client cancels the request. Please assume the interpreter has not been secured until confirmation is received.

Connecting to a Scheduled Interpreter

1. Dial the Propio assigned phone number indicated at the top of your instruction card and select option 9.
2. Provide the following information:
   - 4-digit account number
   - Confirmation number (found in confirmation e-mail)
   - Language
   - Inform the scheduling coordinator if a third-party call needs to be placed
3. The caller will be placed in a conference bridge with the scheduled interpreter.
4. The interpreter will be released twenty minutes after the requested start time unless the client calls to request the interpreter be held prior to the release time.

NOTE: If client calls in after the interpreter has been released, the client will be directed to on-demand services.

To Cancel a Scheduled interpreter: Please send the cancellation request to ScheduledOPI@Propio-LS.com at least 24-hours before the start time of the scheduled request to avoid the minimum charge.

OPISchedRev 6.11.21
Notice of Language Rights

Language Line Access, Propio, 610-280-1010

English: You have the right to an interpreter at no cost to you. To request an interpreter, please inform the staff using the contact information provided at the top of this notice.

Spanish/Español: Usted tiene derecho a un intérprete libre de costo. Para solicitar un intérprete favor de informársele al personal judicial utilizando la información provista en la parte superior de este aviso.

Mandarin/Cantonese Simplified Chinese/普通话/粤语简体中文: 您有权获得免费的口译员服务。若需要口译员，请使用本通知上方提供的联系信息通知法院工作人员。

Mandarin/Cantonese Traditional Chinese/普通話/廣東話繁體中文: 您有權要求免費傳譯服務。如欲要求傳譯服務，請參閱本通知頂部的聯絡資料，通知法庭職員。

/Arabic: تطلب مترجم، يرجى إعلام موظفي المحكمة باستخدام معلومات الاتصال. يحق لك الحصول على مترجم دون دفع أي كلفة من جانبه; العربية.

Russian/Русский: У вас есть право на бесплатные услуги переводчика. Заявка на переводчика подается в суд по адресу, телефону или эл. почте, указанным выше в заголовке этого уведомления.

Vietnamese/Tiếng Việt: Quý vị có quyền được không tốn phí một dịch viên giúp mà không tốn chi phí nào cả, xin hãy báo cho nhân viên tòa án dùng thông tin liên lạc có ở trên đấu thông báo này.

Nepali/नेपाली: तपाईंले निर्देशना दिनेको भाषामा अनुवादक राखेर विधाको छ। अनुवादकको लागि अनुरोध गर्न, यस सूचनाको माध्यम माथि इसको सङ्केत जानकारीभर र अन्यात विभिन्न समस्त जानकारी दिदुहोलाई।

Korean/한국어: 귀하는 비용에 대한 부담 없이 동역 서비스를 받을 권리가 있습니다. 동역 서비스를 요청하려면 본 통지서의 상단에 기재된 연락처를 통해 법원 직원에게 알리십시오.

Polish/Polski: Ma Pan/Pani prawo do nieodpłatnego skorzystania z usług tłumacza ustnego. Aby zwrócić się o wsparcie ze strony tłumacza ustnego, proszę skontaktować się z pracownikami sądu, korzystając z danych znajdujących się w górnej części niniejszego dokumentu.

/Punjabi: پنجابی/پاکستان: تبادل کر کس کو اس نوشتوں دے اونی قرائت کنیا رابطی دیوان معلومات نون وردنیا عدلی دے عملي نون اطلاع دوو۔

/Punjabi/ پنجابی/India: ناں، اس کے لئے ایک سیکیورٹی مکمل کر کے بھارتی ویکارت کنیا وردنیا عدلی دے نوشتوں دے اونی قرائت کنیا رابطی دیوان معلومات نون وردنیا عدلی دے عملي نون اطلاع دوو۔

Portuguese/Português: Você tem direito a um intérprete gratuitamente. Para solicitar um intérprete, informe à nossa equipe usando os dados de contato mostrados na parte superior deste aviso.

Somali/Somaali: Waxaad xaq u leedahay in lagu turjumo lacag la’aan ah. Si aad u codsato turjumaanka, fadlan u sheeg maxkamadda shaqalaha adiga
ioticmaala macluumaadka ciwaanka kor lagu siyay ee ogeysiiskaan.

**Haitian Creole/Kreyòl Ayisyen:** Ou gen dwa resevwa sèvis yon entèprèt gratis. Pou mande pou yon entèprèt, tanpri fé mam mèsonèl tribunal la konnen lè ou sèvi avèk enfòmasyon an yo te bay ou nan tèt avi sa a.

ent de l’assistance d’un interprète. Pour en faire la demande, veuillez u tribunal à l’aide des coordonnées indiquées en haut de page.