

Title:	Providing Language Services to Limited English Proficient (LEP) Customers	
Number:	0022	
Responsible Division:	Executive Programs, Equal Opportunity Office	
Applies To:	All ESD programs and services	
Supersedes:	Policy 0022, Providing Language Services to Limited English Proficiency Customers dated 08/07/2013	
Authorizing Source:	Title VI of the Civil Rights Act of 1964, as amended 29 CFR Part 38 – Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act (WIOA)	
Resources:	<a href="#">ESD Language Access Plan</a>	
Bargained Date:		
Effective Date:	2/1/2021	Review Due: 2/1/2023

## Policy

- A. The Employment Security Department (ESD) will take reasonable steps to ensure meaningful access to LEP customers, so they are effectively informed about and/or able to participate in all programs, services, and activities.
- The ESD Language Access Plan describes how ESD will provide meaningful access to LEP customers.
  - ESD will provide oral and written language services to individuals with LEP when communicating about department programs and services, using dual language staff, telephonic interpretation services, in-person interpreters, and translation of vital information.
  - ESD will inform customers that language services will be provided free of charge.
  - Each office serving the public will maintain a resource list of LEP language services.
- B. Programs or service sites will determine the extent of language services to provide based on:
- The number or proportion of LEP individuals served or encountered in the eligible service population.
  - The frequency with which LEP individuals come into contact with the program.
  - The nature and importance of the program, activity or service provided by the recipient.
  - The resources available to the recipient and the costs.
- C. The State-level Equal Opportunity Officer is responsible for developing and maintaining the LEP Policy and ESD Language Access Plan. The State-level Equal Opportunity Officer will form an LEP Committee to review and update the policy and plan every two years.