



Policy

SECTION: CSTB	POLICY#021-C0107	PAGE: 1 of 3
TITLE: Limited English Proficient Services		EFFECTIVE DATE: 8/19/2021
REPLACES: N/A		DATED: 8/19/2021

DISTRIBUTION: CAREERSOURCE TAMPA BAY STAFF

PURPOSE: To provide guidance to the CareerSource Tampa Bay's (CSTB) staff, partners, and contractors regarding the obligation to provide language assistance to Limited English Proficient (LEP) persons.

BACKGROUND: An LEP person is a person who, due to national origin, has no ability or limited ability to read, write, speak, or understand English to the extent that he or she cannot have meaningful access to a provider's services and might be entitled to language assistance with respect to a particular type of benefit, service, or encounter. Examples of populations likely to include LEP individuals who are served by LWDB includes, but are not limited to:

- Unemployed, underemployed WIOA Adults, Dislocated Workers, Welfare Transition and Supplemental Nutritional Program individuals seeking reemployment assistance (RA) benefits, job search assistance, job training services, or job placement services;
- Youth seeking summer employment, career counseling, or job readiness assessment assistance; or
- Migrant and seasonal farm workers seeking placement or information regarding protections afforded to them.

CSTB has a responsibility to assure nondiscrimination in service delivery to persons who are Limited English Proficient.

POLICY:

CareerSource Tampa Bay will take responsible steps to ensure that persons with LEP have meaningful access and equal opportunity to participate in CSTB services, activities, programs, and other benefits. The policy of CSTB is to ensure meaningful communication with LEP customers involving their participation in CSTB services. The policy also provides for communication of information contained in vital documents, including but not limited to, program applications, consent forms, complaint/grievance forms, rights and responsibilities, etc.

All interpretations, translators and other aids needs shall be provided without cost to the customer being serviced, and their families will be informed of the availability of such assistance. Language assistance will be provided through use of competent Region 15 bilingual staff, hand-held translators, Google Translator, contracts or formal arrangements with local organizations providing interpretations or translation services, or technology and telephonic interpretation services. If a specific dialect is presented with a need for translating services that cannot be addressed by the hand-held translators or bilingual staff, then a purchase order will need to be submitted to the Finance department to procure the service.

Below are key websites that allow for translation of language, but are not limited to the following:

- CareerSource Tampa Bay: www.careersourcetb.com
- EmployFlorida: www.employflorida.com
- Google Translate: <https://translate.google.com/>

In addition, each CSTB center displays Interpretative Services flyer that notifies the customer to ask for assistance when in need of interpretative services, which contains 22 unique languages within the flyer. The flyer can be located here: [interpretive-services.pdf \(floridajobs.org\)](#).

Identifying LEP Persons and Their Language: The Department of Economic Opportunity (DEO) conducts a statewide review of language needs on a routine basis. Currently DEO has identified the two language needs for Florida as Spanish and Creole. CareerSource Tampa Bay One Stop Operator will conduct a regular review of the language access needs of our jobseeker population, and monitor the implementation of the LEP policy, as necessary.

CareerSource Tampa Bay will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (or “I speak cards,” available online at www.lep.gov)

CareerSource Tampa Bay is responsible for:

- (a) Maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff;
- (b) Contacting the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available to interpret.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by staff. Such an offer and the response will be documented in the person’s file in EmployFlorida and/or OSST. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services, including the use of bilingual staff, will be provided to the LEP person.

CareerSource Tampa Bay will not use children or other customers to interpret information, to ensure confidentiality of information and accurate communication.

Providing Written Translations:

- (a) When translation of vital documents is needed, each department in CSTB will submit documents for translation into frequently encountered languages. Original documents being submitted for translation will be in final, approved form with updated and accurate information.

- (b) CSTB will provide translation of other CSTB marketing materials in coordination with the Marketing Department, if needed.

Providing Notice to LEP Persons: CSTB will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages ELP persons will understand. At a minimum, notices and signs (Equal Opportunity is the Law, Grievance Form) will be posted and provided in intake areas and other points of entry, including but not limited to the resource room, front desk, etc.

Monitoring Language Needs and Implementation: On an ongoing basis, CSTB will assess changes in demographics, types of services or other needs that may require reevaluation of LEP services. In addition, CSTB will provide a pay increase for identified bilingual staff members.

References

- Resources for Assisting Individuals with Limited English Proficiency:
<https://floridajobs.org/office-directory/office-for-civil-rights/about-our-services/resources-for-assisting-individuals-with-limited-english-proficiency>

INQUIRIES: Any questions about this policy should be directed to the CEO, Chief Policy & Performance Officer, and/or their designee.