

Approved Date:

Effective Date: August 28, 2024

Subject: Iowa Plains Language Access Plan

Purpose

The purpose of this plan is to establish and affirm the full commitment of Iowa Plains Local Workforce Development Area to ensure customers, regardless of their national origin or language barriers, shall receive, free of charge, the language assistance necessary to afford them meaningful access to the programs, services and information of the IowaWORKS Centers (29 CFR Section 37.35). This plan provides the framework to ensure LEP individuals will be provided meaningful and equitable access to all programs and services offered through IowaWORKS Centers in Iowa Plains.

This plan does not create new services, but instead eliminates or reduces, to the maximum extent practicable, LEP as a barrier to accessing existing information, programs, and activities.

Interpreter Limitations

- I. LEP individuals are not required to provide their own interpreter and there should be no expectation on the part of Iowa Plains staff, that the LEP individual will provide their own interpreter, this includes the LEP individual's minor child or adult family or friend(s).
 - A. An LEP individual's minor child or adult family or friend(s) may interpret or facilitate communication in emergency situations while awaiting a qualified interpreter; or
 - B. An accompanying adult (but not minor child) may interpret or facilitate communication when:
 1. the information conveyed is of minimal importance to the services,
 2. when the LEP individual specifically requests that the accompanying adult provide language assistance,
 3. the accompanying adult agrees to provide assistance, and
 4. reliance on that adult for such assistance is appropriate under the circumstances.
- II. When the accompanying adult is permitted to provide such assistance, staff must make and retain a record of the LEP individual's decision to use their own interpreter.

Local Procedure

- I. Center staff will provide adequate notice to LEP individuals of the existence of interpretation and translation services and that these services are available free of charge.
- II. A language identification guide is located at each AJC's Welcoming area for LEP customers to identify their language. For LEP individuals, AJC's will offer assistance through the State contracted services of Language Link. Local staff have access to the service via a toll-free number.

Access to Vital Information

- I. Center staff must include a "Babel notice" indicating in appropriate languages that language assistance is available, in all communications of vital information.
- II. Examples of documents containing vital information include, but are not limited to:
 - A. applications,
 - B. consent and complaint forms,
 - C. notices of rights and responsibilities,
 - D. notices of advising LEP individuals of their rights under this part, including the availability of free language assistance,
 - E. rulebooks,
 - F. written tests that do not assess English language competency, but rather assess competency for a particular license, job, or skill for which English proficiency is not required, and
 - G. letters or notices that require a response from the beneficiary or applicant, participant, or employee.

Referrals

- I. Iowa Plains staff are encouraged to make referrals to Adult Education and Literacy programs for customers wishing to advance their English Proficiency.

Equal Opportunity Program / Employer – Auxiliary aids and services available upon request for individuals with disabilities