



2018 - 2021 LANGUAGE ACCESS PLAN

Serving California's multilingual population

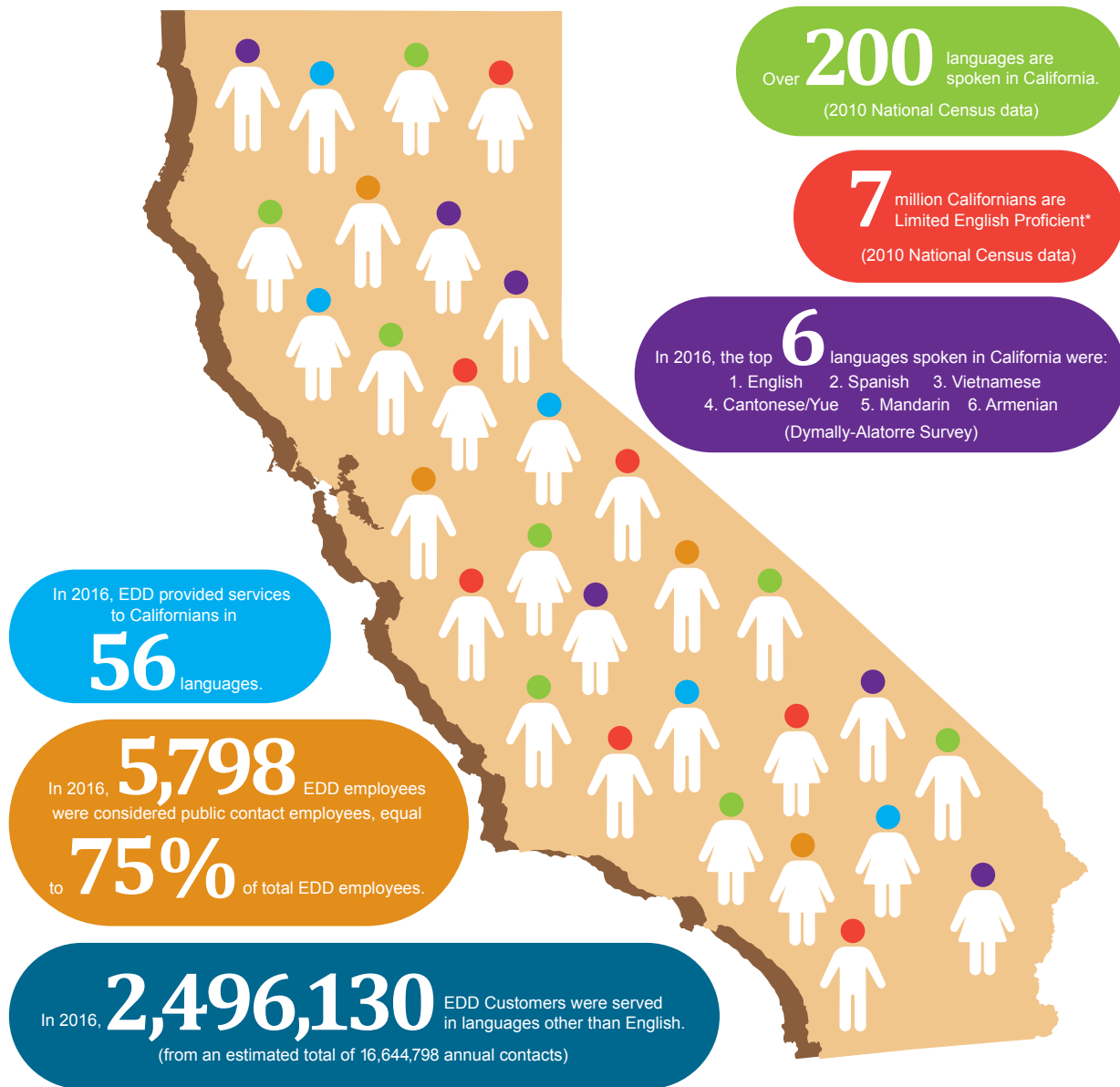
American Sign Language Amharic Amis Taiwanese
Arabic Armenian Assyrian Lishana Bengali Bisaya
Burmese Cambodian Khmer Cantonese Cebuano
Chamorro Guamanian Dutch Efik English Farsi Fijian
French German Gujarati Hindi Hmong Hungarian
Ibo Igbo Ilocano Indonesian Italian Jamaican Krio
Creole Japanese Kannada Korean Lao Laotian Malay
Malayalam Mandarin Marathi Navajo Pampangan
Pashto Pushto Portugese Romanian Russian Samoan
Spanish Sinhala Swahili Swedish Tagalog Tamil Telugu
Thai Tigrigna Tongan Turkish Ukranian
Urdu Vietnamese Yiddish Yoruba

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Serving California's Multilingual Population

By the Numbers



***Limited English Proficient (LEP) Definition:**

An individual whose primary language for communication is not English and who has a limited ability to read, speak, write, and/or understand English. An LEP individual may be competent in English for certain types of communication (e.g., speaking or understanding), but still be LEP for other purposes (e.g., reading or writing) (29 CFR Section 38.4[hh]).

Message from the Director



California is home to one of the nation's most diverse populations. More than 200 languages are spoken here, and more than seven million Limited English Proficient (LEP) individuals call California home. Language barriers can prevent LEP Californians from fully participating in civic life. People whose proficiency in English is limited might not realize what public services they have access to, or might not understand information an agency wants them to know. As the Director of the Employment Development Department (EDD), I feel a great responsibility to provide language access services to our customers.

In 2016, we assisted an estimated 2,496,130 customers in 56 languages other than English. I'm proud of the EDD's commitment to ensuring that all customers, including LEP individuals, are provided with equal access to the EDD's available programs, services, and information.

In alignment with the EDD's 2017-2021 Strategic Plan and our strategic goal of responsible service, we must ensure that everyone who is eligible for our services – including LEP individuals – has meaningful access to them. Consequently, the development of the EDD 2018-2021 Language Access Plan is one of our strategic objectives in 2017.

I am pleased to present the EDD 2018-2021 Language Access Plan which outlines our efforts to ensure that we are doing everything possible to assist all customers by providing services in the language in which they can best understand. This EDD 2018-2021 Language Access Plan sets an official, enterprise-level course of action for all of us to follow over the next four years. It is a prime example of our commitment to be great stewards of government services.

Executive Summary

The EDD is one of the largest government agencies in California, offering a wide variety of services under the Job Service, Unemployment Insurance, State Disability Insurance, Workforce Investment, Labor Market Information, and tax programs. With such varied and extensive responsibilities, we serve millions of customers every year.

Taking into consideration that 75 percent of EDD staff are public-facing, it is imperative that the EDD establishes and maintains a Language Access Plan to ensure that EDD staff have the procedures and resources available to provide meaningful access for our LEP customers.

Historically, the EDD has established policies, procedures, and allocated extensive resources to assist LEP customers. In October 2016, the EDD Executive Leadership Team approved the development of the EDD 2018-2021 Language Access Plan and included this effort as one of the 2017 strategic priorities under the EDD's strategic goal of responsible service.

The EDD 2018-2021 Language Access Plan contains three sections on language access policy directives, EDD language access procedures, and future EDD language access initiatives.

The EDD 2018-2021 Language Access Plan is a living document that will evolve and adapt over time as EDD language access efforts are monitored and evaluated.

Language Access Policy Directives

This section includes federal, state, and EDD policy directives that requires the EDD and its employees to provide meaningful access to LEP individuals. The Language Access Policy Directives section spells out the standards, operating principles, and guidelines that govern the delivery of EDD language access services.

Federal Policy

Civil Rights Act of 1964

The Civil Rights Act of 1964 is a landmark civil rights and labor law that outlaws discrimination based on race, color, religion, sex, or national origin. Title VI of the Civil Rights Act of 1964 requires recipients of federal financial assistance to take reasonable steps to provide meaningful access to their programs, services, and activities to eligible LEP individuals.

Executive Order 13166

Executive Order 13166, “Improving Access to Services for Persons with Limited English Proficiency” requires federal agencies and recipients of federal financial assistance to examine the services they provide, identify any need for services to LEP individuals, and develop and implement a system to provide those services so LEP individuals can have meaningful access to them.

Workforce Innovation and Opportunity Act (WIOA)

Section 188 contains the nondiscrimination and equal opportunity provisions of WIOA. The WIOA Section 188 makes clear that discrimination against LEP individuals based on their LEP status is unlawful discrimination based on national origin. This is consistent with Title VI case law and Department of Justice guidance. The WIOA Section 188 also outlines a recipient’s obligations to take reasonable steps to provide meaningful access to programs and activities for LEP individuals by providing written translation or oral interpretation when appropriate.

Unemployment Insurance Program Letters

The U.S. Department of Labor has issued Unemployment Insurance Program Letters 30-11 and 2-16 containing guidance on the states’ obligation to provide meaningful access to the Unemployment Insurance program for LEP individuals.

State Policy

California Civil Rights Act

Also known as the Unruh Civil Rights Act, it prohibits discrimination by agencies that receive state funds and requires them to provide equal access to benefits without regard to the beneficiary's race, color, national origin, or ethnic group identification among other classifications.

Dymally-Alatorre Bilingual Services Act

California's Dymally-Alatorre Bilingual Services Act requires state and local agencies serving a substantial number of non-English speaking people, to employ a sufficient number of qualified bilingual staff in public contact positions and to translate documents explaining available services into their clients' languages.

California Unemployment Insurance Code (CUIC) Section 316

The CUIC Section 316 requires that all standard information pamphlets for employees concerning unemployment and disability insurance programs be printed in English and the seven other most commonly-used languages among participants in each program. The CUIC further requires the EDD to make its internet website provide information about applying for, and receiving unemployment benefits available in the seven languages most commonly used by unemployment insurance applicants and claimants (other than English).

EDD Policy

EDD Limited English Proficiency – Bilingual Services Policy

Section 3-1172 of the EDD Personnel Management Handbook describes the EDD Limited English Proficiency – Bilingual Services Policy. The Personnel Management Handbook Section 3-1172 reaffirms the EDD’s commitment to provide LEP individuals with timely meaningful access to all EDD programs, benefits, services, and information and sets forth the standards for language assistance services provided to LEP individuals. It describes the responsibility of the Equal Employment Opportunity (EEO) Office, the Business Operations Planning and Support Division (BOPSD), EDD branches, and EDD divisions. Moreover, the Personnel Management Handbook Section 3-1172 identifies the EDD Bilingual Services Coordinator as the Department’s resource to ensure that all EDD programs and services are accessible to LEP individuals. Furthermore, it describes the process for monitoring EDD’s bilingual services.

EDD Guidance to California’s Workforce Development Community

In California, the EDD is responsible for the oversight and monitoring of all WIOA Title I-financially-assisted state programs. Consequently, the EDD develops, disseminates, and monitors policy directives related to the Nondiscrimination and Equal Opportunity program. The EDD’s Workforce Services Branch disseminates State policy guidance to California’s 45 Local Workforce Development Areas in the form of directives such as the Workforce Services Directive 17-03 – Limited English Proficiency. Among other items, the Workforce Services Directive 17-03 provides steps to ensure meaningful access for LEP individuals, an overview of language assistance services, and guidance on how to write a robust LEP plan.

Language Access Procedures

This section details existing EDD procedures for EDD staff to follow to provide language services, gather data, and deliver services to LEP customers.

Translation of Vital Information

The EDD currently translates all vital written and oral information available to the public in publications, the EDD website, and phone conversations. The threshold criteria for translating a vital document is that the language must be equal to at least five percent of languages requested with the EDD. Currently 489 forms are translated within the EDD for the top seven languages spoken in California.

The EDD provides translations of forms and documents for written language access through the Public Affairs Branch's (PAB) Web Business Services and the Administration Branch's Business Operations Planning and Support Division (BOPSD).

Each public-facing branch within the EDD must designate certified bilingual employees to process translations using template letters, vendors, and Public Affairs Branch services for any documents that need to be available to LEP customers. All branches work with the EDD Bilingual Services Coordinator to identify which documents need to be available in non-English languages and determine the language needed by LEP customers.

Requests for translation of new and existing products in languages other than Spanish must be submitted to BOPSD's Office of Documents, Publications, and Distribution (ODPD). The ODPD facilitates the translation request with the appropriate contracted vendor.

Spanish Translation Services

Requests for Spanish translation of new and existing products are submitted to the PAB's Web Business Services Spanish Translation Unit in final English form. All requests must be submitted with all wording approved and signed by the appropriate branch authority (e.g., Deputy Director, Division Chief, etc.) in accordance with the policies and procedures for each individual branch, and PAB.

Bilingual Employee Certification Process

Bilingual Public Contact Employees (PCE) are an important part of the EDD's commitment to providing quality language access services to LEP customers. The EDD employs and certifies bilingual staff to assist LEP customers in the following languages: Spanish, Mandarin, Cantonese, Tagalog, Vietnamese, and Armenian. An EDD employee may be fluent and certified in more than one language.

The EDD's Human Resource Services Division is responsible for maintaining accurate data on the language certifications and fluency examinations. The bilingual examination is intended for the EDD's PCEs.

The language certification and fluency examination tests the employee's general oral language skills and is not designed to test reading or writing skills. A score of 70 percent or above is required to pass the examination. An employee who passes the exam is considered a bilingual certified employee. Certified employees may be entitled to the bilingual pay differential if they routinely spend more than 10 percent of their job duties communicating in their certified language.

To ensure equal access to public and private employment services, the EDD is required to provide translation and interpretation services to its customers. Many employees are certified in second and even third languages, and their contact information can be found in the EEO Office SharePoint site's *Bilingual Services Section*.

Bilingual Services Directory

The Bilingual Services Directory contains the names and locations of all EDD employees who are able to assist the public with bilingual services. The Bilingual Services Directory is located in the EEO Office's SharePoint site and maintained by the EEO Bilingual Services Coordinator. The Bilingual Services Directory is updated on a quarterly basis to ensure accuracy. According to the latest update, there are approximately 2,000 EDD employees in the EDD Bilingual Services Directory to provide bilingual services in 60 languages.

Designation to be in the Bilingual Services Directory will be based on the employee's bilingual certification. If employees are bilingual certified, they will automatically be added to the Bilingual Services Directory.

Contracts for Language Services

BOPSD's Contract Services Group is responsible for overseeing the process of obtaining a contract with the EDD. A *Contract Request*, DE 7409 form must be submitted to the Contract Services Group. Once the contract is submitted, the Contract Services Group solicits a quote from the vendor list and contacts the contract monitor to schedule a walk through of the contract. The contract is then awarded to the lowest responsible bidder and is then available to use based on the contract.

Spanish translation services used by the EDD are provided by the Public Affairs Branch's Web Business Services. There are, however, several more specialized contracts in place.

Translation Services

The EDD currently maintains an agreement which stipulates that 1-Stop Translation USA LLC will provide the EDD with translation services. These services are to be provided in Armenian, Chinese, Korean, Punjabi, Russian, Spanish, Tagalog, and Vietnamese.

In addition, the EDD contracts with a vendor that provides telephone-based interpreter services. This service provides EDD staff access to interpreters for more than 100 languages who can assist LEP customers over the phone.

American Sign Language

The EDD currently maintains two American Sign Language interpretation contracts for service in Southern California. Each of these contracts are on an "as-needed" basis and provide coverage for the entire Southern California region.

At Northern California EDD locations, American Sign Language interpretation service providers are typically reimbursed through the Purchasing Service Authority process.

These American Sign Language interpretation contracts may or may not be renewed once they expire. What is certain, though, is that the EDD will continue in its commitment to serving Californians of every linguistic community.

Oral and Written Language Access Services

Oral Language Access Services

If EDD staff encounter LEP customers, they must use an in-person or telephone interpreter when delivering oral language access services. If needed, designated EDD bilingual staff can also be used as interpreters.

Translation assistance for an interview during outreach or site review activity from an EDD customer, worker, employer, or his/her representative must be pre-arranged through the EEO Office. The EEO Office maintains a list of bilingual certified individuals and volunteers.

During mass layoffs, EDD staff must determine the interpretive services needs by contacting the employer after the EDD is notified of the mass layoff. Then, the EDD staff can ascertain the language preference of the individuals they will serve after the mass layoffs occur and determine if interpretive services can be provided using designated EDD bilingual staff or if interpretive services need to be contracted to an outside company.

Written Language Access Services

In accordance with state and federal policy, the EDD must provide timely and accurate translations of written communications on a consistent basis to LEP individuals.

The EDD provides written language access (forms/document translations) for the Spanish language through the Public Affairs Branch's Web Business Services. Other language translation service requests are processed by the Administration Branch's ODPD.

Web Content

The EDD recognizes the importance of providing online services for LEP customers. With Spanish being the most commonly-used alternate language in California, the EDD offers 126 web pages in Spanish. In addition, the EDD's website provides a Google translation option which currently has 103 language choices. At this time, this Google translator feature applies to web pages only. Web forms and publications are available only in the languages in which they are formatted and presented.

The LEP customers also have access to online services 24/7 in English and Spanish for Workforce Services, Unemployment Insurance, or State Disability Insurance programs.

Each branch regularly evaluates their web content and works with the PAB's Web Business Services to obtain Spanish translations for edits of new or existing web content in an ongoing effort to improve usability and access for LEP customers. The ultimate goal is to have all EDD web pages and materials available in each of the most frequently-used languages.

Development and Distribution of Designated Forms in Multiple Languages

The EDD branches work with the Bilingual Services Coordinator to identify documents that need to be available in non-English languages and to determine the language needed by LEP customers. It is the responsibility of all EDD site managers to regularly check the supply of these documents to ensure that they are available to staff.

If a document needs to be translated in a language other than Spanish, a completed *Publication Center Service Request*, DE 1903 must be submitted to the Administration Branch's BOPSD. Requests for translation will then be facilitated by the contracted vendor.

EDD Staff Training

The EDD is committed to providing training to its employees on language access policies and procedures. Newly-hired PCEs in the EDD are trained on policies and procedures to serve LEP customers. Every two years during the biennial language survey, the PCEs are trained on the Dymally-Alatorre Bilingual Services Act policy requirement and language access resources. Additionally, the EEO Office plays an important role in the EDD's training and educational efforts. The EEO Office delivers two-hour training modules for both EDD supervisors and EDD new employees in which EEO Office staff shares information about the EDD's policy, procedures, and resources available to serve LEP individuals. Furthermore, the EEO Office distributes biennially "I Speak Cards" to all EDD employees with instruction on how to use them to effectively serve LEP customers.

Monitoring EDD Policies, Procedures, Services, and Resources

The EDD periodically monitors and evaluates its language access policies, procedures, services, and resources by doing the following:

Biennial Dymally-Alatorre Language Survey (biennial language survey)

The EDD conducts a biennial language survey to measure the frequency of contact with LEP individuals. The EDD sites around the state conduct a two-week survey and record every customer's language. If a non-English language shows up in more than five percent of customer interactions, the EDD sites will provide language access services for that language. The biennial language survey measures if the EDD has a sufficient number of qualified employees in public contact positions to serve the LEP community. The EDD Bilingual Services Coordinator is responsible for overseeing the facilitation of the biennial language survey. The EDD's PCEs are required to participate in the biennial language survey. The biennial language survey consists of four phases:

Phase One

Public Contact Employee Demographic Survey – The EDD determines:

- Number of PCEs by branch and work location.
- For each PCE, his/her time base and language fluency.
- If PCEs are fluent in languages other than English and if they are certified and/or receiving bilingual pay.

Phase Two

Public Contact Employee Tally Survey – All PCEs are required to tally their public contacts during the survey period and the EDD determines:

- For each PCE, the number of public contacts, regardless of communication mode (in-person, emails, faxes, letters, telephone, social media, and/or TTY/TTD), during the biennial language survey two-week period.
- The total number of public contacts by branch and reporting unit.
- The identification of each public contact (customer) by the language in which the customer wanted to communicate in.

Phase Three

Data Analysis and Reporting – The Policy, Accountability and Compliance Branch’s Survey and Applied Research (SAR) Section reports the PCEs’ demographic data and public contacts during the survey period to the California Department of Human Resources (CalHR) Bilingual Services Program Language Website for calculation and identification of position deficiencies.

Phase Four

Administrative Compliance of the Dymally-Alatorre Bilingual Services Act – The EDD Bilingual Services Coordinator oversees the position deficiency analysis and deficiency corrective plan and is responsible for the implementation and reporting of the following supplemental information to CalHR:

- Number of EDD translated forms and documents by language.
- Estimated attrition rate of public contact position vacancies.
- EDD organization chart.
- LEP policy.
- EDD mission and vision statements.

Migrant and Seasonal Farmworkers Annual Programmatic Reviews

Through its annual compliance monitoring reviews, the Policy, Accountability and Compliance Branch’s Monitor Advocate Office conducts an annual assessment of whether EDD Workforce Services sites (located in high agricultural areas or serve 10 percent or more of migrant and seasonal farmworkers) are providing LEP migrant and seasonal farmworkers meaningful access to EDD program benefits, services, and information.

EEO Office Compliance Monitoring Reviews of California Local Workforce Development Areas

As part of its oversight and monitoring responsibilities established in the WIOA Section 188 and its implementation regulations, the EDD's EEO Office conducts annual onsite compliance monitoring reviews of all 45 California Local Workforce Development Areas. The annual onsite compliance monitoring reviews assess whether the Local Workforce Development Areas are providing meaningful access to LEP individuals.

Language Access Complaint Process

The EEO Office is responsible for reviewing language access complaints. When processing language access complaints, the EEO Office monitors the EDD's response rate to language access complaints or suggestions by LEP individuals. Additionally, the EEO Office ensures that EDD employees are following proper policy and procedures to provide meaningful access to LEP individuals.

If an LEP customer believes that he/she has not been provided with the requested information or services, the individual has the right to file a *Language Access Comments, Suggestions, and/or Complaints Form, DE 8123* in person by visiting a local EDD site, electronically using Ask EDD, emailing EEOMAIL@edd.ca.gov, or mailing it to the EDD's EEO Office at the following address:

Equal Employment Opportunity Office

Employment Development Department
PO Box 826880, MIC 49
Sacramento, CA 94280-0001

If the LEP customer is dissatisfied with the EDD's handling of the complaint at any stage of the process, or does not wish to file a complaint by completing EDD's Language Access Complaint Form, the LEP customer may file a complaint directly with CalHR by contacting their language access complaint line at 1-866-889-3278.

Language Access Future Initiatives

The following language access initiatives constitute the EDD's commitment to improving and enhancing language access services for LEP customers. These language access future initiatives describe how the EDD will meet the service delivery standards delineated in language access policies and procedures. More importantly, they provide a roadmap for setting priorities, allocating resources, and identifying responsible personnel to maintain compliance with language access requirements.

2018		
WHAT	DATE TO BE COMPLETED	WHO
Initiative 1: Review EDD Bilingual Services Policy, develop a policy statement, and make necessary updates	July 2018	EDD Bilingual Services Coordinator (lead) and Human Resource Services Division
Initiative 2: Develop and deploy Intranet SharePoint site to house language access resources	December 2018	EEO Officer manager (lead) and Information Technology Branch
Initiative 3: Develop mandated Babel Notices and advertise and market their use throughout the EDD	December 2018	EDD Bilingual Services Coordinator (lead), Administration Branch, and Public Affairs Branch

2019		
WHAT	DATE TO BE COMPLETED	WHO
Initiative 1: Update or develop, advertise, and market use of "I Speak" cards throughout the EDD	July 2019	EDD Bilingual Services Coordinator (lead), Administration Branch, and Public Affairs Branch
Initiative 2: Conduct LEP EDD customer satisfaction survey	December 2019	Policy, Accountability, and Compliance Branch's SAR Section Consultants (lead) and all EDD branches
Initiative 3: Develop, advertise, and market "We Speak Your Language" posters throughout EDD public-facing sites	December 2019	EDD Bilingual Services Coordinator (lead), Administration Branch, and Public Affairs Branch

2020		
WHAT	DATE TO BE COMPLETED	WHO
Initiative 1: Develop and deploy language access training module for EDD staff	December 2020	EEO Office (lead) and Administration Branch's EDD University
Initiative 2: Conduct outreach to LEP community and disseminate EDD language access tools and information	December 2020	EEO Office (lead), Public Affairs Branch, and Administration Branch
Initiative 3: Present findings of LEP EDD customer satisfaction survey and recommendations to EDD Executive Leadership Team	July 2020	Policy, Accountability, and Compliance Branch's SAR Section Consultants (lead)

2021		
WHAT	DATE TO BE COMPLETED	WHO
Initiative 1: Conduct internal audit of EDD Language Access Plan 2018-2021	July 2021	Policy, Accountability, and Compliance Branch's Audit and Evaluation Division (lead)
Initiative 2: Assemble department-wide workgroup and develop next EDD Language Access Plan 2022-2025	Workgroup to be assembled in February 2021. Draft to be presented to EDD Executive Leadership Team by October 2021	EEO Office (lead) and department-wide workgroup

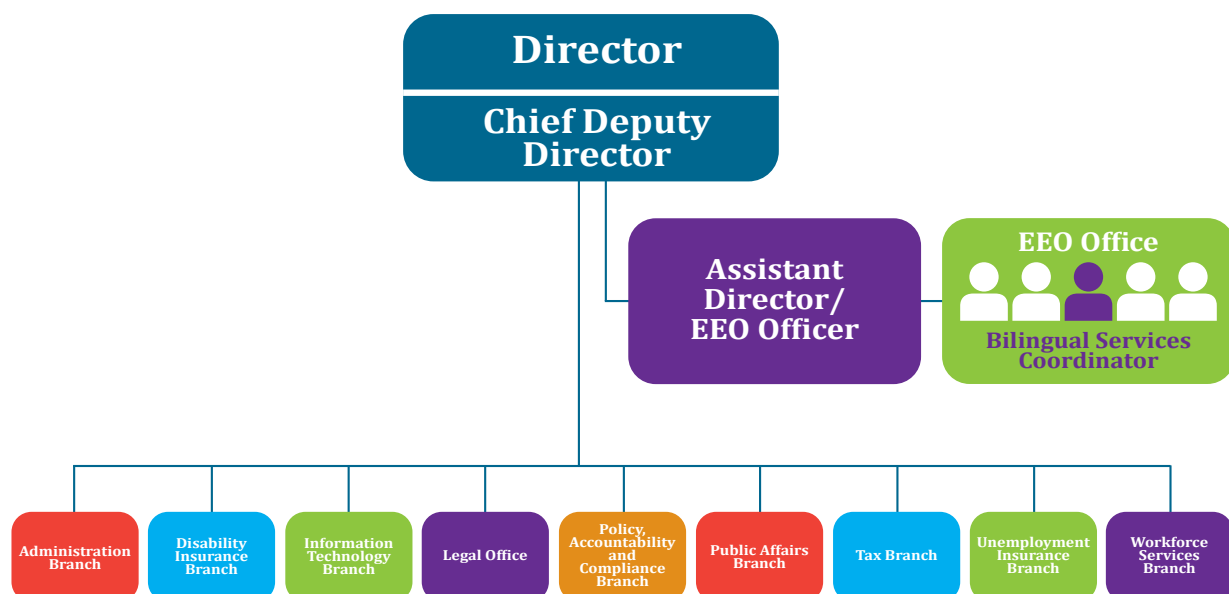
EDD Bilingual Services Coordinator

The EDD Bilingual Services Coordinator is responsible for devising the language access policy and procedures and ensuring that the EDD adheres to it. The EDD Bilingual Services Coordinator works in the EEO Office and performs the following functions:

- Ensures that EDD staff have resources to serve LEP individuals.
- Monitors compliance with language access policy and procedures.
- Reviews and processes language access complaints.
- Coordinates the EDD biennial language survey and administrative reporting to CalHR.
- Leads enterprise-wide workgroups to develop EDD language access future initiatives as described in the EDD Language Access Plan.
- Updates and maintains the EDD Bilingual Services Directory.
- Serves as liaison to CalHR on language access matters.
- Represents the EDD at state agency workgroups working on language access issues.



EDD Organizational Chart



Glossary

Babel Notice – A short notice included in a document or electronic medium (for example, website, “app,” email) in multiple languages informing the reader that the communication contains vital information, and explaining how to access language services to have the contents of the communication provided in other languages. Refer to 29 Code of Federal Regulations (CFR) Section 38.4(i).

BOPSD – Business Operations Planning and Support Division

Contract Monitor – The individual(s) requesting the contract.

CUIC – California Unemployment Insurance Code

Dymally-Alatorre Bilingual Services Act (Government Code Sections 7290-7299.8) – A California state act declaring that state agencies who serve a substantial number of non-English speaking people employ a sufficient amount of bilingual persons in order to provide certain information and render certain services in a language other than English. The Act requires each state agency to conduct a survey of its local offices every two years regarding their public contact positions and the provision of bilingual services, as specified. The Act requires the State Personnel Board to compile the results of the survey and provide it in a report to the Legislature every two years.

EDD – Employment Development Department

EEO – Equal Employment Opportunity

Government Code Section 7299.3 – Mandates all state agencies affected by the Dymally-Alatorre Bilingual Services Act must have translated forms and processes located on their home website. These forms shall be translated into all languages spoken by a substantial number of non-English people served by the state agency.

“I Speak” Cards – Small cards that are translated into multiple spoken languages which indicate the LEP individual to point to the language they speak. Translation services can then be provided based on the preferred language.

LEP – Limited English Proficiency – An individual whose primary language for communication is not English and who has limited ability to read, speak, write, and/or understand English. Refer to 29 CFR Section 38.4(hh).

Local Workforce Development Area – The entity that receives WIOA Title I financial assistance for a local area directly from the Governor and disburses those funds for workforce development activities. Refer to 29 CFR Section 38.4(ii).

Meaningful Access – Reasonable steps are taken to ensure each LEP individual served or encountered is effectively informed about and/or able to participate in the program or activity. Refer to 29 CFR 38.9(b).

ODPD – Office of Documents, Publications, and Distribution

PCE – Public Contact Employee – A position that emphasizes the ability to meet, contact, and deal with the EDD’s primary customers in the performance of EDD functions. A public contact is defined as a PCE providing specific program information to or from the EDD’s primary customers (for example, disability insurance or unemployment insurance claimants, business owners contacting Tax Branch, job seekers/employers contacting the Workforce Services Branch about employment services). Public contacts include in-person encounters, emails, faxes, letters, telephone, social media, and TTY/TTD.

SAR Section – Survey and Applied Research Section

Vital Information – Information, whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual to obtain any aid, benefit, service, and/or training; or required by law. Examples of documents containing vital information include, but are not limited to applications, consent and complaint forms; notices of rights and responsibilities; notices advising LEP individuals of their rights under this part, including the availability of free language assistance; rulebooks; 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 letters or notices that require a response from the beneficiary or applicant, participant, or employee. Refer to 29 CFR 38.4(ttt).

WIOA – Workforce Innovation and Opportunity Act – Legislation meant to improve our nation’s workforce development system and help to put Americans back to work.

“We Speak Your Language” Poster – Larger promotional posters that includes “We Speak Your Language” in multiple languages to inform LEP individuals that services can be provided in their own language.

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