

Language Access Plan for Limited English Proficient Persons

PA CareerLink® Lancaster County
1046 Manheim Pike, Lancaster PA 17601
www.jobs4lanaster.com

LEP Coordinator

Christine Roggenbaum, Site Administrator

This plan is effective for 2023-2024

Rev. 8/1/23

I. Purpose

This plan clarifies standards for making services available at the PA CareerLink® Lancaster County accessible to customers with Limited English Proficiency (LEP) which are consistent with federal and state laws and well-established LEP principles. Individuals who do not speak English as their primary language and/or who have a limited ability to read, speak, write, or understand English can have limited English proficiency, or LEP. Individuals with LEP can include sensory impairments, who are Deaf or hard of hearing and communicate with American Sign Language, have speech impairments or who are blind or have visual impairments.

This plan identifies and describes the following in accordance with Title 29, Subtitle A/ Part 38/ subpart A Appendix to § 38.9—Guidance to Recipients.

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 Justice Title VI Legal Manual**, January 11, 2001 edition
- **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
- **WIOA 29 CFR 38.9** Discrimination prohibited based on national origin, including limited English proficiency

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.
- **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 public but targeting individuals who are eligible or may be eligible for benefits/services or programs.

III. PA CareerLink® Lancaster County Policy

It is the policy of PA CareerLink® Lancaster County 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 PA CareerLink® Lancaster County. Meaningful access involves PA CareerLink® Lancaster County 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 make this policy.

In developing this Language Assistance Plan, PA CareerLink® Lancaster County has considered the following criteria:

- The number or proportion of persons who are limited English proficient in the service area
- The frequency with which persons who are limited English proficient access services
- The nature and importance of the variety of programs, activities and services provided
- The resources available to PA CareerLink® and the cost to provide language services

The 2021: American Community Survey 5-Year Estimates for the County of Lancaster indicates that the following languages meet or exceed the Federal threshold for written translation of vital documents, as shown in the chart below: Spanish, Vietnamese, and German.

	Lancaster County, Pennsylvania	
Label	Estimate	Margin of Error
Total:	494,967	±61
Speak only English	416,793	±2,430
Spanish or Spanish Creole:	32,625	±1,231
Speak English "very well"	20,973	±1,126
Speak English less than "very well"	11,652	±959
German:	4,959	±864
Speak English "very well"	3,945	±705
Speak English less than "very well"	1,014	±308
Other West Germanic languages:	24,473	±1,779
Speak English "very well"	16,659	±1,421
Speak English less than "very well"	7,814	±939
Vietnamese:	2,494	±527
Speak English "very well"	734	±182
Speak English less than "very well"	1,760	±417

This plan addresses the five elements critical to an effective Language Assistance Plan:

- How we identify individuals with limited English proficiency who need assistance
- The language assistance measures we have in place
- How we train staff
- How we notify the public of our language assistance services
- How we monitor and update the plan

IV. Identifying Individuals with Limited English Proficiency Who Need Assistance

When an individual is able to speak and understand English, but is unable to read English, then the individual's level of English proficiency is classified as "not English proficient" or "Limited English Proficient".

Individuals with limited English proficiency often self-identify their need for language assistance services. The "Language Services Available" notices in the reception area and resource room enable many customers to identify their preferred language. All staff members are also equipped with "I Speak Cards" (**Attachment A**) that assist individuals in identifying their specific language.

Deaf and hard of hearing customers communicate their need for interpreting services the first time they visit or with a prior telephone contact.

V. Methods of Providing Services to LEP Population

PA CareerLink® Lancaster County takes measures to ensure we provide meaningful access to and have meaningful communications with individuals with limited English proficiency. Language assistance measures take several forms:

- Direct service delivery in the customer's language by bilingual staff (**Attachment B – Bilingual Job Description**)
- Purchase of written materials in the customer's language
- Written translation of materials by bilingual staff or contracted translators
- On-site oral interpretation by bilingual staff
- Remote over-the-phone (live interpreters) in spoken language, or with V/TTY (Voice/Teletypewriter) in the case of deaf or hard of hearing individuals with LEP. (**Attachment C – Propio Interpretation Services**)
- American Sign Language is available but requires advanced scheduling
- Adaptive equipment such as Ubi-Duo and DaVinci Pro CCTV which both offer text to speech for those who are vision impaired.

Safe Harbor Provision (A): Vital Documents are translated into Spanish, German, and Vietnamese at the time they are created in English. Other documents are translated as needed or orally interpreted for the customer

Safe Harbor Provision (B): When a language group reaches the 5%, or >1,000 trigger, we will provide written notice in the primary language of the limited English proficient language group of the right to receive competent oral interpretation of written materials, free of cost. This will also be updated in the Babel notice.

These safe harbor provisions apply to the translation of written documents only. Meaningful access to services for individuals with limited English proficiency is provided through competent oral interpreters where oral language services are needed and reasonable.

Vital Documents

Vital documents are those documents necessary for the customers to be served effectively by the program areas. Vital documents include:

- Applications
- Individual Employment Plans (IEP's) or Individual Service Strategies (ISS)
- Letters containing important information regarding participation in a program or activity
- Consent forms
- Information on the right to file complaints of discrimination
- Notices advising individuals with limited English proficiency of the availability of free language assistance
- Outreach materials
- Notices pertaining to reduction, denial, or termination of services or benefits and of the right to appeal such actions
- Notices that require a response from the beneficiaries

Although an individual with LEP may bring his/her own interpreter, using that individual's family members, friends, or other informal interpreters is not acceptable when communicating vital information.

Interpretation

PA CareerLink® Lancaster County, 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 PA CareerLink® Lancaster County. 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 program beyond that of an English-speaking individual or family.

The OSO has three Spanish speaking bilingual Talent Engagement Specialists. Additional bilingual staff are denoted with an asterisk (*) on the Staff Directory. These staff are contacted as a first attempt to provide immediate interpretation as needed.

PA CareerLink® Lancaster County addresses phone calls, voicemail and walk-ins LEP individuals in the following manner: Spanish-speaking individuals are assisted by bilingual Talent Engagement Specialists employed by the One Stop Operator. The Talent Engagement Specialists will utilize the telephone interpreting service Propio to assist other languages.

Additional interpreting and translating services are provided as the customer progresses through services. We provide access to services by having materials translated for the customer or by providing oral interpretation of the information.

In the case of interpretation of both online and in person classes, arrangements should be made for interpretation services at least 24 hours in advance. The instructor would send the course materials to the translator in advance. The instructor would schedule a private training session with the customer and would call the interpreter, remaining on the phone, so that the course spoken/oral information could be translated.

In the case of deaf or hard of hearing individuals with limited English proficiency, the interpreter will convert signed language to English, and vice-versa, and may require additional services of a

deaf interpreter if the limited English proficient individual is Minimally Linguistically Competent.

Oral interpreting services for customers who are deaf or hard of hearing are scheduled upon request. The career resource center (CRC) costs are covered by the One Stop Operator (OSO). The program operator covers the costs of interpreting services within the program.

Translation

Written translation services are procured through in-house staff or external providers. The career resource center (CRC) costs are covered by the One Stop Operator (OSO). The program operator covers the costs of translation services within the program.

VI. Notice to the Public

- A babel notice (**Attachment D**) is posted at the reception desk and on the www.jobs4lancaster.com website informing readers that communication containing vital documents is available in the following languages: Spanish, German and Vietnamese
- Outreach materials and staff email signatures include the following tagline: “Language assistance services are available free of cost”
- Braille Equal Opportunity is the Law posters are located in the reception area
- “Know Your Rights: Workplace Discrimination is Illegal” Poster optimized for screen readers on all CRC computers
- “Know Your Rights: Workplace Discrimination is Illegal” HTML-only versions posted in the following available languages Arabic, Chinese, Haitian Creole, Korean, Russian, Tagalog, Vietnamese, German
- “Know Your Rights: Workplace Discrimination is Illegal” posters in English and Spanish
- PA CareerLink® Lancaster County has established relationships with many community organizations that serve a large customer base of individuals needing our services, many with limited English proficiency.
- Additionally, information about PA CareerLink® and its services and availability of free language assistance is provided through:
 - PA CareerLink® Lancaster County local website www.jobs4lancaster.com translation via Google Translate
 - Brochures and notices
 - Presentations at schools and community organizations
 - Presentation at Rapid Response and dislocated worker meetings
 - Orientations for CareerLink® programs
 - Outreach to Adult Probation and Parole and juvenile justice organizations
 - Outreach to organizations that serve persons with disabilities.

VII. Training PA CareerLink® Staff

The goal of training staff is to ensure that all staff members are prepared to provide meaningful access to services for individuals with limited English proficiency.

Annually, staff will receive the following:

1. Review of LEP Plan at CareerLink® Staff Meeting provided by EO Officer, Liaison, LEP Coordinator or designee

2. Annual Training of Propio Interpretation Services and how staff is to access Propio
3. Annual Training of ADA Resources
4. Review of the regulations pertaining to LEP
5. Review of the Babel Notice
6. Review of use of “I Speak Cards”
7. Cultural and Language Sensitivity Training
8. Review of bi-lingual staff as noted on the directory

VIII. Monitoring and Updating the Plan

This Language Assistance Plan for Limited English Proficient person is reviewed and updated annually. Changes may involve the provision of additional language services, posting of signs, and announcements in outreach documents as needed. The process includes:

- Review of Census data, American Community Surveys, and local sources of data including CWDS
- Input from staff, and PA CareerLink® partners during annual monitoring
- Input from community partners
- Review of legislative mandates
- Selection and implementation of additional language services
- Staff training
- Review and updates of documents and language services
- Assessment of new technology available

IX. Attachments

Attachment A – I Speak Cards

Attachment B – Bilingual Job Description

Attachment C - Propio Interpretation Services

Attachment D – Babel Notice

Limited English Proficiency Plan

Signatures:

PA CareerLink® LEP Coordinator

Print Name Date

EO Officer

Print Name Date

Board Chairperson

Print Name Date

Equal Opportunity Employer/Program. Language assistance services are available free of cost.
Auxiliary aids and services are available to those with disabilities upon request.

Document Changes			
NAME	DATE	DESCRIPTION	EFFECTIVE DATE
Valerie Hatfield	8.1.23	EO Revisions	

I speak ...

A

Amharic

እኔ አማርኛ ነው ምናገረው.

Arabic

أنا أتحدث اللغة العربية

Armenian

Ես խոսում եմ հայերեն

B

Bengali

আমী বাংলা কথা বলতে পারী

Bosnian

Ja govorim bosanski

Bulgarian

Аз говоря български

Burmese

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်။

C

Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

Catalan

Parlo català

Croatian

Govorim hrvatski

Czech

Mluvím česky

D

Danish

Jeg taler dansk

Dari

من دری حرف می زنم

Dutch

Ik spreek het Nederlands

E

Estonian

Ma räägin eesti keelt

F

Finnish

Puhun suomea

French

Je parle français

G

German

Ich spreche Deutsch

Greek

Μιλώ τα ελληνικά

Gujarati

હુ ગુજરાતી બોલુ છુ

H

Haitian Creole

M pale kreyòl ayisyen

Hebrew

אני מדבר עברית

Hindi

मैं हिंदी बोलता हूँ ।

Hmong

Kuv has lug Moob

Hungarian

Beszélek magyarul

I

Icelandic

Èg tala íslensku

Ilocano

Agsaonak ti Ilokano

Indonesian

syay bisa berbahsa Indonesia

Italian

Parlo italiano

J

Japanese

私は日本語を話す

K

Kackchiquel

Quin chagüic'ká chábaal' ruín' rí
tzújon cakchiquel

Korean

한국어 합니다

Kurdish

man Kurdii zaanim

Kurmanci

man Kurmaanji zaanim

L

Laotian

ຂອຍປາກພາສາລາວ

Latvian

Es runāju latviski

Lithuanian

Aš kalbu lietuviš kai

M

Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

Mam

Bán chiyola tuj kíyol mam

Mon

အဲဟို အဂၢၢ်ဝဲ

N

Norwegian

Jeg snakker norsk

P

Persian

من فارسی صحبت می کنم.

Polish

Mówię po polsku

Portuguese

Eu falo português do Brasil
(for Brazil)

Eu falo português de Portugal
(for Portugal)

Punjabi

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

Q

Qanjobal

Ayin tí chí walq' anjob' al

Quiche

In kinch'aw k'uin ch'e quiche

R

Romanian

Vorbesc românește

Russian

Я говорю по-русски

S

Serbian

Ја говорим српски

Sign Language (American)



I, ME



SIGN, SIGN LANGUAGE

Slovak

Hovorím po slovensky

Slovenian

Govorim slovensko

Somali

Waxaan ku hadlaa af-Soomaali

Spanish

Yo hablo español

Swahili

Ninaongea Kiswahili

Swedish

Jag talar svenska

T

Tagalog

Marunong akong mag-Tagalog

Tamil

நான் தமிழ் பேசுவேன்

Thai

พุดภาษาไทย

Turkish

Türkçe konuşurum

U

Ukrainian

Я розмовляю українською мовою

Urdu

میں اردو بولتا ہوں

V

Vietnamese

Tôi nói tiếng Việt

W

Welsh

Dwi'n siarad

X

Xhosa

Ndithetha isiXhosa

Y

Yiddish

איך רעד יידיש

Yoruba

Mo nso Yooba

Z

Zulu

Ngiyasikhuluma isiZulu

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
chichimeo jonaz	chichimeco jonaz	yo hablo chichimeca	ikáuj úza' ér~í
mazateco	mazateco del norte	yo hablo mazateco Hablo la lengua de Santa María Chilchotla	Cha'ña enná Cha'ña énn nda xo
maya	maya	Yo hablo maya	teen k-in t'aan maya
mixe	mixe bajo	Yo hablo mixe	Madyakpiëch ayuuk
	mixe alto, de Tlahuitoltpec	Yo hablo mixe	Xaamkëjxpët ayuujk ëts nkajpyxypy
mixteco	mixteco del oeste de la costa	yo hablo mixteco	Yuu kain se'en savi ñu ñundua

Agrupación Lingüística	Variante Lingüística	Frase en español	Frase en lengua
náhuatl	náhuatl de la huasteca veracruzana (se entiende junto con Veracruz y San Luis Potosí)	yo hablo náhuatl	Na nitlajtowa náhuatl
tojolabal	tojolabal	yo hablo tojolabal	Ja´ke´ni wala kúmaniyon tojol-abál
triqui	triqui de la baja	yo hablo triqui	‘unj a´mii xna´ ánj nu´a
tseltal	tseltal (variante unificada)	Yo hablo tseltal	Te jo´one ja k´op te bats´il k´op tseltal
tsotsil	tseltal (variante unificada)	Yo hablo tsotsil	Vu´une jna´xi k´ opoj ta bats´i k´op
zapoteco	zapoteco de la planicie costera	yo hablo zapoteco	Naa riné´ diidxazá
chinanteco	chinanteco del sureste medio	yo hablo chinanteco	Jnea lo´n jujmií kiee´ ´dsa mo´kuö

A - pg. 3

Amharic
Arabic
Armenian

B - pg. 3

Bengali
Bosnian
Bulgarian
Burmese

C - pg. 4

Cambodian
Cantonese
Catalan
Croatian
Czech

D - pg. 5

Danish
Dari
Dutch

E - pg. 5

Estonian

F - pg. 5

Finnish
French

G - pg. 6

German
Greek
Gujarati

H - pg. 7

Haitian Creole
Hebrew
Hindi
Hmong
Hungarian

I - pg. 8

Icelandic
Ilocano
Indonesian
Italian

J - pg. 8

Japanese

K - pg. 9

Kackchiquel
Korean
Kurdish
Kurmanci

L - pg. 9

Laotian
Latvian
Lithuanian

M - pg. 10

Mandarin
Mam
Mon

N - pg. 10

Norwegian

P - pg. 11

Persian
Polish
Portuguese
Punjabi

Q - pg. 11

Qanjobal
Quiche

R - pg. 12

Romanian
Russian

S - pg. 12, 13

Serbian
Sign Language
Slovak
Slovenian
Somali
Spanish
Swahili
Swedish

T - pg. 13, 14

Tagalog
Tamil
Thai
Turkish

U - pg.14

Ukrainian
Urdu

V - pg.14

Vietnamese

W - pg. 14

Welsh

X - pg. 15

Xhosa

Y - pg. 15

Yiddish
Yoruba

Z - pg. 15

Zulu

See page 16,17
for selected
indigenous
languages
of Mexico.

Limited English Proficiency Resources

<https://www.lep.gov>

“I Speak” is provided by the Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL). Special thanks to the Department of Justice Bureau of Justice Assistance and the Ohio Office of Criminal Justice Services, for inspiration and permission to use their “I Speak” guide as the initial source.

Office for Civil Rights and Civil Liberties

www.dhs.gov/crcl

Toll Free: 1-866-644-8360

Toll Free TTY: 1-866-644-8361

Email: crcl@dhs.gov



Attachment B: Bilingual Job Description

Position Description

Title: Bilingual Workforce Counselor

Classification: Non-Exempt

Scope of Position

- Due to the dynamics of working with individuals, this position necessitates an individual who is comfortable working in an environment that is constantly evolving
- This position requires an organized individual who can efficiently handle several responsibilities simultaneously
- Focus on what the participants' strengths are the positive, rather than the barriers
- Help participants learn problem solving skills
- Identify and use the motivations that participants bring with them to promote work and education

Essential Functions

- Assist in the preparation of project reports as needed (participation, placement, etc.)
- Accurately complete required documentation for enrollment
- Work with government officials to ensure appropriate documentation is completed and received
- Create solutions to participant attendance problems.
- Oversee participant activities and assist with workshop schedules.
- Provide consistent and comprehensive case management and follow-up
- Provide individualized assessment of work, family and personal development needs and opportunities
- Provide referrals to appropriate community service or social service agencies when needed
- Maintain organized database of clients and keep detailed documentation of all contacts with clients
- Coordinate participant schedules.
- Document all participant contacts and activities in case notes.
- Share information with appropriate staff and/or funding agencies. Maintain participant files as specified by contractor
- Build a professional one-on-one working relationship with participants to aid in eliminating challenges that are hindrances to obtaining and retaining employment. This includes: assessment, individualized attention and coordination
- Ensure participants follow through with planned activities as outlined in contract with funding agency
- Help to ensure that positive outcomes and goals are met as required by contract
- Conduct small peer group sessions on an as needed basis
- Conduct home visits
- Support program rules, requirements, and regulations
- Attend EARN staff meetings as needed
- Motivate TANF clients toward positive outcomes

Education and Experience Requirements

- Ability to prioritize tasks and document visits and contacts
- Demonstrated telephone, computer and written communication skills
- Ability to maintain flexibility as needs of contract or contractor require
- College Degree or equivalent experience required
- Customer service experience preferred
- A working knowledge of MS Office
- Bilingual (English/Spanish) required
- Salary is negotiable

Job Title: Administrative Assistant
Reports to: Site Administrator



General Responsibilities

Serve as the primary contact for all individuals with appointments at the PA CareerLink®. Data enter all services in CWDS for customers attending workshops, seminars, and Job Fairs.

Tasks

- Field phone calls from the overflow call roll
- Create and maintain services on CWDS database
- Schedule PA CareerLink events and send out a regular event schedule to staff
- Able to learn new computer software and programs
- Send out daily emails with staff vacation schedules and any building announcements
- Maintain requisite supplies for waiting room
- Provide clerical support to the PA CareerLink Administrator
- Assist with Career Resource Room customer flow as needed
- Serve as the back-up receptionist for breaks, vacations, and afternoon hours
- Explain PA CareerLink services and understand the customer flow chart

Required Skills and Qualifications

- High School Diploma and GED
- Post-Secondary Training in computer and office skills preferred
- Proficiency in Microsoft Office Suite and a working knowledge of database programs
- Strong organizational skills, ability to work independently and in a team setting
- Experience working in customer service
- Fluent in English and Spanish
- Ready2Work – Career Readiness Certificate preferred
- Upon hire pass required criminal records checks
- Pass pre-employment drug screening checks and random drug screening

CODE: 0312

Over-the-phone Interpreting

Dial the Interpreter:

1-888-804-2044

The auto attendant will prompt:

1. Spanish, press 1; all other languages, press 2
 2. (If non-Spanish) enter the language code
 3. Enter your 4-digit account number: 9227
- Bureau of Workforce Partnerships and Operations

You will also be asked for:

- caller first and last name
- 4-digit office org code number
- LES First & Last Name

For 3-way calls:

Ask the first person who answers (interpreter or operator) to place the call.

Back-Up Interpreter Number: 1-866-386-1284

(Only use if interpreter is unavailable at primary number above)

propio

Top Language Code Choice

Language	code	Language	code
Albanian	47	Karenni	60
Amharic	39	Karen	34
Arabic	23	Korean	30
Bengali	48	Laotian	50
Bosnian	37	Mandarin	24
Burmese	21	Nepali	25
Cambodian	51	Portuouese	35
Cantonese	31	Punjabi	49
Chin	32	Russian	27
Farsi	33	Somali	29
French	26	Swahili	38
Gujarati	40	Tagalog	46
Haitian Creole	28	Thai	57
Hakka(chin)	87	Turkish	54
Hindi	43	Urdu	41
Hmong	44	Vietnamese	22
Italian	56	All other languages	99



July 30, 2023

In accordance with 29 CFR 38.9 (g)(3), Limited English Proficient (LEP) individuals will receive language assistance in all communications of vital information.

Vital information is defined as 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.

An interpreter, as well as the availability of free language assistance such as rulebooks; written test 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 will be provided to all LEP individuals at no cost to the individual. (29 CFR § 38.4(ttt))

English IMPORTANT! There are documents that contain important information about WIOA training services, how to apply for training services, your rights, responsibilities and/or benefits. It is critical that you understand the information in these documents. Click on “Select Language” to view our website in your preferred language. You can receive Telephone Translation assistance of all documents by CALLING 717-509-5613 at no cost to you.

Español ;IMPORTANTE! Hay documentos que contienen información importante acerca de los servicios de capacitación de WIOA, cómo solicitar servicios de capacitación, sus derechos, responsabilidades y / o beneficios. Es fundamental que entienda la información de estos documentos. Haga clic en “Seleccione el idioma” para ver nuestro sitio web en su idioma preferido. Usted puede recibir asistencia de Traducción Telefónica de todos los documentos por CALLING 717-509-5613 sin costo alguno para usted.

Tiếng Anh QUAN TRỌNG! Có những tài liệu chứa thông tin quan trọng về các dịch vụ đào tạo của WIOA, cách đăng ký dịch vụ đào tạo, quyền, trách nhiệm và/hoặc lợi ích của bạn. Điều quan trọng là bạn phải hiểu thông tin trong các tài liệu này. Nhấp vào “Chọn ngôn ngữ” để xem trang web của chúng tôi bằng ngôn ngữ ưa thích của bạn. Bạn có thể nhận được hỗ trợ Dịch thuật qua Điện thoại của tất cả các tài liệu bằng cách GỌI 717-509-5613 miễn phí cho bạn.

Englisch WICHTIG! Es gibt Dokumente, die wichtige Informationen über WIOA-Schulungsdienste, die Beantragung von Schulungsdiensten, Ihre Rechte, Pflichten und/oder Vorteile enthalten. Es ist wichtig, dass Sie die Informationen in diesen Dokumenten verstehen. Klicken Sie auf „Sprache auswählen“, um unsere Website in Ihrer bevorzugten Sprache anzuzeigen. Unter der Rufnummer 717-509-5613 können Sie kostenlos telefonische Übersetzungshilfe für alle Dokumente erhalten.

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