

# **Language Access Plan for Limited English Proficient Persons**

**PA CareerLink® Lancaster County**  
**1046 Manheim Pike, Lancaster PA 17601**  
**[www.jobs4lanaster.com](http://www.jobs4lanaster.com)**

**LEP Coordinator**

**Christine Roggenbaum, Site Administrator**

**This plan is effective for 2024-2025**

## **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.

	<b>Lancaster County, Pennsylvania</b>	
<b>Label</b>	<b>Estimate</b>	<b>Margin of Error</b>
Total:	494,967	±61
Speak only English	416,793	±2,430
<b>Spanish or Spanish Creole:</b>	32,625	±1,231
Speak English "very well"	20,973	±1,126
Speak English less than "very well"	11,652	±959
<b>German:</b>	4,959	±864
Speak English "very well"	3,945	±705
Speak English less than "very well"	1,014	±308
<b>Other West Germanic languages:</b>	24,473	±1,779
Speak English "very well"	16,659	±1,421
Speak English less than "very well"	7,814	±939
<b>Vietnamese:</b>	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 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.jobs4lanaster.com](http://www.jobs4lanaster.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® Lancaster County and its services and availability of free language assistance is provided through:
  - PA CareerLink® Lancaster County local website [www.jobs4lanaster.com](http://www.jobs4lanaster.com) translation via Google Translate
  - Brochures and notices
  - Presentations at schools and community organizations
  - Presentation at Rapid Response and dislocated worker meetings
  - Orientations for PA CareerLink® Lancaster County programs
  - Outreach to Adult Probation and Parole and juvenile justice organizations
  - Outreach to organizations that serve persons with disabilities.

### **VII. Training PA CareerLink® Lancaster County 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 PA CareerLink® Lancaster County 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® Lancaster County 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:

\_\_\_\_\_  
Board Chairperson

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

PA CareerLink® LEP Coordinator

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
EO Officer

\_\_\_\_\_  
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.

<b>Document Changes</b>			
NAME	DATE	DESCRIPTION	EFFECTIVE DATE

## Attachment A: I Speak Cards

# *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

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်။

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Ja govorim bosanski

**Bulgarian** Аз говоря

български **Burmese**

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

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**D**

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**Danish**

Jeg taler dansk

**Dari**

من دری حرف می زنم

**Dutch**

Ik spreek het Nederlands

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**E**

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## **Estonian**

Ma räägin eesti keelt

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## **F**

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## **Finnish**

Puhun suomea

## **French**

Je parle français

## **G**

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## **German**

Ich spreche Deutsch

## **Greek**

Μιλώ τα ελληνικά

**Gujarati**

હુ ગુજરાતી બોલુ છુ

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## H

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### **Haitian Creole**

M pale kreyòl ayisyen

### **Hebrew**

אני מדבר עברית

### **Hindi**

मैं हिंदी बोलता हूँ ।

### **Hmong**

Kuv has lug Moob

### **Hungarian**

Beszélek magyarul



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## I

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### **Icelandic**

Èg tala íslensku

### **Ilocano**

Agsaonak ti Ilokano

**Indonesian** syay bisa  
berbahsa Indonesia

### **Italian**

Parlo italiano

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## J

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### **Japanese**

私は日本語を話す

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## K

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### Kackchiquel

Quin chagüic ká chabal ´ ruin ´  
rí tzújon cakchiquel

### Korean

한국어 합니다

### Kurdish man Kurdii

zaanim **Kurmanci** man  
Kurmaanji zaanim

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## L

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### Laotian

ຂອບປາກພາສາລາວ

### Latvian

Es runâju latviski

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## **Lithuanian**

Að kal bu lietuviš kai

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# M

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## Mandarin

我講國語 (Traditional)

我讲国语/普通话

(Simplified)

## Mam

Bán chiyola tuj kíyol mam

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## Mon

အဲဟို အင်္ဂလိပ်

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## N

### Norwegian

Jeg snakker norsk

## P

### Persian

من فارسی صحبت می کنم.

### Polish

Mówię po polsku

### Portuguese

Eu falo português do Brasil

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(for Brazil)

Eu falo português de Portugal

(for Portugal)

## **Punjabi**

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।

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## **Q**

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## **Qanjobal**

Ayin tí chí walq' anjob' al

## **Quiche**

In kinch'aw k'uin ch'e quiche

## **R**

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## Romanian

Vorbesc românește

## Russian

Я говорю по-русски

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## S

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## Serbian

Ja govorim 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

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**T**

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**Tagalog**

Marunong akong mag-Tagalog

**Tamil**

நான் தமிழ் பேசுவேன்

**Thai**

พูดภาษาไทย

**Turkish**

Türkçe konuşurum

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**U**

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**Ukrainian**

Я розмовляю українською мовою

**Urdu**

میں اردو بولتا ہوں

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**V**

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**Vietnamese** Tôi

nói tiếng Việt **W**

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**Welsh**

Dwi'n siarad

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## X

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### **Xhosa**

Ndithetha isiXhosa

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## Y

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### **Yiddish**

איד רעד יידיש

### **Yoruba**

Mo nso Yooba

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# Z

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## Zulu

Ngiyasikhuluma isiZulu





Selected Indigenous Languages of Mexico

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 jujmii k'iee , dsa mo' kuöo





**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

**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

**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

Dutch

**E - pg. 5**

Estonian

**F - pg. 5**

Finnish

French

**K - pg. 9**

Kackchiquel

Korean

Kurdish

Kurmanci

**L - pg. 9**

Laotian

Latvian

Lithuanian

**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

**Limited English  
Proficiency Resources**  
**[https://www.l  
ep.gov](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.

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Toll Free TTY: 1-866-644-8361  
Email: [crcl@dhs.gov](mailto:crcl@dhs.gov)

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**Office for Civil Rights and  
Civil Liberties**

*[www.dhs.gov/crcl](http://www.dhs.gov/crcl)*

Toll Free: 1-866-644-8360

## **Attachment B: Bilingual Job Description**

### **Position Description**

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**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: Talent Engagement Specialist - BiLingual**  
**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



## 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** language services Client Support: (888)-528-6692



### Top Language Code Choices

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	Portuguese	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.

Auxiliary aids and services available to those with disabilities upon request. Equal Opportunity Employer/Program.

[www.lancastercountywib.com](http://www.lancastercountywib.com)

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