

Language Access Plans

Please contact your local-level Equal Opportunity Officer for any questions on developing Language Access Plans.

Legal Basis

No person in the United States shall, on the grounds of race, color, or national origin be...subjected to discrimination under any program or activity receiving federal financial assistance. -[42 U.S.C. 2000d](#)

[Executive Order 13166](#) "Improving Access to Services for Persons with Limited English Proficiency."

WIOA Section 188, [29 CFR 38.9](#) – "An individual must not be excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any WIOA Title I-financially assisted program or activity based on national origin."

"A recipient must take reasonable steps to ensure meaningful access to each limited English proficient (LEP) individual..." §29 CFR 38.9(b)

Types of Language Assistance

1. Interpretation – oral language assistance
2. Translation – written language assistance

What Needs to Be in a Language Access Plan

1. The process the recipient will use to assess the language needs of individuals who have or may seek to participate in the recipient's programs and activities.
2. The results of the assessment, including defining prominent languages.
3. Timelines for implementing the written LEP Plan.
4. All the language services to be provided to LEP individuals, including what documents must be translated.
5. The way LEP individuals will be advised of available services.
6. Steps individuals should take to request language services.
7. The way staff will provide language assistance services.
8. What steps must be taken to implement the plan?
9. The way staff will be trained.

10. Steps the recipient will take to ensure quality control, including monitoring implementation, establishing a complaint process, timely addressing complaints, and obtaining feedback from stakeholders and employees.
11. The way the recipient will document the provision of language assistance services.
12. The schedule for revising the LEP Plan.
13. The individual(s) assigned to oversee the implementation of the plan (eg. LEP Coordinator or Program Manager.)
14. Allocation of resources to implement the plan.

What Topics Staff Should be Trained On?

1. How to respond to telephone calls from or walk-ins to the CareerForce location.
2. How staff should track and record language preference information.
3. How staff will identify the language needs of LEP individuals.
4. How staff can procure in-person, telephone, or video interpreter services.
5. How to use bilingual staff for LEP services and which staff are authorized to provide the service.
6. How staff can obtain translations of documents.
7. How staff will process language access complaints.

Resources

[Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons](#)

[Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs](#)

[Section 188 of WIOA](#)

[Office for Access to Justice, Department of Justice Language Access Plan](#)

Questions?

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