Federal and State laws, as well as City WDB’s policies, require that all WIOA programs be accessible to non-English speaking populations in the City of Los Angeles. Please answer the following questions and once completed, eliminate any unnecessary spacing from text boxes. Sign and submit **electronically as a PDF file** by **July 10, 2020**. Also, include an electronic copy of the following: marketing materials (flyers, notices); application forms; orientation materials; and any other **NEW** forms (since your last submission) which are routinely distributed and/or used with LEP customers (internal or external, registered or universal access), also as **PDF files**.

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| **FACILITY INFORMATION** |

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| --- |
| Contractor Name:  |
| Program: [ ]  WSC [ ]  YSC |
| Center’s days and hours of operation:A Google Docs form was developed last program year to allow for everyone to have easy access to make modifications and access to the most recent center hours of operation. Please click (ctrl+click) on the links below to gain access. Following are some guidelines:* Find your Agency Name listed by Region (YSC) or in alphabetical order (WSC). Please enter/review information for all fields on the same row for your agency.
* In the Comments section, note any factors that impact your Center’s schedule.
* You will now have access to make any changes, especially staff turnover, throughout the program year. Make sure you enter the date on the 1st column every time you make a revision/update. including the date you finish reviewing for this questionnaire even if no changes are recorded -
* Do not change the formatting in any way. For example, if the text you typed in does not fit, EWDD staff will make needed modifications for easy viewing. This includes font style and size.
* When done entering your Center information, make sure you leave your cursor anywhere on the heading of the form with a blank cell. Leaving your cursor on any other cell will impede others from entering their data.

[WSC Hours of Operation and LEP Staff Roster](https://docs.google.com/spreadsheets/d/1SmfD4JCQkbTgpxC0Wkouq-Rag3eFemL8RpSYU-9fur0/edit#gid=0)[YSC Hours of Operation and LEP Staff Roster](https://docs.google.com/spreadsheets/d/1lon5If475j34Gi7IeCkgFV9mZucGmXarSkitG-7bxX8/edit#gid=0)**Has the form been completed/reviewed for accuracy?** [ ]  Yes [ ]  No**If no, please indicate any issues you may have encountered:**

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| **SERVICES** |

* 1. Does your Center have an LEP client policy in place? [ ]  Yes [ ]  No

(Please submit a copy with this questionnaire, if you have modified and/or if your existing policy was not submitted with the 2018-19 Questionnaire)

If “no”, please explain why not, and indicate when a written policy will be adopted:

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| * 1. Describe best practices your Center uses to provide services to the LEP population *(Highlight the approaches your Center takes to provide quality services to targeted LEP customers in your community*):
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|  |
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|  |
| **DEMOGRAPHICS** |

1. In the table below, indicate the number of customers served between **July 2019 - June 2020**, categorized by their primary language and the level of service received:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Primary Language** | **# of LEP Customers Enrolled** | **# of LEP Customers Receiving Intensive Services** | **# of LEP Customers who Received or are in Training** | **# of LEP Customers who Received Supportive Services** | **# of LEP Customers placed in employment** | **# of LEP Customers in Universal Access** |
| Armenian  |       |       |       |       |       |       |
| Arabic  |       |       |       |       |       |       |
| Cambodian |       |       |       |       |       |       |
| Chinese **(Traditional)** |       |       |       |       |       |       |
| Chinese **(Simplified)** |       |       |       |       |       |       |
| Farsi  |       |       |       |       |       |       |
| French |       |       |       |       |       |       |
| French Creole |       |       |       |       |       |       |
| Japanese |       |       |       |       |       |       |
| Korean |       |       |       |       |       |       |
| Russian |       |       |       |       |       |       |
| Portuguese |       |       |       |       |       |       |
| Spanish |       |       |       |       |       |       |
| Tagalog  |       |       |       |       |       |       |
| Vietnamese  |       |       |       |       |       |       |
| Other (list)\*: |       |       |       |       |       |       |
| Total: |       |       |       |       |       |       |

\**Add additional rows as needed*

1. Based on the changing demographics in your service area, what language population do you expect to increase your level of service in the next two years **(July 2020-June 2022)**? Rank language in order of priority.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Language** | **Rank** | **Projected # of New Staff to Accommodate Need** | **Additional or New** **Translated Materials Needed?** **(check)** | **OTHER (briefly describe):** |
| Armenian  |       |       | [ ]  |  |
| Arabic  |       |       | [ ]  |  |
| Cambodian |       |       | [ ]  |  |
| Chinese **(Traditional)** |       |       | [ ]  |  |
| Chinese **(Simplified)** |       |       | [ ]  |  |
| Farsi  |       |       | [ ]  |  |
| French |       |       | [ ]  |  |
| French Creole |       |       | [ ]  |  |
| Japanese |       |       | [ ]  |  |
| Korean |       |       | [ ]  |  |
| Russian |       |       | [ ]  |  |
| Portuguese |       |       | [ ]  |  |
| Spanish |       |       | [ ]  |  |
| Tagalog  |       |       | [ ]  |  |
| Vietnamese  |       |       | [ ]  |  |
| Other (list)\*: |       |       | [ ]  |  |
| Total: |       |       | [ ]  |  |

\**Add additional rows as needed*

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| **COMMUNICATION** |

1. Does your resource center use a telephone interpreter service? [ ]  Yes [ ]  No

If “yes”, provide:

|  |
| --- |
| Company Name:  |
| Contact Name: |
| Phone #: Email: |

If “no”, how are interpreter services provided for your customers if the customer speaks a language not spoken by Center staff?

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1. In the table below, check off the type of materials/tools you have available in each language:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Primary Language** | **Outreach Materials (check)** | **Posters (check)** | **Computer Software (check)** | **Resource Materials (check)** | **Assessment Tests (Check)** | **Customer Surveys** | **Other (Describe briefly):** |
| Armenian  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Arabic  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Cambodian | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Chinese **(Traditional)** | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Chinese **(Simplified)** | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Farsi  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| French | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| French Creole | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Japanese | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Korean | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Russian | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Portuguese | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Spanish | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Tagalog  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Vietnamese  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Other (list)\*: | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |
| Total: | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |  |

\**Add additional rows as needed*

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| **STAFFING** |

#### Please answer the following: (provide an explanation for any “no” answers)

1. Does your LEP Coordinator attend EO Training facilitated by EWDD?

 [ ]  Yes [ ]  No

1. Does your LEP Coordinator provide presentations at your staff meetings regarding LEP?

 [ ]  Yes [ ]  No

1. Does your LEP Coordinator attend the City-Sponsored LEP Coordinator meetings?

 [ ]  Yes [ ]  No

1. Does your Center maintain an LEP Binder containing all relevant LEP information, including your organization’s written LEP policy?

 [ ]  Yes [ ]  No

1. What is the total number of Staff at the Center: Program: Administration:
2. In the table below, identify the number of staff with interpreter/translation capabilities and whether or not they are certified:

| Language | # of Staff Who Translate/Interpret who are either certified bilingual or not | # of Case Managers | # of Bus. Service Reps | # of Staff Assignedto the Resource Center | # of Staff Assigned to the Reception Area | # Staff Conducting WIOA Orientations |
| --- | --- | --- | --- | --- | --- | --- |
| # Certified  | # Non-Certified  |
| Armenian  |      |       |       |       |       |       |       |
| Arabic  |      |       |       |       |       |       |       |
| Cambodian |      |       |       |       |       |       |       |
| Chinese **(Traditional)** |      |       |       |       |       |       |       |
| Chinese **(Simplified)** |      |       |       |       |       |       |       |
| Farsi  |      |       |       |       |       |       |       |
| French |      |       |       |       |       |       |       |
| French Creole |      |       |       |       |       |       |       |
| Japanese |      |       |       |       |       |       |       |
| Korean |      |       |       |       |       |       |       |
| Russian |      |       |       |       |       |       |       |
| Portuguese |      |       |       |       |       |       |       |
| Spanish |      |       |       |       |       |       |       |
| Tagalog  |      |       |       |       |       |       |       |
| Vietnamese  |      |       |       |       |       |       |       |
| Other (list)\*: |      |       |       |       |       |       |       |
| Total: |      |       |       |       |       |       |       |

\**Add additional rows as needed*

1. Please indicate the source of the certification, if “certified” was indicated in the table above:

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| **BILINGUAL STAFF FORM** |

A staff language capability tracking form was created last program year to give everyone easy access to make needed modifications and maintain up to date information throughout the program year. Please click (ctrl+click) on the links below to gain access. Following are some guidelines:

* Because staffing may not have changed, feel free to copy and paste your last year’s submission from the 2019-20 Excel Tab – MAKE SURE YOU ARE ENTERING YOUR INFORMATION IN THE 2020-21 TAB.
* Complete the Roster using one row per Center Staff who speaks any other language besides English. Please fill out completely as we may at times copy the file to sort as needed. Having access to this form, once completed, will give you the ability to see who you can connect with to support with your language needs.
* The languages are listed in alphabetical order and those listed are the primary languages we are currently focusing on. However, the last column allows you to enter any other languages spoken by your staff not included in the primary languages listed.
* Do not change the formatting in any way. For example, if the text you typed in does not fit, EWDD staff will make needed modifications for easy viewing once all entries have been made. This includes font style and size.
* Because you are listing all staff located at your Center, we need to differentiate between co-located partners and workforce-funded positions. Enter either Yes or No. ‘No’ means that the position is WIOA funded.
* For each language spoken by staff, indicate their level of proficiency by **entering Low (L), Medium (M), or High (H)** under each of the following headings: Speak, Read, and Write.
* When done entering your Center information, make sure you leave your cursor anywhere on the heading of the form with a blank cell. Leaving your cursor on any other cell will impede others from entering their data.

[WSC LEP Bilingual Staff Language and Level Tracker](https://docs.google.com/spreadsheets/d/1vm_oyiJwFek_hz7FQT1Z38vNzBnj4M8jASauwmyICnA/edit#gid=0)

[YSC LEP Bilingual Staff Language and Level Tracker](https://docs.google.com/spreadsheets/d/1azMDSySJT3k92DAIz0S0Wuqar7OQL0BXozMRG3LcAIA/edit#gid=0)

**Has the Tracking form been completed?** [ ]  Yes [ ]  No

**If no, please indicate any issues you may have encountered:**

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| **PROJECTED LANGUAGE NEEDS** |

1. Describe your projected written translation needs:

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| --- |
|  |

1. Describe your projected oral interpreter needs:

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| --- |
|  |

1. Does staff training take place on implementation of your written LEP policy? [ ]  Yes [ ]  No

If “yes”, please describe format. If “no”, why not?

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| **SIGNATURE** |

Name of Individual who completed the questionnaire:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature

Title

Phone

E-Mail Address

Date