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Rick Scott  
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EXECUTIVE DIRECTOR

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**FLORIDA DEPARTMENT of  
ECONOMIC OPPORTUNITY**

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**MEMORANDUM**

**DATE:** June 13, 2012

**TO:** Regional Workforce Board Executive Directors

**FROM:** Lois A. Scott, Program Manager, Workforce Program Support 

**SUBJECT:** Services to Migrant and Seasonal Farmworker (MSFW) and Limited English Proficient (LEP) Customers

The purpose of this memorandum is to remind staff of the requirements in serving migrant and seasonal farmworker (MSFW) and limited English proficient (LEP) customers in the One-Stop Delivery System.

Federal regulations require that labor exchange services must be available to all job seekers. Any current or prospective individual eligible for program services who cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with One-Stop Career Center staff has the following rights:

- A right to qualified interpreter services at no cost to them;
- A right not to be required to rely on their minor children, other relatives, or friends as interpreters; and
- A right to file a grievance about the language access services provided them.

Federal regulations also require that One-Stop Career Centers be considerate and sensitive to the preferences, needs, and skills of MSFWs. One-Stop Career Centers shall determine whether or not an applicant is a MSFW. Staff are required to provide an explanation of the services available through the employment system to the MSFW; they must do so by providing a copy of the DEO-511N Form, which is available in [English](#), [Spanish](#) and [Creole](#).

DEO staff will be hosting a webinar on Services to Limited English Proficient Customers and other Special Populations on Tuesday, June 19, 2012, at 10:00 a.m. Further information on this webinar will be forthcoming.

If you have any questions regarding services to MSFWs, please contact Marisela Ruiz at (850) 921-3207 or via e-mail at [Marisela.Ruiz@deo.myflorida.com](mailto:Marisela.Ruiz@deo.myflorida.com). For any questions regarding LEP customers, please contact James Landsberg at (850) 921-3201 or via e-mail at [James.Landsberg@deo.myflorida.com](mailto:James.Landsberg@deo.myflorida.com).

LAS/omr

cc: Tom Clendenning

Kevin R. Neal

Workforce Florida, Inc.