


Rick Scott
GOVERNOR



Jesse Panuccio
EXECUTIVE DIRECTOR

MEMORANDUM

DATE: July 1, 2013

TO: Regional Workforce Board Executive Directors 

FROM: Lois A. Scott, Chief, Bureau of One-Stop and Program Support

SUBJECT: Resources Available to Assist Limited English Proficient Customers

As part of the Department of Economic Opportunity's continuing efforts to ensure meaningful access to services for customers who are Limited English Proficient (LEP), we have developed the attached document. It contains useful resource links for providing support to this population of customers. Please share this information with One-Stop Career Center staff and take steps to make information about these resources available to LEP clients.

Should you have additional questions or concerns regarding this memorandum, please contact Christa Nelson at (850) 245-7492 or christa.nelson@deo.myflorida.com

LAS/cnn

cc: Tom Clendenning
Michael Lynch
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LEP Resources for DEO and One-Stop Career Center Staff

- DEO's [Office of Civil Rights](#) offers the following resources on its web page:
 - [Language Access to Federal and Federally Assisted Program](#)
 - [Language Identification Cards](#)
 - [Interpretive Services Poster](#)
- DEO's [PowerPoint presentation](#) outlines responsibilities of DEO and its One Stop Career Center partners as it relates to LEP customers.
- DEO's memorandum dated June 13, 2012 explains the requirements for [Services to Migrant and Seasonal Farmworkers \(MSFW\) and Limited English Proficient \(LEP\) Customers](#).
- LEP.gov, a [federal interagency website](#), offers an array of links that may be useful in developing a language access program.
- The [Language Portal Database](#) includes documents that support educators and legal professionals in their efforts to assist and work with LEP individuals.
- The [US Equal Employment Opportunity Commission's](#) website is available in Spanish and offers some information about EEOC and the laws they enforce in Arabic, Chinese, Creole, Korean, Russian, and Vietnamese.
- The Department of Labor's [Revised Guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons](#) issued pursuant to Executive Order 13166.
- A [self assessment tool](#) may be useful in strategic planning efforts to serve LEP customers.
- This [Limited English Proficiency Video](#) provides examples of how a language barrier can impact an emergency situation.
- Browse the [Spanish Language Style Guide and Glossaries for U.S. Government Websites](#) and learn about Spanish language use of capitalization, abbreviations, punctuation, diacritics, and much more. Consult glossaries on health, technology, government terminology, and more.

Resources for LEP Customers

- The [Florida Reemployment Assistance Claims Center](#) has its services in Spanish and Creole to facilitate the claims process for LEP customers applying and/or claiming weeks for unemployment insurance benefits. The website has Spanish and Creole translation options.
- [CareerOneStop](#) is a partner of the US Department of Labor's (USDOL) American Job Center Network and offers employment information to manage careers, connect individuals to employment and training opportunities, assist dislocated workers and assist career changers in finding opportunities to explore new opportunities and much more. An electronic resource guide is also available to jobseekers in both [English](#) and [Spanish](#). This website has an online Spanish translation option.
- [My Next Move](#) ([Mi Proximo Paso](#) is the Spanish site) is an interactive tool for jobseekers and students to learn more about their career options. It has tasks, skills, salary information, and more for over 900 different careers. Individuals can find careers through keyword search by browsing industries that employ different types of workers or through the O*NET Interest Profiler, a tool that offers personalized career suggestions based on a person's interests and level of work experience.
- The Social Security Administration uses <http://www.segurosocial.gov> to market and drive traffic to its Spanish site.
- Many agencies conduct dedicated online outreach for their multilingual sites including [USA.gov](#), [CDC.gov](#), and [EPA.gov](#), among others. In addition, many of these sites are using social media tools to reach out to Hispanics: EPA's blog, [Greenversations](#), has regular bilingual entries; [CDC.gov](#) offers RSS and podcasts; and [GobiernoUSA.gov](#) has a presence on [facebook.com](#) and [twitter.com](#).
- Browse the [Spanish Language Style Guide and Glossaries for U.S. Government Websites](#) and learn about Spanish language use of capitalization, abbreviations, punctuation, diacritics, and much more. Consult glossaries on health, technology, government terminology, and more.
- The U.S. Department of Health and Human Services' [healthfinder.gov](#) provides information and tools designed to educate consumers on how to prevent illness and stay healthy. The site includes National Health Observances which are special days, weeks, or months dedicated to raising awareness about important health topics. This website has an online Spanish translation option.
- [MedlinePlus](#) is the National Institutes of Health's Website for patients and their families. It provides information about diseases, conditions, and wellness issues. This website has an online Spanish translation option.
- The IRS provides basic federal income tax information in [Chinese](#), [Korean](#), [Russian](#), [Vietnamese](#), and [Spanish](#).
- I-9 instructions are available in [Spanish](#).
- [Ready](#) is designed to educate Americans to prepare for and respond to emergencies including natural and man-made disasters engaging public involved and increasing basic preparedness. This website provides information in several languages.