



Andrew M. Cuomo, Governor

Peter M. Rivera, Commissioner

NEW YORK STATE WORKFORCE DEVELOPMENT SYSTEM TECHNICAL ADVISORY

Workforce Development System Technical Advisory # 10-01.1

TO: Workforce Development Community

DATE: April 11 , 2013

SUBJECT: Language Interpretation Services Available at Career Centers

Purpose:

To communicate guidance to all Workforce Development System partners to ensure that customers who are not proficient in English receive, free of charge, the language assistance necessary to afford them meaningful access to effectively participate in and benefit from all Career Center programs, services, and information.

Background:

In accordance with Governor Cuomo's Executive Order 26 "Statewide Language Access Policy" and Section 601 of the Civil Rights Act of 1964 and Section 188 of the Workforce Investment Act of 1998, the New York State Department of Labor's (NYSDOL's) Division of Employment & Workforce Solutions, as a recipient of federal financial assistance, must take reasonable steps to ensure that Limited English Proficiency (LEP) individuals receive the language assistance necessary to afford them meaningful access to all programs, services, and information.

Action:

The following are services available to Career Center customers:

- Over the Phone Interpreters;
- Consecutive Interpreters (In Person Oral and/or Written Translation); and
- Sign Language Interpreters.

Each Career Center has received instructions on how to access and utilize contracted vendors to provide interpreting services when needed. If interpreting vendor changes occur, Career Centers will receive access updates via email.

Prior to utilizing these services, staff are reminded to utilize available bilingual staff and existing "language banks" of volunteers who are fluent and able to translate in other languages. However, staff should keep in mind that there may still be a need for

professional interpreters and translators and this is dependent upon individual circumstances.

OSOS Supporting Documentation:

Please refer to the Language Services OSOS Guide for instructions on documenting customer Limited English Proficiency and language access needs and services.

<http://labor.ny.gov/workforcenypartners/osos/osos-guide-language-services.pdf>

Attachment:

[P742, DEWS Interpreter Poster](#)

Inquiries:

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