

**Workforce Development System  
Technical Advisory #17-2  
April 3, 2017**

**To:** Workforce Development Community

**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.

**POLICY**

All Limited English Proficiency (LEP) individuals entering a New York State One-Stop Career Center will receive the language assistance necessary to afford them meaningful access to all programs, services, and information.

**ACTION**

Local One-Stop Career Center staff must take reasonable steps to ensure that all LEP individuals have access to all programs, services and information available to them. This includes providing access to the following Language Access services available to One-Stop Career Center customers:

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

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

## **REFERENCES**

Governor Cuomo's Executive Order 26 "Statewide Language Access Policy"

Section 601 of the Civil Rights Act of 1964

Section 188 of the Workforce Innovation and Opportunity Act of 2014

Language Services OSOS Guide (for instructions on documenting customer LEP and language access needs and services)

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

## **INQUIRIES**

Inquiries regarding this WDS-TA may be directed to: [dews.reemploy@labor.ny.gov](mailto:dews.reemploy@labor.ny.gov)

## **ATTACHMENTS**

[P742, DEWS Interpreter Poster](#)