**Workforce Resource Inc.**

**LIMITED ENGLISH PROFICIENCY POLICY STATEMENT**

**TSIM TXUAS LUS TXOJ KEV QHIA TXOJ CAI SIV**

Workforce Resource Inc. is committed to providing equal opportunity in all programs, services and activities to individuals who do not speak English as their primary language and who have a limited ability to read, write, speak or understand English. Workforce Resource Inc. muaj lub luag haujlwm muab kev pabcuam rau txhua tus khoos kas, kev pabcuam thiab kev ua ub no rau cov neeg uas tsis paub lus Askiv li lawv thawj hom lus thiab tsis muaj peev xwm nyeem, sau ntawv, hais lus lossis nkag siab lus Askiv. Those individuals are referred to as limited English proficient, or “LEP.” Meaningful access to Federally funded programs and activities is required by Title VI of the Civil Rights Act of 1964 and its implementing regulations. Cov neeg no raug xa mus rau "tsis paub lus Askiv zoo", lossis "LEP." Kev nkag siab zoo rau cov kev pabcuam hauv Tseemfwv qibsiab thiab cov haujlwm yog yuav tsum tau ua raws li Title VI ntawm Tsoomfwv Cov Cai Xab Tham xyoo 1964 thiab nws cov kev coj siv.

Meaningful access to LEP individuals is provided in two ways: Oral interpretation and written translation. Kev nkag siab zoo rau cov neeg LEP raug muab ob txoj hau kev: Kev txhais lus thiab kev txhais lus. Oral interpretation can range from on-site interpreters for critical services provided to a high volume of LEP persons, to access through commercially-available telephonic interpretation services. Qhov ncauj lus txhais tau los ntawm cov neeg txhais lus hauv qhov chaw pabcuam rau cov kev pabcuam tseem ceeb uas tau muab rau cov neeg LEP siab, kom nkag tau los ntawm cov kev pabcuam txhais lus telephonic txhais lus. Written translation can range from translation of an entire document to translation of a short description of the document. Cov txhais lus txhais tau los ntawm cov txhais lus ntawm ib daim ntawv qhia tag nrho rau kev txhais cov lus luv luv ntawm daim ntawv.

The entity fulfills this obligation by one or more of the following: hiring bilingual staff, hiring staff interpreters/translators, contracting for interpreters/translation services, using telephone interpreter lines, using computer translation tools, and/or using community volunteers. Lub chaw ua haujlwm tau ua raws li txoj cai no los ntawm ib lossis ntau dua ntawm cov hauv qab no: ntiav cov neeg ua haujlwm ob hom lus, ntiav neeg txhais lus / txhais ntawv, cog lus rau cov neeg txhais lus / kev txhais lus, siv cov kab lus txhais xov tooj, siv computer txhais cov cuab yeej, thiab / lossis siv cov neeg ua haujlwm pab dawb. The entity understands that the interpretation/translation must be performed in a competent, confidential, ethical, and accurate manner at no cost to the LEP individual. Tus neeg txhais lus nkag siab tias qhov kev txhais / kev txhais lus yuav tsum tau ua nyob rau hauv lub peev xwm, tsis pub leej twg paub, raug cai, thiab muaj tseeb yam tsis tau them nyiaj rau tus neeg LEP. The entity does not rely on the LEP individual to provide an interpreter. Tus tswv cuab tsis cia siab rau tus neeg LEP los muab tus neeg txhais lus.

If an LEP person requests to use a family member, friend or other adult as an interpreter, the entity makes the LEP person aware that the entity will provide a qualified interpreter at no cost to the LEP person. Yog tias tus neeg LEP thov kom siv tus tswvcuab hauv tsev neeg, tus phoojywg lossis lwm tus neeg laus ua tus txhais lus, lub chaw ua haujlwm rau LEP tus neeg paub hais tias lub chaw ua haujlwm yuav muab tus neeg txhais lus txhais lus tsis tau them tus nqi rau tus neeg LEP. The entity respects the LEP person's choice of interpreters. Lub koomhaum hwm tus neeg LEP tus neeg txhais lus rau cov neeg txhais lus. If the LEP person chooses a family member, friend, or other adult to interpret instead of one provided by the entity, the entity makes a record of that decision. Yog tias LEP tus neeg xaiv xaiv ib tus neeg hauv tsev neeg, phooj ywg, lossis lwm tus neeg laus los txhais cov lus tsis muaj los ntawm qhov chaw, lub chaw ua tus txiav txim siab txog qhov kev txiav txim ntawd. If the entity believes the interpreter selected by the LEP person is not competent or appropriate, the entity supplements with its own qualified interpreter. Yog tias lub koom haum ntseeg tau tias tus neeg txhais lus xaiv los ntawm LEP tus neeg tsis tsim nyog lossis tsim nyog, lub koom haum pab nrog nws tus kheej txhais lus. Minors should not act as interpreters unless there is an emergency situation and another interpreter is not immediately available. Menyuam hluas yuav tsum tsis txhob ua raws li neeg txhais lus tshwj tsis yog tias muaj ib qho xwm ceev qhov teeb meem no thiab lwm tus neeg txhais lus yog tsis tam sim ntawd muaj.

The entity records the number and date of instances in which interpretation was offered, what service was offered (eg, staff, in-person contracted, telephone, etc.), whether it was accepted or whether the LEP individual selected their own interpreter, and in what language group the service was needed. Lub chaw teev lus tus naj npawb thiab hnub tim ntawm cov xwm txheej uas tau txhais lus, muab kev pab dab tsi (piv txwv li, cov neeg ua haujlwm cog lus, xov tooj, thiab lwm yam), seb nws raug txais lossis tus neeg LEP xaiv lawv tus kheej txhais lus, thiab nyob rau hauv hom lus twg thiaj li pab tau.

This entity monitors its changing demographics and population trends on an annual basis, to ensure awareness of the language needs in its service area. Qhov chaw saib xyuas no yuav tsom kwm nws txoj kev hloov pejxeem thiab pejxeem sibpab txhua xyoo, kom paub meej txog cov lus hauv kev pabcuam hauv nws qhov chaw ua haujlwm.

The entity requires its subrecipients to comply with the LEP policies requirements. Lub chaw yuav tsum kom nws cov subrecipients ua raws li cov cai LEP txoj cai.

To assist us in complying with all applicable limited English proficiency rules, regulations and guidelines, the LEP Coordinator is: Kathy Talford, Phone: 877-711-9390 , Ext. Yuav kom pab peb ua tau raws li tag nrho cov cai ntawm kev paub lus Askiv zoo, cov cai thiab cov txheej txheem, tus LEP Coordinator yog: Kathy Talford, Xov tooj: 877-711-9390 , Ext. 1011. LEP customers are encouraged to ask for language assistance or discuss any perceived discrimination problems with her. 1011. Cov tswvcuab LEP raug txhawb kom nug kev pabcuam hauv kev pabcuam lossis tham txog cov teeb meem kev ntxub ntxaug nrog nws. Information about discrimination complaint resolution process is available upon request. Cov ntaub ntawv hais txog kev daws teeb meem kev ntxub ntxaug yog muaj thaum thov.

7-23 -1810-3-18 Workforce Resource Inc. is an equal opportunity service provider. Workforce Resource Inc. yog ib lub chaw pabcuam rau sawv daws. If you need assistance to access services or materials in an alternate format, call our EO Officer at 1-855-792-5439. Yog tias koj xav tau kev pab rau cov kev pabcuam lossis cov ntaub ntawv ua lwm hom, hu rau peb tus EO Officer ntawm 1-855-792-5439. WRI uses WI Relay 711 or 800-947-3529. WRI siv WI Relay 711 lossis 800-947-357-23 -1810-31 10-3-18 HmongWorkforce Resource Inc. is an equal opportunity service provider..

3-2021 Hmong