

# Limited English Proficiency

*Office of Civil Rights*

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Manager*

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# Objectives

- Ensure a means of communication with all injured workers.
- Ensure communication with a Limited English Proficiency (LEP).



# Purpose

- Have guidelines consistent with Title VI of the Civil Rights Act of 1964 (Title VI)
- Section 188 of the Workforce Investment act of 1998 (WIA)
- Comply with WAC 296-15-350



# Identify Documents for Translation

- Federal Guidelines help determine “vital documents” that need to be prioritized.
- Vital documents included, but are not limited to:





- Documents that must be provided by law;
- Complaint, consent, release or waiver forms;
- Claim or application forms;
- Conditions of settlement or resolution agreements;
- Letters or notices pertaining to the reduction, denial, or termination of services or programs or that require a response from the LEP customer;



- Time-sensitive notices, including notice of hearing, upcoming deposition appearance, or other investigation or litigation-related deadlines;
- Forms or written material related to individual rights;
- Notices of rights, requirements, or responsibilities;



# WAC 296-15-350 (9)

- Ensure a means of communicating with all injured workers.



# Complaint Procedure

- What to expect from Civil Rights Office.
- When customers report failures by L&I staff to provide language access services, the first responsibility is to provide the service requested and resolve the issue at the lowest level possible.





# Complaint Procedure

- Customers who believe they have been denied meaningful access to L&I services because of their lack of English proficiency shall be informed that they have the right to file a complaint with L&I or the U.S. Department of Labor, Civil Rights Center.



# Complaint Procedure

- Complaints filed with L&I will be sent to the Office of Internal Audit & Civil Rights for independent review and, if necessary, investigation under the authority of the Assistant Director of the Office of Internal Audit & Civil Rights.



# Questions?

- Contact:

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- Montana Salvoni, Civil Rights Program Manager

- 360-902-4465