



Origination: 05/2003
Effective: 06/2020
Last Approved: 06/2020
Last Revised: 06/2020
Next Review: 06/2023
Owner: *Teresa Rainey: Equity and Inclusion Officer*
Area: *Human Resources - 0201-0300*
References:

Language Access Policy - PO-0802

1. Purpose

The purpose of this policy is to ensure that the agency provides meaningful access for Limited English Proficient customers to all of the agency's programs, services, and benefits. The Oregon Employment Department is an equal opportunity agency and does not discriminate in employment or the provision of public services on the basis of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions, gender identity, and transgender status), sexual orientation, national origin (including limited English proficiency), age, disability, political affiliation or belief, citizenship or marital status, or participation in any Workforce Innovation and Opportunity Act Title I— financially assisted program or activity. The agency will ensure that this policy achieves a legitimate business purpose; complies with the state's Affirmative Action Guidelines and state and federal laws; and reflects the agency's mission, vision, values, strategic goals, and commitment to equity and inclusion.

2. Applicability

This policy applies across all agency services and work sites.

3. Definitions

Limited English Proficiency/Proficient (LEP): Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, and/or understand English can be described as Limited English Proficient (LEP).

Qualified Bilingual Employees: Employees who have been assessed by an independent third party as able to conduct agency business in English and an additional language and provide meaningful access to LEP customers. The agency selects the independent third party and pays for the assessments.

4. Policy

The agency shall...

Provide LEP customers with the following:

- Effective service and communication
- Information on additional and equitable services for LEP customers
- Information on their rights under the law

This policy clarifies standards for making Employment Department services accessible and delivering services to LEP customers consistent with the agency's vision of an Oregon where meaningful work enables the state's diverse people and business to realize their full potential, creating prosperity in every community. This policy also follows federal and state law and LEP principles.

5. Review Schedule

This policy will be reviewed every two years or more often as needed.

6. Exceptions

There are no exceptions to this policy.

7. Compliance

Failure to comply with this procedure may result in disciplinary action up to and including dismissal from state service. Please consult with a manager, division or deputy director, or human resources if you are unsure about compliance.

8. References

[Federal Register /Vol. 67, No. 117](#)

[Executive Order 13166](#)

[LEP Policy Guidance for DOL Recipients](#)

9. Attachments and Links

See above section for links.

10. Approved

pending approval

Attachments

No Attachments

Approval Signatures

Approver	Date
David Gerstenfeld: Acting Director	06/2020
Jessica Prakke: Public Affairs Specialist	05/2020
Anne Friend: Policy Coordinator	05/2020
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Anne Friend: Policy Coordinator	05/2020
Teresa Rainey: Equity and Inclusion Officer	05/2020
Sharon Tietsort: Human Resources Director	05/2020
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Teresa Rainey: Equity and Inclusion Officer	04/2020

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