

CITY OF LOS ANGELES

CALIFORNIA

COMMUNITY DEVELOPMENT
DEPARTMENT

215 W. 6TH STREET
LOS ANGELES, CA 90014

LILLIAN KAWASAKI
GENERAL MANAGER



JAMES K. HAHN
MAYOR

DATE: February 21, 2002

TO: All WIA Contractors

FROM: Ann Giagni, Director
WorkForce Development Division

SUBJECT: WIA DIRECTIVE 02-38
LIMITED ENGLISH PROFICIENT (LEP) REQUIREMENTS

As a recipient of federal and state funding, all WorkSource Centers are mandated to provide access to Limited English Proficient speakers (LEP clients.) This fall, the city will be monitored, and if found to be out of compliance, may suffer sanctions and/or lost of funding.

The first step in documenting our compliance is the attached survey. Please fill out this survey and return it with the requested materials by **Friday, March 8, 2002.** You may also complete the survey by electronic mail. Use the calendar year, January-December, 2001 for your answers.

The second step is to designate a LEP Coordinator who will serve as the monitor, coordinator and contact person for your WorkSource Center.

Finally, mail this survey and include two copies of any internal and external documents/materials which your WorkSource Center uses in English or any other language. (See list below.) Materials from all the WorkSource Centers will be reviewed and evaluated. A uniform look will be developed and translated materials will be made available for your use.

After all the materials have been reviewed and evaluated, a series of focus/brainstorming workshops will be organized to summarize your best thinking and ideas. From these brainstorming groups, we will identify and begin to implement best practice and ideas. This LEP survey will be implemented once a year from now on.

If you have any questions, contact Susan Fong at (213) 473-0307.

Requested materials:

- *Marketing materials
- *Internal Application Forms
- *Orientation Materials
- *Any other forms which are routinely distributed and/or used with customers



B. STAFFING

Language	# Of Program And Intake Staff Who Translate		# Of Staffing Vacancies Current and Anticipated In Public Contact Positions
	*Certified Bi-lingual	Non-certified Bi-lingual	
Spanish			
Chinese			
Armenian			
Cambodian			
Korean			
Russian			
Vietnamese			
Tagalog			
Other			
Other			
Total:			

* Certified by whom _____

C. PROJECTED LANGUAGE NEEDS

Based on the changing demographics in your service area, what language population do you expect to increase your level of service in the next two years? Rank language in order of priority.

Language	Rank	Projected # of New Staff to Accommodate Need	Additional or New Translated Materials Needed (check)
Chinese			
Armenian			
Korean			
Vietnamese			
Russian			
Tagalog			
Japanese			
Spanish			
French			
Other			

D. COMMENTS:

Please Print Name

Signature

Title

Date

Phone

Fax

E-Mail Address

Designated LEP Contact