

Mass Workforce Issuance

Workforce Issuance No. 07-72

Policy Information

To: Chief Elected Officials
Workforce Investment Board Chairs
Workforce Investment Board Directors
Title I Administrators
Career Center Directors
Title I Fiscal Officers
DCS Associate Directors
DCS Field Managers

cc: WIA State Partners

From: David W. Mackley, Director
Department of Workforce Development

Date: October 25, 2007

Subject: **Limited English Proficiency Project (LEP) Staff Survey**

Purpose: To notify Local Workforce Investment Boards, One-Stop Career Center Operators and other local workforce investment partners of the distribution of a formal survey of One-Stop Career Center (OSCC) staff to assess and determine specific needs of customers with Limited English Proficiency (LEP).

Background: As part of its Limited English Proficiency Project, the Executive Office of Labor and Workforce Development (EOLWD) has recently completed a statewide and regional analysis of the English language proficiency levels of the customer base for each of the agencies that operate under the EOWLD umbrella. EOLWD has, as part of this effort, also undertaken an assessment of its progress toward providing language assistance to LEP customers. The next phase of the project is to conduct a survey of OSCC staff. Because of their direct connection to the customer base, information garnered from staff through the survey will provide valuable assistance to EOLWD in developing and implementing a formal plan for assisting those customers with limited English language proficiency to ensure appropriate, effective and equitable delivery of service.

Action

Required: On Monday, October 29th an electronic MS Word version of the staff survey document (Attachment A) will be distributed (via email) to each One-Stop Career Center Director. Each Career Center director will assure that the survey document is distributed in electronic form to all OSCC staff for completion

All OSCC staff should be instructed to save the survey as a word document and to complete and then re-save the survey. The completed “saved” survey (and, per the survey instructions any related documents) should be emailed to Marisa de la Paz at mdelapaz@detma.org no later than the close of business Friday, November 7, 2007.

Inquiries: All inquiries should be directed to Marisa de la Paz at mdelapaz@detma.org. Please cite the Issuance No. and Subject with all inquiries.