Survey for One-Stop Career Center staff

This survey has been developed to compile primary language data and to assess the needs of Limited English Proficiency (LEP) customers so that resources can be allocated adequately.

This survey will help to establish federally mandated requirements to ensure meaningful access for LEP individuals to DWD programs and activities.

Please respond to these questions to the best of your ability

General questions for all Career Center (CC) Staff:

1. **Have you ever provided services to LEP customers at your local One-Stop Career Center? _____**

If yes:

a. **What prevalent LEP language group(s) have you provided services to (if possible give percentages or number of contacts).**

	Day	Week	Month
Spanish			
Portuguese			
Haitian Creole			
Chinese			
Vietnamese			
Khmer			
Other:_____			

b. **What type of services do you provide to LEP customers?**

_____
_____
_____

c. What type of services or activities do LEP customers generally require?

_____
_____
_____

d. What resources do you use to assist LEP customers? If available, please attach samples.

_____
_____
_____

e. Do you keep a record of LEP customers visiting Career Centers? _____ If yes, please explain how and if available provide a sample form.

_____
_____
_____

f. Are you using standard multilingual publications? If yes, please list them:

_____
_____
_____

g. Are you using material in other languages beyond the standard multilingual publications? If yes, please attach samples.

_____

h. How much time on <u>average</u> do you spend with LEP customers?

_____
_____
_____

i. Do you make referrals to assist LEP customers with ESL services? _____

j. Do you have difficulty communicating with LEP customers? If yes, what do you do to resolve them?

_____
_____

k. Are you able to provide services to LEP customers? _____

If not, what resources do you need? Please explain:

_____
_____
_____

l. In general are LEP customers satisfied? _____

m. In general do LEP customers get the service they came for?

_____
_____
_____

2. Please list suggestions to better serve LEP customers?

_____
_____
_____
_____
_____
_____
_____

3. Do you refer LEP customers to local Community Based Organizations (CBO)?

_____
_____
_____

4. Do you keep a list of Community Based Organizations at your Career Center? _____

Questions for Career Center Managers and Directors:

1. **Would LEP training or guidelines be helpful for Career Center staff?**

   _____

If yes, what topics would you like to see developed? Please list them: _____

_____

_____

2. Do you provide in-house LEP training for Career Center staff?

_____

_____

3. What would be the easiest and most effective method for surveying, collecting and/or recording primary language data on LEP customers?

_____

_____

Questions for Job Specialist, Marketing Career Center Staff:

1. **If you develop multilingual language printed material how do you use quality control?**

_____

_____

_____

2. **To what supportive services do you refer LEP customers?**

_____

_____

_____

Questions for Reception Area Staff:

1. **Describe the actions you take when you greet a LEP customer.**

_____

_____

_____

_____

_____

When you finish completing this survey please write your information below.

Name: _____

Job Title: _____

Location: _____

Language(s) _____ Please circle: Speak Write Read Native

_____ Please circle: Speak Write Read Native

_____ Please circle: Speak Write Read Native

Thank you for taking the time to respond to this survey. Please download this survey on your desktop, complete the survey, save it and e-mail the saved copy to me by November 7th, 2007.

Marisa de la Paz
Director of Multilingual Services – Customer Outreach Department
19 Staniford Street – 4th Floor
Boston, MA 02114
Tel.: 617- 626-5471
Fax: 617-727-8750
E-mail: mdelapaz@detma.org