



Sacramento  
Employment and  
Training  
Agency

January 12, 2012

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Executive Director

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(916) 263-3804

Website: <http://www.seta.net>

To: Program Managers, SETA-Funded WIA Service Providers, Site Supervisors,  
Sacramento Works Career Centers (SWCC)

From: Kathy Kossick, SETA Executive Director

Re: Bilingual Services Policy

The Sacramento Employment and Training Agency (SETA) will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. In accordance with the Dymally-Alatorre Bilingual Services Act Government Code 7290-7299.8, all Sacramento Works Career Center staff will be responsible for ensuring that all persons, including those who are LEP, have equal access to the available services and products of and provided by the SWCCs.

Language assistance will be provided at no cost to LEP individuals through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephone interpretation services. Additionally, translated written materials will be provided, if needed, as well as written notice of the availability of translation, free of charge, to LEP clients. SETA will also ensure that there will be no significant delay in service to the LEP client during this process.

The following efforts are intended to ensure compliance with this policy:

- SETA has certified bilingual staff who may be accessed to provide interpreter/translation services to the LEP client;
- All public contact employees will be given a list identifying the staff language capacity at each SWCC. Referrals of LEP clients to appropriate bilingual staff members will be made accordingly.
- Qualified interpreters and translators may be accessed from SETA's Vendor Services (VS) List when necessary;
- Posters explaining the availability of language assistance will be prominently displayed throughout the SWCCs advising LEP clients in their own language of the availability of interpreter services and translated material.

***“Preparing People for Success: in School, in Work, in Life”***

- SETA will ensure that written translated materials are available and accessible on the SETA and Sacramento Works websites;
- Telecommunication Devices for the Deaf (TDD) to communicate with the hearing impaired are located at each SWCC. Employees may also utilize the services of California Relay Services at 711 when communicating with the SWCC hearing impaired LEP contacts.

SETA will further ensure that all SWCC staff, especially those in high volume public contact areas, are familiar with this policy and are committed to ensuring that LEP clients are provided access to products and services in their native language when possible. Individuals with complaints regarding language access services may contact the Equal Employment Opportunity Officer at (916) 263-3856.