

**Workforce Development System  
Technical Advisory #17-02.2  
January 31, 2022**

**To:** Workforce Development Community

**SUBJECT:** Language Interpretation Services Available at Career Centers

**PURPOSE**

Communicate guidance to all Workforce Development System partners to ensure that customers who are not proficient in English and/or those with hearing impairments receive, free of charge, the language assistance necessary to afford them meaningful access to effectively participate in and benefit from all Career Center programs, services, and information.

**POLICY**

All Limited English Proficiency (LEP) individuals and/or those with hearing impairments entering a New York State One-Stop Career Center will receive the language assistance necessary to afford them meaningful access to all programs, services, and information.

**ACTION**

Local One-Stop Career Center staff must take reasonable steps to ensure that all LEP and/or hearing impaired individuals have access to all programs, services and information available to them. This includes providing access to the following Language Access services available to One-Stop Career Center customers:

- Over the Phone Interpretation – no appointment necessary;
- Video Remote Interpretation (VRI);
- In-person interpreters (including spoken language and sign language) – by appointment; and
- Written translation services.

Each One-Stop Career Center received instructions on how to access and utilize contracted vendors to provide interpreting services when needed. If interpreting vendor changes occur, One-Stop Career Centers will receive updates via email.

## REFERENCES

[Executive Order 26.1](#): Statewide Language Access Policy

Section 601 of the Civil Rights Act of 1964

[Section 188](#) of the Workforce Innovation and Opportunity Act of 2014

Language Services One-Stop Operating System (OSOS) [Guide](#) (for instructions on documenting customer LEP and other language access needs and services)

[Language Identification Tool](#)

[Sign Language Interpretation Poster](#)

## INQUIRIES

Inquiries regarding this Technical Advisory may be directed to:  
[dews.reemploy@labor.ny.gov](mailto:dews.reemploy@labor.ny.gov).

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