



ATLANTA REGIONAL WORKFORCE BOARD INSTRUCTION 12-01

DATE: February 7, 2012

SUBJECT: Language Translation Resources

1. **PURPOSE:** Purpose of this instruction is to provide updated pages for the Front Desk Handbook, ARWB Procedures for Serving Customers With Limited English Proficiency(LEP)
2. **REFERENCES:** ARWB Policies and Procedures for Serving Customers with Limited English Proficiency (Front Desk Handbook)
3. **BACKGROUND:** Ongoing effort to update and improve services to LEP Customers
4. **POLICIES:** Provide multiple resources for LEP customers to access services of ARWB Career Resource Centers.

ACTION REQUIRED:

- a. Replace Front Desk Handbook Table of Contents with February 2012 version - *attached*
- b. Replace Limited English Proficiency Service Plan with February 2012 version - *attached*
- c. Add copy of web site: "Learn English Online Free English Courses to Improve Your English."
www.1-language.com *attached*
- d. Remove www.oddcast.com resource because it is no longer functioning.
- e. Replace address list of Career Centers, Career Resource Centers and Area Workforce Board Career Centers.
attached
- f. All one-stop and youth program staff must be familiar with the updated resources.
- g. All involved staff must read, initial and date this instruction and the instruction should be placed in the Instruction section of the One Stop manual.

EFFECTIVE DATE: 2-7-12

Mary Margaret Garrett
Chief, Workforce Development

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C: ALL WFD Staff, All Career Resource Centers, All Youth Providers

LIMITED ENGLISH PROFICIENCY SERVICE PLAN
ATLANTA REGIONAL WORKFOCE BOARD CAREER RESOURCE CENTERS

February 2012

List Bi-Lingual In-House Staff

1. Notify In-House staff first when customers report into Career Resource Center for service and need assistance in languages which staff can translate.
2. For all other languages needs: Refer to GDOL Multi-Lingual Directory for assistance.
3. Flash cards are available at front counter for language identification by customers.
4. Forms translated in most frequently used languages are accessible from GDOL.
5. All required signs and posters are displayed in English/Spanish.
6. Reception desk staff and others may access AltaVista web site and use TranslatorBar in order to provide information to customers as needed.

April 8, 2005 Current ARWB Limited English Proficiency Service Plan – still in effect combined with the February 2012 update which includes March, 2007 directive from Georgia Department of Labor.

1. Train two staff at each Career Resource Center to administer the BEST. All staff will be aware of the BEST and the schedule.
2. Determine schedule for administration. Determine whether any special orientations are needed
3. Learn schedule for local ESL classes. DTAE has awarded ESL grants to Adult Literacy providers. ESL classes are available in churches and other places. Where possible offer space at CRC for classes.
4. Pre GED classes will be available on www.pbs.org in Spanish in early 2005
5. Have language cards at reception desks in all career centers. (Language cards downloaded from USDOL web site and emailed to Center Managers on December 3, 2003.)
6. Ensure all computer labs know how to access the electronic translator into 10 languages on the GDL web site
7. Begin to develop a list of human translators available from colleges, GDL – constantly update
8. Determine when to begin keeping a tally of LEP customers and their first languages
9. Use Educational Functioning Level Descriptors English-As-A-Second Language Levels chart for crosswalk to make referral decisions – i.e. more ESL training or program ready for occupational skills training
10. Each Career Advisor has a number and can make telephone calls to GDL to use the translation line. Numbers and directions are in the Language Translation Book
11. Use Alta Vista web site “Babel” for computer assisted translation – alternately type input to be translated with the customer

April 8, 2005

Table of Contents Front Desk Folder
ARWB WIA Language Translation Resources

Procedures For Serving Customers With Limited English Proficiency

Multi Lingual Directory of GDL Employees

Free Online English Classes <http://www.1-language.com/>

Language Translation

Language Identification Flash Cards

Network Omni Language Translation Line

List of Staff Client ID Numbers for Omni Language Translation Line

Altavista/Babel Fish Translation

Non-discrimination

Brochure

Career Centers

Maps and Phone Numbers

Assessment Procedures ESL

Disabilities Awareness Web Sites

Adult Basic Education and ESL Functioning Level Descriptors

Sign Language Interpreters

Grievance Procedures

Customers

Staff

ARWB web site: www.atlantaregional.com/wiatraining

Gold Standard WIA Evaluation video En Espanol

Earned a Degree or Diploma in Another Country?

February, 2012

- - One-stop resource site for learning English and other languages.
- - Relevant, localised information for international students and people.
- - Featured Schools, Language Directory, multi-lingual content and more.

Fostering global communication through a world auxiliary language.

Latest Articles

- English Dialects
- English Grammar
- English Proverbs
- Methods To Learn English
- Speaking English

Learn English

WOULD YOU GO BACK TO SCHOOL IF YOU QUALIFIED FOR A GRANT? SEE IF YOU QUALIFY. SELECT YOUR AGE

Under 18	19-25	26-35	36-45	46-55	56-65	66-75	Over 75
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AdChoices ▶

Online English Classes

Take Online English Classes Anytime, Anywhere. Search Now, Free

www.servicemountain.com

Learning English

Want to learn to speak English? Learn English as a second language.

ESLClass.org

Learn English Grammar Online

Learn From The Comfort Of Your Home Take A Quality Online Course Today!

www.UniversalClass.com

ESL Education Programs

University of Phoenix®. Online and Campus ESL Programs. Learn More.

Phoenix.edu

Writing Courses Online

Get Info On Writing Courses Online Access 10 Search Engines At Once.

www.info.com/WritingCours..

- Free Materials

SERVICES

- American English Audio Course
- Free English Course
- Resource Directory
- 35 Dictionary Lookup
- Study Abroad
- Search the Web
- World Factbook 2002

- English Course For Chinese People
- English Course For German People
- English Course For French People

RESOURCES

- ESL Flash Games
- ESL Grammar Quizzes
- ESL Hangman
- ESL Wordsearches
- ESL News
- Flash Test Prep for the TOEIC® Test
- Essay Writing
- ESL Reading Library
- ESL Listening Center
- ESL Idioms - English / Korean
- Online ESL Activities

Online Training Courses www.SkillSoft.com

Training available online anytime. Read "Getting Started" whitepaper.

AdChoices ▶

- Teach English

RESOURCES

- Flashcards
- Alphabet Sheets
- Phonics Sheets
- Writing Sheets

- Learn English Articles

- Latest Articles
- English Dialects
- English Grammar
- English Proverbs
- Methods To Learn English
- Speaking English

People and Languages

- Study / Live Abroad

LANGUAGE SCHOOLS

- Are you interested in studying abroad? Check out Kaplan International. [advertisement]
- Featured Schools - *NEW!*
- Get a 2000-word, 2-page professionally designed feature on your school for just \$10 a month. See a sample school here

- Learn Spanish at Experiencia Spanish -

Georgia Department of Labor Career Centers:

Job listings, resume and interview workshops (former “unemployment office”)

Atlanta North Metro, 2943 North Druid Hills Road, Atlanta 404-679-5200

Atlanta South Metro, 2636-14 Martin Luther King Jr. Drive, Atlanta 30311-1635,
404.699.6900

Clayton County, 2450 Mt. Zion Parkway, Building 100, Suite 100, Southwood
75 Office Park, Jonesboro 30236 678.479.5886

Cobb-Cherokee, 465 Big Shanty Rd., Marietta 30066-3303, 770.528.6100

Covington, 7249 Industrial Blvd., NE, Covington GA 30014, 770.784.2455

DeKalb County, 3879 Covington Hwy, Decatur, GA 30032-2640, 404.298.3970

Gwinnett County, 2211 Beaver Ruin Rd., Suite 160, Norcross, GA 30071, 770.840.2200

Atlanta Regional Workforce Board Career Resource Centers: Skills Training and Job Search Resources for Residents of Clayton, Cherokee, Douglas, Fayette. Gwinnett, Henry and Rockdale Counties. Computer lab for resume preparation, interviewing practice, and job listings

CRC-Clayton, 3000 Corporate Center Dr, Suite 370, Morrow, GA 30236, 770-960-2172

CRC-Norcross, 1835 3885 Crestwood Parkway NW, Suite 200 Duluth, GA 30096,
770-806-2020

CRC-Gwinnett Tech, 5150 Sugarloaf Parkway, Bldg. 100, Lawrenceville, GA 30043,
678-226-6664

CRC-Cherokee, 8371 Main Street, Woodstock, GA 30188, 678-454-1816

CRC-Douglas, 6754 Church Street Old Courthouse Building, Room 104 Douglasville GA
30134, 770-920-4104 moving March 1, 2012

CRC-Henry, 66 Veterans Drive, McDonough, 30253, 770-960-2172 – Wednesdays only

CRC-Rockdale, 1400 Parker Rd., Conyers, GA 30012, 404-484-5400

Area Workforce Board Career Centers: Skills Training and Job Search Resources for Residents of:

Cobb Works !, 463 Commerce Park, Suite 100, Marietta, 770-528-4300

DeKalb Workforce Center, 320 Church St., Decatur, 404-687-3400

City of Atlanta Workforce Development Agency, 818 Pollard St., SW, Atlanta, 404-658-
9675

Fulton County office Workforce Development, 115 MLK Jr Dr., Suite 300, Atlanta, 404-
730-4751

North Fulton Career Center, 7741 Roswell Rd., Suite 205, Atlanta, 414-613-4480

South Fulton Career Center, 5710 Stonewall Tell Rd., Suite 160, College Park,
770-306-5202

Fulton Youth, 4842 Old National Highway 404-612-9084