



Workforce Innovation and Opportunity Act (WIOA) Administrative Policy #107

Subject: Conveyance of Vital Information

Effective Date: July 25, 2017

Policy Statement and Purpose:

All contractors and service providers receiving funds from the Capital Region Workforce Partnership and delivering WIOA Title I services are responsible for ensuring compliance with the provisions of WIOA, its attendant regulations and state or local WIOA policies.

This purpose of the policy is to convey requirements in Section 188 of the WIOA and specifically 29 CFR 38.9(g)(3) which states: “Recipients must include a “Babel notice,” indicating in appropriate languages that language assistance is available, in all communications of vital information, such as hard copy letters or decisions or those communications posted on websites.”

Definitions:

- 1) A Babel notice is a short notice included in a document or electronic medium (e.g., website, “app,” email) in multiple languages informing the reader that the communication contains vital information, and explaining how to access language services to have the contents of the communication provided in other languages.
- 2) “Vital” information means information, whether written, oral or electronic, that is
 - a. Necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; or
 - b. Necessary for an individual to obtain any aid, benefit, service, and/or training; or
 - c. Otherwise required by law.

Vital information must be made available in alternative formats and must be accompanied by the Babel Notice.

3) Examples of vital information include:

- a. Applications
- b. Consent and complaint forms
- c. Notices of rights and responsibilities
- d. Program guidebooks
- e. Written tests that assess competencies or skills for which English proficiency is not required
- f. Letters and notices that require a response from the applicant, participant, or employee

Policy Requirement:

The Civil Rights Center developed a sample notice to assist recipients comply with the Babel notice requirement. This language below must be included in vital documents as identified above in use by WIOA contracted service providers in the Capital Region:

IMPORTANT! This document contains important information about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. Call (xxx) xxx-xxxx for assistance in the translation and understanding of the information in this document.

Spanish

¡IMPORTANTE! Este documento contiene información importante sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. Llame al (xxx) xxx-xxxx para pedir asistencia en traducir y entender la información en este documento.

Signature: Brian K. Davis

Date: 7-25-17

Brian K. Davis, Executive Director