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December 1, 2016

TO: Aadel Khandaker

FROM: Aadel Khandaker

SUBJECT: LIRAB LEP Compliance Check

This memo is for documentation regarding DLIR's ongoing LEP compliance checks.

On December 1, 2016, William Kunstman and I conducted a LEP compliance check of the Labor and Industrial Relations Appeals Board (LIRAB) to ensure that the front line staff were aware of DLIR's LEP policy, and that the bulletins and magnets were in view.

In order to do so, I acted as a Bengali speaker with limited English proficiency. The front line staff member directed me to the language access poster and a language access sheet on hand to determine which language I was speaking, but Bengali was not listed. The staff member then dialed the CTS language link service and put me on the phone with them. Once they had determined I was speaking Bengali, they promptly put me on the line with a Bengali interpreter.

The LIRAB front line staff did an excellent job in following DLIR's LEP policy and providing language access even when the language needed was not listed on the available materials. However, the LEP poster in the front office was very small, so we provided them with a full-sized one, as well as additional bulletins and magnets. We also met with the LIRAB Executive Officer, Lily Ling, who informed us of the need to use in person interpretation for languages such as Chuukese and Marshallese.

Cc: William Kunstman