

**What is the LEP Guide?** The LEP Guide for Workforce Professionals (LEP Guide) was created to assist Local Workforce Development Boards (Boards) and staff, Texas Workforce Center staff, and education and training professionals plan, develop, and implement strategies to effectively deliver workforce solutions for the growing limited English proficiency (LEP) workforce in Texas. The LEP Guide comprises four unique modules that present a user-friendly blueprint for enhancing services to LEP customers.

**Module 1: Effective Intake and Case Management**

This module guides effective, culturally responsive intake and case management for LEP customers, by introducing key concepts, promising practices, and strategies to maximize efforts and, ultimately, enhance the quality of the services provided.

**Module 2: Nontraditional Occupations and Entrepreneurial Opportunities**

This module develops and implements effective strategies to support female LEP customers as they consider occupations that are not traditionally held or sought by women, or embark upon a path leading to small business ownership.

**Module 3: Scorecards for Evaluating Training Services for LEP Customers**

This module uses a balanced scorecard approach to assist workforce professionals in evaluating quality work-based English as a Second Language training courses. Five different scorecards measure unique areas that are critical to delivering LEP training programs based on local business demand.

The five scorecards assist Boards in:

- selecting courses for inclusion on the Eligible Training Provider List or other Board-approved vendor lists;
- improving planning and evaluation programs designed to connect LEP customers to high-growth, high-demand occupations;
- developing Requests for Proposals; and
- guiding training and adult education capacity-building efforts.

**Module 4: Comprehensive Assessment for LEP Customers**

This module guides the selection and use of appropriate assessment tests for LEP customers to ensure that their skills and abilities are assessed appropriately in order to make sound referrals to employers or training providers.

**Where can I find the LEP Guide?** The LEP Guide is available on the Texas Workforce Commission's Web site at <http://www.twc.state.tx.us/boards/guides/guides.html>.

**How do I find out more?**

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