



# **Office of Employment and Training Limited English Proficiency Plan**

**March 2015**

---

## Contents

I.	Executive Summary: .....	3
II.	Introduction/Background .....	3
a.	Planning Committee .....	3
b.	Purpose.....	3
c.	Title VI of Civil Rights Act of 1964.....	4
d.	Executive Order No. 13166 .....	4
e.	United States Department of Labor Guidance .....	4
III.	The Four-Factor Analysis .....	5
IV.	Identifying Individuals with Limited English Proficiency: .....	6
a.	Greater Nebraska Workforce Investment Area: .....	8
b.	Omaha Workforce Investment Area:.....	13
c.	Lincoln Workforce Investment Area: .....	14
V.	Individuals Self-Identifying as Hispanic, Latino, or of Spanish origin in Nebraska:.....	15
VI.	Local Office Language Assistance Measures: .....	15
VII.	Accessibility of Information Online to LEP Individuals.....	18
a.	NEworks.....	18
b.	NDOL Website .....	18
c.	Social Media.....	18
VIII.	Accessibility of Rapid Response Information to LEP Individuals .....	19
IX.	Training Staff: .....	19
X.	Dissemination of OET's LEP Plan .....	20
XI.	LEP Complaint Procedures .....	20
XII.	Appendices .....	20

### **I. Executive Summary:**

Individuals who do not speak English as their primary language and who have limited ability to read, write, speak, or understand English may incur a barrier to employment and are entitled to language assistance in their effort to enter the workforce. The quality and accuracy of the language is critical to these efforts and shall be provided in a timely manner to ensure maximum access to services. This plan provides individuals with Limited English Proficiency (LEP) access to programs and services provided by the American Job Centers and Nebraska Department of Labor (NDOL) offices on an equitable basis. This plan is applicable to all entities in the NDOL Office of Employment and Training (OET) that receive federal financial assistance, and any subrecipients of such funds. This plan reflects the LEP needs of Wagner-Peyser and Veterans operations statewide and in all local offices.

### **II. Introduction/Background**

#### **a. Planning Committee**

In an effort to provide equitable services to individuals with Limited English Proficiency the OET has established a planning committee consisting of the following team members:

#### **2015 LEP Planning Committee**

Mary Hinojosa, Scottsbluff (bilingual)	Abelino Ortiz, Omaha (bilingual)
Scott Bell, North Platte	Joel Roos, Virtual Services Unit (bilingual)
Randy Kissinger, Grand Island	Mary Findlay, LMI
Kari Janssen, Beatrice	Retha Dunn, OET
Ada Sanchez, Columbus (bilingual)	Lorena Hernandez, OET
Bil Roby, Lincoln	

#### **b. Purpose**

The planning committee is responsible for: identifying major concentrations of ethnic groups with Limited English Proficiency in each region; staff training needs; inventorying and identifying language assistance aids such as posters, handbooks, forms, handouts, etc.; and making recommendations to OET for development of other language assistance aids to assist with service delivery.

The OET LEP Plan is reviewed and updated on an annual basis with the exception of any major changes in demographics, types of services, program changes, or other factors affecting a specific geographic location. Should any of these changes occur, an immediate review of the situation, and plan update will be completed. The annual review, as well as any necessary modifications, will be conducted by the LEP committee members. The LEP committee

schedules meetings on a quarterly basis to review any issues or concerns potentially affecting the LEP plan or LEP populations.

The Wagner-Peyser Governor's Reserve funds (10% set aside) will be used to support procurement of language assistance materials and to support costs associated with group language assistance training. Individual clients who require language assistance training and are eligible for Workforce Investment Act (WIA) programs and services may be funded from the specific program area funds (Adult, Dislocated Worker, and Youth). These determinations will be left to the Local WIA Areas. Language assistance tools will also be utilized on an as needed basis for the State Rapid Response Activities and the Trade Adjustment Assistant Assistance (TAA) Program.

The goal of this plan is to function as a tool used to assess the effectiveness of OET's service delivery to LEP individuals.

#### **c. Title VI of Civil Rights Act of 1964**

Section 601 of Title VI of the Civil Rights Act of 1964 provides that no person shall "on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." The requirement to provide meaningful access under Title VI applies beyond the education context to include all of the programs and activities of all recipients of Federal financial assistance.

#### **d. Executive Order No. 13166**

On Aug. 11, 2000, President Clinton issued Executive Order No. 13166, entitled "Improving Access to Service for Persons with Limited English Proficiency" (available electronically at <http://www.dol.gov/oasam/regs/statutes/Eo13166.pdf>). This executive order was meant to clarify Title VI of the Civil Rights Act of 1964. The executive order was issued to ensure equal accessibility to federally funded programs and services to otherwise eligible individuals not proficient in the English language. The executive order states that:

Each federal agency shall prepare a plan to improve access to its federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities.

Executive Order No. 13166 ensures that in addition to federal agencies, recipients of federal financial assistance funds must also comply with Title VI and the LEP guidelines of the agency from which the funds are received. In addition, each agency subject to the requirements of Title VI must publish guidance to its respective recipients clarifying its obligation. As a recipient of federal funding, this requirement applies to all programs and services offered by OET.

#### **e. United States Department of Labor Guidance**

The United States Department of Labor (DOL) has provided policy guidance to federal financial assistance recipients regarding the Title VI prohibition against national origin discrimination

affecting LEP persons. The DOL has created a webpage entitled “LEP Toolkit” which provides numerous resources for recipient agencies to utilize as they create LEP Plans. This webpage is accessible at <http://www.dol.gov/oasam/programs/crc/lepcnt.htm>.

Among the available LEP planning resources provided by DOL, is the “Policy Guidance on the Prohibition of National Origin Discrimination as it Affect Person with Limited English.” This guidance policy was published in the Federal Register on May 29, 2003. The DOL policy guidance states:

Language for LEP individuals can be a barrier to accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding other information provided by federally assisted programs and activities.

The DOL policy guidance helps to ensure “that federally assisted programs aimed at the American public do not leave some behind simply because they face challenges communicating in English.” Subrecipients likewise are held to the same standards when federal funds are passed through from one recipient to a subrecipient.

In the DOL context, Section 188 of the Workforce Investment Act (WIA) provides regulations for the implementation of policies and procedures that provide equal opportunity and equal access in a nondiscriminatory manner. Section 188 states that where “a significant number or proportion of the population eligible to be served, or likely to be directly affected, by a WIA Title I - assisted program or activity may need services or information in a language other than English in order to be effectively informed about, or able to participate in, the program or activity,”

The Section 188 regulations require recipients “to take reasonable steps to provide services and information in appropriate languages.” [29 CFR 37.35(a)] Even where there is not a “significant” number or proportion of LEP persons in the community serviced by the recipient, recipients nonetheless are required to “make reasonable efforts to meet the particularized language needs of limited-English speaking individuals who seek services or information from the recipient.” [29 CFR 37.35(b)]

### **III. The Four-Factor Analysis**

Recipients and subrecipients are required to take reasonable steps to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the DOL has stated that the starting point is an individualized assessment that balances the following four factors:

#### ***Factor 1: The Number or Proportion of LEP Persons Served or Encountered in the Eligible Service Population***

The U.S. Census Bureau has a range of four classifications of how well people speak English. The classifications are (1) ‘Very Well,’ (2) ‘Well,’ (3) ‘Not Well,’ and (4) ‘Not At All.’ For planning and statistical purposes, we are considering individuals who speak English at any level below “Very Well” as Limited English Proficient (LEP).

As part of this planning process, we have included statistics from the 2012 U.S. Census Bureau American Community Survey 5-Year Estimates Table to illustrate the number of individuals living in the state of Nebraska who speak English less than “Very Well.” In addition, this U.S. Census survey indicates the number of individuals in each language group among the total population of individuals who speak English less than “Very Well.” These statistics help to identify prominent and/or growing language groups for planning purposes at a state level, region level, and by Workforce Investment Area.

#### ***Factor 2: The Frequency With Which LEP Individuals Come in Contact With the Program***

The program must be evaluated in relationship to the number of LEP persons who are within the program area and the number of times those persons have frequented the program or activity. NDOL utilizes the NEworks system, the state’s public labor exchange system, to provide information to job seekers, to register program applicants and participants, and to list available jobs throughout Nebraska. User statistics have been pulled from NEworks Registered Individuals, which indicate voluntary self-identification information which may help to indicate a potential need for language assistance among individuals.

To help indicate the frequency with which LEP individuals come in contact with NDOL programs, NEworks data for Program Year 2012 (June 30, 2012 to July 1, 2013) has been used. The NEworks data has been localized to each individual office.

#### ***Factor 3: The Nature and Importance of the Program, Activity, or Service Provided by the Recipient***

The OET provides a wide range of programs, activities and services. The OET provides Veterans Services, Job Seeker Services, Business Services, Labor Market Information, and a multitude of other services. The OET is responsible for administering numerous programs that receive federal funding, including: Workforce Investment Act, Wagner-Peyser, Veterans, Trade Adjustment Assistance, Rapid Response, Work Opportunity Tax Credit (WOTC), and many other programs receiving federal funding or grants.

#### ***Factor 4: The Resources Available to the Recipient and Costs***

OET serves the entire state of Nebraska and is required by federal law to provide access to LEP persons, and to ensure that its sub-recipients also provide such access.

### **IV. Identifying Individuals with Limited English Proficiency:**

To achieve equal access to all programs offered by OET, it is essential to conduct a thorough assessment of the language needs of the populations served by attempting to identify LEP individuals. In order to identify language needs, the LEP committee has reviewed available language data from the U.S. Census American Community Survey and from self-identifying information from NEworks registrants.

The U. S. Census American Community Survey 2009-2013 estimates, the most recent data available for county level data, show that there were 81,310 Nebraskans age five years and older who speak a language other than English at home and speak English less than "Very Well." This number constitutes approximately 4.8% of the population age five and older in Nebraska (1,711,160). Spanish speakers make up seven in ten (70.5%) of the people who speak English less than "Very Well" in Nebraska.

Since 2007, speakers of languages falling under the category "African languages" has increased significantly, and moved up in the rankings.

### 2013 Number and Percent of People Who Speak English Less Than "Very Well" by Language or Language Group in Nebraska

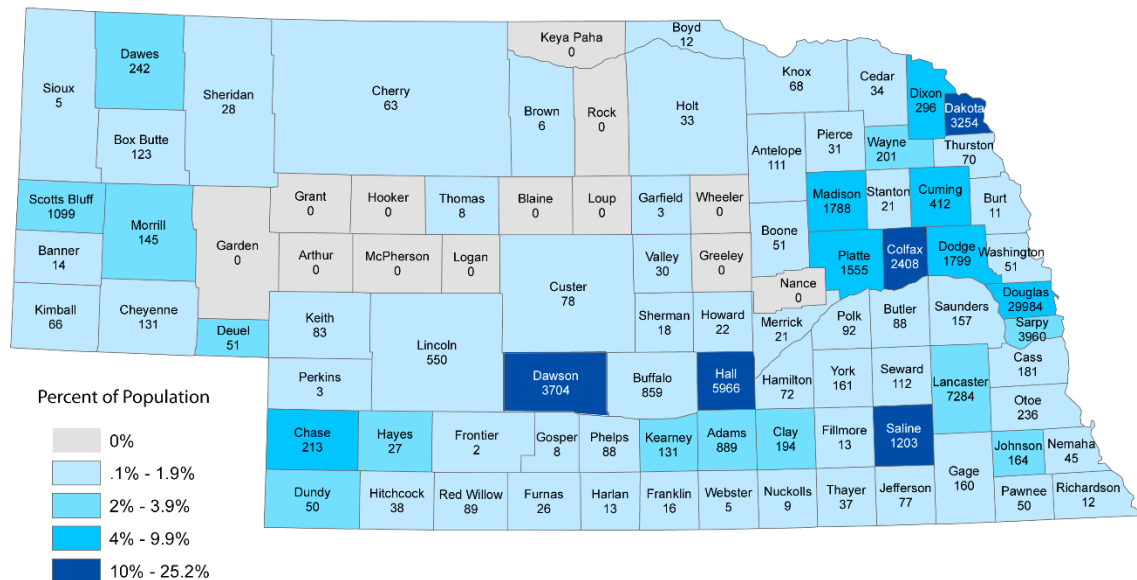
Language/Language Group	Number of Individuals Who Speak English Less than "Very Well"	Percent of Individuals Who Speak English Less than "Very Well"
Spanish or Spanish Creole	57,286	70.5%
Vietnamese	4,627	5.7%
African	2,657	3.3%
Chinese	2,611	3.2%
Other Asian	2,365	2.9%
Arabic	1,767	2.2%
French (incl. Patois, Cajun)	1,438	1.8%
Other Indic	990	1.2%
German	764	0.9%
Other and unspecified	577	0.7%
All Other Languages	6,228	7.7%
<b>Nebraska Total</b>	<b>81,310</b>	<b>100.0%</b>

2012 U.S. Census Bureau American Community Survey 5-Year Estimates Table B16001

Greater Nebraska (88 counties) has 32,043 LEP individuals, which constitutes 39.4% of the state's linguistically isolated population. The Greater Lincoln Workforce Investment Area (2 counties) has 11,962 LEP individuals or 14.7%, and Greater Omaha (3 counties) has 37,305 or 45.9% of the population that speak English less than "Very Well."

Among individuals who do not speak English "Very Well," Spanish-speakers comprise a significant percentage of the population of several counties in Nebraska. More than one quarter of the people in Colfax County (25.2 percent), 17.1% in Dakota County and 16.5% in Dawson County fall into this category. The highest concentrations of linguistically isolated individuals are in the northeast portion of the state as shown on the map below.

Number and Percent of County Population Who Speak Spanish and Speak English Not "Very Well"



### a. Greater Nebraska Workforce Investment Area:

The U. S. Census American Community Survey 2009-2013 estimates, the most recent data available for county level data, show that there were 32,043 individuals in Greater Nebraska age five years and older who speak a language other than English at home and speak English less than "Very Well." Among individuals who speak English less than "Very Well," 86.1 percent speak Spanish.

2013 Number and Percent of People Who Speak English Less Than "Very Well" by Language or Language Group in the Greater Nebraska Workforce Investment Area

Language/Language Group	Number of Individuals Who Speak English Less than "Very Well"	Percent of Individuals Who Speak English Less than "Very Well"
Spanish or Spanish Creole	27,574	86.1%
African languages	896	2.8%
Vietnamese	562	1.8%
Laotian	460	1.4%
Chinese	458	1.4%
German	360	1.1%
French (incl. Patois, Cajun)	167	0.5%
Other Slavic	165	0.5%
Thai	149	0.5%
Other and unspecified	145	0.5%
All Other Languages	1,107	3.5%
<b>Greater Nebraska Workforce Investment Area Total</b>	<b>32,043</b>	<b>100.0%</b>

2013 U.S. Census Bureau American Community Survey 5-Year Estimates Table B16001



**NDOL Regions and Offices**



**i. Greater Nebraska Region 1**

**2013 Number and Percent of People Who Speak English Less Than "Very Well" by Language or Language Group in the Region 1 of the Greater Nebraska Workforce Investment Area**

Language/Language Group	Number of Individuals Who Speak English Less than "Very Well"	Percent of Individuals Who Speak English Less than "Very Well"
Spanish or Spanish Creole	1,626	75.6%
Other Pacific Island	89	4.1%
Thai	88	4.1%
Chinese	67	3.1%
German	62	2.9%
Other Native North American	42	2.0%
Korean	38	1.8%
Tagalog	30	1.4%
Other Asian	20	0.9%
Hungarian	18	0.8%
All Other Languages	71	3.3%
<b>Region 1 of the Greater Nebraska Workforce Investment Area Total</b>	<b>2,151</b>	<b>100.0%</b>

2013 ACS 5-Year Estimates

Scottsbluff: Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 18% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 14.29% of new WIA participants during PY13 self-identified as Hispanic.

Alliance: Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 9% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that there were not any WIA participants during PY13 self-identified as Hispanic.

**ii. Greater Nebraska Region 2**

**2013 Number and Percent of People Who Speak English Less Than "Very Well" by Language or Language Group in the Region 2 of the Greater Nebraska Workforce Investment Area**

Language/Language Group	Number of Individuals Who Speak English Less than "Very Well"	Percent of Individuals Who Speak English Less than "Very Well"
Spanish or Spanish Creole	4,432	88.7%
African	287	5.7%
Chinese	85	1.7%
Vietnamese	36	0.7%
Tagalog	33	0.7%
Thai	32	0.6%
French (incl. Patois, Cajun)	24	0.5%
Polish	23	0.5%
German	20	0.4%
Russian	10	0.2%
All Other Languages	12	0.2%
<b>Region 2 of the Greater Nebraska Workforce Investment Area Total</b>	<b>2,151</b>	<b>100.0%</b>

2013 U.S. Census Bureau American Community Survey 5-Year Estimates Table B16001

North Platte: Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 6.84% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 10% of new WIA participants during PY13 self-identified as Hispanic.

Lexington: Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 26.48% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 36% of new WIA participants during PY13 self-identified as Hispanic.

**iii. Greater Nebraska Region 3**

**2013 Number and Percent of People Who Speak English Less Than "Very Well" by Language or Language Group in Region 3 of the Greater Nebraska Workforce Investment Area**

Language/Language Group	Number of Individuals Who Speak English Less than "Very Well"	Percent of Individuals Who Speak English Less than "Very Well"
Spanish or Spanish Creole	7,823	86.1%
Vietnamese	223	2.5%
African	214	2.4%
Laotian	198	2.2%
German	154	1.7%
Other and unspecified	117	1.3%
Chinese	78	0.9%
French (incl. Patois, Cajun)	69	0.8%
Other Indic	38	0.4%
Persian	29	0.3%
All Other Languages	145	1.6%
<b>Region 3 of the Greater Nebraska Workforce Investment Area Total</b>	<b>9,088</b>	<b>100.0%</b>

2013 U.S. Census Bureau American Community Survey 5-Year Estimates Table B16001

Grand Island American Job Center: Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 20.98% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 15.57% of new WIA participants during PY13 self-identified as Hispanic.

Hastings: Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 12.99% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 14.71% of new WIA participants during PY13 self-identified as Hispanic.

**iv. Greater Nebraska Region 4**

**2013 Number and Percent of People Who Speak English Less Than "Very Well" by Language or Language Group in Region 4 of the Greater Nebraska Workforce Investment Area**

Language/Language Group	Number of Individuals Who Speak English Less than "Very Well"	Percent of Individuals Who Speak English Less than "Very Well"
Spanish or Spanish Creole	2,256	78.9%
Laotian	167	5.8%

## Limited English Proficiency Plan

NDOL Office of Employment and Training

March 2015

Other Slavic	77	2.7%
German	75	2.6%
Vietnamese	74	2.6%
Chinese	52	1.8%
Other West Germanic	43	1.5%
French (incl. Patois, Cajun)	31	1.1%
Other Indic	22	0.8%
Gujarati	17	0.6%
All Other Languages	46	1.6%
<b>Region 4 of the Greater Nebraska</b>		
<b>Workforce Investment Area Total</b>	<b>2,860</b>	<b>100.0%</b>

2013 U.S. Census Bureau American Community Survey 5-Year Estimates Table B16001

Beatrice, Nebraska City, and York: These three offices combined serve a small number of limited English speaking clients. Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 4.97% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 5.17% of new WIA participants during PY13 self-identified as Hispanic.

### v. Greater Nebraska Region 5

#### 2013 Number and Percent of People Who Speak English Less Than "Very Well" by Language or Language Group in Nebraska

Language/Language Group	Number of Individuals Who Speak English Less than "Very Well"	Percent of Individuals Who Speak English Less than "Very Well"
Spanish or Spanish Creole	11,437	88.3%
African	389	3.0%
Vietnamese	215	1.7%
Chinese	176	1.4%
Laotian	95	0.7%
Japanese	84	0.6%
Arabic	82	0.6%
Other Slavic	71	0.5%
German	49	0.4%
Other Native North American	40	0.3%
All Other Languages	312	2.4%
<b>Region 5 of the Greater Nebraska</b>		
<b>Workforce Investment Area Total</b>	<b>12,950</b>	<b>100.0%</b>

2013 U.S. Census Bureau American Community Survey 5-Year Estimates Table B16001

Norfolk: Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 12.08% of registered individuals during PY13 self-identified as

Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 20.97% of new WIA participants during PY13 self-identified as Hispanic.

Columbus: Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 31.76% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 11.32% of new WIA participants during PY13 self-identified as Hispanic.

### ***b. Omaha Workforce Investment Area:***

The U. S. Census American Community Survey 2009-2013 estimates show that the Omaha Workforce Investment Area has a total of 37,305 individuals that speak English less than “Very Well.” The table below displays the top 10 languages or language groups of people who spoke English less than “Very Well.” Spanish speakers top the ranking with 68.1% of the population among individuals who speak English less than “Very Well.”

<b>2013 Number and Percent of People Who Speak English Less Than "Very Well" by Language or Language Group in the Omaha Region Workforce Investment Area</b>		
<b>Language/Language Group</b>	<b>Number of Individuals Who Speak English Less than "Very Well"</b>	<b>Percent of Individuals Who Speak English Less than "Very Well"</b>
Spanish or Spanish Creole	25,418	68.1%
Other Asian languages	1,958	5.2%
African languages	1,549	4.2%
Vietnamese	1,440	3.9%
Chinese	1,027	2.8%
French (incl. Patois, Cajun)	989	2.7%
Other Indic languages	878	2.4%
Arabic	665	1.8%
Other and unspecified	417	1.1%
Persian	315	0.8%
All Other Languages	2,649	7.1%
<b>Omaha Region Workforce Investment Area Total</b>	<b>36,073</b>	<b>100.0%</b>

2013 U.S. Census Bureau American Community Survey 5-Year Estimates Table B16001

Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 12.24% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 8.3% of new WIA participants during PY13 self-identified as Hispanic.

**c. Lincoln Workforce Investment Area:**

The U. S. Census American Community Survey 2008 - 2013 estimates show that Lincoln Workforce Area has a total of 11,621 individuals who speak English less than "Very Well." The table below displays the languages or language groups of people who spoke English less than "Very Well."

**2013 Number and Percent of People Who Speak English Less Than "Very Well" by Language or Language Group in the Lincoln Region Workforce Investment Area**

Language/Language Group	Number of Individuals Who Speak English Less than "Very Well"	Percent of Individuals Who Speak English Less than "Very Well"
Spanish or Spanish Creole	4,294	35.9%
Vietnamese	2,625	21.9%
Chinese	1,126	9.4%
Arabic	983	8.2%
Other Indo-European	443	3.7%
Other Asian	354	3.0%
Russian	337	2.8%
French (incl. Patois, Cajun)	282	2.4%
Other Slavic	280	2.3%
African languages	212	1.8%
All Other Languages	1,106	8.6%
<b>Lincoln Region Workforce Investment Area Total</b>	<b>10,026</b>	<b>100.0%</b>

2013 U.S. Census Bureau American Community Survey 5-Year Estimates Table B16001

The initial population assessment by the U.S. Census Bureau indicates the Lincoln Wagner-Peyser service delivery area had a 10.9% increase since 2009 of language groups who spoke English less than "Very Well." Individuals speaking Spanish and Vietnamese are the two most prevalent language groups served by the NDOL Lincoln office.

Information from NEworks for Registered Individuals by Hispanic Ethnicity indicates that 5.68% of registered individuals during PY13 self-identified as Hispanic/Latino. Information from NEworks for Enrolled Individuals by Hispanic ethnicity shows that 11.11% of new WIA participants during PY13 self-identified as Hispanic.

---

**V. Individuals Self-Identifying as Hispanic, Latino, or of Spanish origin in Nebraska:**

Because the majority of limited English speakers speak Spanish, it may be helpful for planning purposes to look at the change in the number of individuals who self-identify as Hispanic, Latino, or of Spanish origin in the state. Overall, the state saw a 77% increase in the number of individuals in this self-identifying category from 2000 to 2010. Since then, according to Census American Community Survey 2010, 2011 and 2012 5-year estimates, the population of individuals who self-identify as Hispanic, Latino, or of Spanish origin has continued to increase, with a 7,579 increase between 2010 and 2011 and a 7,605 increase between 2011 and 2012.

**VI. Local Office Language Assistance Measures:**

Language assistance services are available throughout the State for many languages. NDOL field staff may access these services through coordination with Adult Basic Education English as a Second Language providers (statewide list is attached), local literacy councils, community action agencies, community based organizations (CBOs), and private providers of language assistance which provide specific language assistance such as Spanish, Southeast Asian, African, Sudanese, etc.

Likewise, if a customer enters an NDOL field office with their own interpreter, the OET is accommodating to the customer's desire for their own language interpreter. LEP individuals served by OET staff are responded to in a manner that is respectful and courteous. Staff persons who are contacted either by telephone, written communication, or personal contact will make every effort to provide the necessary language assistance that is required. LEP individuals will receive the same level of service as all customers served by OET.

Brochures, signage, and complaint forms are available in multiple languages in all offices throughout the State. The OET has created an inventory of language assistance resources that are available to NDOL field offices and their customers. Use of these resources ensures that LEP individuals have equitable access to programs operated by the Office of Employment and Training. The OET maintains ongoing efforts to create and provide translation of Equal Employment Opportunity (EEO) brochures, posters, and customer materials.

Assistance may include interpreters, translated versions of NDOL documents/information, referral to English as a Second Language courses, or other appropriate services, which will enable the individual to enter the workforce. Additionally, the OET utilizes the Language Line services, International Communications Inc. professional translation services, and web-based translation applications. Access to the Language Line and International Communications Inc. resources allows for guaranteed translation services if other, on-site resources are not available.

Specific language assistance available at each NDOL local office or American Job Center is as follows:

- **Omaha Local Office**  
Currently the F Street office has one bilingual (Spanish) employment services staff member and one bilingual (Spanish) Disabled Veterans Outreach Program (DVOP) representative to serve veterans. Interpreting services for other languages are available



through the Language Line phone service, International Communications Inc., and other community resources. Written material such as application forms, job seeker brochures, and assessment forms are available in Spanish.

- Lincoln Local Office

The Lincoln office utilizes the Language Line or International Communications Inc. in situations where translation assistance is needed. Individuals are welcome to bring in personal translators, such as friends or family members, to assist them in communicating with staff. Language Line or International Communications Inc. is used in all other situations where translation assistance is needed.

- Region 1 Local Offices

Scottsbluff, Alliance Offices:

The Scottsbluff and Alliance offices utilize bilingual staff (Spanish) from the Scottsbluff office for language assistance. Staff may be contacted by telephone, written communication or personal contact. Assistance includes interpretation, translation of NDOL information and referral to ESL. Language Line or International Communications Inc. is used in all other situations where translation assistance is needed.

- Region 2 Local Offices

North Platte Office: The North Platte office has access to the Language Line and International Communications Inc. services. Spanish resources and on-line translation tools, such as Google Translate, are available to assist staff in communicating with non-English speakers.

Lexington Office: The Lexington office maintains a list of community resources that provide language assistance. A Minority Health Center is co-located within the resource center and available to assist the Spanish-speaking customers when needed. Spanish-speaking individuals represent the majority of LEP individuals seeking employment as walk-in customers at the Lexington office. Often, LEP individuals in this area bring their own interpreter for assistance. In addition, the language interpretation assistance, Language Line, is used regularly at this office.

- Region 3 American Job Center and Local Office

Grand Island American Job Center: Grand Island American Job Center: Utilizes community resources to assist with interpretations and has access to Language Line and International Communications Inc. services as LEP resources when needed. In addition, Google Translate is used to assist individuals. The Central Region's major language barrier is Spanish. Many of the individuals bring in translators, family members, or friends to assist. In addition, the Grand Island Career Center works with the local Multi-Cultural Coalition office to assist seekers with job posting information, application completion, and information on local job fairs and hiring opportunities. All documents are available in English and Spanish related to DOL programs. In addition, referrals are made to the local ESL classes in coordination with Central Community College.



Hastings Office: Utilizes community resources to assist with interpretations and has access to Language Line and International Communications Inc. services as LEP resources when needed. In addition, Google Translate is used to assist individuals. The Central Region's major language barrier is Spanish. Many of the individuals bring in translators, family members, or friends to assist. All documents are available in English and Spanish related to DOL programs. In addition, referrals are made to the local ESL classes in coordination with Central Community College.

- Region 4 Local Offices

Staff members utilize the Language Line and International Communications Inc. services as LEP resources when needed. Staff may also use free translation websites such as, freetranslation.com and translate.google.com, when face-to-face with a non-English speaking customer. Beatrice, Nebraska City and York staff members refer customers to local ESL classes. Nebraska City has access to bilingual partner staff working at the Nebraska City Center for Children and Families. The Director for Nebraska City Center for Children and Families may assist with interpreting if necessary.

- Region 5 Local Offices

Norfolk Office: On a limited basis, the Norfolk office utilizes bilingual staff from the Columbus office when interpretation services are needed. The Language Line and International Communications Inc. services are used when a translator is not available. NDOL staff refers job seekers to ESL classes, which are held at NECC in Norfolk & O'Neill, at the South Sioux City Library, Student Center at Wayne State, and at area faith-based organizations. Staff also utilize free translation websites such as BabelFish.com & translate.google.com.

Columbus Office: The Columbus office has a staff person who is bilingual in Spanish/English and provides interpretation and/or translation services related to employment services on a daily basis. The Language Line and International Communications Inc. services along with Proteus, Inc (Migrant/Seasonal Farmworker Program staff) are used when a translator is not available. NDOL staff refers job seekers and applicants to Platte Valley Literacy Association (PVLA), a nonprofit organization which offers ESL classes in coordination with Central Community College (CCC).

Cargill Meat Solutions, in Schuyler, NE has an on-site learning center that offers, ESL, GED, computer classes and tutoring programs. Cargill Added Value Meat Solutions, in Columbus, NE also offers ESL and GED classes in an effort to help LEP individuals increase their English language skills. The Columbus Office also works with Centro Hispano Comunitario, which offers computer, ESL and citizenship classes. English classes are also offered at local faith-based organizations.

Both the Norfolk and Columbus offices have multiple brochures explaining services available, along with materials and applications available in Spanish.

- **Virtual Services Unit**

The Virtual Services Unit (VSU) provides email and telephone assistance to LEP job seekers, including assistance with website navigation, password changes, and contact information for the Unemployment Insurance call center. The VSU has bilingual staff members who speak Spanish, Serbo-Croatian, Bosnian, Kurdish, and Arabic. Requests are generated from helpdesk referrals and other internal sources. The Language Line and International Communications Inc. services are used when a translator is not available.

## **VII. Accessibility of Information Online to LEP Individuals**

### **a. NEworks**

NEworks is the labor exchange, case management and reporting site for the OET programs. At this time, the only available language for NEworks is English. NEworks is accessible at <https://neworks.nebraska.gov/vosnet/Default.aspx>.

### **b. NDOL Website**

The NDOL public website provides information for workers and employers. This includes information about job searching, training, the Workforce Investment Act, and many additional programs and services. The NDOL site is accessible at <http://www.dol.nebraska.gov/index.cfm>.

The site features the option of selecting language translation services provided via Google Language Tools. The translation through Google utilizes an automated/computerized translation which serves as an approximation for the site's original content. NDOL has provided a Translation Disclaimer Statement indicating potential issues with the automated translation process. Available languages listed on the NDOL site include: Spanish, Chinese, French, German, Italian, Korean, Russian, Polish, Arabic, Portuguese, Japanese, and Norwegian. The NDOL website provides information on how to contact local field staff for additional assistance.

### **c. Social Media**

OET utilizes multiple social media platforms in order to improve and increase its public outreach. The social media platforms used include Facebook (<http://www.facebook.com/Nebraska.DOL>), Twitter ([http://twitter.com/NE\\_DOL](http://twitter.com/NE_DOL)), and YouTube (<http://www.youtube.com/user/NEDeptOfLabor>).

At this time, all information published to social media platforms is published exclusively in English.

**VIII. Accessibility of Rapid Response Information to LEP Individuals**

OET manages Nebraska's Rapid Response activities as the designated Dislocated Worker Unit. Rapid Response provides assistance to workers who are dislocated due to plant closures and substantial layoffs, and is a required activity under the Workforce Investment Act (WIA).

Rapid Response meetings provide information to dislocated workers about American Job Center services, WIA training activities, Trade Adjustment Assistance, Unemployment Insurance benefits, LMI, financial counseling, federal financial assistance, and many other job-seeker services and programs. Many of the printed information guides disseminated during Rapid Response meetings are available in Spanish. Translation assistance is provided at Rapid Response events upon request.

**IX. Training Staff:**

Training on serving individuals with LEP needs will be conducted by the OET for staff. The OET LEP Coordinator, in conjunction with the agency monitor and the Equal Opportunity (EO) Officer or designee will coordinate, schedule and implement statewide training. LEP training will be conducted every two years, with the training materials and topics being coordinated with the EO Officer or designee. Additional training sessions will be conducted via LiveMeeting alerting staff to any major changes necessitating alterations to the LEP plan that would directly influence daily activities. Likewise, training materials and tools are shared with staff through meetings and emails as the OET or the LEP committee becomes aware of them. Some of these items include but are not limited to resources such as, I Speak Cards, free website translations services, federal initiatives and tools, Nebraska's Non-English Speaking Worker's Protection Act (Neb. Rev. Stat. § 48-2207 to 48-2214), U.S. Census data, and a translatable glossary of workforce terms.

The content, details and topics of training will be determined based upon the need across the state, recommendations by staff and also by the EO officer, as well as budget constraints.

The OET continues to implement the practice of requiring bilingual skills to be part of the hiring practice. This has become a desired skill listed on most OET job announcements across the state. Applicants are not screened out if they do not have bilingual skills; however, it is desirable if bilingual skills are present in an applicant, as the OET strives to hire qualified candidates who possess bilingual skills in order to ensure access to services for LEP customers.

***Worker Training Grants***

June 2013 through June 2014 Worker  
Training Grants Funded

<u>Type of Training</u>	<u>Number of Workers Trained</u>	<u>Grant Amount</u>	<u>Number of Grants</u>
Spanish	83	\$10,400	1
Safety Grant (conducted in Spanish)	10	\$1,000	1
English as a Second Language	106	\$12,542	2
<b>June 2013 – June 2014</b>	<b>199</b>	<b>\$23,942</b>	<b>4</b>

**X. Dissemination of OET's LEP Plan**

The OET LEP Plan may be assessed on the NDOL website, under the State of Nebraska Five-Year Integrated Workforce Plan, accessible at <http://www.dol.nebraska.gov/center.cfm?PRICAT=3&SUBCAT=8F>.

**XI. LEP Complaint Procedures**

If you think you have been subjected to discrimination involving LEP, Title VI, and related statutes please contact the Nebraska Equal Opportunity Commission at (402) 471-2024 or 1 (800) 642-6112. If you think that you have been subjected to discrimination under a WIA Title I financially-assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with:

Terri Sloan, EO Officer  
Nebraska Department of Labor  
550 S. 16<sup>th</sup> Street  
P.O. Box 94600  
Lincoln, NE 68509-4600  
(402) 471-8358 TDD (800) 833-7352

**XII. Appendices**

**Appendix A: OET Bilingual Staff List**

**Appendix B: 2015 Nebraska Adult Education Providers**

**Appendix C: Language Line Services Quick Reference**

**Appendix D: Language Line Services Language List**

**Appendix E: International Communications Inc. Instructions**

**Appendix F: International Communications Inc. Agreement Amendment**

# Limited English Proficiency Plan

NDOL Office of Employment and Training

March 2014

---

## **Appendix A**

### **BILINGUAL STAFF LIST**

#### **Region 1**

Scottsbluff: Lori Marquez, Spanish  
Mary Hinojosa, Spanish

#### **Region 2**

*Currently there are no bilingual NDOL employees in Region 2.*

#### **Region 3**

*Currently there are no bilingual NDOL employees in Region 3.*

#### **Region 4**

*Currently there are no bilingual NDOL employees in Region 4.*

#### **Region 5**

Columbus: Ada Sanchez, Spanish

#### **Lincoln**

*Currently there are no bilingual NDOL employees at the Lincoln local office.*

#### **Omaha**

F Street: Abelino Ortiz, Spanish  
Nina Rogers, Spanish  
Tatyana Kolesnikova, Russian  
Omar Correa, Spanish

#### **Virtual Service Unit**

Dina Mekic: Serbo-Croatian, Bosnian  
Federico Torres, Spanish  
Joel Roos, Spanish  
Karez Hassan, Kurdish, Arabic  
Pablo Colindres, Spanish

#### **Other Resources:**


- The Department of Labor Office of Employment and Training utilizes the Language Line service for interpretation.
- International Communications Inc. provides fee-based translation and interpretation services including phone support for over 240 languages, print translation, on-site services and desktop publishing and HTML translations.
- The staff of partner agencies located at the local offices and American Job Centers also provide translation assistance to clients. Partner agencies include; Community Action Agency, and Proteus, INC.

# Limited English Proficiency Plan

NDOL Office of Employment and Training

March 2014

## Appendix B

 <b>Nebraska Adult Education Directors</b>			
PO Box 94987 • Lincoln, NE 68509 • Phone: 402/471-2295 • Fax: 402/471-8127			
Vicki Bauer, Director 402/471-4807 vicki.l.bauer@nebraska.gov	Jim Lukesh, Consultant 402/471-4806 jim.lukesh@nebraska.gov	Julie Katt, Program Specialist 402/471-4826 julie.katt@nebraska.gov	Jan Drbal, Professional Assistant 402/471-4830 jan.drbal@nebraska.gov
Alliance Public Schools Learning Center Library, Rm. 9 (EL/Civics) 616 Black Hills Avenue	John Miller, Director and Lead Instructor 1604 Sweetwater Alliance, NE 69301	Phone: 308/760-7986 FAX: 308/762-8249 E-mail: jwmiller@bbc.net; jmillier@apschools.org	
Bellevue Public Schools Adult Learning Center	Maureen McNamara, Director 2820 Arboretum Drive Bellevue, NE 68005  Debbie Bose, Office Assistant	Phone: 402/293-4020 FAX: 402/291-2046 E-mail: maureen.mcnamara@bpsne.net Phone: 402/293-5026 E-mail: Deborah.bose@bpsne.net	
Central Community College Area	Ann Chambers, Director PO Box 4903 Grand Island, NE 68802-4903	Phone: 308/398-7446 1/877-222-0780 X7446 FAX: 308/398-7446 E-mail: achambers@cccneb.edu	
Crete Public Schools	Diane Bruha, Director (10/1/14) 920 Linden Crete, NE 68333	Phone: 402/826-7898 FAX: 402/826-5120 E-mail: dianeb@creteschools.org	
Literacy Center Omaha	Kirsten Case, Executive Director Literacy Center for the Midlands 1823 Hamey St., Suite 204 Omaha, NE 68102 Pierre Sagitteh, Program Director	Phone: 402/342-7323 FAX: 402/345-9045 Website: www.midlandsliteracy.org E-mail: kcase@midlandsliteracy.org E-mail: psagitteh@midlandsliteracy.org	
Mid-Plains Community College Area	Robin Rankin, Director 1101 Halligan Drive North Platte, NE 69101	Phone: 308/535-3637 or 1-800-658-4308 FAX: 308/535-3689 E-mail: rankinr@mpcc.edu	
Nebraska Department of Correctional Services	Mark Wentz, Director PO Box 94661 Folsom & W. Prospector Pl Lincoln, NE 68509-4661	Phone: 402/479-5545 Cell: 402/405-3435 FAX: 402/479-5623 E-mail: mark.wentz@nebraska.gov	
Northeast Community College	Nancy Schultz, Director 801 East Benjamin Avenue PO Box 469 Norfolk, NE 68702-0469  Emily Duncan, AE Coordinator	Phone: 402/844-7254 FAX: 402/844-7400 Office Phone: 402/844-7255 E-mail: nancyjs@northeast.edu;  Phone: 402/844-7253 E-mail: emily@northeast.edu	
Omaha Metropolitan Community College	Sue Raftery, Director Building 9, Room 108 PO Box 3777 Omaha, NE 68103	Phone: 402/457-2312 FAX: 402/457-2655 E-mail: sraftery@mccneb.edu	

# Limited English Proficiency Plan

NDOL Office of Employment and Training

March 2014

---

<b>Plattsmouth Community Schools</b>	<b>Tallie VanWesten</b> , Director 1912 East Highway 34 Plattsmouth, NE 68048	Phone: 402/296-3174 X2315 FAX: 402/296-2910 E-mail: tvanwesten@pcsd.org
<b>Southeast Community College – Beatrice</b>	<b>Tate Lauer</b> , Director 4771 West Scott Road Beatrice, NE 68310-7042	Phone: 402/228-3468 X1345 FAX: 402/228-2897 E-mail: tlauer@southeast.edu
<b>Southeast Community College – Lincoln</b>	<b>Diane Vesely Robb</b> , Director 8800 "O" Street Lincoln, NE 68520  <b>Susan Kash-Brown</b> ESL, Assistant Director	Phone: 402/437-2717 FAX: 402/437-2704 E-mail: dveselyrobb@southeast.edu  Phone 402/437-2722 E-mail: skash-brown@southeast.edu
<b>Western Nebraska Community College – Scottsbluff</b>	<b>Mary Kay Versen</b> , Director 1601 E. 27 <sup>th</sup> Street Scottsbluff, NE 69361	Phone: 308/635-6769 or 1/800-348-4435 FAX: 308/635-6055 E-mail: versenm@wncc.edu
<b>York Public Schools</b> York Middle School	<b>Brian Tonniges</b> , Director  <b>Jane VanderTuig</b> , Lead Teacher York Community Education 1730 N. Delaware York, NE 68467	Phone: 402/362-6655, #1 X363 FAX: 402/362-5488  E-mail: brian.tonniges@yorkdukes.org E-mail: jane.vandertuig@yorkdukes.org



### **Appendix C**



#### **Quick Reference**

When receiving a call:

1. Use Conference Hold to place the non-English speaker on hold.
2. Dial 1-800-874-9426.
3. Enter the 6-digit Client ID: 535010  
Organization Name: State of Nebraska Department of Labor  
Personal Code: 7 Digit Phone Number
4. Press 1 for Spanish  
Press 2 for all other languages  
Press 0 to stay on the line for assistance.
5. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
6. Add the non-English speaker to the line.

When placing a call to a non-English speaker:

1. Dial 1-800-874-9426.
2. Enter the 6-digit Client ID: 535010  
Organization Name: State of Nebraska Department of Labor  
Personal Code: 7 Digit Phone Number
3. Press 1 for Spanish  
Press 2 for all other languages  
Press 0 to stay on the line for assistance.
4. Brief the interpreter. Summarize what you wish to accomplish and give any special instructions.
5. Add the non-English speaker to the line.



# Limited English Proficiency Plan

NDOL Office of Employment and Training

March 2014

---



## **There Are 3 Ways You Can Use Language Line® Over-the-Phone Interpretation Service With Limited English Speakers**

**Note:** Depending on your organization's requirements, the following process may be somewhat different. If you have any questions please contact your account manager or **Customer Service at 1-800-752-6096, Option 2.**

### **You Receive a Call From a Limited English Speaker**

- Place the Limited English Speaker on conference hold.
- Dial the Language Line Services designated toll-free number you have been provided at sign-up.
- Request the language your caller speaks through our easy-to-use interactive voice response (IVR) system.
- When the interpreter is connected, explain the situation.
- Conference in your limited English-speaking caller.

### **You Need to Make a Call to a Limited English Speaker**

- Dial the Language Line Services designated toll-free number.
- Request the language your client speaks through our easy-to-use interactive voice response (IVR) system.
- When the interpreter is connected...
- Call your limited English-speaking client...
- Or the interpreter can place the call for you within the U.S. or Canada.

### **You Are Face-to-Face With a Limited English Speaker**

- Dial the Language Line Services designated toll-free number.
- Request the language your client speaks through our easy-to-use interactive voice response (IVR) system.
- When the interpreter is connected, use the Language Line® Phone, or your speakerphone, or pass your handset back and forth.

**If you have any questions about how telephone interpretation works, please contact your account manager or Customer Service at 1-800-752-6096, Option 2.**

# Limited English Proficiency Plan

NDOL Office of Employment and Training

March 2014

## Appendix D



### Language Line Services Language List

These languages represent approximately 98.6% of all customer requests from the 6,809 languages spoken in the world today. Depending on the availability of qualified interpreters, particularly in rarely requested languages, this list is subject to change and may not match the list you find at [www.language-line.com/languages](http://www.language-line.com/languages). If you do not see the language you need, please contact your account representative or customer service at [wecare@language-line.com](mailto:wecare@language-line.com) to determine if an interpreter is currently available.

We also offer American and Mexican Sign Language through our video interpretation solutions.

Afrikaans	French Canadian	Laotian	Russian
Akan	Fukienese	Latvian	Samoan
Albanian	Fula	Lingala	Sango
Amharic	Fulani	Lithuanian	Serbian
Arabic	Fuzhou	Luganda	Shanghainese
Armenian	Ga	Luo	Shona
Ashante	Gaddang	Lusoga	Sichuan
Asl	Gaelic	Luxembourgeois	Sicilian
Assyrian	Gaelic - Irish	Maay	Sindhi
Azerbaijani	Gaelic - Scottish	Macedonian	Sinhalese
Azeri	German	Malagasy	Slovak
Bajuni	Gorani	Malay	Slovenian
Bambara	Greek	Malayalam	Somali
Basque	Gujarati	Maltese	Soninke
Behdini	Haitian Creole	Mandarin	Sorani
Belorussian	Hakka	Mandingo	Spanish
Bengali	Hakka - Chinese	Mandinka	Sudanese Arabic
Berber	Hassaniyya	Marathi	Sundanese
Bosnian	Hausa	Marshallese	Susu
Bravanese	Hebrew	Mien	Swahili
Bulgarian	Hindi	Mina	Swedish
Burmese	Hmong	Mirpuri	Sylheti
Cambodian	Hungarian	Mixteco	Tagalog
Cantonese	Ibanag	Moldavan	Taiwanese
Catalan	Ibo	Mongolian	Tajik
Chaldean	Icelandic	Montenegrin	Tamil
Chamorro	Igbo	Navajo	Telugu
Chao-chow	Ilocano	Neapolitan	Thai
Chavacano	Indonesian	Nepali	Tibetan
Chin	Inuktitut	Nigerian Pidgin English	Tigre
Chuukese	Italian	Norwegian	Tigrinya
Cree	Jakartanese	Nuer	Toishanese
Croatian	Japanese	Oromo	Tongan
Czech	Javanese	Pahari	Toucouleur
Dakota	Kanjabal	Pampangan	Tshiluba
Danish	Karen	Pashto	Turkish
Dari	Kashmiri	Patois	Tw
Dinka	Kikuyu	Pidgin English	Ukrainian
Diula	Kinyarwanda	Polish	Ulster-Scotts
Dutch	Kirundi	Portuguese	Urdu
Estonian	Korean	Portuguese Creole	Uyghur
Ewe	Kosovan	Pothwari	Uzbek
Fante	Kotokoli	Pulaar	Vietnamese
Farsi	Kpelle	Punjabi	Visayan
Fijian Hindi	Krio	Putian	Yiddish
Finnish	Kurdish	Quichua	Yoruba
Flemish	Kurmanji	Romanian	Yupik
French	Lakota		



© 2011 Language Line Services – 09.12.11

## **Appendix E**

### **International Communications Inc.**

Cellular: 402-432-8671 Translation and Interpretation

Interactive Voice Response 877-650-8013

Email: [info@icitranslation.com](mailto:info@icitranslation.com)

Website: [icitranslation.com](http://icitranslation.com)

### **HOW TO USE INTERACTIVE VOICE RESPONSE (IVR)**

Step 1: Call **1-877-650-8013**

Step 2: Enter your access code, followed by # sign

Step 3: Select 1 to be connected directly to a Spanish interpreter

Select 9 for all other languages

(Make sure that you tell them the name of the place/hospital/clinic you are calling from)

\*\*\*If you require a 3<sup>rd</sup> party call, **press 9** to reach a Customer Service Representative

### **IVR FAQ**

#### **What if I do not know my access code?**

You do need this information in order to reach the interpreter directly. Please call ICI, Inc. to get your access code.

#### **What is IVR?**

IVR stands for Interactive Voice Response. IVR system allows a customer to quickly select the language desired for interpretation and to be connected immediately to an interpreter without interaction with a live attendant. The benefit of this is an even faster connect time to your interpreter and better service to your limited English proficient (LEP) client.

#### **What is a 3<sup>rd</sup> party call?**

A 3<sup>rd</sup> party call is when you need ICI, Inc. to call the LEP client then bridge the call together with you and the interpreter.

#### **How do I make a 3<sup>rd</sup> party call with ICI, Inc.?**

If you need a 3<sup>rd</sup> party call, **press 9 (even for Spanish)** to reach a Customer Services Representative (CSR) and let the operator know you need a 3<sup>rd</sup> party call. We are happy to assist you with this at no additional charge. ***Our interpreters are not able to make the 3<sup>rd</sup> party call directly.***

#### **I need a Hindi interpreter. How do I get a Hindi interpreter on the line?**

**Press 9** for other languages and let the CSR know that you need a Hindi interpreter and they will connect you.

#### **Cost**

Only \$1.35/minute. Once you are connected to the interpreter your charges start in 1 minute increments. There is no monthly minimum charge or activation fee.

## Limited English Proficiency Plan

NDOL Office of Employment and Training

March 2014

---

### **Information needed when placing a call:**

Your access code, name of the place/hospital/clinic you are calling from, your name, language needed, and male/female interpreter.

### **On-Site Interpreters**

This is still done by using our scheduling system or by calling 402-432-8671 or 402-679-6627 (for Omaha clients)

Please contact us if you have any further questions or if you experience any problems.

402-432-8671 or 402-679-6627 (Omaha), or by email: [info@icitranslation.com](mailto:info@icitranslation.com)

## **Appendix F**

NDOL Contract #023-0006-2012

**AMENDMENT To AGREEMENT  
Between  
NEBRASKA DEPARTMENT OF LABOR  
And  
INTERNATIONAL COMMUNICATIONS, INC.  
Rapid Response Interpreter & Translation Services**

THE AGREEMENT entered into on February 1, 2012 between the Nebraska Department of Labor (NDOL), 550 South 16th Street, Lincoln, Nebraska 68508, and International Communications, Inc. (ICI), 2166 Magnum Circle, Ste. 3, Lincoln, NE 68522 is amended as follows:

**1. Paragraph II - Funding/Payment is changed to reflect current rates:**

**II - Funding - Payment**

- A. For said services, the NDOL agrees to pay ICI as set forth in Attachment A.
  - B. For services rendered outside a city in which ICI maintains an office, NDOL will pay ICI for travel time at the billing rate stated above and reimburse ICI for actual miles driven at the current State rate.
  - C. ICI shall itemize and submit a written statement for actual expenses to the NDOL Authorized Representative in ¶XIII, below. ICI must provide receipts for all expenses claimed.
  - D. Total expenditures under this Agreement will not exceed Five Thousand Dollars (\$5,000.00).
  - E. It is understood that performance must be done to the satisfaction of the NDOL and that no payment shall become due and owing until such time as the NDOL's authorized representative has verified, reviewed, and approved ICI's services.
  - F. This Agreement will terminate in full or in part at the discretion of the NDOL in the event the NDOL suffers a loss of funding or termination of federal funds which permits it to fund this Agreement. In that event, payment shall be made only for services rendered and completed at the termination of the Agreement.
- 2. Paragraph IV - Term of Agreement is amended to extend this Agreement through January 31, 2017.**

There are no other changes to this Agreement.

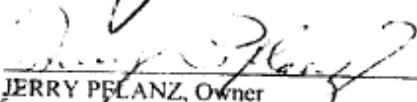
*[signature page to follow]*

NDOL Contract #023-0006-2012

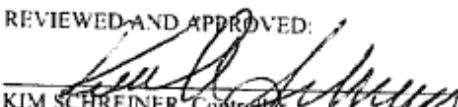
1/29/15  
Date

  
JOHN H. ALBIN, Commissioner  
Nebraska Department of Labor

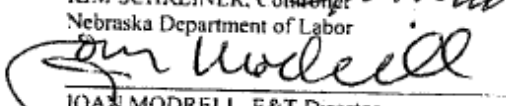
1/27/15  
Date

  
JERRY PELANZ, Owner  
International Communications, Inc.

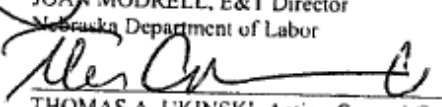
REVIEWED AND APPROVED:

  
KIM SCHREINER, Controller  
Nebraska Department of Labor

1/28/15  
Date

  
JOAN MODRELL, E&T Director  
Nebraska Department of Labor

1/28/15  
Date

  
THOMAS A. UKINSKI, Acting General Counsel  
Nebraska Department of Labor

01/28/2015  
Date