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# NEBRASKA

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**DEPARTMENT OF LABOR**

**Reemployment Services  
Limited English Proficiency Plan**

**February 2022**

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**Executive Summary:**

Individuals who do not speak English as their primary language and those 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 assistance is critical to these efforts and shall be provided in a timely manner to ensure maximum access to services. This plan provides individuals with language access barriers, also referred to as 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 NDOL Division of Reemployment Services (DRS) entities that receive federal financial assistance.

**Introduction/Background*****Planning Committee***

In an effort to provide equitable services to individuals with language access barriers the NDOL Division of Reemployment Services has established a planning committee consisting of the following team members:

**2022 LEP Planning Committee**

Lori Marquez, Scottsbluff (bilingual)

Tom Prescott, Omaha (bilingual)

Jennifer Guillen, Columbus (bilingual)

Kathy Cedillo, DRS

Ronesha Love, GL OSO

Dawn Carrillo, Lincoln

Lisa Sand, Beatrice

Regina Ielacqua, North Platte

Josh Hanson, GN OSO

Savannah High, GO OSO

# Limited English Proficiency Plan

## NDOL Reemployment Services

February 2022

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### Purpose

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

The Division of Reemployment Services 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 corresponding 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 populations with language access barriers.

The Wagner-Peyser Governor's Reserve funds (10% set aside) may 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 Innovation and Opportunities Act (WIOA) programs and services may be funded from the specific program area funds (Adult, Dislocated Worker, and Youth). These determinations will be left to the Workforce Development 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 Reemployment Service Division's service delivery to individuals with language access barriers.

### 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.

### *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 [dol.gov/oasam/regs/statutes/Eo13166.pdf](http://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 the Division of Reemployment Services.

### 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 [dol.gov/oasam/programs/crc/lepcont.htm](http://dol.gov/oasam/programs/crc/lepcont.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.” Sub-recipients likewise are held to the same standards when federal funds are passed through from one recipient to a sub-recipient.

29 CFR part 37 provides regulations for the implementation of policies and procedures that provide equal opportunity and equal access in a nondiscriminatory manner. 29 CFR § 37.35(a) states that where “a significant number or proportion of the population eligible to be served, or likely to be directly affected, by a [WIOA] Title I – [financially] 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)(2)]. 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)].

## **Analysis**

Recipients 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 U.S. 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 2019 U.S. Census Bureau American Community Survey 5-Year Estimates Tables 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 Development 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.

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

The DRS provides a wide range of programs, activities and services. The DRS provides Veterans Services, Job Seeker Services, Business Services, Labor Market Information, and a multitude of other services. The DRS is responsible for administering numerous programs that receive federal funding, including: Workforce Innovation and Opportunities 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*

NDOL DRS 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. The Wagner-Peyser Governor's Reserve funds (10% set aside) may be used to support procurement of language assistance materials and to support costs associated with group language assistance training.

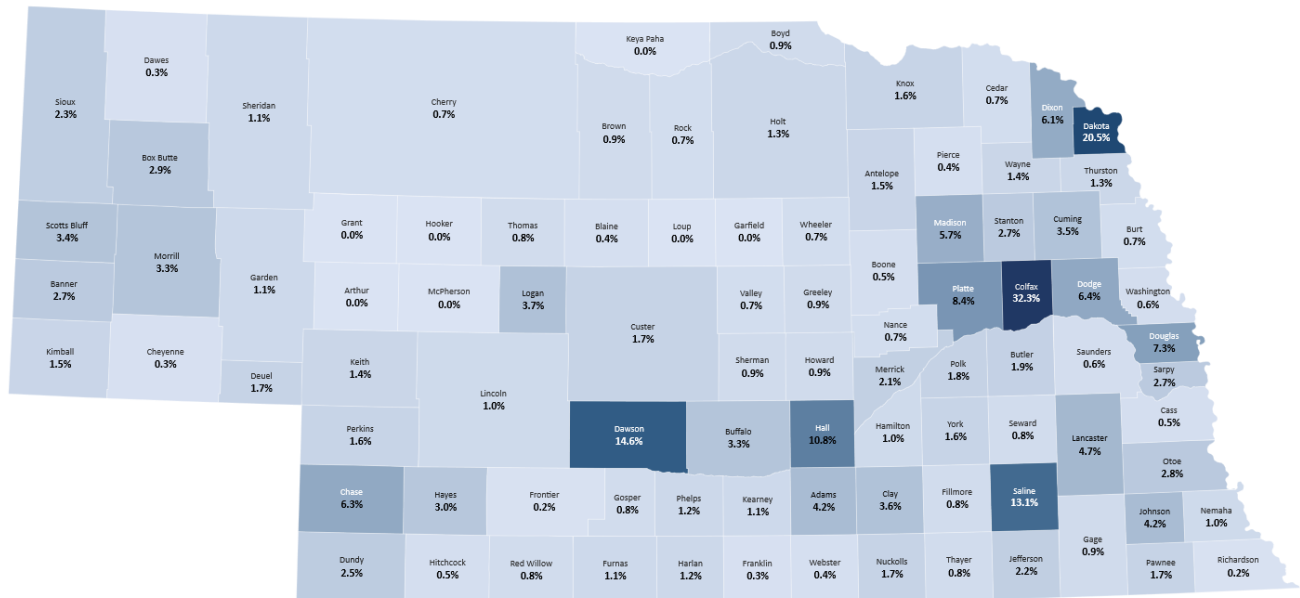
### *Identifying Individuals with Language Barriers:*

In Nebraska, there are an estimated 91,000 individuals or 5.1 percent of the population age 5 years and older who speak a language other than English and speak English less than very well according to the 2015-2019 American Community Survey estimates in Table B16004. The highest numbers of people with limited English proficiency generally reside in the most populous counties in the state with Douglas (37,823), Lancaster (13,875), Hall (6,134) and Sarpy (4,454) counties topping the list.

Individuals with language access barriers account for a significant proportion of the population in several counties when the percent of the total county population age five and older is considered. In Colfax County, almost a third (32.3 percent) of the population speak

limited English. Other counties with high concentrations of individuals with language access barriers include Dakota with 20.5 percent, Dawson with 14.6 percent, Saline with 13.1 percent and Hall with 10.8 percent. A second group including Platte, Douglas, Dodge, Chase, Dixon, and Madison counties range from 5.7 percent to 8.4 percent, all above the statewide average of 5.1 percent. This group of 11 counties accounted for more than two-thirds (69.1 percent) of all the limited English speakers in the state.

### Percent of Individuals Age 5 and Older Who Speak English Less Than Very Well by County



In the map above, shading displays the percentage of each county’s population age 5 and older who speak English less than very well.

*Table 1: Number and percentage of each county’s population age 5 and older who speak English less than very well.*

| Rank | County  | Total Number of Individuals Who Speak English Less than Very Well | Percentage of Population by County Who Speak English Less than Very Well |
|------|---------|-------------------------------------------------------------------|--------------------------------------------------------------------------|
| 1    | Colfax  | 3150                                                              | 32.3%                                                                    |
| 2    | Dakota  | 3771                                                              | 20.5%                                                                    |
| 3    | Dawson  | 3163                                                              | 14.6%                                                                    |
| 4    | Saline  | 1750                                                              | 13.1%                                                                    |
| 5    | Hall    | 6134                                                              | 10.8%                                                                    |
| 6    | Platte  | 2571                                                              | 8.4%                                                                     |
| 7    | Douglas | 37823                                                             | 7.3%                                                                     |
| 8    | Dodge   | 2202                                                              | 6.4%                                                                     |
| 9    | Chase   | 228                                                               | 6.3%                                                                     |
| 10   | Dixon   | 323                                                               | 6.1%                                                                     |



|    |              |       |      |
|----|--------------|-------|------|
| 11 | Madison      | 1843  | 5.7% |
| 12 | Lancaster    | 13875 | 4.7% |
| 13 | Adams        | 1237  | 4.2% |
| 14 | Johnson      | 209   | 4.2% |
| 15 | Logan        | 32    | 3.7% |
| 16 | Clay         | 211   | 3.6% |
| 17 | Cuming       | 298   | 3.5% |
| 18 | Scotts Bluff | 1136  | 3.4% |
| 19 | Buffalo      | 1504  | 3.3% |
| 20 | Morrill      | 147   | 3.3% |
| 21 | Hayes        | 25    | 3.0% |
| 22 | Box Butte    | 293   | 2.9% |
| 23 | Otoe         | 410   | 2.8% |
| 24 | Sarpy        | 4454  | 2.7% |
| 25 | Stanton      | 148   | 2.7% |
| 26 | Banner       | 18    | 2.7% |
| 27 | Dundy        | 44    | 2.5% |
| 28 | Sioux        | 25    | 2.3% |
| 29 | Jefferson    | 150   | 2.2% |
| 30 | Merrick      | 152   | 2.1% |
| 31 | Butler       | 146   | 1.9% |
| 32 | Polk         | 87    | 1.8% |
| 33 | Custer       | 168   | 1.7% |
| 34 | Nuckolls     | 69    | 1.7% |
| 35 | Pawnee       | 43    | 1.7% |
| 36 | Deuel        | 30    | 1.7% |
| 37 | York         | 204   | 1.6% |
| 38 | Knox         | 130   | 1.6% |
| 39 | Perkins      | 42    | 1.6% |
| 40 | Antelope     | 87    | 1.5% |
| 41 | Kimball      | 54    | 1.5% |
| 42 | Wayne        | 126   | 1.4% |
| 43 | Keith        | 106   | 1.4% |
| 44 | Holt         | 126   | 1.3% |
| 45 | Thurston     | 85    | 1.3% |
| 46 | Phelps       | 106   | 1.2% |
| 47 | Harlan       | 37    | 1.2% |
| 48 | Kearney      | 67    | 1.1% |
| 49 | Sheridan     | 55    | 1.1% |
| 50 | Furnas       | 48    | 1.1% |
| 51 | Garden       | 19    | 1.1% |
| 52 | Lincoln      | 330   | 1.0% |
| 53 | Hamilton     | 87    | 1.0% |
| 54 | Nemaha       | 64    | 1.0% |

|    |            |     |      |
|----|------------|-----|------|
| 55 | Gage       | 175 | 0.9% |
| 56 | Howard     | 55  | 0.9% |
| 57 | Brown      | 26  | 0.9% |
| 58 | Sherman    | 26  | 0.9% |
| 59 | Greeley    | 19  | 0.9% |
| 60 | Boyd       | 17  | 0.9% |
| 61 | Seward     | 135 | 0.8% |
| 62 | Red Willow | 85  | 0.8% |
| 63 | Fillmore   | 40  | 0.8% |
| 64 | Thayer     | 39  | 0.8% |
| 65 | Gosper     | 15  | 0.8% |
| 66 | Thomas     | 5   | 0.8% |
| 67 | Cedar      | 53  | 0.7% |
| 68 | Burt       | 46  | 0.7% |
| 69 | Cherry     | 38  | 0.7% |
| 70 | Valley     | 27  | 0.7% |
| 71 | Nance      | 23  | 0.7% |
| 72 | Rock       | 9   | 0.7% |
| 73 | Wheeler    | 5   | 0.7% |
| 74 | Saunders   | 114 | 0.6% |
| 75 | Washington | 113 | 0.6% |
| 76 | Cass       | 128 | 0.5% |
| 77 | Boone      | 26  | 0.5% |
| 78 | Hitchcock  | 12  | 0.5% |
| 79 | Pierce     | 24  | 0.4% |
| 80 | Webster    | 13  | 0.4% |
| 81 | Blaine     | 2   | 0.4% |
| 82 | Cheyenne   | 30  | 0.3% |
| 83 | Dawes      | 29  | 0.3% |
| 84 | Franklin   | 8   | 0.3% |
| 85 | Richardson | 15  | 0.2% |
| 86 | Frontier   | 6   | 0.2% |
| 87 | Arthur     | 0   | 0.0% |
| 88 | Garfield   | 0   | 0.0% |
| 89 | Grant      | 0   | 0.0% |
| 90 | Hooker     | 0   | 0.0% |
| 91 | Keya Paha  | 0   | 0.0% |
| 92 | Loup       | 0   | 0.0% |
| 93 | McPherson  | 0   | 0.0% |

The highest number and percent of Limited English speakers in the state, and all regions within the state, speak Spanish. The 60,470 people who spoke Spanish comprised 66.5 percent of all limited English speakers in the state. Other languages of Asia with 5.4 percent

was second in the ranking. The top eight categories below account for 90.0 percent of all individuals with language access barriers in Nebraska.

*Table 2: 2019 Number and Percent of Individuals Age 5 and Older Who Speak English Less than "Very Well" by Language or Language Group in Nebraska*

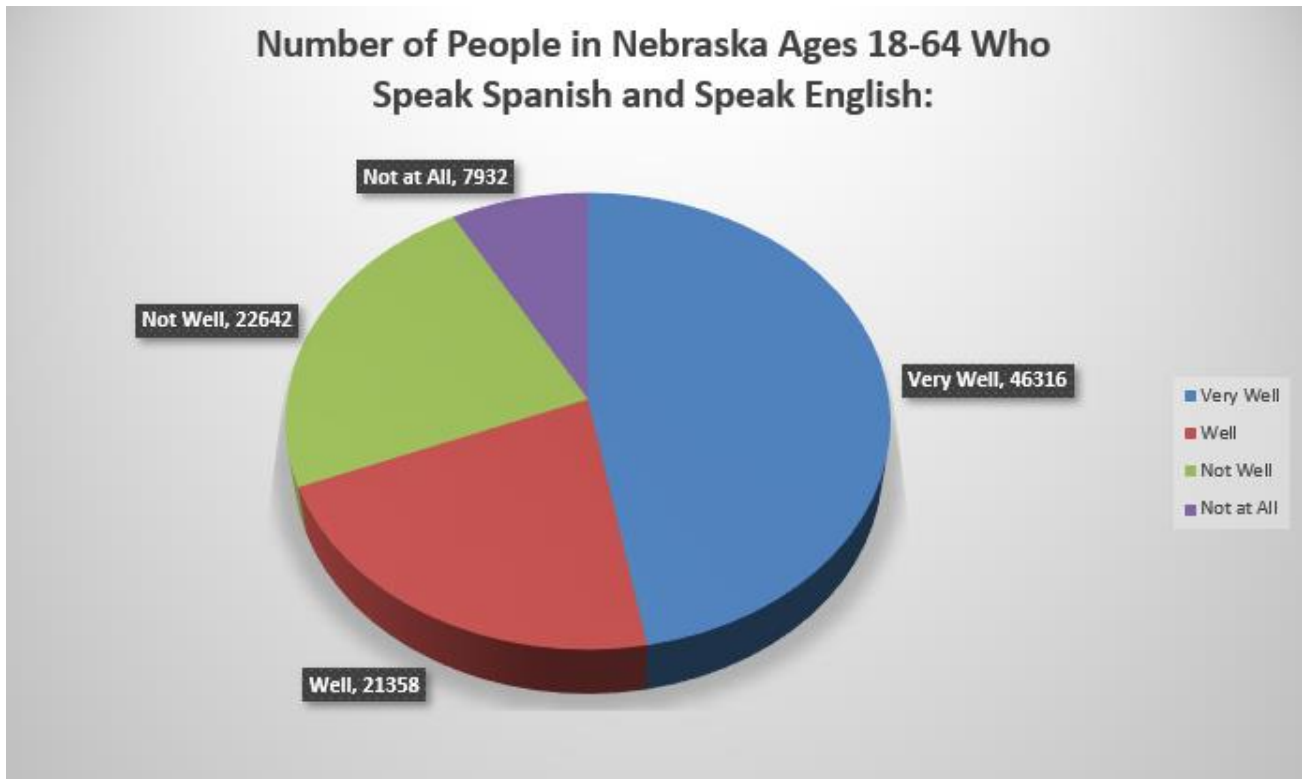
| Language or Language Group                                          | Number of Individuals 5 Years and Older Who Speak English Less than "Very Well" | Percent of Limited English Speakers Who Speak English Less than "Very Well" |
|---------------------------------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Spanish                                                             | 60,470                                                                          | 66.5%                                                                       |
| Other languages of Asia                                             | 4,945                                                                           | 5.4%                                                                        |
| Vietnamese                                                          | 4,238                                                                           | 4.7%                                                                        |
| Chinese (incl. Mandarin and Cantonese)                              | 3,111                                                                           | 3.4%                                                                        |
| Amharic, Somali, or other Afro-Asiatic languages                    | 2,712                                                                           | 3.0%                                                                        |
| Arabic                                                              | 2,172                                                                           | 2.4%                                                                        |
| Nepali, Marathi, or other Indic                                     | 2,085                                                                           | 2.1%                                                                        |
| Swahili or other languages of Central, Eastern, and Southern Africa | 1,625                                                                           | 2.3%                                                                        |
| All Other Languages                                                 | 9,642                                                                           | 12.4%                                                                       |

Examples of **Other languages of Asia** include Burmese, Karen, Turkish, and Uzbek. Examples of **Other Afro-Asiatic languages** include Amharic, Chaldean Neo-Aramaic, Somali, and Tigrinya. Examples of **Other languages of Central, Eastern, and Southern Africa** include Ganda, Kinyarwanda, and Lingala. According to the US Census Bureau, the coding of specific languages was updated in 2016 to reflect languages in accordance with the International Organization for Standardization's IOS-639-3 standard; no comparison was made to previous years due to changes. **Language categories 2015-2019 American Community Survey estimates in Table B16004**

The number of languages or language groups with limited English speakers varies considerably by Workforce Areas within the state. Greater Nebraska has six language or language groups with one percent or more of limited English speakers with Spanish topping the list at 84.7 percent. Within Greater Nebraska, there are marked differences between regions in the linguistically isolated populations. Greater Lincoln has eight language or language groups with one percent or more limited English speakers with Spanish at 32.5 percent. The Greater Omaha area has eight language or language groups with one percent or more limited English speakers, consisting of Spanish with 62.8 percent followed by Other Asian and Pacific Island languages with 12.5 percent.

The American Community Survey 2015-2019 estimates Table B16004 has detailed information on Spanish language speakers between the ages of 18 and 64. It has the

categories: “Speak Spanish,” “Speak Spanish – - Speak English Very Well,” “Speak Spanish – - Speak English Well,” “Speak Spanish – Speak English Not Well,” and “Speak Spanish – Speak English Not At All.” In Nebraska, an estimated 98,248 people speak Spanish and of those, 23 percent speak English “Not Well” and 8.1 percent do not speak English at all.



**Greater Nebraska Workforce Development Area:**

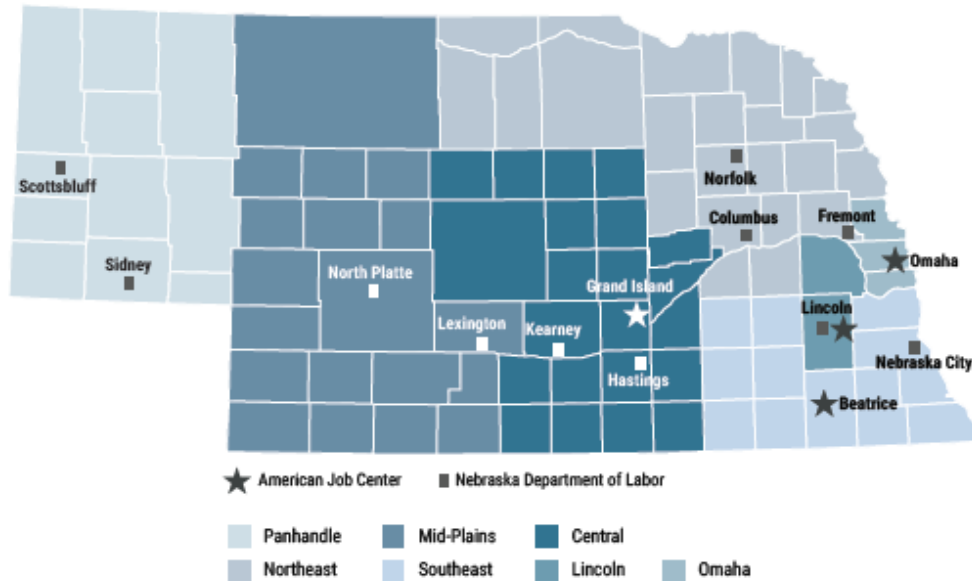
The American Community Survey 2015-2019 estimates, the most recent data available for county level data, show that there were 33,384 individuals in Greater Nebraska age five years and older who speak a language other than English at home and speak English less than “Very Well.” Spanish is the language most frequently spoken by individuals with language access barriers with 84.7 percent for the Greater Nebraska region. This percentage varies across regions within Greater Nebraska from 89.6 percent in the Northeast Region to 78 percent in the Mid-Plains Region. The number of languages spoken by at least one percent of linguistically isolated populations also varies among the regions of Greater Nebraska from three languages/language groups in the Northeast Region to eight in the Southeast Region.

Table 2: 2019 Number and Percent of Individuals Age 5 and Older Who Speak English Less than "Very Well" by Language or Language Group in Greater Nebraska Workforce Development Area

| Language or Language Group          | Number of Individuals 5 Years and Older Who Speak English Less than "Very Well" | Percent of Limited English Speakers Who Speak English Less than "Very Well" |
|-------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Spanish                             | 28,292                                                                          | 84.7%                                                                       |
| Other Asian and Pacific Island      | 1,013                                                                           | 3.0%                                                                        |
| Vietnamese                          | 425                                                                             | 1.3%                                                                        |
| Chinese (incl. Mandarin, Cantonese) | 418                                                                             | 1.3%                                                                        |
| Other Indo-European                 | 388                                                                             | 1.1%                                                                        |
| Arabic                              | 334                                                                             | 1.0%                                                                        |
| German or other West Germanic       | 256                                                                             | 0.8%                                                                        |
| Korean                              | 200                                                                             | 0.6%                                                                        |
| French, Haitian, or Cajun           | 183                                                                             | 0.5%                                                                        |
| Russian, Polish, or other Slavic    | 170                                                                             | 0.5%                                                                        |
| Tagalog (incl. Filipino)            | 164                                                                             | 0.5%                                                                        |
| All Other Languages                 | 1,541                                                                           | 4.6%                                                                        |

Examples of **Other Asian and Pacific Island Languages** include Thai, Lao, Burmese, Karen, Hmong, Japanese, Korean, Ilocano, Samoan, Hawaiian, or other Austronesian languages and Tagalog. Examples of **other West Germanic Languages** are Dutch and Yiddish. Examples of **Other Indo-European languages** are Greek, Russian, Polish, Hindi, Albanian, and Swedish. Examples of other **Slavic languages** are Bulgarian, Czech, and Ukrainian. **2015-2019 American Community Survey estimates in Table C16001.**

# Job Centers



**Beatrice \*\***  
**American Job Center**  
 2317 N. 6th St., Ste. 3  
 402-223-6060  
[ndol.beatricewfd@nebraska.gov](mailto:ndol.beatricewfd@nebraska.gov)

**Columbus \*\***  
 3100 23rd St., Ste. 22  
 402-564-7160  
[ndol.columbuswfd@nebraska.gov](mailto:ndol.columbuswfd@nebraska.gov)

**Fremont \***  
 827 North D Street  
 402-934-2392

**Grand Island \*\***  
**American Job Center**  
 203 East Stolley Park Rd, Ste. A  
 308-385-6300  
[ndol.grandislandwfd@nebraska.gov](mailto:ndol.grandislandwfd@nebraska.gov)

**Hastings \*\***  
 2727 W. 2nd St., Ste. 338  
 402-462-1867  
[ndol.hastingswfd@nebraska.gov](mailto:ndol.hastingswfd@nebraska.gov)

\* Limited office hours. Call ahead for availability.  
 \*\* Have veteran representatives available

**Kearney**  
 315 60th Street, Suite 225  
 402-326-4885

**Lexington**  
 1501 Plum Creek Parkway, Ste. 3  
 308-324-2064  
[ndol.lexingtonwfd@nebraska.gov](mailto:ndol.lexingtonwfd@nebraska.gov)

**Lincoln**  
**American Job Center**  
 1111 O Street, Ste. 205  
 402-441-1640  
[AJC@lincoln.ne.gov](mailto:AJC@lincoln.ne.gov)

**Lincoln \*\***  
 1111 O Street, Ste. 222  
 402-471-2275  
[ndol.lincolnwfd@nebraska.gov](mailto:ndol.lincolnwfd@nebraska.gov)

**Nebraska City \***  
 917 Wildwood Lane, Room 104  
 402-873-3384  
[ndol.nebraskacitywfd@nebraska.gov](mailto:ndol.nebraskacitywfd@nebraska.gov)

**Norfolk \*\***  
 105 E. Norfolk Ave., Ste. 120  
 402-370-3430  
[ndol.norfolkwfd@nebraska.gov](mailto:ndol.norfolkwfd@nebraska.gov)

**North Platte \*\***  
 600 E. Francis, Ste. 9  
 308-535-8320  
[ndol.northplattewfd@nebraska.gov](mailto:ndol.northplattewfd@nebraska.gov)

**Omaha \*\***  
**American Job Center**  
 Heartland Workforce Solutions  
 5752 Ames Ave.  
 402-444-4700  
[admin@hws-ne.org](mailto:admin@hws-ne.org)  
[ndol.omahawfd@nebraska.gov](mailto:ndol.omahawfd@nebraska.gov)

**Scottsbluff \*\***  
 505A Broadway, Ste. 300  
 308-632-1420  
[ndol.scottsbluffwfd@nebraska.gov](mailto:ndol.scottsbluffwfd@nebraska.gov)

**Sidney**  
 371 S College Drive Room #148  
 308-254-4429  
[ndol.sidneywfd@nebraska.gov](mailto:ndol.sidneywfd@nebraska.gov)



For the most up-to-date office listing, go to [dol.nebraska.gov/ContactUs](https://dol.nebraska.gov/ContactUs)



## Greater Nebraska Panhandle Region

The Panhandle Region includes the following Nebraska Counties: Banner, Box Butte, Cheyenne, Dawes, Deuel, Garden, Kimball, Morrill, Scotts Bluff, Sheridan, Sioux. NDOL Career Centers located in the Panhandle include:

- Scottsbluff: 505A Broadway, Ste. 300, Scottsbluff, NE 69361 Phone: (308) 632-1420
- Sidney: 2246 Jackson St, Sidney, NE 69162, Phone: (308) 254-4429

*Table 3: 2019 Number and Percent of Individuals Age 5 and Older Who Speak English Less than "Very Well" by Language or Language Group in Panhandle Nebraska*

| Language or Language Group                 | Number of Individuals 5 Years and Older Who Speak English Less than "Very Well" | Percent of Limited English Speakers Who Speak English Less than "Very Well" |
|--------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Spanish                                    | 1,480                                                                           | 80.6%                                                                       |
| Chinese (incl. Mandarin, Cantonese)        | 115                                                                             | 6.3%                                                                        |
| Other Indo-European                        | 111                                                                             | 6.0%                                                                        |
| Tagalog (incl. Filipino)                   | 34                                                                              | 1.9%                                                                        |
| Other Asian and Pacific Island languages   | 30                                                                              | 1.6%                                                                        |
| Korean                                     | 22                                                                              | 1.2%                                                                        |
| German or other West Germanic languages    | 17                                                                              | 0.9%                                                                        |
| Arabic                                     | 13                                                                              | 0.7%                                                                        |
| Russian, Polish, or other Slavic languages | 8                                                                               | 0.4%                                                                        |
| French, Haitian, or Cajun                  | 7                                                                               | 0.4%                                                                        |
| Vietnamese                                 | 0                                                                               | 0.0%                                                                        |
| All Other Languages                        | 12                                                                              | 0.7%                                                                        |

Examples of **Other Asian and Pacific Island Languages** include Thai, Lao, Burmese, Karen, Hmong, Japanese, Korean, Ilocano, Samoan, Hawaiian, or other Austronesian languages and Tagalog. Examples of **other West Germanic Languages** are Dutch and Yiddish. Examples of **Other Indo-European languages** are Greek, Russian, Polish, Hindi, Albanian, and Swedish. Examples of other **Slavic languages** are Bulgarian, Czech, and Ukrainian. **2015-2019 American Community Survey estimates in Table C16001.**

*Table 4: Percentage of Individuals Identifying as Hispanic*

| Panhandle Offices | Registered Individuals | WIOA Enrollments |
|-------------------|------------------------|------------------|
| Scottsbluff       | 15.38%                 | 14.29%           |
| Sidney            | 8.07%                  | 0.00%            |

Information from NEworks: self-identified as Hispanic/Latino during Program Year 2020 (7/1/20-6/30/21).



## Greater Nebraska Mid-Plains Region

The Mid-Plains Region includes the following Nebraska Counties: Arthur, Blaine, Chase, Cherry, Dawson, Dundy, Frontier, Furnas, Gosper, Grant, Harlan, Hayes, Hitchcock, Hooker, Keith, Lincoln, Logan, McPherson, Perkins, Red Willow, Thomas. NDOL Career Centers located in Mid-Plains include:

- North Platte: 600 E. Francis, Ste. 9, North Platte, NE 69104, Phone: (308) 535-8320
- Lexington: 1501 Plum Creek Parkway, Lexington, NE 68850, Phone: (308) 324-2064

*Table 5: 2019 Number and Percent of Individuals Age 5 and Older Who Speak English Less than "Very Well" by Language or Language Group in Mid-Plains Nebraska*

| Language or Language Group                 | Number of Individuals 5 Years and Older Who Speak English Less than "Very Well" | Percent of Limited English Speakers Who Speak English Less than "Very Well" |
|--------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Spanish                                    | 3,290                                                                           | 78.0%                                                                       |
| Arabic                                     | 164                                                                             | 3.9%                                                                        |
| Vietnamese                                 | 136                                                                             | 3.2%                                                                        |
| Korean                                     | 48                                                                              | 1.1%                                                                        |
| Russian, Polish, or other Slavic languages | 44                                                                              | 1.0%                                                                        |
| Other Asian and Pacific Island             | 37                                                                              | 0.9%                                                                        |
| Tagalog (incl. Filipino)                   | 32                                                                              | 0.7%                                                                        |
| Chinese (incl. Mandarin, Cantonese)        | 30                                                                              | 0.7%                                                                        |
| German or other West Germanic Languages    | 29                                                                              | 0.7%                                                                        |
| French, Haitian, or Cajun                  | 9                                                                               | 0.2%                                                                        |
| Other Indo-European                        | 6                                                                               | 0.1%                                                                        |
| All Other Languages                        | 416                                                                             | 9.9%                                                                        |

Examples of **Other Asian and Pacific Island Languages** include Thai, Lao, Burmese, Karen, Hmong, Japanese, Korean, Ilocano, Samoan, Hawaiian, or other Austronesian languages and Tagalog. Examples of **other West Germanic Languages** are Dutch and Yiddish. Examples of **Other Indo-European languages** are Greek, Russian, Polish, Hindi, Albanian, and Swedish. Examples of other **Slavic languages** are Bulgarian, Czech, and Ukrainian. **2015-2019 American Community Survey estimates in Table C16001.**

*Table 6: Percentage of Individuals Identifying as Hispanic*

| Mid-Plains Offices | Registered Individuals | WIOA Enrollments |
|--------------------|------------------------|------------------|
| North Platte       | 8.05%                  | 0.00%            |
| Lexington          | 18.44%                 | 0.00%            |

Information from NEworks: self-identified as Hispanic/Latino during Program Year 2020 (7/1/20-6/30/21).

## Greater Nebraska Central Region

The Central Region includes the following Nebraska Counties: Adams, Buffalo, Clay, Custer, Franklin, Garfield, Greeley, Hall, Hamilton, Howard, Kearney, Loup, Merrick, Nance, Nuckolls, Phelps, Sherman, Valley, Webster, Wheeler. In the Central Region, there are three NDOL Career Center locations:

- Hastings: 2727 W. 2nd St., Ste. 338, Hastings, NE 68901, Phone: (402) 462-1867
- Grand Island (American Job Center): 203 East Stolley Park Rd, Ste. A, Grand Island, NE 68801, Phone: (308) 385-6300
- Kearney: 315 W 60<sup>th</sup> St, Ste. 225, Kearney, NE 68845, Phone: (402) 326-4885

*Table 7: 2019 Number and Percent of Individuals Age 5 and Older Who Speak English Less than "Very Well" by Language or Language Group in Central Nebraska*

| Language or Language Group          | Number of Individuals 5 Years and Older Who Speak English Less than "Very Well" | Percent of Limited English Speakers Who Speak English Less than "Very Well" |
|-------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Spanish                             | 8,166                                                                           | 82.4%                                                                       |
| Vietnamese                          | 326                                                                             | 3.3%                                                                        |
| Other Asian and Pacific Island      | 241                                                                             | 2.6%                                                                        |
| Chinese (incl. Mandarin, Cantonese) | 124                                                                             | 1.3%                                                                        |
| French, Haitian, or Cajun           | 119                                                                             | 1.2%                                                                        |
| Other Indo-European languages       | 99                                                                              | 1.0%                                                                        |
| Arabic                              | 95                                                                              | 1.0%                                                                        |
| German or other West Germanic       | 54                                                                              | 0.5%                                                                        |
| Korean                              | 46                                                                              | 0.5%                                                                        |
| Russian, Polish, or other Slavic    | 29                                                                              | 0.3%                                                                        |
| Tagalog (incl. Filipino)            | 10                                                                              | 0.1%                                                                        |
| All Other Languages                 | 515                                                                             | 5.2%                                                                        |

Examples of **Other Asian and Pacific Island Languages** include Thai, Lao, Burmese, Karen, Hmong, Japanese, Korean, Ilocano, Samoan, Hawaiian, or other Austronesian languages and Tagalog. Examples of **other West Germanic Languages** are Dutch and Yiddish. Examples of **Other Indo-European languages** are Greek, Russian, Polish, Hindi, Albanian, and Swedish. Examples of other **Slavic languages** are Bulgarian, Czech, and Ukrainian. **2015-2019 American Community Survey estimates in Table C16001.**

*Table 8: Percentage of Individuals Identifying as Hispanic*

| Central Offices | Registered Individuals | WIOA Enrollments |
|-----------------|------------------------|------------------|
| Grand Island    | 14.75%                 | 20.59%           |
| Hastings        | 11.21%                 | 9.26%            |
| Kearney         | 0.00%                  | 0.00%            |

Information from NEworks: self-identified as Hispanic/Latino during Program Year 2020 (7/1/20-6/30/21).

## Greater Nebraska Southeast Region

The Southeast Region includes the following Nebraska Counties: Cass, Fillmore, Gage, Jefferson, Johnson, Nemaha, Otoe, Pawnee, Richardson, Saline, Seward, Thayer, York. In Southeast Nebraska, there are three NDOL Career centers:

- Beatrice (American Job Center): 5109 W. Scott Rd., Ste. 413, Beatrice, NE 68310-7059, Phone: (402) 223-6060
- Nebraska City: 917 Wildwood Lane, Room 104, Nebraska City, NE 68410-3312, Phone: (402) 873-3384

*Table 9: 2019 Number and Percent of Individuals Age 5 and Older Who Speak English Less than "Very Well" by Language or Language Group in Southeast Nebraska*

| Language or Language Group               | Number of Individuals 5 Years and Older Who Speak English Less than "Very Well" | Percent of Limited English Speakers Who Speak English Less than "Very Well" |
|------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Spanish                                  | 2,671                                                                           | 79.4%                                                                       |
| Other Asian and Pacific Island languages | 153                                                                             | 4.6%                                                                        |
| Korean                                   | 74                                                                              | 2.2%                                                                        |
| Vietnamese                               | 73                                                                              | 2.2%                                                                        |
| German or other West Germanic            | 66                                                                              | 2.0%                                                                        |
| Russian, Polish, or other Slavic         | 65                                                                              | 1.9%                                                                        |
| Chinese (incl. Mandarin, Cantonese)      | 58                                                                              | 1.7%                                                                        |
| Tagalog (incl. Filipino)                 | 48                                                                              | 1.4%                                                                        |
| French, Haitian, or Cajun                | 24                                                                              | 0.7%                                                                        |
| Arabic                                   | 17                                                                              | 0.5%                                                                        |
| Other Indo-European languages            | 15                                                                              | 0.4%                                                                        |
| All Other Languages                      | 98                                                                              | 2.9%                                                                        |

Examples of **Other Asian and Pacific Island Languages** include Thai, Lao, Burmese, Karen, Hmong, Japanese, Korean, Ilocano, Samoan, Hawaiian, or other Austronesian languages and Tagalog. Examples of **other West Germanic Languages** are Dutch and Yiddish. Examples of **Other Indo-European languages** are Greek, Russian, Polish, Hindi, Albanian, and Swedish. Examples of other **Slavic languages** are Bulgarian, Czech, and Ukrainian. **2015-2019 American Community Survey estimates in Table C16001.**

*Table 10: Percentage of Individuals Identifying as Hispanic*

| Southeast Offices | Registered Individuals | WIOA Enrollments |
|-------------------|------------------------|------------------|
| Beatrice          | 9.13%                  | 6.45%            |
| Nebraska City     | 5.85%                  | 0.00%            |

Information from NEworks: self-identified as Hispanic/Latino during Program Year 2020 (7/1/20-6/30/21).

## Greater Nebraska Northeast Region

The Northeast Region includes the following Nebraska Counties: Antelope, Boone, Boyd, Brown, Burt, Butler, Cedar, Colfax, Cuming, Dakota, Dixon, Dodge, Holt, Keya Paha, Knox, Madison, Pierce, Platte, Polk, Rock, Stanton, Thurston, Wayne. In Northeast Nebraska, there are two NDOL Career Centers:

- Columbus: 3100 23rd St., Ste. 22, Columbus, NE 68601-3161, Phone: (402) 564-7160
- Norfolk: 105 E. Norfolk Ave., Ste. 120, Norfolk, NE 68701, Phone: (402) 370-3430

*Table 11: 2017 Number and Percent of Individuals Age 5 and Older Who Speak English Less than "Very Well" by Language or Language Group in Northeast Nebraska*

| Language or Language Group                 | Number of Individuals 5 Years and Older Who Speak English Less than "Very Well" | Percent of Limited English Speakers Who Speak English Less than "Very Well" |
|--------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Spanish                                    | 13,700                                                                          | 89.6%                                                                       |
| Other Asian and Pacific Island languages   | 515                                                                             | 3.4%                                                                        |
| Other Indo-European languages              | 157                                                                             | 1.0%                                                                        |
| Chinese (incl. Mandarin, Cantonese)        | 91                                                                              | 0.6%                                                                        |
| Vietnamese                                 | 72                                                                              | 0.5%                                                                        |
| Arabic                                     | 70                                                                              | 0.5%                                                                        |
| Tagalog (incl. Filipino)                   | 47                                                                              | 0.3%                                                                        |
| German or other West Germanic languages    | 93                                                                              | 0.6%                                                                        |
| French, Haitian, or Cajun                  | 24                                                                              | 0.1%                                                                        |
| Russian, Polish, or other Slavic languages | 24                                                                              | 0.1%                                                                        |
| Korean                                     | 10                                                                              | 0.1%                                                                        |
| All Other Languages                        | 500                                                                             | 3.3%                                                                        |

Examples of **Other Asian and Pacific Island Languages** include Thai, Lao, Burmese, Karen, Hmong, Japanese, Korean, Ilocano, Samoan, Hawaiian, or other Austronesian languages and Tagalog. Examples of **other West Germanic Languages** are Dutch and Yiddish. Examples of **Other Indo-European languages** are Greek, Russian, Polish, Hindi, Albanian, and Swedish. Examples of other **Slavic languages** are Bulgarian, Czech, and Ukrainian. **2015-2019 American Community Survey estimates in Table C16001.**

*Table 12: Percentage of Individuals Identifying as Hispanic*

| Northeast Offices | Registered Individuals | WIOA Enrollments |
|-------------------|------------------------|------------------|
| Columbus          | 14.67%                 | 11.63%           |
| Norfolk           | 13.99%                 | 10.26%           |

Information from NEworks: self-identified as Hispanic/Latino during Program Year 2020 (7/1/20-6/30/21).

Greater Omaha Workforce Development Area:

The Omaha Workforce Development Area, located in the eastern part of the state, includes Douglas, Sarpy, and Washington counties. Omaha has one American Job Center, Heartland Workforce Solutions, 5752 Ames St, Omaha, NE 68104, Phone: (402) 444-4700.

The American Community Survey 2015-2019 estimates show that the Omaha Workforce Development Area has a total of 42,390 individuals who speak English less than “Very Well.” This accounts for 6.0 percent of the population age 5 and older. The table below displays the languages or language groups of people who spoke English less than “Very Well.” Spanish speakers top the ranking with 62.8% of the individuals with language access barriers comprising 3.8% of the area’s overall population age five and older.

*Table 13: 2019 Number and Percent of Individuals Age 5 and Older Who Speak English Less than "Very Well" by Language or Language Group in Greater Omaha*

| Language or Language Group          | Number of Individuals 5 Years and Older Who Speak English Less than "Very Well" | Percent of Limited English Speakers Who Speak English Less than "Very Well" |
|-------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Spanish                             | 26,615                                                                          | 62.8%                                                                       |
| Other Asian and Pacific Island      | 5,291                                                                           | 12.5%                                                                       |
| Other Indo-European languages       | 2,642                                                                           | 6.2%                                                                        |
| Chinese (incl. Mandarin, Cantonese) | 1,068                                                                           | 2.5%                                                                        |
| Vietnamese                          | 949                                                                             | 2.2%                                                                        |
| Arabic                              | 798                                                                             | 1.9%                                                                        |
| French, Haitian, or Cajun           | 752                                                                             | 1.7%                                                                        |
| Russian, Polish, or other Slavic    | 565                                                                             | 1.3%                                                                        |
| Korean                              | 365                                                                             | 0.9%                                                                        |
| Tagalog (incl. Filipino)            | 399                                                                             | 0.9%                                                                        |
| German or other West Germanic       | 168                                                                             | 0.4%                                                                        |
| All Other Languages                 | 2,778                                                                           | 6.6%                                                                        |

Examples of **Other Asian and Pacific Island Languages** include Thai, Lao, Burmese, Karen, Hmong, Japanese, Korean, Ilocano, Samoan, Hawaiian, or other Austronesian languages and Tagalog. Examples of **other West Germanic Languages** are Dutch and Yiddish. Examples of **Other Indo-European languages** are Greek, Russian, Polish, Hindi, Albanian, and Swedish. Examples of other **Slavic languages** are Bulgarian, Czech, and Ukrainian. **2015-2019 American Community Survey estimates in Table C16001.**

*Table 14: Percentage of Individuals Identifying as Hispanic*

| Omaha Region | Registered Individuals | WIOA Enrollments |
|--------------|------------------------|------------------|
| Omaha        | 9.58%                  | 22.65%           |

Information from NEworks: self-identified as Hispanic/Latino during Program Year 2020 (7/1/20-6/30/21).

Greater Lincoln Workforce Development Area:

The Lincoln Workforce Development Area includes the following Nebraska Counties: Lancaster and Saunders. There is a Lincoln Job Center located at 1111 O Street, Suite 222, Lincoln, NE 68508, Phone: (402) 471-2275 and an American Job Center, Lincoln located at 1111 O Street, Suite 205, Lincoln, NE 68508, Phone: (402) 413-9236.

The American Community Survey 2015 - 2019 estimates show that the Lincoln Workforce Area has 13,989 people 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.” Individuals speaking Spanish and Vietnamese are the two most prevalent language groups. However, the Lincoln Workforce Development Area has six additional languages or language groups spoken by one percent or more of the limited English population.

*Table 15: 2019 Number and Percent of Individuals Age 5 and Older Who Speak English Less than "Very Well" by Language or Language Group in Greater Lincoln*

| Language or Language Group               | Number of Individuals 5 Years and Older Who Speak English Less than "Very Well" | Percent of Limited English Speakers Who Speak English Less than "Very Well" |
|------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Spanish                                  | 4,548                                                                           | 32.5%                                                                       |
| Vietnamese                               | 2,691                                                                           | 19.2%                                                                       |
| Chinese (incl. Mandarin, Cantonese)      | 1,625                                                                           | 11.6%                                                                       |
| Other Indo-European languages            | 1,302                                                                           | 9.3%                                                                        |
| Other Asian and Pacific Island languages | 1,300                                                                           | 9.3%                                                                        |
| Arabic                                   | 1,028                                                                           | 7.3%                                                                        |
| Russian, Polish, or other Slavic         | 469                                                                             | 3.4%                                                                        |
| Korean                                   | 263                                                                             | 1.9%                                                                        |
| German or other West Germanic            | 67                                                                              | 0.5%                                                                        |
| Tagalog (incl. Filipino)                 | 64                                                                              | 0.4%                                                                        |
| French, Haitian, or Cajun                | 32                                                                              | 0.2%                                                                        |
| Other and unspecified languages          | 600                                                                             | 4.3%                                                                        |

Examples of **Other Asian and Pacific Island Languages** include Thai, Lao, Burmese, Karen, Hmong, Japanese, Korean, Ilocano, Samoan, Hawaiian, or other Austronesian languages and Tagalog. Examples of **other West Germanic Languages** are Dutch and Yiddish. Examples of **Other Indo-European languages** are Greek, Russian, Polish, Hindi, Albanian, and Swedish. Examples of other **Slavic languages** are Bulgarian, Czech, and Ukrainian. **2015-2019 American Community Survey estimates in Table C16001.**

*Table 16: Percentage of Individuals Identifying as Hispanic*

| Lincoln Region | Registered Individuals | WIOA Enrollments |
|----------------|------------------------|------------------|
| Lincoln        | 6.99%                  | 11.35%           |

Information from NEworks: self-identified as Hispanic/Latino during Program Year 2020 (7/1/20-6/30/21).

***Individuals Self-Identifying as Hispanic or Latino 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 or Latino 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 2019 5-year estimates, the population of individuals who self-identify as Hispanic or Latino origin now comprises 10.8% of the state's population.

**U.S. Census Bureau, 2010 Census. 2015-2019 American Community Survey estimates in Table B03002.**

***DRS Language Assistance Measures:***

NDOL field staff have access to LanguageLine for over the phone interpretation services in more than 240 languages. In addition, field staff may utilize LanguageLinc, which provides in-person interpretation. The Nebraska Commission for the Deaf and Hard of Hearing maintains a list of certified American Sign Language interpreters, who may be contacted to provide sign-language interpretation on an independent contractor basis.

Likewise, if a customer enters an NDOL field office with their own interpreter, depending on their program guidance, field staff may accommodate the customer's desire for their own language interpreter. Individuals with language access barriers served by DRS 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 utilize LanguageLine to assist the customer. Individuals with language access barriers will receive the same level of service as all customers served by DRS.

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

## ***Notification to LEP Persons***

DRS staff have an obligation to provide notice about language access services, including providing signage in the job center and promoting language accessibility to community organizations, community colleges, and other local partners.

## ***Accessibility of Information Online***

### *NEworks*

NEworks is the labor exchange, case management and reporting site for the DRS programs. NEworks is currently available in both English and Spanish. NEworks is accessible at [NEworks.nebraska.gov](http://NEworks.nebraska.gov).

### *NDOL Website*

The NDOL public website provides information for workers and employers. This includes information about job searching, training, the Workforce Innovation and Opportunities Act, and many additional programs and services. The NDOL site is accessible at [dol.nebraska.gov](http://dol.nebraska.gov).

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.

### *Social Media*

DRS utilizes multiple social media platforms in order to improve and increase its public outreach. The social media platforms used include:

- Facebook ([facebook.com/Nebraska.DOL](https://www.facebook.com/Nebraska.DOL))
- Twitter ([twitter.com/NE\\_DOL](https://twitter.com/NE_DOL))
- LinkedIn (<https://www.linkedin.com/m/company/Nebraska-department-of-labor>)
- YouTube ([youtube.com/user/NEDeptOfLabor](https://www.youtube.com/user/NEDeptOfLabor)).

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



### ***Accessibility of Rapid Response Information to LEP Individuals***

DRS 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 Innovation and Opportunities Act (WIOA).

Rapid Response meetings provide information to dislocated workers about American Job Center services, WIOA 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. Interpreter/translation assistance is provided at Rapid Response events as needed.

#### ***Training Staff:***

Training on serving individuals with language access barriers will be conducted by the DRS for staff. The DRS 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 annually, with the training materials and topics being coordinated with the EO Officer or designee. Additional training sessions will be conducted via video conference 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 DRS 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 DRS continues to implement the practice of promoting bilingual skills as part of the hiring practice. This has become a desired skill listed on most DRS 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 DRS strives to hire qualified candidates who possess bilingual skills in order to ensure access to services for LEP customers.

## **Dissemination of DRS's LEP Plan**

The DRS LEP Plan is accessible on NDOL's Manuals, Plans, and Reports page at [dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/ManualsPlansReports](http://dol.nebraska.gov/EmploymentAndTraining/LCRWP/WIOA/ManualsPlansReports).

## ***LEP Complaint Procedures***

DRS's complaint procedures provide the opportunity to receive feedback from individuals with language access barriers and ensures the process is accessible regardless of language barriers.

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

Angela Hansen-Kruse, 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

For Assistance with Unemployment Insurance TTY  
(402)471-0016

Auxiliary aids and services available upon request to individuals with disabilities.