

Limited English Proficiency Plan

May 2009

Nebraska Workforce Development - Office of Employment and Training

1. 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 benefits. This plan provides that individuals with limited English proficiency are able to access programs and services provided by the One Stop Career Centers and One Stop Partners on an equitable basis. This plan addresses the entities in the Office of Employment and Training (E&T) that receive Federal financial assistance, that are part of the One Stop Career Center system and the Nebraska Claims Center.

In an effort to provide equitable services to individuals with limited English proficiency the Employment & Training has established a planning committee consisting of the following team members:

2009 LEP Planning Committee

- Mary Hinojosa, Scottsbluff (bilingual)
- Rick Walton, Lexington
- Pat Vieyra, North Platte (bilingual)
- Randy Kissinger, Grand Island
- Maricela Contreras, Grand Island (bilingual)
- Steve Richman, Lincoln
- Jill Schreck, UI
- Francoise Mathis, Omaha (multilingual)
- Jose Camarillo, Norfolk (bilingual)
- Kris Howe, Beatrice
- Mary Findlay, LMI
- Madhavi Bhadbhade, E&T (Multilingual - LEP Coordinator)

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 E&T for development of other language assistance aids to assist with service delivery.

The E&T limited English proficiency 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 occur, an immediate revaluation and plan update will be done. The annual review, as well as any necessary modifications, will be conducted by the current LEP team members.

The Wagner Peyser Governor's Reserve funds (10% set aside) will be used to support procurement of language assistance materials described in Paragraph 4 and to support costs associated with group language assistance training. Individual clients who require

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language assistance training and are eligible for Workforce Investment programs and services may be funded from the specific program area (Adult, Dislocated Worker, Youth).

2. Identifying Individuals with Limited English Proficiency:

According to the U. S. Census American Community Survey 2005-2007 three-year estimates for 2007, there were 70,171 Nebraskans age five years and older speak a language other than English at home and speak English less than “very well.” A majority (73%) of the people who speak English less than “very well” speak Spanish. This percentage is the same as in 2006.

In Nebraska, the number of African language speakers who speak English less than “very well” has increased more than 100% since the year 2000 to nearly 1,5000 people. Each language or language group in the table below has more than 1,000 speakers who speak English less than “very well.” There are nearly 47,000 more Spanish speakers who speak English less than “very well” than the next highest language, Vietnamese.

<i>Language or Language Group</i>	<i>Estimated Number of People Who Speak Another Language and English Less than Very Well</i>	<i>Percent Change from 2000</i>
Spanish or Spanish Creole	51,460	29%
Vietnamese	4,725	16%
Chinese	1,814	46%
Arabic	1,529	61%
African Languages	1,469	160%
German	1,399	-26%

Information on linguistic isolation is not yet available for all Nebraska counties in the American Community Survey. Therefore, we must rely on the 2000 Census special tabulations for information by Local Area.

Number of Limited English Speakers for Languages with More Than 100 Speakers

Omaha		Lincoln		Greater Nebraska	
<i>Language</i>	<i>Number of Speakers</i>	<i>Language</i>	<i>Number of Speakers</i>	<i>Language</i>	<i>Number of Speakers</i>
Spanish	7,955	Spanish	1,570	Spanish	11,415
Vietnamese	375	Vietnamese	1,140	Vietnamese	395
Chinese	225	Other Slavic	225	Laotian	240
Korean	165	Arabic	130	German	150
French	140	Other Indo-European	125		
Japanese	140	Russian	125		
Arabic	131				

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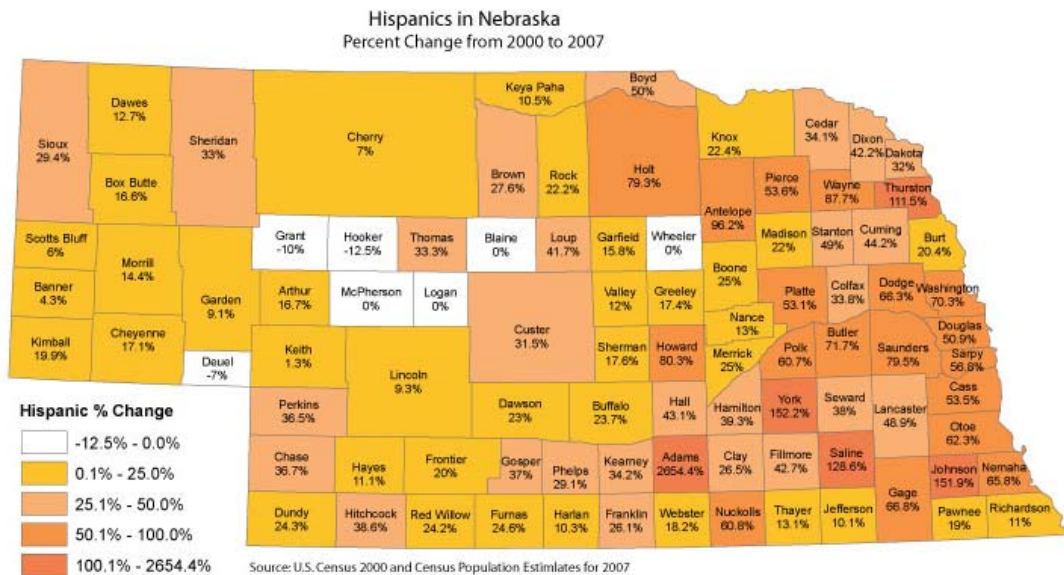
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Because the majority of people that speak English less than very well speak Spanish, it may be helpful for planning purposes to look at the change in the number of Hispanics in the state since the 2000 Census. In the past seven years, some areas of Nebraska have experienced substantial growth in the number of Hispanics. Overall, the state has seen a 39% increase in the number of Hispanics from 2000 to 2007. Increases vary considerably by region, ranging from nine percent in Region I to 86% in Region IV.

Percent Change in the Number of Hispanics from 2000 to 2007 by Workforce Investment Area

Area	2000 Hispanic Population	2007 Hispanic Population	Percent Change 2000 - 2007
Omaha	36,488	55,429	52%
Lincoln	8,642	12,932	50%
Greater Nebraska	47,946	65,471	37%
Region I	8,886	9,671	9%
Region II	9,292	11,111	20%
Region III	10,961	17,187	57%
Region IV	2,829	5,264	86%
Region V	15,978	22,238	39%
Nebraska	93,076	133,832	39%

The map below shows the percent increase in Hispanics in Nebraska from 2000 to 2007 by county. Five counties have experienced an over 100% increase in the number of Hispanics. Most of the gains in the Hispanic population have occurred in the eastern half of the state.



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Type of Training	Number of Grants	Number of Workers Trained	Amount Granted
Command Spanish	3	150	\$ 14,030
Cultural Awareness	9	398	\$ 24,893
Cultural Awareness/Spanish	11	393	\$ 36,100
Cultural Awareness for Specific Industries	3	577	\$ 55,280
Cultural Competency	7	184	\$ 19,984
Cultural Diversity	21	3,009	\$ 79,416
Diversity/Spanish	15	911	\$ 50,375
ESL	10	406	\$ 32,584
ESL and Spanish	4	155	\$ 24,532
Hispanic Oriented Programs	2	32	\$ 7,306
Multicultural Leadership/Spanish	18	214	\$ 15,525
Spanish	23	522	\$ 64,113
Spanish for Specific Industries	21	412	\$ 64,853
Spanish/Cultural Diversity	1	50	\$ 2,850
Multicultural Customer Service	1	29	\$ 3,200
Multicultural Counseling	1	15	\$ 2,086
Diversity/Spanish/ESL	1	76	\$ 6,850
ESL/Citizenship	1	10	\$ 3,000
2003 - 2008 Total	152	7,543	\$506,977

Diversity and Spanish were also a part of 12 other grants.

The major ethnic groups served by individual One Stop Career Centers across Nebraska and by the UI Claims Center are identified by Program Year 2006 data in the Nebraska Workforce Access System (Nwas), the Staff Assisted Services Interface (Sasi), the Workforce Investment Act Management Information system (Trex), and the UI reporting system. A report out by local office reveals the following information about service provided to individuals with limited English Proficiency.

- Omaha One Stop Career Centers

Program Year 2007, (7/1/2007 to 6/30/2008), statistics demonstrate that 16% of Nwas registrants with IRDs stated that English was their second language. Although the Omaha Metro Area has experienced an increase in refugee population, the Latino population continues to be the largest group with Limited English Proficiency using the career centers. This population represents over 9% of job seekers who visit the career centers in Omaha. The refugee population in Omaha is mainly from African countries. There is a very active Refugee Task Force that seems to be proactive in meeting the refugees' needs and assist in their assimilation in the American way of life. Both centers have seen an increase in Limited

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English Proficiency job seekers this past year. F Street Center had a large number of customers that speak Spanish. Meat packing layoffs causes many Spanish-speaking job seekers to seek services at that location. The Blue Lion Center served a smaller number of LEP clients, mainly Spanish speakers. Some of the African refugees use the Blue Lion Career Center because of the office's proximity to their housing. Typically, the LEP job seekers utilizing the career centers are unskilled workers looking for employment in the production or hospitality industries.

- Lincoln One Stop Career Center

The initial population assessment provided by the U.W. Census Bureau indicates that two counties (Lancaster and Saline) in the Lincoln Wagner Peyser service delivery area contain two percent or more of the population who speak English "not very well" or "not at all". The Hispanic/Latino and Asian (primarily Vietnamese) are the two most prevalent ethnic groups served by the Lincoln One Stop Career Center.

According to the NWAS Year-to-Date (7/01/2007 through 6/30/08) data, 16.2% of our clients were Hispanic and 4.5% were Asian. The SASi report indicates that 29.5% of new applicants were minorities and reports from the WIA federal reporting system, TREX indicate that 15% of currently enrolled participants are minorities. It should be noted that "minority representation" does not necessarily mean that there is a language barrier.

Hispanics/Latinos coming to the center are mainly unskilled labor looking for food processing, construction, and manufacturing occupations. The Asian population is primarily interested in bench assembly manufacturing occupations.

- Region 1 Career Centers

Scottsbluff Career Center: Language assistance is provided on a daily basis through the use of bi-lingual staff and Spanish written materials. Partners, Health & Human Service (Employment First) assist if Employment Service staff is unavailable. Due to drastic agricultural changes, Scottsbluff Career Center has seen a steady decline in assisting migrant population as in the past years. Daily language assistance to customers of Employment Service as well as Health & Human Services and Arbor Education & Training is continuous.

The Hispanic/Latino job seeker is comprised of skilled and unskilled labor force normally seeking employment in construction, assembly production and farm work. In general, Limited English Proficiency individuals are reluctant to using automated self-service system due to language barrier or lack of computer literacy. Younger Hispanic/Latino generation are receptive to using automated self-service system.

Alliance Career Center: During Program Year 2007, the NWAS report indicates that the Hispanic/Latino ethnic group is comprised of 7% of the Career Center's new registrations, with this group being the predominant ethnic group served in the center. The Wagner-Peyser report indicates that 20% of the center's customers were minorities. The frequency of service to individuals with Limited English Proficiency is almost non-existent due to decline in agricultural changes. During seasonal layoffs individuals with language barrier will

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bring in someone to interpret for the service needed. Hispanic/Latino job seekers are typically comprised of skilled and unskilled labor force seeking work in production, construction and general farm labor.

Language assistance is also provided through Scottsbluff Career Center as needed.

Chadron Career Center: this center closed its doors in December 2008. The NWAS program year report indicates that the Hispanic/Latino ethnic group was comprised of 6% of the center's customers. The Wagner-Peyser report indicates that 17% of Career Center's customers were minorities.

Sidney Career Center: During Program Year 2007, the NWAS report indicated that the Hispanic/Latino ethnic group is comprised of 19% of the Career Center's customers. The Wagner-Peyser report indicated that 15% of the customers were minorities.

The Sidney Career Center provided language assistance as needed thru Advance Service bi-lingual staff as needed or by contacting Scottsbluff Career Center bi-lingual staff as the need arose. The Hispanic/Latino job seekers are usually skilled and unskilled labor force seeking work in construction, production, warehousing, retail and farm/ranch work. Most are willing to use automated self service system, but if an individual has limited English, will often bring in someone to assist them with interpretation. If immediate assistance is required, Scottsbluff Career Center bi-lingual staff is contacted to provide service. Advance Services Inc., is located at same location as Sidney WFD.

- Region 2 Career Centers

North Platte Career Center: A review of the Program Year 2007 NWAS summary report indicates that 9 % of new applications have been Hispanic or Latino. Of the 2985 new Initial Referral Documents received, 22, or less than 1 %, indicated that English is their second language. The Wagner Peyser federal report system shows that 14% of the total population served by this Career Center is minority. Regionally, the WIA federal reporting system, TREX shows that 12% of the participants served are Hispanic or Latino, which is the group that comprises the most of the Region 2 LEP population.

Lexington Career Center: The Hispanic/Latino Ethnic group comprises the majority of this Career Center's walk-in traffic of those seeking employment and training services. The NWAS report for Program Year 2007 shows that 34% of the new applications at this Career Center are Hispanic. Of the 87 new Initial Referral Documents received, 57, or 70% indicated that English is their second language. 41% of the occupation served is a minority population. Language interpretation assistance is utilized daily at this Center. An additional bi-lingual staff through Experience Works has been helpful in meeting interpretation needs.

McCook Career Center: The McCook Center does not see many individuals with limited English proficiency as most of the minorities seeking employment and training services speak English. The NWAS report for Program Year 2007 shows that only 3.4% of the new applications of this Career Center are Hispanic. Of the 911 new Initial Referral Documents received, only 6, or less than 1%, indicated that English is their second language. The

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report shows that 8% of the total population served by this Career Center is minority, with Hispanics leading that group. This Career Center seldom has the need to provide language assistance since the majority of the minority clients speak English.

- Region 3 Career Centers

Grand Island Career Center: The Hispanic/Latino ethnic group is the major group of individuals with limited English proficiency served by this Career Center. A review of the NWAS Program Year 2007 report indicates that 17% of new registrations taken were Hispanic/Latino. The SASi report during the same time period shows that approximately 27% of the applicants served for this program year were Hispanic/Latino and the WIA Management Information System (TRES) reflects that Hispanics/Latinos comprise 11% of the Region 3 total enrollment in WIA programs. The Career Center has onsite bilingual staff to serve the LEP customer.

Hastings Career Center: The Hispanic/Latino ethnic group is the major group of individuals with limited English proficiency served by this Career Center. A review of the NWAS Program Year 2007 report indicates that 10% of new registrations taken were Hispanic/Latino. The SASi report during the same time period shows that approximately 15% of the applicants served for this program year were Hispanic/Latino. The Hastings Career Center had onsite bilingual staff to serve the LEP customers during the first seven months of this program year on a half-time basis. Currently Hastings Career Center has only the marginal Spanish language skills of the Center manager.

- Region 4 Career Centers

Beatrice and York Career Centers: These offices serve a small number of limited English speaking clients, with the majority in and around Nebraska City. We have not experienced non-English speaking clients with whom we were unable to communicate or needed interpreter services. Region wide, of the clients registered in NWAS, 7% were Hispanic; compared to 6% of SASI job seekers.

Nebraska City: The Nebraska City Career Center serves the highest percentage of Hispanic customers in Region 4. The NWAS report indicates that the Hispanic/Latino ethnic group comprises 17% of this Career Center's NWAS registrations and the SASi job seeker report shows that approximately 12% of job seeking applicants served are Hispanic.

The number of Hispanic/Latino individuals receiving services from this Career Center decreased slightly from two years ago. Nebraska City has a partner at the Nebraska City Center for Families who is bilingual and can assist with interpreting if necessary. There have been no language problems, as applicants usually either speak or understand English well enough to complete their own applications. We have not needed to provide any special accommodations for these clients. Nebraska City expects to have an Immigration Center (formerly referred to as the Hispanic Center) in the new collocated building.

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- Region 5 Career Centers

Norfolk Career Center: The largest ethnic group served by the Norfolk Career Center is primarily Hispanic/Latino clients. A review of total new clients in NWAS indicates that during Program Year 2007 that 12% of new applicants were Hispanic/Latino. This group of limited English proficiency clients is served multiple times on a daily basis. Other minority groups account 15% of the Career Center's total customers. It should be noted that "minority representation" does not necessarily mean that there is a language barrier. The ethnic groups served by this office are mostly unskilled and are seeking employment in the food/meat processing field or construction.

Columbus Career Center: The largest ethnic group served by the Columbus Career Center is primarily Hispanic/Latino clients. A review of total new clients in NWAS indicates that during Program Year 2007 that 33% of new applicants were Hispanic/Latino. The SASi job seeker report shows that approximately 15% of job seeking applicants served are other minorities. This group of limited English proficiency clients is served multiple times on a daily basis. As with other Centers, these individuals are usually seeking employment opportunities that require limited skills.

Fremont Career Center: The largest ethnic group served by the Fremont Career Center is also primarily Hispanic/Latino clients. A review of total new clients in NWAS indicates that during Program Year 2007 that 38% of new applicants were Hispanic/Latino. The SASi job seeker report shows that approximately 23% of job seeking applicants served are other minorities. This group of limited English proficiency clients is served multiple times on a daily basis. As with other Centers, these individuals are usually seeking employment opportunities that require limited skills.

Other minorities include Hawaiian Native/Pacific Islander, African American, Asian, American Indian/Alaskan Native and other.

For the entire Region there are 283 Active Clients in WIA services. Of these 16.8% are from minority groups which include Hispanic/Latino, American Indian/Alaskan Native, Asian, African American and Hawaiian Native. The primary ethnic group served by Region 5 WIA services is the Hispanic/Latino group at a 12.7%.

- Nebraska Unemployment Insurance Claims Center

The 2000 Census indicates that 92.12% of individuals over the age of five (5) years used English as a primary or principle language in the home. Languages other than English are spoken at home by 7.8%. The major other languages include Spanish (62%), German (7%) and Vietnamese (5%). During CY 2008 a total of 82,236 initial claims were filed, 559,798 weeks claimed, and \$101,310,516.00 in benefits were paid.

Individuals with limited English proficiency can use the telephone or use the Internet site to file an initial or additional claim for unemployment benefits, file a weekly claim for payment, change their contact information, change their income tax withholding and/or request a duplicate 1099UC form for past tax year and payment history information.

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3. Language Assistance Measures:

Language assistance services are available throughout the State for most languages. Career Center staff may access these services through coordination with Adult Basic Education providers (statewide list is attached), local literacy councils, community action agencies, other community agencies, and private providers of language assistance which provide specific language assistance such as Spanish, Southeast Asian, African, Sudanese, etc. Likewise, if a customer enters a Career Center with their own interpreter, the Office of Employment and Training is accommodating to the customer's desire for their own language interpreter. The Nebraska Association of Farm Workers organization, a key Career Center partner does provide language assistance at co-located One Stop sites where Hispanics/Latinos are the primary ethnic group served. Individuals with limited English proficiency served by Office of Employment and Training Career Center 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. Persons with limited English proficiency will receive the same level of service as all customers who enter the Career Center. Brochures, signage and complaint forms are available in multiple languages in all offices throughout the State. Assistance may include interpreters, translation of written documents, enrollment into English as a Second Language courses, or other appropriate services, which will enable the individual to enter the workforce. The competence and ability to translate or interpret languages may be determined through personal knowledge, referral from State or local community agencies or by contacting local Adult Basic Education agencies or local literacy councils. Competency and ability may also be assessed by nationality, levels of education or approval by the limited English proficient customer.

The Office of Employment and Training has created an inventory of language assistance resources and materials (attached) that are available to all Career Centers and their customers. Use of these resources ensures that individuals with limited English proficiency have equitable access to programs operated by each Career Center. The Office of Employment and Training maintains ongoing efforts to create and provide translation of Career Center brochures, posters, and customer materials. The Office of Employment and Training is currently partnering with The University of Nebraska in order to work with their internship program to receive translation of our materials and resources at no cost.

Additionally, the Office of Employment and Training (E&T) utilizes web-based translation applications that are available for no charge, as well as the AT&T language line, which is a service that the Office of Employment and Training funds. Access to the AT&T language line resource allows for guaranteed translation services if all other Career Center resources are not available. E&T Directive 06-04 (formally OWS Directive 06-04) outlines the AT&T language line service and procedures for Career Center staff to follow in the event they have a need to utilize it.

Specific language assistance available at each Career Center and at the UI Claim Center is as follows:

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- Omaha Career Center:

Currently the F Street Career Center has three bilingual (English/Spanish) Employment Specialists to provide core services and one bilingual (English/Spanish) Workforce Coordinator for intensive/case management service for the VWIP Program. Interpreting services for other languages are available through the AT&T Language Line phone service and other community resources.

The Blue Lion Career Center has one multilingual (English/Spanish/French) staff member assisting the LEP job seekers using the facility. Interpreting services for other languages are available through the AT&T language line phone service and other community resources.

Written material such as application form, job seeker brochure, assessment form and JobLink instructions are available in Spanish at both locations.

The bilingual staff at F Street Career Center assisted Spanish speaking job seekers on a daily basis. The Blue Lion Center averaged three job seekers per week who needed an interpreter. At both centers the majority of non-English speaking clients bring friends or family members to assist them. Language line was not used at all last year.

- Lincoln Career Center:

The Lincoln Career Center has two Spanish speaking interpreters and one interpreter who speak Servo-Croatian, Bosnian, Russian, and German. The three interpreters use their bilingual talents approximately 10 -15 times a day.

The Lincoln Career Center has an Asian population primarily Vietnamese in origin, however, rarely do Vietnamese clients need interpreter services. The Lincoln Career Center utilizes a private interpreter outside the agency in these situations. The AT&T Language Line is utilized in all other situations where translation assistance is needed.

- Region 1 Career Centers

Scottsbluff, Alliance, Chadron, and Sidney Career Centers: Region 1 Career Centers utilize bilingual staff from the Scottsbluff Career Center for language assistance. Nebraska Association of Farmworkers, Panhandle Community Services and Health & Human Service partner staff are also available for LEP assistance as needed. Staff may be contacted by telephone, written communication or personal contact. Assistance includes interpretation, translation of written documents and enrollment into English as a second language. The competency and ability to translate or interpret languages may be determined through personal knowledge, referral from State or local supportive agencies or contacting local Adult Basic Education agencies. AT&T Language Line is also an available resource as needed. Review of Region I Career Centers indicates that all OWS offices have written materials in Spanish. Bi-lingual staff in Region I include: Mary Hinojosa (OWS) and staff partners. Esther De Los Santos (HHS), Nancy Gamboa (HHS) and Margarita Gonzales (HHS).

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- Region 2 Career Centers

North Platte Career Center: This Career Center has a full-time staff person who is proficient in Spanish and the Nebraska Association of Farm Workers (NAF) office which is co-located in the Career Center has several staff that are proficient in Spanish. The Career Center also has access to the AT&T Language Line.

Lexington Career Center: This Career Center maintains a listing of community resources that provide language assistance. A Minority Health Center is co-located within the Career Center and available to assist the Hispanic/Latino LEP customers when needed. The Career Center also has access to the AT&T Language Line.

McCook Career Center: This Career Center maintains a listing of employees in the administration building that are proficient in languages other than English, as well as utilizes the staff person in North Platte for language assistance in Spanish. The Career Center also has access to the AT&T Language Line.

- Region 3 Career Centers

Grand Island Career Center: Language assistance is provided by two full-time bilingual staff members one being the point of contact for the Career Center. In addition, multiple agencies and partners within the Career Center employ bilingual staff members to ensure quality service at every level of service.

Hastings Career Center: Currently we do not have a Spanish fluent person to assist customers. The Center manager provides marginal Spanish language services on an as needed basis. The AT&T Language Line service is available as a LEP resource when needed.

- Region 4 Career Centers

Core services for the LEP population include a referral to supportive services available in and out of the community as the employment information is reviewed. Staff utilizes the AT&T Language Line, Babblefish, or freetranslation.com for additional language translation assistance in the Beatrice, York and Nebraska City offices. The Nebraska City Career Center has a partner in the Nebraska City Center for Families who is available for language assistance as needed. Cargill, a Nebraska City employer, is considering providing ESL classes on site in partnership with ABE. Evening ESL classes are currently available at a local church and also at the State Probation office for their clients.

- Region 5 Career Center

Norfolk Career Center: The Norfolk Career Center has one staff person who is bilingual in Spanish/English. Also in the office are other agencies that can assist with translations one of them being Madison County General Assistance which representative is bilingual and can assist. Lutheran Family Service volunteer is still in the Norfolk office and she

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can assist with translation unfortunately she is only part time. The New American Center is no longer available. The AT&T Language Line is used when a translator is not available.

Columbus Career Center: This Career Center has a staff person who is bilingual in Spanish/English and provides interpretation and/or translation services on a daily basis. NAF Multicultural Human Development is also in the same building that can help with translation services as need. The AT&T Language Line is used when a translator is not available.

Fremont Career Center: The Fremont Career Center utilizes bilingual staff from the Norfolk and Columbus Career Centers when interpretations services are needed. The AT&T Language Line is used when a translator is not available.

All three centers in this region have multiple brochures and applications that are available in English & Spanish, as Spanish is the minority language with the highest need.

- Unemployment Insurance Claims Center:

The Nebraska Claims Center currently has eight (8) staff bilingual in Spanish. Additionally, the office has bilingual staff in the following languages: German (2), Vietnamese (4), Bosnian (2), French, Polynesian and Japanese. To date, seven (7) forms that are used directly by the clients have been translated into Spanish. Additionally, we pay for certified interpreters if requested and needed by the customer.

4. Training Staff:

Staff training on serving individuals with LEP needs will be conducted in each service area of the State and to all Career Center and Unemployment Insurance Claims Center staff. The Office of Employment and Training, LEP Coordinator, in conjunction with the agency monitor and EEO 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 EEO officer or designee. Likewise, training materials and tools are shared with staff through meetings and emails as E&T and the LEP team 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, US Census data, and a translatable glossary of workforce terms.

The Office of Employment and Training, although not a policy, 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 E&T 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 E&T strives to hire qualified candidates who possess bilingual skills in order to ensure further access to services for customers with limited English proficiency.

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5. Providing Notice to Individuals With Limited English Proficiency:

The Office of Employment and Training Career Centers provide notice of translation services to individuals with limited English proficiency via posted signs and brochures in identified languages within the Career Center. The current posters within each Career Center provide notice of translation services in the following languages: English, Spanish, German, Servo Croatian, Russian, Portuguese, French, and Vietnamese.

6. On-Going LEP Efforts:

The Office of Employment and Training strives to continually improve services to our Limited English Speaking customers. The following continue to be goals of E&T and the LEP team: (1) continue to capture minority and English as a second language customer populations through reporting, (2) the LEP Coordinator in conjunction with E&T Administrative staff will investigate the option of capturing more LEP data within the current systems to the extent that the systems and funding will allow. (3) to further explore our marketing efforts as they relate to serving the limited English proficient population. We currently have materials in print that are translated into other languages, a future effort may surround marketing using media such as television, radio and newspaper with messages available in other predominant languages throughout the State.

It should also be noted that during the last year, the Office of Employment and Training received no complaints filed on behalf of the Limited English Proficient population.

Attachments:

- ABE Provider List
- E&T LEP Resources
- E&T Language Line Directive
- E&T Bilingual Staff Directory