

2020

FOUR FACTOR ANALYSIS ASSESSING LIMITED ENGLISH PROFICIENCY AND LANGUAGE ASSISTANCE PLAN

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NEBRASKA

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DEPT. OF ECONOMIC DEVELOPMENT

May 2020

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TABLE OF CONTENTS

RECORD OF CHANGE	4
INTRODUCTION	5
1.1 POLICY STATEMENT.....	5
1.2 HISTORY.....	5
1.3 DEFINITIONS.....	6
1.4 FRAMEWORK & METHODOLOGY.....	6
2 FOUR FACTOR ANALYSIS	7
2.1 FACTOR ONE Data	7
2.2 FACTOR TWO Frequency.....	9
2.3 FACTOR THREE Nature & Importance.....	9
2.4 FACTOR FOUR Available Resources	9
3 LANGUAGE ASSISTANCE PLAN	10
3.1 PROCEDURES	10
3.2 CONTACT AND ENCOUNTERS.....	10
3.3 LANGUAGE ASSISTANCE.....	11
3.4 OUTREACH.....	11
3.5 TRAINING STAFF	12
3.6 VITAL DOCUMENTS	12
3.7 TRANSLATION SERVICES	13
3.8 INTERPRETER SERVICES.....	13
3.9 COMMUNITY RESOURCES	14
3.10 MONITORING	14
4 AVAILABLE LEP RESOURCES	15
5 LANGUAGE LINE INSTRUCTIONS	ERROR! BOOKMARK NOT DEFINED.
6 COMPLAINTS & GRIEVANCES	16

RECORD OF CHANGE

Version	Date	Summary of Changes

1 INTRODUCTION

The State of Nebraska Department of Economic Development (DED), hereinafter referred to as the “DED” or “State”, sets forth the following Four Factor Analysis Assessing Limited English Proficiency (LEP) and Language Assistance Plan (LAP).¹ DED is the recipient of funding from the United States Department of Housing and Urban Development (HUD). This includes, but may not be limited to, Community Development Block Grant Program (CDBG) funds, Community Development Block Grant Disaster Recovery Program (CDBG-DR), National Housing Trust Fund (HTF), and HOME Investment Partnerships Program (HOME) funds for which this document applies.

1.1 POLICY STATEMENT

It is the policy of the Nebraska Department of Economic Development (DED) to take reasonable steps to provide meaningful access to its programs and activities for persons with Limited English Proficiency (LEP). The DED’s policy is to ensure that staff will communicate effectively with LEP individuals, and LEP individuals will have access to important programs and information. DED is committed to complying with federal requirements in providing free meaningful access to its programs and activities for LEP persons.

1.2 HISTORY

Title VI of the Civil Rights Act of 1964 is the federal law which protects individuals from discrimination on the basis of their race, color, or national origin in programs that receive federal financial assistance. In certain situations, failure to ensure that persons who have Limited English Proficiency can effectively participate in, or benefit from, federally assisted programs may violate Title VI’s prohibition against national origin discrimination.

Persons who, as a result of national origin, do not speak English as their primary language and who have limited ability to speak, read, write, or understand English may be entitled to language assistance under Title VI in order to receive a particular service, benefit, or encounter.

On August 11, 2000, Executive Order 13166, titled, “Improving Access to Services by Persons with Limited English Proficiency,” was issued. Executive Order 13166 requires federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

¹ This assessment and plan is pursuant to Title VI of the Civil Rights Act of 1964 and in accordance with Supreme Court precedent in *Lau v. Nichols*, recipients of federal financial assistance are required to take reasonable steps to ensure meaningful access to their programs and activities by limited English proficient (LEP) persons. In accordance with Executive Order 13166, the meaningful access requirement of the Title VI regulations and the four-factor analysis set forth in the Department of Justice (DOJ) LEP Guidance apply to the programs and activities of federal agencies, including HUD.

1.3 DEFINITIONS

Beneficiary: The ultimate consumer of HUD programs and receives benefits from a HUD Recipient or Sub-recipient.

Limited English Proficient Person (LEP): Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English because of national origin.

Language Assistance Plan (LAP): A written implementation plan that addresses identified needs of the LEP persons served.

Recipient: Any political subdivision of the State of Nebraska, or an eligible nonprofit organization, to whom Federal financial assistance is extended for any program or activity, or who otherwise participates in carrying out such program or activity, including any successor, assign or transferee thereof, but such term does not include any Beneficiary under any such program.

Sub-recipient: Any public or private agency, institution, organization, or other entity to whom Federal financial assistance is extended, through another Recipient, for any program or activity, or who otherwise participates in carrying out such program or activity but such term does not include any Beneficiary under any such program.

Vital Document: Any document that is critical for ensuring meaningful access to the Recipient's major activities and programs by beneficiaries generally and LEP persons specifically.

1.4 FRAMEWORK & METHODOLOGY

A Four Factor Analysis is the first step in providing meaningful access to federally funded programs for LEP persons. The Four Factor Analysis completed by DED addresses the following:

1. The number or proportion of LEP persons eligible to be serviced or likely to be encountered by DED;
2. The frequency with which LEP persons using a particular language come in contact with DED;
3. The nature and importance of the DED program or activity provided to the individual's life; and
4. The resources available to DED, and costs associated with providing LEP services.

After completion of the Four Factor Analysis, DED will prepare a Language Assistance Plan (LAP) to address the needs identified in the Four Factor Analysis. The LAP will include the following:

1. The procedures DED will use to identify LEP persons with whom DED has contact, the size of LEP populations, and the languages of LEP populations.
2. Points and types of contact DED may have with LEP persons.
3. Ways in which language assistance will be provided by DED, and the plan for outreach to LEP populations.
4. DED's plan for training staff members on LEP guidance and the LAP, including specific provisions for training staff that are responsible for monitoring recipients of HUD funding.
5. A list of vital documents to be translated, the languages into which they will be translated and the timetable for translations.

6. DED’s plan for translating informational materials that detail services and activities provided to beneficiaries and DED’s plan for providing appropriately translated notices to LEP persons.
7. DED’s plan for providing interpreters for large, medium, small and one-on-one meetings.
8. DED’s plan for developing community resources, partnerships, and other relationships to help with the provision of language services.
9. DED’s plan for monitoring and updating the LAP.

2 FOUR FACTOR ANALYSIS

The Four Factor Analysis is an individualized assessment that balances the following four factors:

- The number or proportion of LEP persons served or encountered in the eligible service population ("served or encountered" includes those persons who would be served or encountered by the recipient if the persons received adequate education and outreach and the recipient provided sufficient language services);
- The frequency with which LEP persons come into contact with the program;
- The nature and importance of the program, activity, or service provided by the program; and
- The resources available and costs to the recipient. Examples of applying the four-factor analysis to HUD-specific programs are located in Appendix A of the LEP Final Guidance.

2.1 FACTOR ONE | Data

The number or proportion of LEP persons eligible to be served or likely to be encountered by DED.

DED is the recipient of funding from the United States Department of Housing and Urban Development (HUD). This includes, but may not be limited to, Community Development Block Grant Program (CDBG) funds, Community Development Block Grant Disaster Recovery Program (CDBG-DR), National Housing Trust Fund (HTF), and HOME Investment Partnerships Program (HOME) funds. DED subgrants this funding to eligible recipients throughout the State of Nebraska, and such recipients undertake projects in specific services areas (i.e., within a particular local government, a group of counties, or other identified service area). DED does not often come into direct contact with LEP persons, as most direct contact with an LEP person occurs at the project level between the Recipient and the LEP person.

DED’s service area generally consists of the entire State of Nebraska, except the CDBG entitlement communities of Omaha, Lincoln, Bellevue, and Grand Island. In order to determine the LEP population of Nebraska, DED reviewed the 2018 5-year American Community Survey (ACS) Table B1601 to find what the primary languages were for people that spoke English less than “very well”. The Census Bureau estimated that 59,587 (3.4%) Nebraskans over 5 years did not speak English well and spoke Spanish. A total of 7,523 (0.4%) also did not speak English well and spoke Other Asian and Pacific Island languages. Other Asian languages and African languages both are composed of numerous languages and dialects, not any one specific language.²

²In 2018, the Census ACS report did not contain a breakdown of the population of non-English speaking persons by language other than Spanish.

This data demonstrates that the Spanish speaking population is by far the largest LEP population in Nebraska; and therefore would likely be the LEP population most likely to be encountered by DED. Because DED does not directly provide assistance to individuals, DED also looked at the ACS data to determine what LEP populations are present on a county level.

HUD has established a “safe harbor” regarding the responsibility to provide translation of Vital Documents for LEP populations. This safe harbor is based upon the number and percentages of the service area-eligible population or current beneficiaries and applicants that are LEP. According to the safe harbor rule, HUD expects translation of Vital Documents to be provided when the eligible LEP population in the service area or Beneficiaries exceeds 1,000 persons or if it exceeds 5% of the eligible population or Beneficiaries along with more than 50 people. In cases where more than 5% of the eligible population speaks a specific language, but fewer than 50 persons are affected, there should be a translated written notice of the person’s right to an oral interpretation.

With the Spanish speaking population being the largest LEP population in Nebraska, DED has identified twenty-one (21) counties that have Spanish speaking LEP populations exceeding the 1,000 person or 5% threshold. These are depicted in the table below.

Geographic Area (County)	Est. Total Population	Est. Spanish Speakers	Spanish Speakers as % of Total
Adams	31,583	2,098	6.6%
Box Butte	11,089	591	5.3%
Buffalo	49,030	2,468	5.0%
Chase	3,734	393	10.5%
Colfax	10,760	3,999	37.2%
Cuming	8,991	646	7.2%
Dakota	20,317	6,208	30.6%
Dawson	23,804	5,685	23.9%
Dixon	5,746	601	10.5%
Dodge	36,683	3,471	9.5%
Douglas	554,992	47,889	8.6%
Dundy	2,023	311	15.4%
Hall	61,343	10,653	17.4%
Hayes	943	70	7.4%
Johnson	5,197	378	7.3%
Madison	35,164	3,909	11.1%
Morrill	4,841	407	8.4%
Otoe	15,896	810	5.1%
Platte	33,063	4,725	14.3%
Saline	14,288	2,406	16.8%
Scotts Bluff	36,255	3,429	9.5%

Source: U.S. Bureau of the Census, American Community Survey, 2018 5-year Estimates (Table B1601).

NOTE: With the exception of Lancaster and Douglas County, no other Nebraska county has an LEP population other than the Spanish speaking population that exceeds the HUD safe harbor threshold.

2.2 FACTOR TWO | Frequency

The frequency with which LEP persons using a particular language come in contact with DED.

DED understands that the more frequently contact occurs with LEP persons, the more likely enhanced language services will be needed. However, DED does not provide direct assistance to individuals. DED awards HUD funds to Recipients that carry out eligible projects that benefit individuals in the service area. As such, LEP persons rarely come into contact with DED administered HUD-funded programs at the State level. However, it is possible that some citizen participation efforts may be directed to the State by persons seeking to participate in the annual planning process for DED programs.

Since June 2014, DED has maintained records of contacts with LEP persons. If contact is made, DED will document any action taken.

2.3 FACTOR THREE | Nature & Importance

The nature and importance of the DED program or activity provided to the Individual's life.

DED understands that the more important the activity, information, services or program, or the greater the possible consequences of the contact to the LEP persons, the more likely language services are needed. The programs administered by DED result in Recipients of HUD funding from DED carrying out projects, and in some instances, providing direct assistance to LEP individuals and families. It is likely that the type of project activities proposed by the Recipient will impact the level and type of language assistance needed to be provided. At the DED level, it is most important for language assistance services be provided for citizen participation efforts undertaken by DED, as this is when it is most likely that LEP individuals will come into contact with DED directly. It is also important that DED provide information to LEP persons that will allow them to file a complaint if they believe they have been denied the benefits of language assistance.

2.4 FACTOR FOUR | Available Resources

The resources available to DED, and costs associated providing LEP services.

DED has limited resources available for administration of HUD funded programs. These resources primarily come from the percentage of CDBG, CDBG-DR, HTF, and HOME Program funding that is allowed to be used for administration of such programs. DED will use these administration funds to provide LEP services, in addition to using such funds for fulfilling all other statutory and regulatory requirements of these programs.

The costs associated with providing LEP services will vary depending upon the service provided. If DED uses existing resources, such as having DED staff members who are proficient in languages other than English assist in translation and/or interpretation, this will be a cost effective method of providing LEP services. Another cost effective method of providing LEP services would be to make LEP persons aware of

the brochures, handbooks, booklets, factsheets and forms that are available in multiple languages on the HUD website. DED may also, when appropriate, utilize free websites to translate written materials. The most costly option for providing LEP services would be to contract with outside persons that are proficient in interpretation of spoken word and in translation of documents. DED will contract for translation services when necessary. It is expected that the cost of obtaining such services will vary depending upon the nature of the services requested, and the service provider selected.

3 LANGUAGE ASSISTANCE PLAN

As a result of the preceding Four Factor Analysis, DED has developed a Language Assistance Plan. The Language Assistance Plan addresses the identified needs of the LEP persons DED serves, the process by which DED will monitor and update the LAP, and DED's plan for ensuring Recipients of funding from DED fulfill LEP responsibilities.

DED understands that the actions DED is expected to take to meet its LEP obligations depend upon the results of the Four Factor Analysis including the services DED offers, DED's service area, the resources DED possesses, and the costs of various language service options. However, DED is to take reasonable steps to ensure meaningful access to LEP persons. The meaningful access is based upon a reasonableness standard that is both flexible and fact-dependent.

3.1 PROCEDURES

This section describes procedures DED will use to identify LEP persons with whom DED has contact, the size of LEP populations, and the languages of LEP populations.

DED will review American Community Survey data as it is updated to determine the size of LEP populations and the languages of LEP populations within the State of Nebraska.

DED will use its citizen participation process conducted on at least an annual basis in conjunction with preparation of the required Annual Action Plan to determine whether additional contact with LEP persons is likely to occur at the State level. This will be accomplished by including information in public notices for Annual Action Plan hearings regarding obtaining language assistance in order to participate in the planning process.

DED staff persons will also interact with public hearing attendees and informally engage in conversation to gauge each attendee's ability to speak and understand English. DED will keep records of language assistance requests in order to determine whether language assistance may be needed at future hearings.

3.2 CONTACT AND ENCOUNTERS

This section describes the points and types of contact DED may have with LEP persons.

LEP persons rarely come into contact with DED administered HUD-funded programs at the State level. However, DED is aware that LEP populations may wish to participate in the citizen participation efforts of

DED, especially when DED is determining state and local needs and program policies. DED's LAP focuses on the need for DED to ensure that individuals have access to citizen participation efforts, and that Recipients of HUD funding from DED fulfill their LEP obligations so as to ensure that the LEP community has access to appropriate language assistance. It is possible that some programs DED administers will have a greater likelihood to affect LEP persons, in such instances DED may adapt to those needs by expanding available resources.

3.3 LANGUAGE ASSISTANCE

This section describes ways in which language assistance will be provided by DED.

DED is able to provide language assistance as requested, and as appropriate. DED has limited resources available for administration of HUD funded programs, and such resources must be used to provide LEP services in addition to fulfilling all other statutory and regulatory requirements of these programs. DED is able to provide language assistance as follows:

1. Maintain a list of identified DED staff members (and where possible other state agency employees) who are proficient in languages other than English who are willing to assist in translation and/or interpretation, and will make this list available to staff persons so that they can appropriately obtain language assistance services for LEP persons.
2. Use and make persons aware of the many brochures, handbooks, booklets, factsheets and forms that are available in multiple languages on the HUD website. When, and if appropriate, DED may utilize free websites and computer programs to translate written materials.
3. As needed, DED may contract with entities that are proficient in interpretation of spoken word and translation of documents. DED will maintain a list of identified contractors.
4. When language assistance is needed via telephone, DED staff will immediately contact the individual from the DED internal list of staff persons proficient in the particular language and have such individual provide assistance; or in the alternative, the staff will seek assistance through Language Line. Language Line is a voice interpretation service provided by the Nebraska Office of the CIO-Network Services, which utilizes an interpreter for communicating with non-English speaking persons. DED will keep a copy of the instructions for using Language Line at the DED reception desk. These instructions are included in this Language Assistance Plan.
5. Upon receipt of advance request, provide interpretation assistance for DED public hearings and/or meetings via staff persons proficient in the particular language requested; or, in the alternative, if no staff person is available to provide such assistance, staff will seek assistance from a qualified contractor.
6. Translate Vital Documents, including but not limited to the Citizen Participation Plan and Complaint procedures, into Spanish (and other languages as need may identify in the future).

3.4 OUTREACH

This section describes the plan for outreach to LEP populations.

DED is able to conduct outreach to LEP persons as follows:

1. Provide notification to LEP persons of the availability of language assistance services (both

interpretation and translation) through public notices published in conjunction with the Annual Action Plan, and on the DED website.

2. Provide a link on the DED website to the HUD translated materials site.
3. Provide its Recipients with technical assistance regarding their responsibilities to provide language assistance services to individuals in their jurisdiction and/or service area, and request information from them on how to provide outreach to LEP persons in their jurisdiction and/or service area.

3.5 TRAINING STAFF

DED's plan for training staff members on LEP guidance and the LAP, including specific provisions for training staff that are responsible for monitoring Recipients of HUD funding.

DED has the ability to ensure staff persons are given proper LEP training, making them aware of the obligations to provide meaningful access to information and services for LEP persons. Staff associated with HUD funded programs will have a greater need for in-depth training, and DED will ensure such staff persons have been trained on providing language assistance and/or obtaining language assistance for LEP individuals. Training for these individuals will include the following:

1. Language assistance requirements, including applicable law and resources.
2. Making available a copy of DED's Four Factor Analysis and Language Assistance Plan, and informed when such information is updated.
3. Making available a list of other staff persons proficient in providing language assistance, and receive instructions on actions to take when LEP individuals are encountered, including instructions on the use of Language Line.
4. Front desk receptionists, in using Language Line and language identification cards (i.e., "I speak cards"), which invite LEP persons to identify their language needs. These materials will be made available at the front desk.
5. All staff persons that monitor Recipients, on examining the efforts of Recipients to comply with LEP requirements. This will include the following: (1) evaluating whether the Recipient has completed a Four Factor Analysis; (2) determining whether such Four Factor Analysis necessitated the preparation of a Language Assistance Plan; (3) determining whether Recipient provided language assistance outreach and services as identified in the Language Assistance Plan; and (4) determining whether Vital Documents have been made available in appropriate languages.
6. Supervisors and managers, on language assistance requirements for reinforcing the importance of compliance and ensure implementation by staff.

3.6 VITAL DOCUMENTS

This section identifies a list of Vital Documents to be translated, the languages into which they will be translated, and the timetable for translations.

Vital Documents are any documents that are critical for ensuring meaningful access to DED's major activities and programs by beneficiaries generally and LEP persons specifically. DED will translate Vital Documents into appropriate languages.

Based upon the information gathered through completion of the Four Factor Analysis, DED has

determined that the Citizen Participation Plan and complaint procedure contained in the DED program administration manuals are Vital Documents. The Citizen Participation Plan provides the plan for ensuring that citizens are aware of when activities will take place, which will help ensure they have the opportunity to participate and/or request the necessary assistance to participate. The complaint procedure provides information on how to inform DED if an individual has a complaint against DED or its Recipients in administering funding.

DED documents requests received for language assistance, observe interactions with LEP persons that occur as a result of the Vital Documents translated, continue to review American Community Survey data as it is updated, and determine whether there are other Vital Documents that need to be translated or whether other languages are necessary.

DED will ensure that public notices include a clause in Spanish, which informs individuals that they may request language assistance services in order to participate in the process addressed in the public notice.

3.7 TRANSLATION SERVICES

DED's plan for translating informational materials that detail services and activities provided to Beneficiaries and DED's plan for providing appropriately translated notices to LEP persons.

Because the cost of translation can be high, DED will continue to evaluate the need for translation of informational materials, and consider the best way to undertake translation services. DED wishes to be resourceful in providing language assistance without compromising quality and accuracy of the language services provided. If DED receives a request for translation of materials, DED may proceed to have such materials translated into the language requested, unless it is determined that the requester would also be satisfied with a competent oral interpretation of the document (e.g., documents only a few pages in length), and the oral interpretation can be more promptly provided.

As explained in the Four Factor Analysis, DED does not provide services directly to beneficiaries, but instead provides funding to Recipients who then provide services to beneficiaries. Therefore, DED believes it is appropriate to focus upon ensuring Recipients are taking appropriate action to ensure notice of language assistance services is provided to LEP persons, and that documents that are identified as Vital Documents by Recipients are translated into appropriate languages.

3.8 INTERPRETER SERVICES

This section describes DED's plan for providing interpreters for large, medium, small, and one-on-one meetings.

As part of DED's citizen participation plan(s),³ DED will make the LEP persons aware that an interpreter may be provided without charge to allow for participation in in-person public hearings or meetings. DED may require a request, in advance of the public hearing or meeting, for an interpreter to be provided.⁴

³ Persons are directed to the CPP for further information.

⁴ In the event a LEP person requests to have a family member or friend act as an interpreter for them at a hearing or meeting, DED will make every effort to ensure the LEP person knows that DED will provide an interpreter free of charge. If the LEP person continues to insist upon use of such family member or friend, DED will inform the LEP person that they need to be confident that

3.9 COMMUNITY RESOURCES

This section describes DED’s plan for developing community resources, partnerships, and other relationships to help with the provision of language services.

DED is aware that other Nebraska government agencies and entities have Language Assistance Plans (LAP), this includes, but may not be limited to, the Nebraska Department of Labor, Nebraska Department of Health and Human Services, and Nebraska Crime Commission. DED may communicate with these agencies regarding their methods of LEP outreach and provision of language assistance services.

DED may also communicate with community organizations that serve LEP populations (e.g., Lincoln Literacy, the Kearney Literacy Council, the Literacy Council of Grand Island, the Literacy Center of the Midlands, etc.) and others that assist people of all cultures by teaching English language and literacy skills. Many of these organizations also partner with educational institutions, community groups, and churches to provide services to LEP persons. Identification of these groups through interaction with literacy skill providers will help DED become more aware of the needs that exist for language assistance services.

DED provides Recipients with technical assistance regarding their responsibilities to provide language assistance services, including technical assistance on HUD’s *safe harbor* provision for translation of written materials and the requirement to provide reasonable, timely oral language assistance.

DED requires all Recipients to provide reasonable oral language assistance, such assistance may involve use of an in-person interpreter or telephone line interpreter, as may be appropriate.

DED requires Recipients to complete a Four Factor Analysis and, where necessary and/or in service areas (e.g., city, county, or region) that have populations that exceed the HUD safe harbor threshold, prepare a Language Assistance Plan to address identified needs of LEP persons. Recipients may use a template prepared by DED as a starting point in preparing a LAP. As part of a monitoring process, DED reviews action taken by Recipient to comply with LEP requirements and, where applicable, compliance with provisions contained in a LAP.

DED makes available LEP resources to Recipients, specifically those noted at the end of the LAP. In particular, DED may use training videos including, “Communicating Effectively with Limited English Proficient Individuals” or similar such guidance. Guidance and resources, including the video, are available at www.lep.gov.

3.10 MONITORING

This section describes DED’s plan for monitoring and updating the Language Assistance Plan (LAP).

DED will monitor, maintain, and update the LAP. DED will review American Community Survey (ACS) data as it is updated to determine the size of LEP populations and the languages of LEP populations within the State of Nebraska, review additional guidance provided by HUD, and update the LAP accordingly.

the family member or friend can provide quality and accurate interpretation. If the LEP person wishes to proceed with such individual as an interpreter, DED will accommodate for such interpretation assistance to occur at the hearing or meeting.

4 AVAILABLE LEP RESOURCES

HUD Frequently Asked Questions on the Final LEP Guidance:

https://www.hud.gov/program_offices/fair_housing_equal_opp/promotingfh/lep-faq

HUD's LEP Website:

https://www.hud.gov/program_offices/fair_housing_equal_opp/limited_english_proficiency_0

Federal LEP Website: <https://www.lep.gov/>

LEP and Title VI Videos: <https://www.lep.gov/video/video.html>

Interpretation and Translation materials: https://www.lep.gov/interp_translation/trans_interpret.html

"I Speak" Cards: <https://www.lep.gov/ISpeakCards2004.pdf>

5 LANGUAGE LINE INSTRUCTIONS

The Language Line is available for use by state employees. The Office of the CIO-Network Services offers a voice interpretation service called Language Line which utilizes an interpreter for communicating with non-English speaking clients. A 10-digit Personal Code needs to be used to complete these calls. The 10-digit Personal Code consists of the area code and phone number from the State Agency phone from which you are placing the call. The following is a brief reminder of the information contained in the Quick Reference Guide provided by Language Line Services, which is applicable and available to state employees.

When receiving a call:

1. Use Conference Hold to place the non-English speaker on hold.
2. Dial "1" 800 874-9426.
3. Press "1" for Spanish; or, press "2" for all other languages. You may press "0" or stay on the line for assistance.
4. Enter on your telephone keypad or provide the representative: your 6-digit Client ID: 535010; Organization Name: State of Nebraska; Personal Code: 10-digit phone number.
5. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
6. Add the non-English speaker to the line.

When placing a call to a non-English speaker, begin at Step 2. If you need assistance when placing a call to a non-English speaker, you may press "0" to transfer to a representative at the beginning of the call.

NOTE: Language Line validates the 10-digit Personal Code against a list that has been provided to them by the State. If a valid State 10-digit Personal Code is not given to them, they will not process your call.

Contact Lana Brox with the Office of the CIO at 402-471-7890 if you have any questions or would like additional information.

6 COMPLAINTS & GRIEVANCES

DED'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 the federal programs identified within DED's Language Assistance Plan, may file a written complaint at the attention of the LEP Program Coordinator using any one of the following methods:

Telephone: 800-426-6505

Online/Email: fill out the contact form available on DED's website at <https://opportunity.nebraska.gov/contact-us/>

Postal Mail:

Nebraska Department of Economic Development
LEP Program Coordinator
301 Centennial Mall South
PO Box 94666
Lincoln, NE 68509-4666

In person:

Nebraska Department of Economic Development
301 Centennial Mall South, 4th Floor
Lincoln, NE 68508

Any person that feels that the Title VI of the Civil Rights Act of 1964, 42 U.S.C. 2000(d) and Executive Order 13166 regulations were not complied with may file a complaint directly to the Assistant Secretary for Fair Housing and Equal Opportunity at the following address (or as otherwise directed by HUD):

Betty J. Bottiger
Director, Region VII Office of Fair Housing and Equal Opportunity
U. S. Department of Housing and Urban Development
400 State Avenue
Kansas City, Kansas 66101-2406 Betty.Bottiger@hud.gov

- SAMPLE ONLY -

LIMITED ENGLISH PROFICIENCY RECORD OF ENCOUNTERS

Date	DED Staff Receiving	Program	Summary of Encounter & Actions Taken