

## APPENDIX B

### Resources to Improve Language Access

The Department of Labor guidance on ensuring meaningful access to UI programs by Limited English Proficient (LEP) individuals may be found on its website at:

<http://www.dol.gov/oasam/regs/fedreg/notices/2003013125.htm>.

The following conveys the basic framework that that recipients are required to apply to ensure meaningful access to their programs and activities by LEP persons. While designed to be a flexible and fact-dependent standard, the starting point is an individualized assessment that balances the following four factors:

1. The number or proportion of LEP persons served or encountered in the eligible service population;
2. The frequency with which LEP individuals come in contact with the program;
3. The nature and importance of the program, activity, or service provided by the recipient; and
4. The resources available to the recipient and costs. After applying the above four-factor analysis, a recipient may conclude that different language assistance measures are sufficient for the different types of programs or activities in which it engages.

The Department's Civil Rights Center (CRC) has developed training and compliance assistance tools for WIA and WIOA-funded programs that may be found at:

<http://www.dol.gov/oasam/programs/crc/external-compliance-assistance.htm>.

Specifically, CRC offers presentation materials, titled *Language Access: Unemployment Insurance Programs and LEP Individuals*. This material can be accessed at:

[http://www.dol.gov/oasam/programs/crc/062013\\_DOL\\_UI\\_Webinar.pdf](http://www.dol.gov/oasam/programs/crc/062013_DOL_UI_Webinar.pdf).

In addition, CRC has an LEP toolkit, <http://www.dol.gov/oasam/programs/crc/lepnt.htm>.

The Department of Justice has developed [www.LEP.gov](http://www.LEP.gov) to provide extensive resources to Federal government agencies and programs receiving Federal assistance, including state UI agencies, to ensure compliance with Title VI of the Civil Rights Act and Executive Order 13166. Resources on this website include videos and other materials designed to assist in development of LEP policies and plans such as, under the Frequently Asked Questions category:

- Common Language Access Questions, Technical Assistance, and Guidance for Federally Conducted and Federally Assisted Programs,  
[http://www.lep.gov/resources/081511\\_Language\\_Access\\_CAQ\\_TA\\_Guidance.pdf](http://www.lep.gov/resources/081511_Language_Access_CAQ_TA_Guidance.pdf)
- Frequently Asked Questions about the Protection of Limited English Proficient (LEP) Individuals under Title VI of the Civil Rights Act of 1964 and Title VI Regulations  
[http://www.justice.gov/crt/about/cor/FAQ\\_About\\_LEP\\_Title\\_VI\\_and\\_Title\\_VI\\_Regs.pdf](http://www.justice.gov/crt/about/cor/FAQ_About_LEP_Title_VI_and_Title_VI_Regs.pdf)