

APPENDIX B

Resources to Improve Language Access

The provision of the Workforce Innovation and Opportunity Act (WIOA) nondiscrimination regulations that prohibits discrimination based on limited English proficiency (LEP) includes an appendix providing promising practices for ensuring meaningful access by LEP persons. *See* Appendix to 29 CFR § 38.9, available at https://www.ecfr.gov/cgi-bin/text-idx?SID=a92a40866c975b1d7f7538c9dc972924&mc=true&node=se29.1.38_19&rgn=div8. The appendix includes a specific example in the unemployment insurance context.

The U.S. Department of Labor's (Department's) Civil Rights Center (CRC) has developed training and compliance assistance tools for recipients of WIOA financial assistance, including tools related to serving LEP individuals. These tools may be found at <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/external/compliance-assistance>. Examples of LEP-related tools include Department guidance on ensuring meaningful access to Department-assisted programs, available at <https://www.dol.gov/agencies/oasam/regulatory/federal-register/2003013125>, and an LEP toolkit, available at <https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/external/limited-english-proficient/toolkit>.

The Department of Justice has developed www.LEP.gov to provide extensive resources to government agencies and programs receiving Federal assistance, including state UI agencies, to help them address the needs of LEP individuals. Resources on this website include a new interactive mapping tool that helps users find the concentration of and languages spoken by LEP individuals at the state or county level. Information about the tool and related data is available at <https://www.lep.gov/faq/faqs-mapping-tools/commonly-asked-questions-regarding-limited-english-proficient-lep-data-and>. The website also includes videos and other materials designed to assist in development of LEP policies and plans. Examples:

- Common Language Access Questions, Technical Assistance, and Guidance for Federally Conducted and Federally Assisted Programs, <https://www.lep.gov/faq/faqs-federally-conducted-and-assisted-programs/common-language-access-questions-technical>. Note: some of the material at this link is addressed to federal agencies, but the information is likely to be helpful to state UI agencies as well.
- Information on Language Access Planning, including program development; procurement of language services; and the Translation and Interpretation Procurement Series (TIPS), available at <https://www.lep.gov/language-access-planning>.

In addition, CRC offers individualized technical assistance related to LEP issues, as well as disability issues and other matters related to providing equal opportunity and access in the UI system. CRC may be contacted by voice phone at (202) 693-6500, by relay at (800) 877-8339, or by e-mailing CivilRightsCenter@dol.gov.