

LANGUAGE ACCESS PLAN FOR LEP INDIVIDUALS

State Agency: New York State Department of Labor

Effective Date of Plan: **October 5, 2012**

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PART I – INTRODUCTION

Pursuant to Executive Order No. 26 (“Statewide Language Access Policy”), we have prepared this Language Access Plan (“Plan”) that sets forth the actions we will take to ensure that persons with limited English proficiency (“LEP”) have meaningful access to agency services, programs, and activities.

Statement of Agency Services to the Public:

The mission of the New York State Department of Labor (“DOL”) is to protect workers, assist the unemployed and connect job seekers to jobs through multiple divisions:

- The **Division of Labor Standards** enforces state labor laws including minimum wage, wage payment, and child labor laws through office and field investigations.
- The **Bureau of Public Work** administers and enforces Article 8 (Construction) and Article 9 (Building Services) of the New York State Labor Law.
- The **Unemployment Insurance Division** administers the state’s Unemployment Insurance Law, including the Unemployment Insurance Benefit Payment Program and the Unemployment Tax Program.
- The **Office of Special Investigations** investigates unemployment insurance fraud and makes referrals to criminal law enforcement agencies.
- Counsel’s Office** provides legal advice and counsel to the Commissioner of Labor and to programs within the DOL, is responsible for promulgating regulations on behalf of the DOL, and coordinates the DOL’s legislative program.
- The **Division of Safety and Health** protects employers, workers, and the public from dangers at work and other health hazards.
- The **Division of Employment and Workforce Solutions** provides employment assistance and career counseling to job seekers and other interested customers through 88 One Stop Career Centers throughout the state.
- The **Office of Communications** informs the public about the mission and achievements of the DOL.
- The **Division of Research and Statistics** obtains various data from businesses and provides labor market information to the public.
- The **Division of Planning & Technology** supplies support through the Contact Center, through which information regarding program opportunities, instructions concerning DOL regulations, and

general statistical information about DOL programs are made available to the public.

-The **Division of Equal Opportunity Development** ensures that all DOL programs are open to all New Yorkers, regardless of race, creed, color, gender, national origin, disability, or veteran status.

-The **Division of Immigrant Policies and Affairs** works inside and outside the DOL to serve the needs of immigrant workers (including migrant and seasonal farmworkers) and employers.

-The **Industrial Board of Appeals** holds formal administrative hearings to review orders of the Commissioner of Labor.

-The **Division of Personnel** posts and answers questions on job postings and recruitment opportunities, the application process, and any complaints regarding the selection process or hiring practices.

-The remaining divisions (**Budget and Finance, Office of Staff and Organizational Development, and Intergovernmental**) provide services only internally.

In developing this plan, we have understood LEP individuals to be persons who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English. We will reassess language needs periodically as needed, but at least every two years starting from the effective date of this plan.

PART 2 – ASSESSING LEP POPULATION LANGUAGE NEEDS

The estimated total number of individuals in our service area is: The entire New York State population.

The top seven languages spoken by LEP individuals that our agency serves or could potentially serve are as follows:

Language	Estimated Number of LEP Individuals Who Speak this Language
Spanish	212,893
Chinese	28,178
Russian	20,817
Haitian Creole	16,870
Polish	7,209
Korean	4,810
Italian	70,985 (based on U.S. Census data)

We use the following resources to determine the top seven languages spoken by LEP individuals:

- ✓ U.S. Census data (including American Community Survey data)
- ✓ Agency data on client contacts

School system data

Information from community organizations that serve LEP individuals

Names of organizations:

Information from other government agencies

Names of agencies:

Other (describe)

We have determined the frequency of our contacts with LEP individuals as follows:

The frequency with which DOL divisions encounter LEP individuals varies widely, and also depends heavily on each division's own tracking method. The DOL overall uses several different, separate, internal databases that note individuals' language needs. Where we were unable to use an internal database to determine frequency of LEP contacts, we used data from our telephonic interpreting service provider, *Interpretalk*, as a proxy.

PART 3 – PUBLIC OUTREACH AND NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

We inform LEP individuals, in the languages indicated in the chart in Part 2 of this plan, about their right to free language assistance services by using the following measures:

LEP individuals are informed directly by our staff

In what ways? When staff encounters an LEP individual in need of language assistance, they are directed to make the individual aware of services available. This occurs in the field, in the office, by mail (where applicable), and by telephone.

Brochures or flyers about language assistance services

In public areas of the agency

Elsewhere in the agency's service areas

Signs posted about language assistance services

In public areas of the agency

Elsewhere in the agency's service areas

Outreach and presentations at schools, faith-based groups, and other community organizations

What are the LEP populations targeted? The DOL does outreach to the population speaking the top 7 LEP languages and beyond. DIPA, for example, frequently conducts outreach to immigrant communities about their workplace rights, legal responsibilities under the NYS Labor Law, and our agency's services and programs in various languages. The preferred language for the outreach event can be arranged upon staff foresight or made upon request.

Local, non-English language media directed at LEP individuals in their languages

Telephonic voice menu providing information in non-English languages

In which languages: The Telephone Claims Center (TCC) of the UI Division has Spanish, Russian, Cantonese, Mandarin, Haitian Creole, Korean, and Polish available directly from the main menu that callers hear first. The Contact Center of the Planning & Technology Division (which is for all other general inquiries) has English and Spanish available from the main menu. Some of the DOL's district offices include Spanish and Chinese in the main menu option. We are looking into creating a standard "If you need another language" option across all of the DOL's toll-free numbers. *Any of the top 7 languages not currently offered will be offered within a reasonable time after the effective date of this plan.*

Other (describe) The DOL's website makes the public aware of available and free language assistance services.

PART 4 – PROVISION OF LANGUAGE ASSISTANCE SERVICES

We use the following resources to determine when an individual is LEP, and what the individual's primary language is, when the encounter is *in person*:

"I Speak" posters or visual aids

Reception staff make those determinations based on experience, with the assistance of bilingual staff members where available

Other (describe)

We use the following resources to determine when an individual is LEP, and what the individual's primary language is, when the encounter is *by telephone*:

- Reception staff make those determinations based on experience, with the assistance of bilingual staff members where available

- Telephonic interpreting service

- Other (describe) An LEP individual will express his/her language need in English or an outside party (e.g., a CBO staff member, friend, or family member) will communicate to us the preferred language on the individual's behalf.

We record and maintain documentation of each LEP individual's language assistance needs as follows:

The DOL's multiple divisions document LEP individuals' language assistance needs differently. As described above, the different tracking methods include the use of central databases, an online ticketing system, and/or *Interpretalk* data collection.

A. Oral Interpreting Services

Our protocol(s) for assessing whether an LEP individual needs oral interpreting services is as follows:

For in-person encounters: The LEP individual asks for an interpreter, or a staff member offers interpreting services if the individual is (i) not able to answer basic questions, or (ii) appears more comfortable speaking another language.

By telephone: The LEP individual asks for an interpreter, or a staff member offers interpreting services if the individual is (i) not able to answer basic questions, or (ii) appears more comfortable speaking another language.

At initial contact in the field: The LEP individual asks for translator or a staff member offers interpreting services if the individual is not able to answer basic questions.

For pre-planned appointments with LEP individuals: With pre-planned appointments, language preference is already recorded in the individual's file. The file is reviewed by the staff member who has the appointment (prior to the appointment) and that staff member schedules an interpreter as needed. In the odd situation in which language preference is not noted, further probing into the case file may be required to establish the individual's language preference.

Other (describe):

Our protocol(s) for informing LEP individuals that they do not need to provide their own interpreters and that free interpreting services will be provided is as follows:

For in-person encounters: The staff member informs the LEP individual at the time of contact. For instance, if an LEP individual walks into a DOL office with his/her own interpreter, the staff member makes the individual aware of free interpreting services.

By telephone: At the time of contact, the staff member who takes the call informs the LEP individual of free interpreting services.

At initial contact in the field: At the time of contact, the staff member informs an LEP individual who appears to need language assistance that free interpreting services are available.

For pre-planned appointments with LEP individuals: With pre-planned appointments, language preference is already recorded in the individual's file. The file is reviewed by the staff member who has the appointment (prior to the appointment) and that staff member schedules an interpreter and informs the individual ahead of time.

Other (describe):

If an LEP individual insists on using a family member, friend, or other person as an interpreter, our protocol(s) for determining whether to accept or decline such an arrangement is as follows:

LEP individuals that come into contact with our agency will be informed of the availability of free interpreting services. Generally, an LEP individual may not use a family member, friend, or a minor as an interpreter. However, during emergencies an LEP individual will be permitted to use a minor, a family member or friend as an interpreter. Upon request, an LEP individual may also be permitted to use a minor, a family member or friend as an interpreter for routine matters, such as asking the location of the office, hours of operation or rescheduling an appointment. Where the interaction with the LEP individual occurs at the agency's office, and an individual is permitted to use an interpreter of his or her choosing, he or she must fill out a written consent/waiver form.

Where an LEP individual is engaged in official business with the agency, the agency will provide an independent interpreter at all times. An LEP individual will not be permitted to use an independent interpreter of his or her choosing when filling out applications or when involved in other legal matters.

Our protocol(s) for obtaining interpreter services in a timely manner is as follows:

LEP individuals, once identified as needing language assistance, are offered interpreting services, even if interpreting and/or translation services were previously refused. The staff member tells the LEP individual to wait (if in person) or hold (if over the phone) while an interpreter is found or connected to. In addition, DOL staff members can use the DOL's internal *Language Bank*, which contains the names, contact information, and language abilities of hundreds of DOL employees who

volunteer for brief interpreting or translation assistance. For most encounters, however, the DOL uses a professional telephonic interpreting service.

We record and maintain documentation of oral interpreting services provided to LEP individuals at each encounter as follows:

The DOL's multiple divisions document LEP individuals' language assistance needs differently. The different tracking methods include the use of central databases, an online ticketing system, and/or *Interpretalk* data collection.

Competency and confidentiality

The linguistic and cultural competence of interpreters is addressed as follows:

For language-parenthetical positions (i.e., those for which fluency in another language is a requirement of the position), the DOL administers its own exams (as authorized by the Department of Civil Service) in order to ensure fluency. The languages for which exams are administered for parenthetical positions are: Spanish, Chinese, and Korean. For those staff members, internal training covers cultural competence issues. For outside interpreters (i.e., those available through the third-party vendor which the DOL uses), the vendor will implement quality assurance standards to guarantee that its interpreters are trained and are linguistically and culturally competent.

The issue of confidentiality pertaining to the use of interpreters is addressed as follows:

The training provided to staff will address the importance of confidentiality. Furthermore, independent interpreters will enforce standards of confidentiality in accordance with NYS Law.

Maintaining a list of oral interpreting resources

We use, or have available for oral interpreting, the following resources:

- Bilingual staff members who work directly with LEP individuals

Number of staff and languages spoken:

Language Parenthetic Report as of December 2011 (SL = Spanish, CL = Chinese, KL = Korean):

Administrative Finance Bureau: 2 Security Officer SL positions

Special Investigations: 4 UI Investigator SL positions, 1 Senr Emp Sec Clerk SL position

U.I. Appeals Board: 1 UI Referee SL position, 1 Clerk 2 SL position, 1 Keyboard Spec 1 SL position, 2 Senr Emp Sec Clerk SL positions, 2 Labor Svs Rep SL positions

Unemployment Insurance Division: 1 Agency Svs Rep SL position, 47 Labor Svs Rep SL positions, 15 Labor Svs Rep CL positions, 1 Labor Svs Rep KL position, 10 Senr Emp Sec Clerk CL positions, 41 Senr Emp Sec Clerk SL positions, 1 Supvg Labor Sv Rep CL position, 10 Supvg Labor Sv Rep SL positions, 1 UI Prg Mgr 1 CL position, 1 UI Prg Mgr 1 SL position

DEWS: 1 Agency Svs Rep CL position, 8 Agency Svs Rep SL positions, 8 Clerk 1 SL positions, 2 Empl Counslr SL positions, 2 Empl Svcs Rep SL positions, 88 Labor Svs Rep SL

positions, 15 Labor Svs Rep CL positions, 5 Labor Svs Rep KL positions, 3 Rural Empl Aide SL positions, 1 Secy 1 SL position, 4 Supvg Labor Sv Rep SL positions, 1 Wrkfc Prgs Spec 3 SL position

Planning & Technology: 6 Senr Emp Sec Clerk SL positions

Labor Standards: 1 Agency Svs Rep SL position, 8 Labor Stndrd Inv CL positions, 4 Labor Stndrd Inv KL positions, 30 Labor Stndrd Inv SL positions, 1 Senr Emp Sec Clerk SL position, 2 Senr Labor Std Inv CL positions, 2 Senr Labor Std Inv SL positions

DIPA: Majority of its 23 staff members speaks languages other than English: 18 Spanish, 1 Bengali, 1 French, and 1 Portuguese. They are not included in the parenthetical report.

Bilingual staff members who provide oral interpreting when necessary

Number of staff and languages spoken: The number of bilingual staff who volunteers for the Language Bank is approximately 200. The languages spoken are: Akan, Arabic, Ashanti, Bengali, Brazilian, Cambodian, Cantonese, Cariban, Creole, Ewe, French, Ga, Garifuna, German, Greek, Gujarati, Hebrew, Hindi, Ibo, Italian, Japanese, Korean, Macedonian, Malayalam, Mandarin, Marathi, Polish, Portuguese, Punjabi, Pushto, Romanian, Russian, Spanish, Swahili, Tagalog, Taiwanese, Tamil, Telugu, Tibetan, Turkish, Ukrainian, Urdu, Wolof, Yiddish, and Yoruba.

Telephonic interpreting service

Names of vendors: Language Service Associates, Inc.

Contracts or other arrangements with community organizations or individuals for oral interpreting services

Names of individuals/organizations and languages:

Other (describe)

The agency's Language Access Coordinator maintains the list of oral interpreting resources that are available to staff, which includes:

Names and contact information for all resources

Names and locations of staff members who are available to act as interpreters or provide services directly in the LEP individual's primary language

Languages in which each interpreter or service is qualified

Procedure for accessing each interpreter or service

We inform all staff members who have contact with the public how to obtain oral interpreting services as follows:

Staff is informed through periodic trainings, e-mails, and through the Intranet (an internal web portal only for DOL employees).

B. Translations of Written Documents

The process to determine and reassess, at least every two years starting from the effective date of this plan, those vital documents (including website content) which must be translated is as follows:

The DOL has a Language Access Work Group, which consists of Language Access Coordinators assigned to the Work Group from each DOL division. The Work Group will convene at least semi-annually to reassess vital documents (i.e., to delete old ones or add new ones).

The process to timely translate documents that LEP individuals submit in their primary languages is as follows:

Documents received from an LEP individual in their native language will be reviewed by staff and if appropriate, staff will consult with an immediate supervisor and the LAC prior to forwarding the document for translation. Documents will be forwarded within a reasonable time after receipt, taking into account any time sensitive need for the document.

The process for ensuring that documents are written in plain language before they are translated into other languages is as follows:

The Commissioner of Labor's Plain Language Committee, which covers all DOL divisions, has named Work Group members. Each member will be the point person for his/her program area. The members will sit down with the DOL's Communications office one-on-one to coordinate the direction of that division's Plain Language efforts. This includes a review of each program's forms, publications, and relevant web pages.

The Communications office has also placed a Plain Language icon on the Intranet for staff to browse various resources that can help organize and revise the writing that goes into forms and publications. There are checklists, tip sheets, videos, and a Plain Language handbook, all online. In addition, the DOL's Office of Staff and Organizational Development offers courses in business writing, editing, and grammar. Finally, there are Plain Language trainings for Work Group members, web authors and editors, and quarterly report writers.

The following documents are currently translated by the agency in the languages indicated:

DEWS	<i>Form #</i>	<i>Form Title</i>	<i>Languages Available other than English</i>
	ES 12.70EF	Voluntary Release of Information for Verification of Eligibility	
	ES 12.70EF - 1	Voluntary Release of Information for Verification of Eligibility - Instructions	
	ES 100	Customer Registration Form	Haitian Creole Chinese Russian Spanish
	ES 101	UI Supplemental Registration	
	ES 102RR	Workforce NY Job Seeker Customer Registration	
	ES 107	Job Matching Skills List	
	ES 223	In-Season Farm Labor Report	
	ES 415	Prevailing Wage Request Form (with instructions)	
	ES 450 Part A	Verification of Targeted Status	Spanish
	ES 515 (Generic)	FAX Job Order (Generic)	
	ES 698	Federal Bonding Coverage Confirmation	
	ES 699	Fidelity Bond Certification Form	
	ES 699.3	Federal Bonding Program Fact Sheet	Spanish

COUNSEL	<i>Form #</i>	<i>Form Title</i>	<i>Languages Available other than English</i>
		<input type="checkbox"/> Settlement Agreements	Depends on case
		<input type="checkbox"/> Stipulations	Depends on case

DEOD	<i>Form #</i>	<i>Form Title</i>	<i>Languages Available other than English</i>
	DEOD 312.1	Equal Opportunity is the Law	Bosnian Chinese (Traditional) French Haitian Creole Korean Polish Russian Spanish

			Vietnamese Haitian Creole Spanish
	DEOD 834	Complaint Information Form	

PW	<i>Form #</i>	<i>Form Title</i>	<i>Languages Available other than English</i>
	IA 999	Fair Play Act Poster	Bengali Spanish Urdu
	PW 1.3a	Certification of Payment [sent to employees]	
	PW 4	Claim for Wage and/or Supplement Underpayment on a PW Project Labor Law Section 220	Spanish
	PW 51	Subcontractors Certification of Receiving Schedule(s) of Wages and Supplements in Compliance with the NYS Labor Law, Section 220-A [Certification to be signed by employers]	
	PW 399	Stipulation [Sent to employers/contractors]	Depends on case

OSI	<i>Form #</i>	<i>Form Title</i>	<i>Languages Available other than English</i>
	4120.2R	Overpayment Determination	
	IS 7W	[Form informing the claimant we have information he/she worked while receiving UIB]	
	LO 401.2	[Form requesting the claimant to get verification of his/her SSN from the SSA]	

	<i>Form #</i>	<i>Form Title</i>	<i>Languages Available other than English</i>
LS	LS 51 Pay Notice	Notice and Acknowledgement of Wage Rate(s) for Temporary Help Firms	Chinese Haitian Creole Korean Polish Russian Spanish
	LS 53 Instructions	Instructions for Notices of Pay Rates and Pay Days under Section 195.1	
	LS 54 Pay Notice	Pay Notice for Hourly Rate Employees	Chinese Haitian Creole

		Korean Polish Russian Spanish
LS 55 Pay Notice	Pay Notice for Multiple Hourly Rates	Chinese Haitian Creole Korean Polish Russian Spanish
LS 56 Pay Notice	Pay Notice for Employees Paid a Weekly Rate or Salary for a Fixed Number of Hours	Chinese Haitian Creole Korean Polish Russian Spanish
LS 57 Pay Notice	Pay Notice for Employees Paid a Salary for Varying Hours, Day Rate, Piece Rate, Flat Rate or Other Non-Hourly Pay	Chinese Haitian Creole Korean Polish Russian Spanish
LS 58 Pay Notice	Pay Notice for Prevailing Rate and Other Jobs	Chinese Haitian Creole Korean Polish Russian Spanish
LS 59 Pay Notice	Pay Notice for Exempt Employees	Chinese Haitian Creole Korean Polish Russian Spanish
LS 223	Unpaid Wages Claim Form [This claim form is used to file for unpaid wages].	Spanish
LS 223.1	Claim Form for Unpaid Wages/Commission Recap [This claim form is used to file for unpaid wages involving commissions. This form must be accompanied by a completed LS223 - Claim for Unpaid Wages].	Spanish
LS 425	Unpaid Wage Supplements Claim Form [This form is used to file for unpaid wage supplements].	Spanish

LS 27	Special Notice to Farm Labor Contractors/Commissary Operators [Informational Listing of Application Dates and Fees].	
LS 113.1	Application For Farm Labor Contractor Certificate of Registration/Application for Farm Labor Camp Commissary Permit [Use this to apply for an application for Farm Labor Contractor Certificate of Registration and/or for applying for an application for Farm Labor Camp Commissary Permit].	
LS 114.1	Contractor Instruction Letter [Instructions for completing Farm Labor Contractor Registration Application].	
LS 121	Fingerprint Screening Instructions for New Applicants for Farm Labor Contractor Registration Certificates [Instructions for fingerprinting and background check required as part of the application for Farm Migrant Labor Contractor Registration].	
LS 392	Supplementary Application by Registered Contractors Whose Services Are Utilized for 5 Days or Less [Supplemental Application by Registered Contractors (Farm Labor)]	
LS 428.1	Notice to Farm Labor Contractors [Notice to Farm Labor Contractors and Farm Labor Camp Commissary Operators regarding workers' compensation and disability].	
LS209	This poster provides current minimum wage information to employees in the Hospitality Industry. Employers are required to post it where employees can see it.	Chinese Korean Spanish
LS 207	Minimum Wage Poster [This poster provides current minimum wage information to employees. Employers are required to post it where employees can see it].	Spanish
LS 650	Parent/Guardian Statement of Consent [Must be submitted by the parent(s) of 16 and 17 year old minors if they wish to give permission for their children to work between 10:00 PM and 12:00 Midnight].	
LS 621	Notification of Labor Standards Enforcement Process - English/Spanish (Trifold) [Notification of Labor Standards Enforcement Process - English/Spanish: Tells people making complaints whether or not the Labor Department has the legal authority to intervene].	Spanish
LS 680 Fillable*	Mandatory Overtime Complaint Form PDF Fillable Form [Mandatory Overtime Complaint Form].	
LS 122	Finger Print Cards for Farm Contractors [Guidelines]	
LS 171	Working Hours for Minors	
LS 309	Farm Work Agreement [This form illustrates a sample farm work agreement that employers should use to notify each employee in writing of conditions of employment at time of commitment to hire].	
LS 602	Small Claims Court Flyer [Informational posting on filing a claim with the Small Claims Court].	

PESH	<i>Form #</i>	<i>Form Title</i>	<i>Languages Available other than English</i>
	PESH 7	Notice of Alleged Safety or Health Hazards	
	SH 908	PESH Job Safety and Health Poster	

UI	<i>Form #</i>	<i>Form Title</i>	<i>Languages Available other than English</i>
		Claimant Handbook	Albanian Arabic Bengali Chinese French Haitian Creole Italian Korean Polish Russian Spanish
	T 402	Monetary Benefit Determination	Albanian Arabic Bengali Chinese French Haitian Creole Italian Korean Polish Russian
	TC 10	Notice to Claimant of Important Document	Albanian, Arabic, Bengali, Bosnian, French, Greek, Italian, Portuguese, Serbian, Vietnamese, Polish, Haitian Creole, Russian, Croatian, Japanese, Korean, Chinese (Simplified), Hindi
	TC 318.3	UI Information for Claimants	Albanian

		Arabic Bengali Chinese French Haitian Creole Italian Korean Polish Spanish Russian
TC 343EB	Extended Benefits Monthly Work Search Record	Spanish
TC 403H	Alternative Period Request	Albanian Arabic Bengali Chinese Haitian Creole French Italian Korean Polish Russian Spanish
TC 403HR	Reconsideration Request	Albanian Arabic Bengali Chinese French Haitian Creole Italian Korean Polish Russian Spanish
TCC 406L		Albanian Arabic Bengali Chinese
TC 424A	Hearings Before Unemployment Insurance Administrative Law Judges	
TC 424B	Q&A About Your UIB Hearing	Spanish
LO 318.7	UIB and Training Attendance	Spanish
LO 403.5	Request for Rate Based on Weeks of Employment	Albanian

		Arabic Bengali Chinese French Haitian Creole Italian Korean Polish Russian Spanish
LO 424.4	List of Attorneys and Authorized Agents	Spanish
SW 2.1	Shared Work Program Application	
SW 2.2	Shared Work Plan Participant Listing	
SW 4	Shared Work Continued Claim	Spanish
SW 4.1	Shared Work Continued Claim Waiting Week Certification	Spanish
SW 4.2	Important Information Regarding your Income Tax Withholding Options	Spanish
SW 330	Application for Benefits, Shared Work Plan	
SW 330.2	Continuation of Employment Record	
	Questionnaires (includes request for call back letter and weekly certification forms)	Spanish Chinese Haitian Creole Korean Polish Russian
	Determinations regarding eligibility for benefits for claimants and related employers or tax charges and rate notices for employers	
	Hearing request instructions for affected parties to protest these determinations	
LO 400	Unemployment Insurance Notice of Potential Charges	
LO 400P	Unemployment Insurance Notice of Protest	

IBA	Form #	Form Title	Languages Available other than English
		Notice of Hearing	Spanish

	<i>Form #</i>	<i>Form Title</i>	<i>Languages Available other than English</i>
Comm.	P-12	DOL Overview Fact Sheet	Arabic Bengali Chinese French Hindi Korean Polish Portuguese Russian Spanish Urdu
	P-13	One-Stop Career Centers (No Addresses)	Albanian Arabic Bengali Burmese Chinese French Haitian Creole Italian Polish Russian Spanish Ukrainian
	P-117	What Are My Rights When Applying for a Job?	
	P-160	How to File a Claim for UI (needs to be updated first)	Arabic Albanian Bengali Bosnian Burmese Chinese (Traditional) French Haitian Creole Italian Korean Polish Russian Spanish
	P-201	DOSH	
	P-420	Worker Protection Fact Sheet	
	P-532	Apprenticeship Fact Sheet	

P-700	Minimum Wage Fact Sheet	
P-704	Minimum Wage Card	Albanian Bengali Chinese French Haitian Creole Italian Korean Polish Russian Spanish
P-705	Notice of Pay Rate and Paydays Fact Sheet	
P-706	Retaliation Against Employees Fact Sheet	
P-710	Farm Laborer Card	
P-711	Know Your Rights as a Worker	
P-712	Domestic Workers Rights Fact Sheet	Chinese French Haitian Creole Hindi Nepali Polish Portuguese Spanish Tagalog
P-713	Domestic Workers Rights Palm Card/poster	Spanish
P-715	Wage Theft Fact Sheet	
P-725	Wage Requirements for Interns in For-Profit Businesses	
P-726	Wage Requirements for interns in Not-For-Profit Businesses	
P-734	Farm Worker Pocket Card	
P-735E	Protection for Farm Workers Fact Sheet	Spanish
P-736	Farmworkers Rights Poster	Spanish
P-737	Protection for Farm Workers Brochure	Spanish
P-738	Construction Industry Fair Play Act	Spanish
P-739	Message to Immigrant Workers Sweeps Card	Spanish
P 740	DIPA Fact Sheet	
P 800	Applying for UIB	Arabic Bengali Chinese (Simplified and Traditional) French Hindi Italian

		Japanese Korean Polish Punjabi Russian Spanish Urdu Vietnamese
P-808	UI Agent Fact Sheet (Do You Help Others File?)	Spanish
P-814	Disaster Unemployment Assistance Fact Sheet	
P-814	Disaster Unemployment Assistance FS for Farmers/Self Employed	
P-815	Lost Your Job to Foreign Competition? The Trade Adjustment Assistance Act and the 2009 Federal Economic Stimulus Plan Can Help	
P-882	Laws Governing the Employment of Minors (English)	Spanish
P-897	Bureau of Public Work Guide for Employees	
P-906	PESH Act (Employees) Fact Sheet	

Documents determined to be vital will be translated into the top seven languages identified in Part 2.

The process for ensuring that translations are accurate and incorporate commonly used words is as follows: (Note: The Office of the Deputy Secretary for Civil Rights will maintain a list of commonly used words.)

Our contracts with vendors specify their responsibility and accountability for accurate translations, and also specify a method for addressing possible errors identified by other people, e.g. DOL staff members.

We use, or have available for translating, the following resources:

- Contracts with language service vendors
- Contracts or other arrangements with community organizations or individuals for oral interpreting services

Names of individuals/organizations and languages: Our numerous community-based organizations contacts usually send their edits/suggestions to DOI fact sheets, which are sent to the Communications office for incorporation where appropriate.

- Oral translations of written documents by bilingual staff members
- Oral translations of written documents by other individuals or community organizations

- Other (describe) The DOL also goes through another state agency – OTDA’s Bureau of Refugee and Immigrant Assistance (BRIA) to obtain translations.

The agency’s Language Access Coordinator maintains the list of written translation resources that are available to staff, which includes:

- Names and contact information for all resources
- Names and locations of staff members who are available to provide oral translations of written documents
- Languages in which each translation service is qualified
- Procedure for accessing each translation service

PART 5 – STAFF TRAINING

The person(s) in the agency who is responsible for the provision of training to staff in language access issues is: Vilda Vera Mayuga, DOL Language Access Coordinator

The staff training includes the following components:

- The legal obligations to provide meaningful access to benefits and services to LEP individuals
- How to access language assistance services
- How to work with interpreters
- Cultural competence and cultural sensitivity
- Documenting the language needs of LEP individuals and the language services provided to them by the agency
- How to obtain written translation services

The methods and frequency of training are as follows:

The Office of Staff and Organizational Development will provide mandatory training for all staff members who have contact with the public. Also, the Division of Labor Standards has monthly,

statewide videoconference staff trainings during which Labor Standards staff members can be trained on any pertinent issue, including the effective use of interpreters. The Division of Employment and Workforce Solutions also holds weekly conference calls, webinars, conferences, and in-person trainings as needed to address any training issues.

PART 6 – ADMINISTRATION

Monitoring

To ensure compliance with the Plan, the LAC will monitor its implementation as follows:

The LAC will use project management methodology to ensure the plan will be followed and delivered effectively. The LAC will obtain regular feedback on our Plan from supervisors and staff, who will report performance metrics on the use of all DOL's language access services. Suggestions from LEP individuals and other stakeholders, including community-based organizations, will also be taken into consideration for plan enhancement and efficacy.

Complaints

We provide information to the public, including to LEP individuals in languages regularly encountered in this service area, advising them of the right to file a complaint if they feel that they have been the subject of discrimination. The information we provide describes how and/or where to file a complaint. We do not retaliate or take other adverse action because an individual has filed a complaint alleging discrimination based on LEP status or needs.

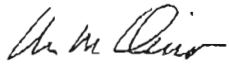
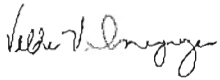

We display information on the right to file a complaint, and the procedures to file a complaint, in the following manner:

Information on the right to file a complaint will be posted in areas where it is easily seen by the public. Information will also be displayed on our agency's website. The standard complaint form will be made available to individuals upon request at agency public offices and on the agency's website in all 7 languages described in Part 2.

We handle complaints made to the agency regarding the provision of language assistance services in the following manner:

All complaints will be channeled to and handled by the Language Access Coordinator and, if need be, with the assistance of the Division of Equal Opportunity Development.

PART 7 – SIGNATURES

	Commissioner	9/10/12
Head of Agency	Title	Date
	Director of Division of Immigrant Policies & Affairs	9/10/12
Agency LAC	Title	Date
		9/17/12
Deputy Secretary for Civil Rights		Date