

LEP Claimant Services Improvement Plan

Updated Plan for Improving Services to Limited English Proficiency ("LEP")
Claimants in Unemployment Insurance ("UI") Claims Process

Phase I

1. Translation of Vital Information in Paper Documents

1.1. Development

1.1.1. Review and update policies and procedures for translating vital information in paper documents that are routinely provided to LEP claimants in the UI claims process, including appeals ("the UI claims process")

1.1.2. List the paper documents identified under Paragraph 1.1.1 that already have been translated into Spanish, and establish a timeframe for translating the remainder of those documents into Spanish

1.1.3. Confirm that the vital information in paper documents identified under Paragraph 1.1.1 describes sufficiently the processes and rights relating to the UI claims process and, if not, identify any additional vital information that is needed

2. Translation of Vital Information in iUS Materials

2.1. Development

2.1.1. Review and update policies and procedures for identifying and translating vital information in claimant interfaces of IDOL's Internet Unemployment System ("iUS"), including vital information in any future modifications to iUS web pages and claimant interfaces

2.2. Implementation

2.2.1. Identify the vital information within claimant interfaces of iUS

2.2.2. Using qualified translators, translate into Spanish the vital information identified in Paragraph 2.2.1, and create a Spanish language claimant interface that is substantially similar to the English language claimant interface

2.2.3. Inform in pertinent IDOL staff within the iUS development group of the policies and procedures developed under Paragraph

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Phase 2

1. Translation of Vital Information in Paper Documents

1.1. Development

1.1.4. Review and update policies and procedures for translating vital information in paper documents that are used in the UI claims process and relate to a specific, individual claim

1.1.5. Review and update policies and procedures to assure that only qualified third party individuals and/or vendors and IDOL employees ("qualified translators") are used to translate identified vital information

3. Oral Translation of Vital Information

3.1. Development

3.1.1. Review and update policies and procedures for using qualified translators to orally translate vital information identified in Paragraphs 1 and 2, to all LEP claimants, including non-Spanish LEP claimants, when written translations are ineffective or impractical

3.2. Implementation

3.2.1. Inform in writing IDOL staff involved in the UI claims process and the local office staff of the updated policies and procedures developed under Paragraph 3.1

3.2.2. Make available and use qualified interpreters to orally translate vital information identified in Paragraphs 1 and 2, to all LEP claimants, including non-Spanish LEP claimants

4. Approval of Qualified Interpreters

4.1. Development

4.1.1. Review and update policies and procedures for using qualified translators to translate vital information identified in Paragraphs 1 through 3

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Phase 3

1. Translation of Vital Information in Paper Documents

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| 1.2. Implementation | 1.2.3. Inform IDOL staff involved in the UI claims process and the local office staff of the updated policies and procedures developed under Paragraph 1.1 |
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4. Approval of Qualified Interpreters

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| 4.2. Implementation | 4.2.1. Maintain a list of approved qualified translators for use by IDOL staff in implementation of this plan |
| | 4.2.2. Inform IDOL staff involved in the UI claims process and the local office staff of the updated policies and procedures developed under Paragraph 4.1 and of the list approved qualified translators |

5. Assisting Claimants with Online Filing Barriers

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| 5.1. Development | 5.1.1. Review and update policies and procedures for assisting claimants with online filing barriers, including barriers resulting from LEP status, age, disability, and computer and other literacy issues |
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Phase 4

1. Translation of Vital Information in Paper Documents

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| 1.2. Implementation | 1.2.1. Using qualified translators, to translate into Spanish all of the vital information identified under Paragraph 1.1 |
| | 1.2.2. Make available to IDOL staff involved in the UI claims process and the local office staff the translated paper documents identified under Paragraph 1.1 |

5. Assisting Claimants with Online Filing Barriers

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| 5.2. Implementation | 5.2.1. Provide training on the policies and procedures developed pursuant to Paragraph 5.1 to all front-line IDOL staff, including those who assist claimants in local offices and those who assist claimants remotely |
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