

Nebraska Commission on Law Enforcement and Criminal Justice



Language Access Plan (LAP)

Revised June 1, 2022

NEBRASKA

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COMMISSION ON LAW ENFORCEMENT
AND CRIMINAL JUSTICE

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UPDATING THIS LANGUAGE ACCESS PLAN (LAP)

It is the responsibility of the Nebraska Crime Commission to periodically monitor, review, and update this language access plan to assure that it remains current and relevant. A review of the plan and any necessary revisions will take place twice each calendar year around January and July. Every three years, an extensive review will consider any complaints, update demographic numbers, survey the frequency LAP services provided, and update LAP resources if necessary.

INTRODUCTION

The Nebraska Crime Commission (NCC) Language Access Plan has been prepared in accordance with Title VI of the Civil Rights Act of 1964, 42 USC 2000d, et seq, and its imbedding regulations, which states that no person shall be subjected to discrimination on the basis of race, color, or national origin. Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability by recipients of federal funding. Title II of the Americans with Disabilities Act of 1990, amended in 2008, prohibits discrimination on the basis of disability and applies to public entities, whether or not they receive federal funding. Executive Order 13166, titled Improving Access to Services for Person with Limited English Proficiency, indicates that differing treatment based upon a person's ability to speak, read, write, or understand English is a type of national origin discrimination. Every agency that receives federal funding is directed by Executive Order 13166 to publish guidance for its office personnel to prevent discrimination from taking place. This language access plan provides NCC staff the guidance for equitable delivery of service to deaf, hard of hearing, and Limited English Proficiency individuals as to their hearing and fluent English counterparts.

Limited English Proficiency (LEP) persons are individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English. LEP individuals may be competent in English for certain types of communication like speaking or understanding, but still are LEP for other purposes such as reading or writing. Individuals who are deaf or hard of hearing may comprehend written English, but may need a sign language interpreter to communicate with staff and service providers who are not hearing impaired. The Nebraska Crime Commission's Language Access Plan, in accordance with Executive Order 13166 and Title II of the American Disabilities Act of 1990, has been prepared to give guidance to its staff to ensure good-faith efforts are made to provide equitable service to all NCC clients regardless of one's hearing ability or level of English proficiency.

Executive Order No. 13166, Improving Access to Services for Person with Limited English Proficiency, requires federal agencies to research and manage the needs of otherwise eligible persons seeking access to federally assisted programs and activities, who, due to limited English proficiency, cannot fully and equally participate in or benefit from those programs and activities. LEP guidance from the Executive Office of the President (EOP) and Department of Justice (DOJ) directs every federally funded agency to "take reasonable steps to ensure meaningful access to the information and services they provide." DOJ LEP Guidance, 65 FR 50123 (August 16, 2000) instructs that what constitutes reasonable steps to ensure meaningful access will be contingent on a number of factors:

1. The Number of Proportion of LEP Persons in the Eligible Service Population.
2. The Frequency with which LEP Individuals Come in Contact with the Program.
3. The Importance of the Services Provided by the Program.
4. The Resources Available to the Agency.

The DOJ LEP Guidance explains that the identification of reasonable steps to provide oral and written services in languages other than English is to be determined on a case-by-case basis through a balance of all four factors. These four factors, analyzed below, assess what providing meaningful access to service for deaf, hard of hearing, and LEP individuals looks like for the Nebraska Crime Commission.

ANALYSIS OF FACTORS

Factor 1: Number or Proportion of LEP Individuals in the Eligible Service Population

The Nebraska Crime Commission services the entire State of Nebraska. Nebraska has a population of 1.9 million people spread throughout its 76,824 square miles of land. Ninety-three counties make up Nebraska with each county ranging from 247 sq. miles to 6,009 sq. miles in size. Many of the 93 counties are large geographically and sparsely populated with the largest portion of Nebraska's population residing in the metropolitan areas located in the eastern part of the state. Agriculture and ranching are the primary industries of Nebraska, but in recent years there has been a significant increase in the various types of industry located across the state, such as manufacturing.

2019 US Census QuickFacts		
POPULATION		
Demographics	Nebraska	United States
Total	1,934,408	328,239,523

PERCENTAGES		
Demographics	Nebraska	United States
<i>White/Caucasian</i>	88.1%	76.3%
<i>White persons not Hispanic or Latino</i>	78.2%	60.1%
<i>Hispanic or Latino</i>	11.4%	18.5%
<i>Black/African American</i>	5.2%	13.4%
<i>Asian</i>	2.7%	5.9%
<i>Person Reporting Two or More Races</i>	2.3%	2.8%
<i>American Indian and Alaskan Native</i>	1.5%	1.3%
<i>Native Hawaiian and Other Pacific Islander</i>	0.1%	0.2%

Source: <https://www.census.gov/quickfacts/fact/table/NE,US/PST045219>

According to 2019 American Community Survey data posted by the US Census Bureau, 88.2% of Nebraskans speak English only in their home leaving 11.8% of Nebraskans to speak a language other than English at home. Nebraska is nearly ten-percent under-represented per capita compared to the greater United States that has 22% of its population that speaks a language other than English at home. Furthermore, the survey revealed that of Nebraska's 11.8% non-English spoken at home population Spanish made up 7.6%, 1.6% is Asian and Pacific Islander languages; other Indo-European languages made up 1.3%; and the remaining 1.2% of Nebraska's state population spoke other languages (<https://api.census.gov/data/2019/acs/acs1/profile>). Information reported in December 2020 by the Nebraska Commission for the Deaf and Hard of Hearing (NCDHH) showed that 20% of Nebraska's population, or about 386,882 Nebraskans, has some degree of hearing loss and about one percent of Nebraskans (193,441) are deaf. NCDHH reports that 1 in 3 Nebraska residents who are over the age of 60 years has a hearing loss.

Factor 2: Frequency of LEP Contact with the NCC Programs

In May 2019, a survey created in Crowd Signal was distributed by email to all fifty-three employees of the Nebraska Crime Commission housed in the Lincoln main office and the Grand Island office location of our Nebraska Law Enforcement Training Center (NLETC). Forty-three of the 53 staff members participated in the survey, which is an 81% completion rate. The survey's objective was to determine the number of LEP persons served (by phone, electronic correspondence, postal mail correspondence, and face-to face interaction) and what non-English languages are used by our LEP clients.

- | | |
|---|----------------------------|
| 1. On a monthly basis how many non-English speaking clients, customers, and/or individuals do you encounter/serve on a monthly basis, in your current position? | 100% responded None |
| 2. On a monthly basis how many non-English speaking individuals do you have contact with, via the telephone, in your current position? | 100% responded None |
| 3. On a monthly basis, how many non-English speaking individuals do you encounter on a face to face basis, in your current position? | 100% responded None |

The responses indicated that NCC staff has nearly no contact with non-English speaking clients/individuals on a monthly basis. However, when asked the question "Since July of 2017, how many contacts have you made or received by phone, mail correspondence (postal & electronic), and/or face-to-face with Limited English Proficiency (LEP) persons?".

120 Contracts July 2017 to May 2019	Staff Members Responding	
	Number	Percentage
None	35	81.4%
1 LEP contact	3	7%
3 LEP contacts	1	2.3%
10 contacts	1	2.3%
100 LEP contacts	1	2.3%

Factor 3: Importance of the Service Provided by NCC Programs

According to the DOJ Policy Guidance, "More affirmative steps must be taken in programs where the denial or delay of access may have serious or even life or death implications than in programs that are not crucial to one's day-to-day existence, economic livelihood, safety, or education." The Nebraska Crime Commission administers and monitors a variety of internal and external federal sub-grant programs, including grants funded by the Department of Justice (DOJ). Of these programs, three federally-funded, internal subgrant programs, Crime Victims Reparations Program (CVR), Nebraska Victim Advocacy Program (NVAP), and Direct Victim Assistance Fund have been identified as being crucial to day-to-day livelihood and safety. These three programs' jurisdiction encompasses the entire State of Nebraska.

The Nebraska Crime Victim Reparations (CVR) program is funded through the federal Victims of Crime Act (VOCA), state general fund appropriations and cash funds. The Nebraska Crime Victim Reparations Act was created in 1979 with the passage of Legislative Bill (LB) 910. The Act provides compensation to innocent victims of a crime for certain expenses related to the criminal act. Expenses eligible for compensation under the CVR Program are medical, funeral, loss of wage, and loss of support that are directly related to a violent crime. NCC staff provide the administrative support for claims made by crime victims that participate in the CVR program.

The Nebraska Victim Advocacy Program (NVAP) and the VOCA Direct Victim Fund ensure that victims of crime have access to advocacy, direct client resources, and emergency services that may not be allowable under the CVR Program. Some of the services provided by the Victim Advocacy Program are personal advocacy and accompaniment, emotional support and safety services, assistance with filing CVR claims, and VINE registration assistance. The Direct Victim Assistance Fund assists victims with relocation expenses, emergency food, transportation, clothing and shelter; and window, door, lock repair or replacement services.

Factor 4: Resources Available to Nebraska Crime Commission

Any instance that requires the use of NCC's language access procedures for assisting a client are considered "crucial to an individual's day-to-day existence." Servicing the needs of our clients is priority. To meet this priority, the Nebraska Crime Commission takes strides to eliminate barriers of communication without regard to an individual's English proficiency level or hearing ability by utilizing resources that can help bridge communication gaps.

Resources Available

1. I Speak Cards
2. Language Line
3. LanguageLinc Interpretation Services
4. Fingerspelling Cards
5. NCDHH List of Nebraska License Sign Language Interpreters
6. NCDHH List of Interpreter Referral Agencies
7. NCDHH List of Nebraska Licensed VRI Service Companies

PLANS

Plan for Persons with Limited English Proficiency Contacting NCC

If NCC staff encounters a non-English speaking client/individual, the staff member will utilize the following:

I Speak Cards

I Speak Cards is a language identification tool used to help identify the language of an individual who does not speak English. The NLETC's Director received instructions to distribute, post, or save I Speak Cards in a centralized location accessible to all NLETC staff. Once a NCC staff member has identified the language spoken by the client by utilizing the I Speak Cards, the staff member is to follow the guidelines outlined on the LanguageLine instructions to request an interpreter in the client's identified language.

I Speak Cards courtesy of the US Department of Agriculture are located in Appendix A and saved in the NCC Language Access Plan folder on the Lincoln office's shared drive (Z:Drive).

Language Line

Language Line provides an audio interpreter 24 hours a day, seven days a week, in over 240 languages without any advance planning or scheduling. Language Line interpreters are available by phone or virtually in video or audio-only formats. The NLETC's Director received instructions to distribute, post, or save LanguageLine instructions in a centralized location accessible to all NLETC staff.

Instructions for Language Line telephonic and virtual conference interpretation services for WebEx and Zoom Platforms are in Appendix B and are available in the NCC Language Access Plan folder on shared drive (Z:Drive) of the Lincoln Office.

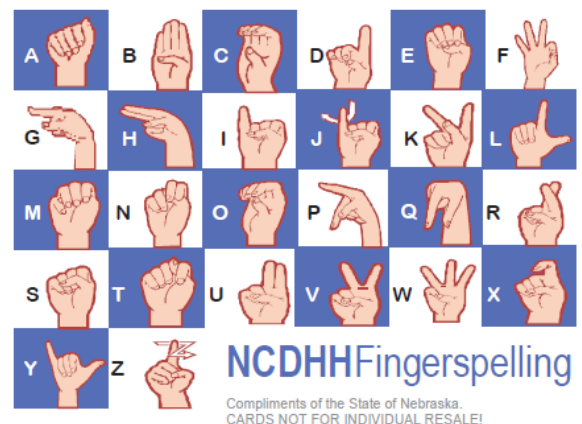
Plan for Persons who are Deaf or Hard of Hearing Contacting NCC

The employee survey from May 2019 did not assess the number of deaf and hard of hearing clients that made contact with NCC staff. Nonetheless, in accordance with Title II of the Americans with Disabilities Act of 1990, it is a good-faith practice that NCC staff be prepared to service the needs of this potential client base.

If NCC staff encounters an individual who is deaf or hard of hearing, they will utilize the below resources.

Fingerspelling Cards

Created by the Nebraska Commission on Deaf and Hard of Hearing (NCDHH), Fingerspelling Cards are used similarly for deaf and hard of hearing clients as the I Speak Cards are used for LEP clients. If needed, Fingerspelling Cards have a pictorial sign interpretation of the alphabet that can help identify a person's name and the services they are requesting. After identifying the person's name and their needs, staff should confirm with the client whether they prefer an on-site "live" interpreter or a remote interpreter that would use a web camera or videophone to provide the sign language interpreting services. Then the staff member and client should schedule a future date and time for meeting with an interpreter.



Nebraska Licensed Sign Language Interpreters or Sign Interpreter Referral Agencies

If the client prefers on-site interpretation assistance, the NCC staff should contact any of the listed Nebraska Licensed Sign Language Interpreters or Sign Interpreter Referral Agencies to find an on-site interpreter for the date and time of the scheduled meeting with the client.

Licensed Video Remote Interpreting (VRI) Companies

If the client prefers virtual interpretation, NCC staff should contact a Licensed Video Remote Interpreting (VRI) Company to schedule an interpreter for the date and time of the scheduled meeting with the client. The NLETC's Director received instructions to distribute, post, or save language access resources for deaf and hard of hearing in a centralized location accessible to all NLETC staff.

Detailed instructions and lists of sign language interpreters and agencies are made available in Appendix C and is saved in the NCC Language Access Plan folder on the Lincoln office's shared drive (Z:Drive).

Plan for Written Interpretation of NCC Documents of Crucial Programs

Programs identified within the Nebraska Crime Commission to be “crucial to one’s day-to-day existence, economic livelihood, safety or education,” are the Crime Victims Reparations (CVR) Program, the Direct Victim Assistance Fund Program, and the Nebraska Victim Advocacy Program (NVAP). The administrators of the NVAP, Direct Victim Assistance Fund, and the CVR Programs reported in the May 2019 survey that the non-English languages with the greatest need for their programs’ services are the Spanish, Vietnamese, Arabic, and Chinese languages. Translating identified crucial documents into these languages will best prepare these programs to assist LEP individuals who need their program services.

The administrators of CVR, NVAP, and the Direct Victim Assistance Fund programs are to identify critical outreach documents, website content, and public service messages to be translated and contact LanguageLinc for a written translation quote. LanguageLinc is a program sponsored by Lancaster and Saunders County Community Action Partnership that provides written translation services in addition to auditory interpretation. To attain a quote for written translation services, send an email to info@languagelinc.com detailing the request. Once the translation quote is secured, submit the quote to the Division Director for approval prior to requesting the service.

Training and Responsibilities of NCC Staff

To assure that LEP and deaf and hard of hearing individuals have meaningful access to NCC services, it is important that all NCC staff members know where to locate language access resources. Each resource is attached in the appendices of this plan and are saved in a centralized location for all NCC employees specific to their office location. Notification given to all NCC division heads provides a copy of this language access plan to relay to their current and future staff. It is an expectation that all NCC staff record each instance LAP assistance is provided to LEP, deaf, or hard of hearing individuals. NCC Staff that provide direct critical services, division heads, and managers are required to participate in LAP training. The mandatory training sessions will give an overview of this language access plan, explain where to locate language access resources, discuss the importance of employees tracking the use of language assistance services, and what to do if there is a LAP discrimination complaint. All discrimination complaints are to be tracked and processed according to Operating Instruction Number 42: Discrimination and Harassment and Complaint Procedures for the Nebraska Crime Commission and Sub-Grant Recipients.

Copies of Operating Instruction Number 42 is located in common areas of NCC’s office space and is available on the NCC website (<https://ncc.nebraska.gov/sites/ncc.nebraska.gov/files/OI%2342.pdf>). Tracking reported discrimination complaints and general provision of language access services is a critical component in the review and assessment of updates needed to this language access plan.

APPENDICES

APPENDIX A:

I Speak Cards



- USDA is an equal opportunity provider and employer.

APPENDIX B:

Language Line Instructions

LANGUAGELINE INSTRUCTIONS

BACKGROUND

What is interpretation?

Interpretation is the oral transmittal of a message from the original language, known as the source language, into another language, referred to as the target language.

Working with an Interpreter

- The interpreter will give you their identification number and let you know they are ready for your instructions.
- You let the interpreter know where you are calling from. Brief the interpreter about the call in one or two sentences. If you're not sure what the non-English speaker needs, tell the interpreter you don't know what assistance is required and have the interpreter ask the preliminary questions you need to identify the purpose of the call. Instruct the interpreter to brief the non-English speaker. Continue until the call is completed.
- To end the call, tell the interpreter that the call is ended. The interpreter will relay that to the non-English speaker and hang up. *Charges for the interpreter stop accruing.*

The Interpreters' Code of Conduct requires that they:

1. Be accurate and to the point.
2. Make no additions or omissions to your message.
3. Maintain confidential the content of all interpretations.
4. Refuse assignments in which they have a conflict of interest.
5. Depend on you, the client, to direct the conversation.
6. Maintain a professional demeanor and remain emotionally uninvolved in
7. interpretations.

Cross-cultural communication

Remember the importance of briefing both the interpreter and the non-English speaker. This is especially important when interacting with people who have not had the same opportunity for education prevalent in the United States.

- Don't assume previous knowledge.
- Be aware of differences in communications styles.
- Be patient with interpretation that requires spelling or numbers.
- Use easily understood vocabulary and simple sentence structure.
- If in doubt, ask.

Legal Interpretations

If you are requiring a LEGAL INTERPRETATION for a deposition or some other reason, make certain the interpreter is aware of this request. The interpreter will interpret in first-person instead of third-person speech.

YOUR RESPONSIBILITIES WHEN USING THE LANGUAGE LINE

1. Be specific in the information you provide to Language Line Services.
2. Let the interpreter know as much as is pertinent about your call.
3. Take the lead -- interpreters repeat what you say.
4. Don't assume that the interpreter or non-English speaker knows more than what you've just told them. Do not expect the interpreter to be familiar with the details of your business or service.

To ensure that you control the conversation always:

- Brief the interpreter so they are familiar with the nature of your business or service.
- Have the interpreter brief the non-English speaker.

To Make a Language Line Call and Request an Interpreter

1. Dial **(800) 874-9426**.
2. When the call is answered, explain what language is needed.
3. When asked, give the six digit CLIENT ID CODE "**535010**".
4. When asked, give your organization's name as "**STATE OF NEBRASKA**".
Do **not** give your department name.
5. When asked for your personal code, give your ten-digit telephone number.
6. The answer point will put you on hold while they connect you to an interpreter. You will hear a hold message repeated in several languages. The answer point will then inform you when your interpreter is on the line. *Call charges begin when the interpreter comes on the line.*

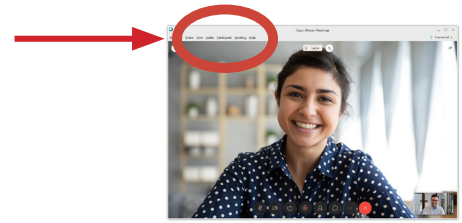
Cost

Any Language Interpretation
\$1.00 per minute.

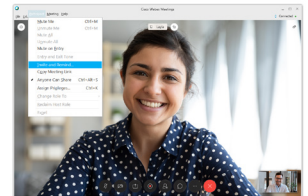
Medical or Legal Interpretation
\$1.20 per minute.

How to Connect an Audio Interpreter to a Webex Meeting

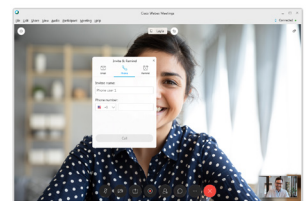
- 1 Once you are connected with your patient on your Webex video conference, select "Participant" from the upper navigation bar to invite an interpreter to your call



- 2 Select "Invite and Remind" from the drop down list

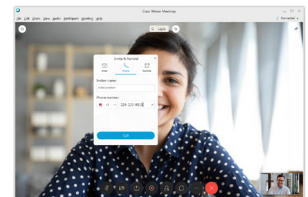


- 3 A pop-up window will appear

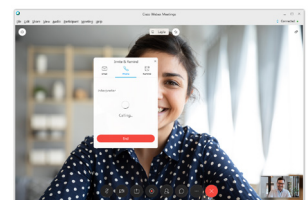


- 4
 - Type "Interpreter" in the invitee name field, to identify the caller as the interpreter (if you skip this step, once connected, LanguageLine may appear with a generic title such as "Phone User 1")
 - Enter your dedicated LanguageLine telehealth phone number

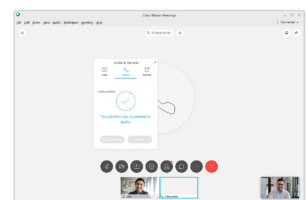
- Select "Call"



- 5 Webex will call out to your dedicated LanguageLine telehealth phone number



- 6
 - Once connected, you will hear the LanguageLine voice recognition language menu
 - Follow the prompts to connect to an interpreter



- 7 To end the interpretation session, ask the interpreter to end the call or select the red "X" button on the lower navigation menu and follow the prompts to end the meeting for all participants



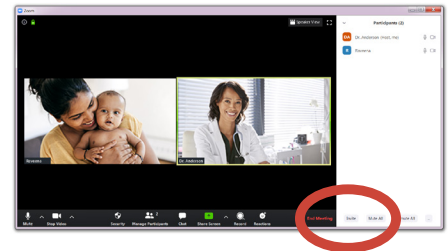
QUESTIONS? Contact your LanguageLine Account Executive or Customer Service at 1-800-752-6096 or customercare@languageline.com

How to Connect an Audio Interpreter to a Zoom Meeting

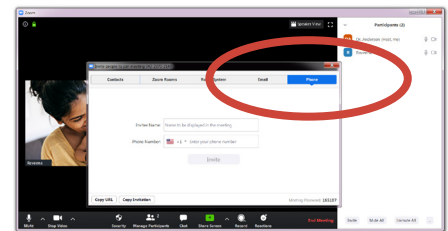
- 1 Once you are connected with your patient on your Zoom video conference, select "Manage Participants" to invite an interpreter to your call



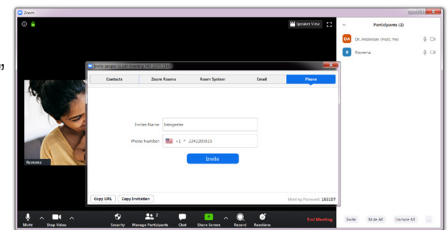
- 2 Select "Invite"



- 3 Select "Invite by Phone" option



- 4
 - If prompted for a name for the new participant type "interpreter"
 - Enter your dedicated LanguageLine telehealth phone number.
 - Click "Invite"



- 5 When a connection is made follow these voice prompts to select your language and connect to an interpreter:

LanguageLine: "Thank you for calling LanguageLine. Please speak the name of the desired language."

Client: "Punjabi"

LanguageLine: "I understood Punjabi. If this is correct say Yes or press 1. If this is incorrect say No or press 2."

Client: "Yes"

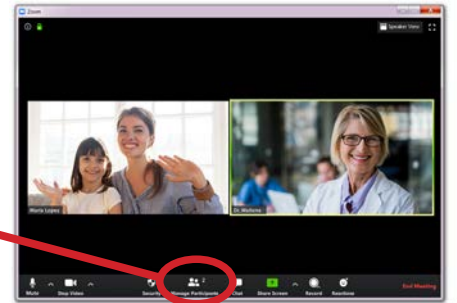
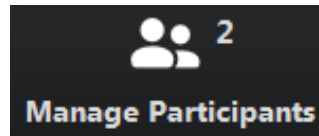
LanguageLine: "Please hold for the next available interpreter."



QUESTIONS? Contact your LanguageLine Account Executive or Customer Service at 1-800-752-6096 or customercare@languageline.com

How to Connect a Video Interpreter to a Zoom Meeting

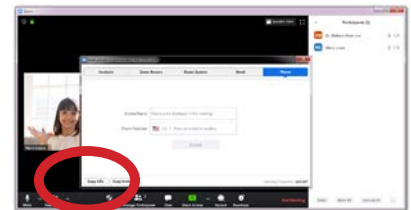
- 1 Once you are connected with your patient on your Zoom video conference, select "Manage Participants" to invite an interpreter to your call



- 2 Select Invite



- 3 Select Copy URL



- 4 ■ Launch a browser, and go to **telehealth.languageline.com**

- Enter your authentication code

MYQZFDGNAK

Your computer will remember the code for future sessions. This field will only be presented if required.

- Select the language you need from the drop-down menu
- Paste the URL for your Zoom meeting into the field titled "Meeting Invite URL"
- Click "Request Interpreter"

How to Connect a Video Interpreter to a Zoom Meeting

- 5** Once connected, your interpreter will make a standard greeting and may request data required by your organization, such as a department name

Note the interpreter's ID which will appear on the screen

Your call may be monitored for quality assurance purposes by a Senior Language Specialist as a silent observer in accordance with HIPAA standards.

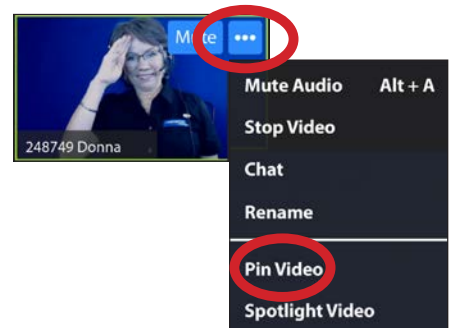


- 6** Deaf and hard of hearing patients may want to see the ASL interpreter enlarged at all times to enhance understanding



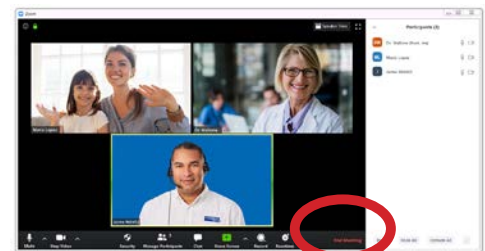
To enlarge the interpreter advise your patient to "pin" the interpreter's video using the following steps:

- Hover the mouse over the interpreter's image
- Click the three dots
- Select "Pin Video" from the drop-down menu



- 7** To end the interpretation session:

- Ask your interpreter to hang up or
- Click **End Meeting**



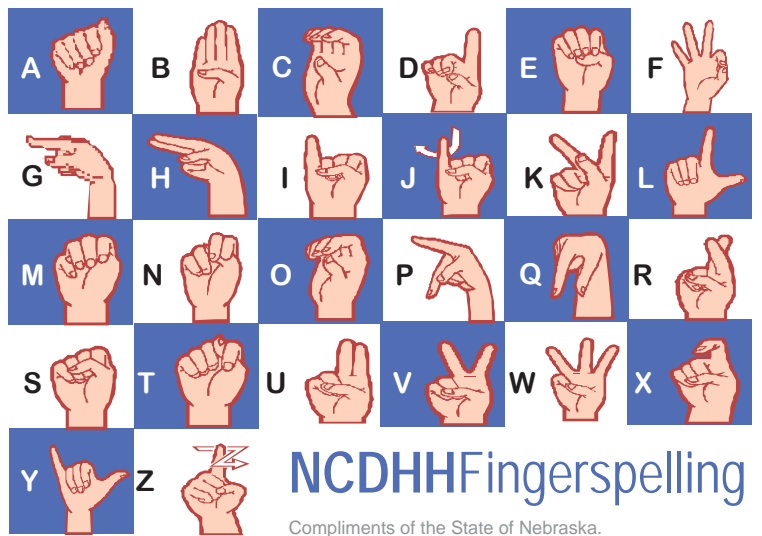
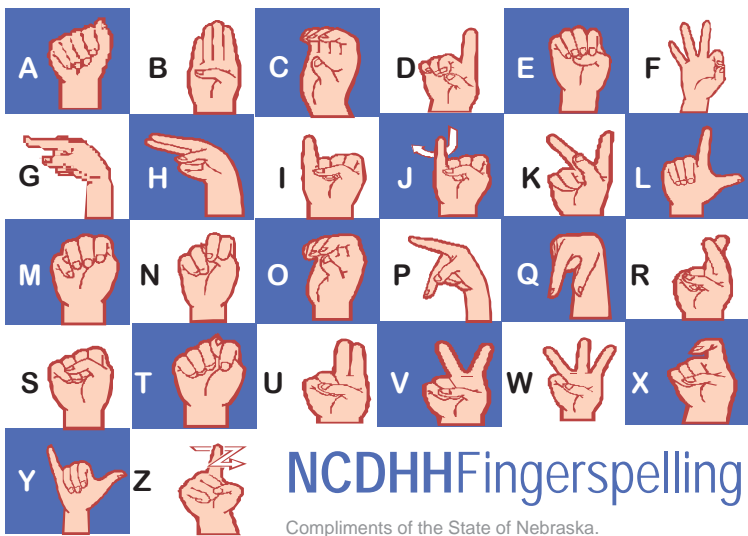
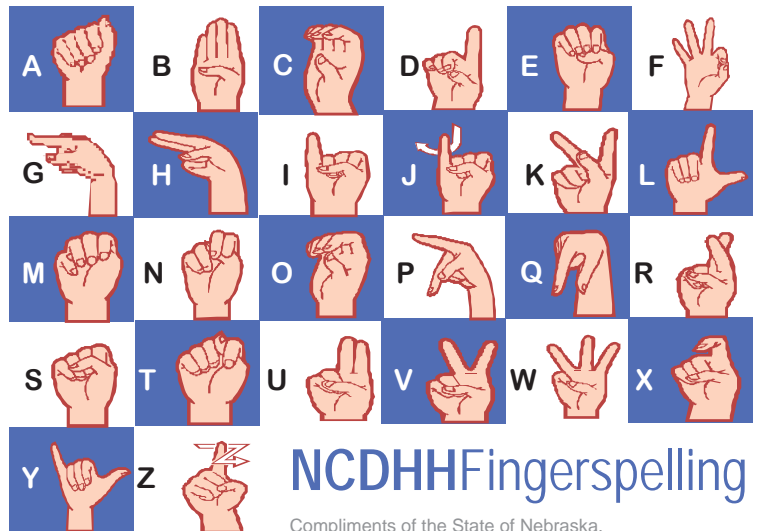
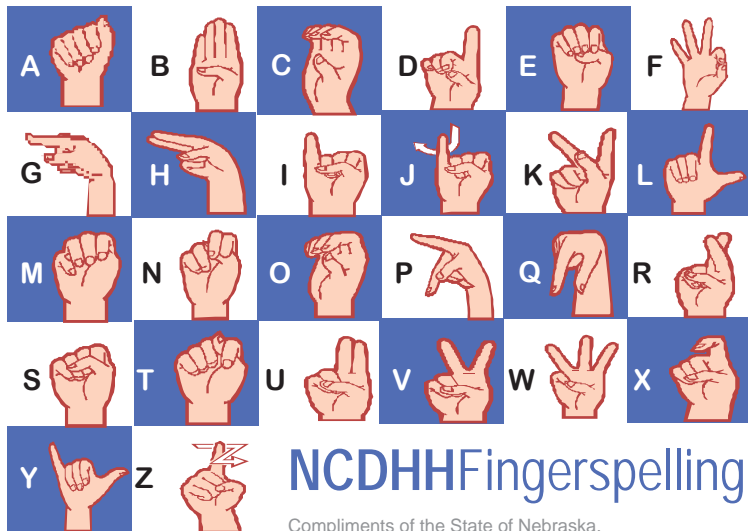
AFTER HOURS INTERPRETER ACCESS

To reach an audio interpreter in 240 languages 24/7 use the "Invite" option outlined above:

1. Select "Invite by Phone" option
2. Enter your dedicated LanguageLine telehealth phone number, available from your telehealth language access project lead
3. Follow the voice prompts

QUESTIONS? Contact your LanguageLine Account Executive or the LanguageLine Technical Support Help Desk at 1-844-373-1951

APPENDIX C:
Resources for the Deaf and Hard of Hearing Fingerspelling
Cards



Quick Communication

- Fingerspelling is one facet of American Sign Language (ASL).
- ASL incorporates signs, gestures and facial expressions.
- Once a person learns the manual alphabet, (shown on the reverse side) you can communicate by fingerspelling a word or complete sentences.
- Learn more about sign language, training, information and more by contacting NCDHH.

www.ncdhh.nebraska.gov
Toll Free (800) 545-6244
Video Phone (402) 506-7956



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www.ncdhh.nebraska.gov
Toll Free (800) 545-6244
Video Phone (402) 506-7956



Quick Communication

- Fingerspelling is one facet of American Sign Language (ASL).
- ASL incorporates signs, gestures and facial expressions.
- Once a person learns the manual alphabet, (shown on the reverse side) you can communicate by fingerspelling a word or complete sentences.
- Learn more about sign language, training, information and more by contacting NCDHH.

www.ncdhh.nebraska.gov
Toll Free (800) 545-6244
Video Phone (402) 506-7956



Nebraska Licensed Sign Language Interpreters

Nationally Certified Interpreters

Name	City	State	Certification	Email Address	Phone	Freelance?	Lic #	Type	Exp Date	Status
Alward, Luke Phillip	Lake Orion	MI	NAD 5	buckfortyfive@gmail.com	248-840-4323	Y	950	Interp/Trans	6/30/2021	Active
Analco, June	Bellevue	NE	NIC	june.analco@gmail.com	202-680-3160	Y	901	Interp/Trans	6/30/2021	Active
Baker, Jill			CI/CT; NIC MASTER				937	Interp/Trans	6/30/2021	Active
Beaurivage, Frances	Lincoln	NE	CI/CT; QAST I5/T5	francesbeaurivage@gmail.com	402-540-6946	Y	728	Interp/Trans	6/30/2021	Active
Beyer, Thomas			NIC; QAST I4/T4		402-730-0004	Y	712	Interp/Trans	6/30/2021	Active
Blank, Karen	Madison	NE	CT; QAST T5	dkblank@telebeep.com	402-992-1889	Y	762	Interp/Trans	6/30/2021	Active
Borgaila, David			CI/CT	daborgaila@gmail.com	402-578-1316	Y	741	Interp/Trans	6/30/2021	Active
Borgaila, Jennifer			NIC	jmborgaila@gmail.com	402-598-9525	Y	876	Interp/Trans	6/30/2021	Active
Brakenhoff, Kelly	Lincoln	NE	NIC; QAST I5/T4	kelly.brakenhoff@gmail.com	402-440-5237	Y	724	Interp/Trans	6/30/2021	Active
Bubar, Bethany	Lincoln	NE	NIC	bbubar13@gmail.com	402-430-2001		739	Interp/Trans	6/30/2021	Active
Cassidy, Meghann	Council Bluffs	IA	CI/CT	meghannmcassidy@gmail.com		Y	737	Interp/Trans	6/30/2021	Active
Christy, Nicole	Omaha		NIC	nchristy71313@gmail.com	402-982-9843	Y	835	Interp/Trans	6/30/2021	Active
Cool, Carolyn	Council Bluffs	IA	CSC	cmcool13@gmail.com	402-490-8851	Y	862	Interp/Trans	6/30/2021	Active
Dalen, Kristina	Council Bluffs	IA	NIC	kanndalen9@gmail.com	402-612-2750	Y	944	Interp/Trans	6/30/2021	Active
Delkamiller, Julie	Omaha	NE	CI/CT	idelkamiller@unomaha.edu			871	Interp/Trans	6/30/2021	Active
Duncan, Pamela			NIC; QAST T4	nic.interpreter@gmail.com	402-578-2408	Y	778	Interp/Trans	6/30/2021	Active
Eckrich, Janay			NIC	janay.eckrich@gmail.com		Y	900	Interp/Trans	6/30/2021	Active
Elker, Jamy	Omaha	NE	NIC MASTER; QAST I5/T5	jelkerterp@gmail.com	402-203-3905	Y	740	Interp/Trans	6/30/2021	Active
Gard, Whitney	Sioux Falls	SD	NIC	wlgard12@de.augie.edu	605-254-4146		942	Interp/Trans	6/30/2021	Active
Gardner, Mary Alice	Council Bluffs	IA	CI/CT; NAD 4	maryalicegardner@gmail.com	417-483-7438	Y	904	Interp/Trans	6/30/2021	Active
Gouldsmith, Judy	Council Bluffs	IA	CI/CT; TC				849	Interp/Trans	6/30/2021	Active
Graegin, Deborah			NIC	djgraegin@gmail.com	712-310-9007		873	Interp/Trans	6/30/2021	Active
Grant, Nicole			NIC				874	Interp/Trans	6/30/2021	Active
Gudenkauf, Sue	Madison	WI	SC:L; CI/CT	sueginterpreting@gmail.com			949	Temp Permit	12/31/2020	Active
Harkin, Rita	Sioux City	IA	NIC	rita_harkin@yahoo.com	712-294-4525	Y	923	Interp/Trans	6/30/2021	Active
Hellbusch, Lisa			NIC	lahellbusch@gmail.com			855	Interp/Trans	6/30/2021	Active
Hendricks, Jennifer	Papillion	NE	CI/CT				872	Interp/Trans	6/30/2021	Active
Herndon, Connie	Lincoln	NE	CI/CT	connieherndon@gmail.com		Y	736	Interp/Trans	6/30/2021	Active
Herzog, Jennifer	LaVista	NE	CI/CT	jenherzog@yahoo.com	402-203-2475	Y	861	Interp/Trans	6/30/2021	Active
Holman, Becky	Omaha	NE	CSC	neinterp@gmail.com		Y	806	Interp/Trans	6/30/2021	Active
Hunter, Ceason	Centerville	SD	NIC	ceason.hunter@gmail.com			936	Interp/Trans	6/30/2021	Active
Johns, Rachel	Sioux City	IA	NIC; NAD 4	deafvoyc@cableone.net	712-251-2239	Y	732	Interp/Trans	6/30/2021	Active
Joyce, Kathryn	Omaha	NE	NIC				717	Interp/Trans	6/30/2021	Active
Kaldenberg, Kate	Omaha	NE	NIC	katieschweer@hotmail.com	402-709-3249	Y	757	Interp/Trans	6/30/2021	Active
Kalkowski, Kim	Omaha	NE	CT	kimka@cox.net		Y	768	Interp/Trans	6/30/2021	Active
Kautzky, Diana			CSC; CI/CT; SC:L	talktous@deafservicesunlimited.com	800-930-2580		802	Interp/Trans	6/30/2021	Active
Keefe, Molly	Lincoln	NE	NIC	mkeefe688@gmail.com	505-974-5654	Y	834	Interp/Trans	6/30/2021	Active
Killion, Judy	Omaha	NE	NIC				878	Interp/Trans	6/30/2021	Active
Koubsky, Bethany	Omaha	NE	CI/CT	bjkoubsky@gmail.com	402-250-2438	Y	729	Interp/Trans	6/30/2021	Active

Larsen, Maureen	Gretna	NE	CI/CT; SC:L	maureen.larsen@outlook.com	402-213-8018	Y	706	Interp/Trans	6/30/2021	Active
Little, Laura			NIC			Y	913	Interp/Trans	6/30/2021	Active
Manley, Tricia	Lincoln	NE	NIC	t.n.manley@gmail.com	574-850-2766	Y	846	Interp/Trans	6/30/2021	Active
Mann-Christiansen, Catherine	Omaha	NE	CT; QAST I5/T5	cathy.c@cox.net	402-250-4093	Y	746	Interp/Trans	6/30/2021	Active
Martin-Vasquez, Daniel	Henderson	NV	CI/CT	dmartinvasquez@icloud.com			930	Interp/Trans	6/30/2021	Active
McBride, Anne (SUSPENDED)	Omaha	NE	CSC; CI/CT; NIC				750	Interp/Trans	SUSPENDED	SUSPENDED
McCann, Janice	Dallas	TX	NIC	janice@interpretinggroup.com	214-865-9565	Y	947	Temp Permit	12/31/2020	Active
McQuinn-LeDoux, Deborah		NY	CI/CT				932	Interp/Trans	6/30/2021	Active
Morrison, Simone			NIC		301-788-8829		893	Interp/Trans	6/30/2021	Active
Patzner, Traci			NIC MASTER; CI/CT; QAST I5/T5	aslterpl@netscape.net	402-212-6149		742	Interp/Trans	6/30/2021	Active
Pierce, Crystal	Raymond	NE	NIC	cpierce0604@gmail.com		Y	808	Interp/Trans	6/30/2021	Active
Pietrzak, Nancy	Council Bluffs	IA	NIC	terpin4u@gmail.com	402-639-5133	Y	870	Interp/Trans	6/30/2021	Active
Potter-Maxwell, Karen	Council Bluffs	IA	CI/CT; IC/TC	kpottermaxwell@cox.net	402-681-8551	Y	702	Interp/Trans	6/30/2021	Active
Propp, Margaret	Lincoln	NE	NAD 5; QAST I5/T5	margiepropp@yahoo.com	402-261-3691	Y	766	Interp/Trans	6/30/2021	Active
Rankin, Ronda		NE	NIC; QAST T4	rankin.ronda@gmail.com	402-319-3633	Y	710	Interp/Trans	6/30/2021	Active
Ritchey, Rebecca	Duncansville	PA	NIC	beccalee1213@verizon.net			941	Interp/Trans	6/30/2021	Active
Rutten, Paula			CI/CT		308-750-6307	Y	847	Interp/Trans	6/30/2021	Active
Shirek, Marie			NIC ADVANCED; NAD 4; CI/CT	mollie334@yahoo.com			925	Interp/Trans	6/30/2021	Active
Sinkler, Sharon	Lincoln	NE	NIC; QAST I5/T5	sharon.sinkler@gmail.com		Y	709	Interp/Trans	6/30/2021	Active
Smith, Regina	Glenwood	IA	NIC; OTC	reginaterp4u@gmail.com	712-520-5655	Y	858	Interp/Trans	6/30/2021	Active
Stairs, Emily			NIC				908	Interp/Trans	6/30/2021	Active
Sutton, Lori	Omaha	NE	NIC; QAST T4	sutton99@gmail.com			775	Interp/Trans	6/30/2021	Active
Thomson, David	Sioux Falls	SD	NIC	aslaxisinterpreting@gmail.com	605-370-1026	Y	934	Interp/Trans	6/30/2021	Active
Townsend, Beth		IA	CI/CT		402-690-9690	Y	714	Interp/Trans	6/30/2021	Active
Trexler, Arthur			NIC MASTER				924	Interp/Trans	6/30/2021	Active
Tucker, Amber	Bellevue	NE	NIC	artucker2930@gmail.com	563-210-5672	Y	939	Interp/Trans	6/30/2021	Active
Vik, Stephanie	Omaha	NE	NIC; QAST T4	stephaniechristinev@yahoo.com	402-618-1315	Y	726	Interp/Trans	6/30/2021	Active
Waldron, Lorelei	Ceresco	NE	CI/CT; QAST I5/T5	llwaldron26@gmail.com	402-310-8428	Y	727	Interp/Trans	6/30/2021	Active
Watton, Katrina	Papillion	NE	NIC; QAST I4/T4	wattonk@gmail.com	402-570-8802	Y	807	Interp/Trans	6/30/2021	Active
Wheeler, Sarah						N	946	Interp/Trans	6/30/2021	Active
Whitney, Gretchen			NIC; CI/CT			N	948	Interp/Trans	6/30/2021	Active
Woodhead, Barb	Lincoln	NE	CI/CT; QAST I5/T5	bwood8589@neb.rr.com			733	Interp/Trans	6/30/2021	Active
Wright, Marsha			NIC	wright1familybills@gmail.com	402-490-1458		857	Interp/Trans	6/30/2021	Active

State Certified Interpreters										
Name	City	State		Email Address	Phone	Freelance?	Lic #	Type	Exp Date	Status
Barnes, Alecia	Laurel	NE	QAST I4	aleciabarnes07@gmail.com	402-360-3297	Y	868	Interp/Trans	6/30/2021	Active
Beard, Lori	Lincoln	NE	QAST T4	lobear64@gmail.com	402-560-1380	Y	704	Interp/Trans	6/30/2021	Active
Brt, Nancy	Lincoln	NE	QAST T5	nbrt@neb.rr.com	402-430-8010	Y	711	Interp/Trans	6/30/2021	Active
Buddecke, Dana	Elkhorn	NE	QAST T5	dbuddecke@gmail.com	402-917-3624	Y	848	Interp/Trans	6/30/2021	Active
Calloway, Jereese	Omaha	NE	QAST I4	jcinterpret@gmail.com	402-670-1138		809	Interp/Trans	6/30/2021	Active
Carlson, Arica	Waverly	NE	QAST T4	aricazcarlson@gmail.com		Y	916	Interp/Trans	6/30/2021	Active
Carter, Deborah	Lincoln	NE	QAST T4	djadpiasl@gmail.com	515-783-9395	Y	920	Interp/Trans	6/30/2021	Active
Cates, Deborah	Bellevue	NE	QAST I5	deb.m.cates@gmail.com		Y	919	Interp/Trans	6/30/2021	Active

Culpetter-Cancel, Tatianna	Omaha	NE	QAST I4	lejen96@gmail.com	505-609-4422	Y	905	Interp/Trans	6/30/2021	Active
Cyboron, Justin	Council Bluffs	IA	QAST T4	justin.cyboron@gmail.com	308-440-4106	Y	796	Interp/Trans	6/30/2021	Active
Dalen, Carrie	Omaha	NE	QAST I5	interpretercarrie@gmail.com		Y	912	Interp/Trans	6/30/2021	Active
Deuel, Victoria	Harlan	IA	QAST T4	mytalkinghands@gmail.com	712-579-9097	Y	852	Interp/Trans	6/30/2021	Active
Eichman, Dawn	Papillion	NE	QAST T4	dawnasiterp@gmail.com	402-699-4993	Y	805	Interp/Trans	6/30/2021	Active
Engstrom, Carla	Lincoln	NE	QAST T4	carlarengstrom@gmail.com	402-430-1342	Y	738	Interp/Trans	6/30/2021	Active
Erickson, Sherri	Lincoln	NE	QAST T5	sherrilady@hotmail.com	402-890-2732	Y	935	Interp/Trans	6/30/2021	Active
Frizzell-Pratt, Vickie	Lincoln	NE	QAST I5/T5	vickie4voc@windstream.net	402-486-3113	Y	773	Interp/Trans	6/30/2021	Active
Harrington, Sheri	Lincoln	NE	QAST T5	sheridan.harrington@gmail.com	402-440-9768	Y	720	Interp/Trans	6/30/2021	Active
Helleberg, Carol	Grand Island	NE	QAST T4	carol.helleberg@esu9.us	308-383-5328	Y	745	Interp/Trans	6/30/2021	Active
Hellrung, Mikayla	Omaha		BEI BASIC	hellrung2017@gmail.com	618-971-8042		940	Interp/Trans	6/30/2021	Active
Herrman, Marie			QAST T4	mdhbrown@gmail.com		Y	869	Interp/Trans	6/30/2021	Active
Holtzman, Brad			QAST I5				865	Interp/Trans	6/30/2021	Active
Holtzman, Mara	Port Saint Lucie	FL	QAST I4		484-332-8605	Y	856	Interp/Trans	6/30/2021	Active
Hoxie, Kathy			QAST T5				877	Interp/Trans	6/30/2021	Active
Hullinger, Jennie	Gering		QAST T5		308-631-4606	Y	892	Interp/Trans	6/30/2021	Active
Ihrig, Sid	Lincoln	NE	QAST T4	sidihrig@gmail.com	402-875-1602	Y	760	Interp/Trans	6/30/2021	Active
Keith, Melissa	Bellevue	NE	QAST T4	melissakeith23@gmail.com	402-714-2010	Y	883	Interp/Trans	6/30/2021	Active
Knoebel, Gerianne	Omaha	NE	QAST T4	gerik3@cox.net	402-290-1310	Y	888	Interp/Trans	6/30/2021	Active
Manning, Carol	Omaha	NE	DI	carol4asl@gmail.com	402-206-2485	Y	943	Intermediary	6/30/2021	Active
Martin, Courtney	Omaha	NE	BEI BASIC			Y	906	Interp/Trans	6/30/2021	Active
McClure, Sarah	Ashland	NE	QAST T4	sarahmcclure.terp@gmail.com	402-650-8952	Y	898	Interp/Trans	6/30/2021	Active
McMahan, Melissa	Cumberland	MO	WV QAST I3/T3	mcmahan913@yahoo.com		Y	903	Interp/Trans	6/30/2021	Active
Menear, Jody	Omaha	NE	QAST T4	jodymenear@gmail.com			933	Interp/Trans	6/30/2021	Active
Niggemeyer, Mary	Omaha	NE	QAST T4	maryn.interpreting@gmail.com			911	Interp/Trans	6/30/2021	Active
Petersen, Roxanne	Lincoln	NE	QAST T5	rpeterseninterpreting@gmail.com		Y	917	Interp/Trans	6/30/2021	Active
Petersen, Susan	Omaha	NE	QAST T4				867	Interp/Trans	6/30/2021	Active
Poskochil, Susan			QAST I4				887	Interp/Trans	6/30/2021	Active
Powell, Jamie	Papillion	NE	QAST T4				875	Interp/Trans	6/30/2021	Active
Rocco, Katherine	Omaha		QAST I5/T5	krocco1@cox.net		Y	730	Interp/Trans	6/30/2021	Active
Seiler, Debra			QAST I5/T5				774	Interp/Trans	6/30/2021	Active
Snarr, Andrew	Kuna	ID	QAST I5				866	Interp/Trans	6/30/2021	Active
Snyder, Ann	Papillion	NE	QAST T5	apoulice08@yahoo.com		Y	882	Interp/Trans	6/30/2021	Active
Sparks, Ben	Lincoln	NE	QAST I5	sparksinterpreting@gmail.com	402-802-0477	Y	798	Interp/Trans	6/30/2021	Active
Teller, Deborah	Elkhorn	NE	QAST T5	dltinterpreting@gmail.com	402-547-7790	Y	793	Interp/Trans	6/30/2021	Active
Tesar, Joelle	Aurora	NE	QAST T5	tesar.j@yahoo.com	402-686-0768	Y	817	Interp/Trans	6/30/2021	Active
Throckmorton, Laurie (Missy)	Omaha	NE	QAST T5	missythrockmorton55@gmail.com	402-960-5519	N	845	Interp/Trans	6/30/2021	Active
Townsend, Lura	St Paul	NE	QAST T4	lura.townsend@gmail.com	402-510-1872	Y	899	Interp/Trans	6/30/2021	Active
Vitera, Laura	LaVista	NE	QAST T4	lauraohm@hotmail.com	402-214-9063	Y	770	Interp/Trans	6/30/2021	Active
Williams, Peggy	Lincoln	NE	QAST T5	ladytu1950@gmail.com	402-450-2489	Y	701	Interp/Trans	6/30/2021	Active
Winter, Stephanie	Omaha	NE	QAST T4	jswinter03@msn.com	402-214-0793	Y	854	Interp/Trans	6/30/2021	Active
Work, Tina	Ashland	NE	QAST T4	tinalwork.interpreting@gmail.com	402-699-1136	Y	850	Interp/Trans	6/30/2021	Active
Wright, Leah			QAST T4	llwright10@gmail.com	712-326-4502	Y	895	Interp/Trans	6/30/2021	Active

Deaf Services Unlimited

6925 Hickman Road
Des Moines, IA 50322
(515) 243-4455
(800) 930-2580

www.deafservicesunlimited.com
coordinators@deafservicesunlimited.com

DSU gives your organization easy access to American Sign Language interpreting and captioning services. Simply request services by calling us or by visiting DeafServicesUnlimited.com/schedule. Regardless of your need, we have you covered.

Interpretek

P.O. Box 954
Lee's Summit, MO 64063
kc.office@interpretek.com
(816) 246-8770

Keystone Interpreting Solutions (KIS)

1799 Hillcrest Avenue
St. Paul, MN 55116
info@kisasl.com

(651) 454-7275
(612) 470-5190 (VP)

www.kisasl.com

KIS provides ASL and CDI Interpreting-On-site and VRI, ASL Translation, Video Production, Learning Zone-ASL class, Mentoring, ASL/Interpreting Skills trainings.

Linguabee

ASL Interpreting Agency - On-site / VRI
Justin Buckhold, "Bucky"

support@linguabee.com

Voice/Video/Text/Fax: (855) 585-5859

Access and book American Sign Language interpreting services 24 / 7 / 365 using our homegrown online booking platform with built-in features, and receive extraordinary live support from our Happy team, making your booking experience seamless and convenient.

Purple

VRI/CART/On-Site

interpreting@purple.us

Phone: 866-669-7707, Ext. 9

Sorenson Community Interpreting Services (SCIS)

Brad Holt, Director of National Accounts
Sorenson Communications
Telephone: 800.659.4783
VP: 844.720.1891

Communityinterpreting@sorenson.com



Nebraska Licensed VRI Service Companies

Video Remote Interpreting (VRI) is a video telecommunication service that uses devices such as web cameras or videophones to provide sign language interpreting services. This is done through a remote or offsite interpreter, in order to communicate with persons with whom there is a communication barrier. It is similar to a slightly different technology called video relay service, where the parties are each located in different places.

Name	Phone	Website	Lic #	Type	Exp.Date	Status
Certified Languages International, LLC	800-225-5254	www.certifiedlanguages.com/video-remote-interpreting-services/	1105	VRI Business	6/30/2022	Active
Culturalink, LLC	888-433-1313	www.theculturalink.com	1111	VRI Business	6/30/2022	Active
CyraCom International, Inc. DBA Voiance Interpreting	844-727-6739	http://interpret.cyracom.com/	1102	VRI Business	6/30/2022	Active
Deaf Services Unlimited	800-930-2580	https://deafservicesunlimited.com	1100	VRI Business	6/30/2022	Active
DT Interpreting DBA Deaf-Talk, Inc.	877-229-8119	http://www.dtinterpreting.com	1106	VRI Business	6/30/2022	Active
Language Line Solutions	800-752-6096	https://www.language-line.com/interpreting/video	1107	VRI Business	6/30/2022	Active
Language Select; dba United Language Group, LLC	612-767-0000	unitedlanguagegroup.com	1113	VRI Business	6/30/2022	Active
Linguabee	855-585-5859	www.linguabee.com	1110	VRI Business	6/30/2022	Active
MARTTI/Language Access Network	614-468-6000	https://www.martti.us/	1101	VRI Business	6/30/2022	Expired
Propio LS LLC	913-381-3143	www.propio-ls.com	1109	VRI Business	6/30/2022	Active
Purple Communications/ZVRS	800-900-9478	www.purplevrs.com www.zvrs.com	1108	VRI Business	6/30/2022	Active
Sorenson Communications, LLC	800-659-4783	www.scis.com	1112	VRI Business	6/30/2022	Active
Stratus Video, LLC	727-451-9766 (main) 855-865-8778 (sales)	https://www.stratusvideo.com/stratus-video/	1103	VRI Business	6/30/2022	Active

APPENDIX D:
Written Translation Resources



[Our Services](#)

[Careers](#)

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[Contact Us](#)

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[Interpreter Login](#)

[Code of Ethics](#)

Written Translation

LanguageLinc also provides translation services of written material.
For quotes or estimates please email info@languageinc.com



In This Section

[REQUEST AN INTERPRETER](#)

APPENDIX E:
NCC Discrimination and Harassment Policy

NEBRASKA COMMISSION ON LAW ENFORCEMENT AND CRIMINAL JUSTICE

OPERATING INSTRUCTION
NUMBER 42

May 10, 2019

DISCRIMINATION AND HARASSMENT POLICY AND COMPLAINT PROCEDURES FOR THE NEBRASKA CRIME COMMISSION AND SUB-GRANT RECIPIENTS

PURPOSE: It is imperative that managers, supervisors, employees of the Commission, and employees of subrecipient organizations comply with federal and state laws and regulations governing harassment and discrimination. There is a need to insure that the agency and sub-grant recipient work environment, at all levels, as well as conduct by sub-grant recipients in providing services is free from sexual or any other form of harassment or discrimination. In order to insure this purpose, this policy will provide guidance by defining harassment and/or discrimination and by outlining reporting procedures that should be followed when confronted with harassment and discrimination.

1. SCOPE: Applicable to all Crime Commission members, staff members, employees of sub-grant recipients, individuals doing business with the Commission, students and guest instructors of the Training Center.

2. POLICY: It is the policy of the Nebraska Commission on Law Enforcement and Criminal Justice (Nebraska Crime Commission) that all women and men are to be treated fairly and equally, with dignity and respect. Any form of work place harassment or discrimination is contrary to this policy as it relates to allegations on the basis of race, color, religion, age, sex, disability, or national origin, or (if a recipient of funds under the Violence Against Women Act) sexual orientation or gender identity, and may be treated as violations of applicable state and federal laws. See Addendum. It will be considered a violation of this policy for any employee of the Nebraska Crime Commission, individual doing business with Nebraska Crime Commission, including sub-grant recipients, or a student or guest instructor of the Training Center to engage in harassment or discrimination as specified in this Operating Instruction, or for any supervisory personnel to knowingly permit harassment or discrimination as specified in this Operating Instruction.

3. DEFINITIONS:

A. Discrimination:

For the purpose of this policy, discrimination is defined as a less favorable treatment towards an individual or a group of individuals at work or through the provision of services, usually based on their protected class, including, but not limited to, race, color, national origin, sex, religion, sexual orientation, gender identity, and disability, contrary to law.

B. Harassment:

For the purpose of this policy, "harassment" is defined as sexual harassment, retaliatory harassment or any inflammatory comments, jokes, printed material, and/or innuendo based in whole or in part on gender, race, color, religion, age, disability, national origin, sexual orientation, or gender identity, when such conduct has the purpose or effect of creating an intimidating, hostile, or offensive working environment, and/or such conduct interferes unreasonably with a person's work performance or employment opportunities or with the receipts of services. This may include third-party situations where one individual is offended by the interaction, conduct or communications between others. Normal, courteous, mutually respectful, non-coercive interactions which are acceptable to both individuals are not considered to be harassment.

C. Sexual Harassment:

For the purpose of this policy, "sexual harassment" is defined as any unwelcome sexual advances, requests for sexual favors, and either verbal or physical conduct of a sexual nature, when: (1) Submission to such conduct is made, either explicitly or implicitly, a term of an individual's employment, or a condition to receipt of services by a recipient of the agency's services, or submission to, or rejection of, such conduct by an individual is used as the basis for employment or agency decisions affecting an employee or a recipient of the agency's services, or (2) Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or the receipt of services by a recipient of the agency's services, or of creating an intimidating, hostile, or offensive environment.

Examples of sexual harassment may include, but is not limited to, such actions as any form of inflammatory comments, jokes, kidding, printed material, and/or innuendo; subtle pressure for sexual activity; physical contact such as patting, pinching, or brushing against another's body; and demands for sexual favors.

Requests for sexual activity accompanied by implied or overt promises or preferential treatment or threats concerning an individual's employment status may also be considered sexual harassment.

D. Retaliatory Harassment:

For the purposes of this policy, "retaliatory harassment" is defined as any harmful action taken against a person for making, assisting and/or being a witness in a complaint of harassment or discrimination. Harmful action includes any action that would dissuade a reasonable person from making or supporting a charge of harassment or discrimination.

E. Disability Discrimination:

For purposes of this policy, “disability discrimination” is defined as less favorable treatment of any person by an employee or representative of the Nebraska Commission on Law Enforcement and Criminal Justice or the Nebraska Law Enforcement Training Center on the basis of a disability or less than favorable treatment by an employee or representative of a sub-grant recipient.

F. Complaint Coordinator: the individual working for Nebraska Department of Administrative Services, Human Resources Division, who is responsible for receiving and coordinating complaints filed regarding harassment or discrimination as found in this operating instruction.

G. Executive Director is the Executive Director of the Nebraska Commission on Law Enforcement and Criminal Justice (Commission).

4. NOTIFICATIONS:

All Commission members, employees, sub-grant applicants, sub-grant employees, and students and guest instructors at the Training Center will be notified of the Nebraska Crime Commission’s policy on harassment and discrimination and will be provided with a copy of the policy. The Nebraska Crime Commission policy will also be accessible on Commission’s website. Additionally, all employees and students will be provided with an explanation of their rights in making complaints pursuant to this policy.

5. INDIVIDUAL RESPONSIBILITIES:

Individuals covered under the scope of this operating instruction are responsible for:

- A. Complying with the spirit and letter of this operating instruction.
- B. If comfortable, promptly telling any offending party that the conduct is unwelcome and asking them to stop.
- C. If receiving a request to stop his or her conduct, immediately comply with it and do not retaliate against the employee for rejecting the conduct.
- D. Follow the reporting procedures as outlined in this operating instruction.
- E. Report any incident of harassment or discrimination that is observed or witnessed, even if incident is in another department.
- F. Keep the information on a “need to know” basis in order for the agency to complete a fair investigation.

6. SUPERVISOR RESPONSIBILITIES:

- A. Supervisors are to assure that all employees under his or her supervision are informed of the policy.
- B. Training Center personnel are to assure that all students under their supervision are informed of the policy.
- C. Any supervisor who receives a complaint alleging work place harassment or discrimination, or who is otherwise aware of a situation involving work place harassment or discrimination, will submit to the Complaint Coordinator within 10 business days of receipt of the complaint. The Complaint Coordinator will supply receipt of the complaint to the Commission employee who filed the complaint within 10 business days.
- D. Any supervisor receiving a complaint alleging work place harassment or discrimination will immediately notify the complainant of the Commission's operating instruction concerning work place harassment and discrimination, and of the complainant's rights concerning the pursuit of such allegations. This notification will be achieved by giving the complainant a copy of this operating instruction.
- E. Unless otherwise required by this OI or by law, any supervisor receiving a complaint or report of work place harassment or discrimination will take proper care to protect the identity of the complainant(s) and of the accused party or parties and will hold the allegations in confidence pending appropriate action by the executive director or his or her designee.
- F. Any supervisor should cooperate fully with any ongoing investigation regarding a harassment incident.

7. PROCEDURES FOR RESPONDING TO HARASSMENT OR DISCRIMINATION AT THE NEBRASKA CRIME COMMISSION:

A. COMPLAINTS

Individuals who feel they are being harassed or discriminated against are strongly encouraged to report all such situations to his or her supervisor. If the supervisor is unavailable or the employee believes that it would be inappropriate to contact that person, the employee should immediately contact the Complaint Coordinator. If the individual who feels they have been discriminated against is not an employee of the Commission, they are strongly encouraged to report all such situations to the Complaint Coordinator at the Department of Administrative

Services (DAS). Email contact for this office is DAS.humanresources@nebraska.gov.

All complaints will be promptly and thoroughly investigated by a member of DAS in accordance with Nebraska policies and procedures, Nebraska State law, and federal law. Results of the investigation will be provided to the Executive Director for appropriate action.

Anyone who is a witness to any incident they feel constitutes harassment or discrimination of any kind is strongly encouraged to report the incident to the Complaint Coordinator at DAS.

For complaints occurring within the Training Center that involve students or guest instructors, the Deputy Director of training should be contacted. All complaints will be promptly and thoroughly investigated by the designated Training Center personnel. Results of the investigation will be provided to the Director of the Training Center for appropriate action if necessary.

1. All complaints must be in writing, and electronic submission is preferred. Complaints forwarded by a supervisor must be in written or electronic form. All complaints must be filed within 180 days or a full year depending upon the applicable law. State employees may also file a complaint with HR at DAS as set out in Neb. Rev. Stat. §81-1395.

2. In reporting allegations of work place harassment or discrimination, complainants should state specific facts including, where practical, the identity of the person(s) who committed such work place harassment and/or discrimination; the date, time, and place of the alleged conduct; what was done or said; and, the identity of any witnesses who were present. The complainant will be provided written or electronic notice acknowledging receipt of the complaint.

B. DISCIPLINARY ACTION:

If the allegations of the complaint are substantiated, the Executive Director, or where appropriate, the Director of the Training Center, will take prompt corrective action to end the complained behavior and appropriate discipline will be administered as necessary. The complainant and the accused individual will be provided with letters of the findings from the investigation and disposition of the case. The individual who makes a complaint of harassment or discrimination will, at all times, be protected from any form of employee, student, or management retaliatory discrimination and all information will be kept as confidential as necessary and appropriate.

C. RIGHTS OF COMPLAINANT:

1. In the event that an individual covered by this operating instruction believes that he/she has been, or is being subjected to, work place harassment or discrimination, that party has the right to report alleged work place harassment or discrimination to his/her supervisor, manager, or the Complaint Coordinator for purposes of prompt investigation and appropriate action. The individual who believes he/she is being subjected to workplace harassment or discrimination is encouraged to directly inform the offending person(s) that such conduct is offensive and must stop.
2. If the aggrieved person does not wish to communicate directly with the offending person(s), or if direct communication has been ineffective, then the aggrieved person is encouraged to immediately report the alleged work place harassment or discrimination as set out in section 7.
3. After the investigation is completed, the Deputy Director of the training center or the Executive Director or designee will consult with the complainant regarding the results of the investigation. If the complainant is dissatisfied with either the Training Center's or the Crime Commission's action in response to a complaint of work place harassment or discrimination, the complainant may contact outside agencies for the purpose of requesting an independent investigation of the allegations.
4. While the Crime Commission encourages all individuals covered under this OI to avail themselves of the procedures outlined herein, it is not intended to impair or limit the rights of anyone to seek assistance or available remedies provided under state or federal law through an appropriate state or federal agency. Such organizations may include:
 - a. Office for Civil Rights, Office of Justice Programs, U.S. Department of Justice, 810 7th Street, NW, Washington, DC 20531;
 - b. Equal Employment Opportunity Commission, 303 E. 17th Ave, Suite 510, Denver, Colorado 80203; or
 - c. Nebraska Equal Opportunity Commission, Nebraska State Office Building, 301 Centennial Mall South, 5th Floor, PO Box 94934, Lincoln, NE 68509-4934 (402)471-2024.

8. PROCEDURES FOR RESPONDING TO SUBRECIPIENT DISCRIMINATION COMPLAINTS

- A. Any person who believes he or she has been harassed or been subject to discriminatory treatment in employment decisions or in provision of services by a DOJ funded sub-grantee because of race, color, national origin, sex, age, religion, disability, or, (if a recipient of funds under VAWA) sexual orientation or gender identity have been retaliated against for engaging in a protected activity, may file a complaint.
- B. The Complaint Coordinator is responsible for coordinating any complaints filed regarding harassment or discrimination as found in this operating instruction. The Complaint Coordinator is located within the Nebraska Department of Administrative Services, Human Resources Department (DAS, HR). The Complaint Coordinator may be reached in the following manner:

Email: DAS.humanresources@nebraska.gov
Mail: Complaint Coordinator,
Nebraska Department of Administrative Services, Human Resources,
1526 K Street, Lincoln, Nebraska 68508
Telephone: (402) 471-4124

- C. Allegations of violations of federal and/or state civil rights laws may also be made directly to the appropriate grant administrator at the Commission in lieu of filing with the Complaint Coordinator. Complaints may be sent to:

Mail: COMPLAINT; Nebraska Crime Commission,
301 Centennial Mall South, P.O. Box 94946,
Lincoln, Nebraska 68509-9496
Telephone: (402) 471-2194

While the Crime Commission encourages all individuals covered under Section 8 of this OI to avail themselves of the procedures outlined herein, it is not intended to impair or limit the rights of anyone to seek assistance or available remedies provided under state or federal law through an appropriate state or federal agency as identified in Section 7(C)4.

- D. If an employee of the Commission receives a complaint from a client, customer, program participant, applicant, consumer of a DOJ-funded sub-grantee, or an employee of a DOJ-funded sub-grantee, the complaint will be submitted to the Complaint Coordinator within 10 business days of receipt of the complaint. The Complaint Coordinator will supply receipt of the complaint to the Commission employee who filed the complaint within 10 business days.

E. Complaints

1. All complaints filed must be in writing or electronic form.
2. Complaints must be filed within either 180 days or a full year, depending on the applicable law.
3. Complaints must contain specific dates the harassment or discrimination took place, the names of any individuals engaging in alleged harassment or discrimination, the location of the alleged harassment or discrimination, and a detailed account of the discrimination or harassment being alleged, along with any other relevant information regarding the alleged harassment or discrimination.

F. Complaint Evaluation, Investigation and Resolution Process

1. Complaints made to the Complaint Coordinator or to the Commission will be handled in accordance with Nebraska DAS, HR policies and procedures, Nebraska State law, and federal law.
2. If appropriate, the Complaint Coordinator may elect to refer a complaint to an external agency, such as those listed above, for investigation and resolution. The Commission will notify the external agency of any referral within 30 calendar days of receipt of the complaint.
3. The Commission will notify the complaint(s) of the outcome of any investigation conducted and will notify the complaint(s) of any referrals of the complaint to any external agencies.

9. Policy Dissemination:

1. The Commission policy will be made available to all employees, clients, customers, program participants, applicants, DOJ-funded sub-grantees, and consumers. This policy will be included with information materials given to all new employees, posted in common areas of the Commission's office space, and available on the Commission's website. All sub-grantees of the Commission are required to acknowledge reviewing the policy before receipt of their grant award.
2. The Commission will provide an annual overview of complaint procedures for Commission employees.



Don Arp, Jr.
Executive Director

Distribution: Commission staff
Replaces O.I. #42, Dated January 25, 2013

Addendum

A. Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin in the delivery of services (42 U.S.C. § 2000d), and the DOJ implementing regulations at 28 C.F.R. Part 42, Subpart C; see also Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 67 Fed. Reg. 41,455 (June 18, 2002);

B. The Omnibus Crime Control and Safe Streets Act of 1968, which prohibits discrimination on the basis of race, color, national origin, religion, or sex in the delivery of services and employment practices (34 U.S.C. §§10228(c) and 10221(a)), and the DOJ implementing regulations at 28 C.F.R. Part 42, Subpart D;

C. Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of disability in the delivery of services and employment practices (29 U.S.C. § 794), and the DOJ implementing regulations at 28 C.F.R. Part 42, Subpart G;

D. Title II of the Americans with Disabilities Act of 1990, which prohibits discrimination on the basis of disability in the delivery of services and employment practices (42 U.S.C. § 12132), and the DOJ implementing regulations at 28 C.F.R. Part 35;

E. Title IX of the Education Amendments of 1972, which prohibit discrimination on the basis of sex in educational programs (20 U.S.C. § 1681), and the DOJ implementing regulations at 28 C.F.R. Part 54;

F. The Age Discrimination Act of 1975, which prohibits discrimination on the basis of age in the delivery of services (42 U.S.C. § 6102), and the implementing regulations at 28 C.F.R. Part 42, Subpart I;

G. Executive Order 13,559 and the DOJ implementing regulation, Partnerships with Faith-Based and Other Neighborhood Organizations, 28 C.F.R. pt. 38 (prohibiting

discrimination in federally assisted social service programs based on religion in the delivery of services or benefits).

H. Victims of Crime Act (VOCA) of 1984, as amended, 34 U.S.C. §20110(e) and the regulation implementing the Victim of Crime Act Victim Assistance Program, and 28 C.F.R. §94.114 (prohibiting discrimination in programs funded under the statute, both in employment and in the delivery of services or benefits, based on race, color, national origin, sex, religion, and disability); and

I. Violence Against Women Act (VAWA) of 1994, as amended, 34 U.S.C. §12291(b)(13) (prohibiting discrimination in programs either funded under the statute or administered by the Office on Violence Against Women, both in employment and in the delivery of services or benefits, based on actual or perceived race, color, national origin, sex, religion, disability, sexual orientation, and gender identity) (referring to the Safe Streets Act for enforcement).

J. Nebraska Fair Employment Practices Act, Neb. Rev. Stat. §48-1101 et seq.

K. Nebraska State Personnel Rules