

Public Notice

The United States Department of Labor's Civil Rights Center (CRC) completed a review of the Arkansas Department of Workforce Services' (ADWS) unemployment insurance (UI) program's policies, practices and procedures for providing services, benefits and information to limited English proficient (LEP) individuals. Overall, CRC's review found that ADWS's policies, practices and procedures appear inadequate to meet the needs of Arkansas' LEP populations. ADWS recently entered into an agreement with CRC to improve the quality of its LEP services for its UI customers.

Certain individuals may be entitled to UI benefits or services if it is determined that they were discriminatorily denied. Individuals who believe that they were denied or delayed any UI benefits or services from ADWS between January 1, 2014, and May 15, 2017, because of their limited English proficiency, may submit claims of delay/denial, along with documentation, to ADWS **within ninety (90) days** of the date of this notice. Claims and supporting documentation should demonstrate the type and/or amount of benefits to which claimants believe they are entitled and the reasons why they believe their language created a barrier for them to obtain such UI benefits.

All Claims of Denial must be mailed to:

ADWS
ATTN: Corina Parra, LEP Coordinator
P.O. Box 2981
Little Rock, AR 72203

If ADWS denies any such claim regarding allegedly denied or delayed benefits or services, a claimant may appeal that denial by filing a complaint with CRC within one hundred eighty (180) days of receiving notice of the denial.

An Appeal of a Denial Issued by ADWS must be mailed to:

U.S. Department of Labor
Civil Rights Center
Office of External Enforcement
200 Constitution Avenue, NW
Room N-4123
Washington, DC 20210

An Appeal of a Denial Issued by ADWS may also be emailed to:

CRCEXternalComplaints@dol.gov

An Appeal of a Denial Issued by ADWS may also be faxed to:

Office of External Enforcement at (202) 693-6505 (Limit of 15 pages).

ADWS shall not discriminate or retaliate against any individual because he or she participated in any way in this matter, including filing the complaint or responding to the notice.

All persons are entitled to file complaints with CRC within one hundred eighty (180) days of any action taken against them that they feel was due to their limited English proficiency or membership in any other protected class. If an individual has questions regarding filing a complaint, he or she may contact CRC's Office of External Enforcement by phone at 202-693-6502 (voice) or 800-877-8339 (Federal Relay Service – TTY/TDD), or by email at CRCEXternalComplaints@dol.gov

ملاحظة هامة: تحتوي هذه الوثيقة على معلومات هامة عن حقوقك القانونية، ومسؤولياتك و/أو المزايا المتاحة لك. من المهم جداً أن تفهم المعلومات الموجودة في هذه الوثيقة. إذا كنت تحتاج مساعدة في ترجمة وفهم هذه المعلومات، برجاء أن تتصل فوراً بوزارة خدمات القوى العاملة لولاية أركنسا على الهاتف 501-537-6890 للحصول مجاناً على المعلومات باللغة المناسبة لك.

请注意: 本文件里含有关于您合法权益和/或责任的重要信息，请务必了解其中的信息。若是您有需要在翻译上的协助，请立刻与ADWS联系，[501-537-6890](tel:501-537-6890)，以获得适当语言的免费服务。

DATE: 12/17/2017