

New Jersey Department of Labor and Workforce Development Language Access Plan

Pursuant to P.L. 2023, c.263

Effective Date of Plan: January 8, 2026

Language Access Coordinator (LAC)

The best way for the public to [contact](#) the agency regarding language access efforts and services is to contact the LAC:

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Introduction

This Language Access Plan (“Plan”) is in compliance with New Jersey’s Language Access Law, [P.L. 2023, c.263](#) (“Law”), as part of New Jersey’s commitment to making our government resources more accessible to our State’s diverse residents. The Law requires State agencies to provide language assistance services and publish a language access plan explaining how they will communicate with individuals with limited English proficiency, and what services they will offer to help.

A language access plan¹ is a document that describes the services that a state government entity² and its employees are required to provide to ensure individuals with limited English proficiency have meaningful access to its programs, services, and activities.

Having limited English proficiency means that a person does not speak English as their primary language and may have limited ability to read, write, speak, and/or understand English.

¹ P.L. 2023, c.263 requires that “[e]ach State government entity in the Executive Branch that provides direct services to the public, in consultation with the Department of Human Services, Department of Law and Public Safety, and Office of Information Technology, shall develop and publish a language access plan that shall reflect how the entity will comply with the provisions of this act.”

² Pursuant to P.L. 2023, c.263, a “State government entity” is defined as “any State department or agency in the Executive Branch and any commission, board, bureau, division, office, or instrumentality thereof providing direct services to the public.”

This document provides information about:

- Our agency and how we interact with the public
- The populations with Limited English Proficiency (LEP) that we serve or are likely to serve

It also outlines how our agency:

- Identifies language needs
- Provides language assistance services
- Makes sure language assistance services are high quality
- Informs the public about available free language assistance services
- Keeps the public informed about our efforts to follow the New Jersey's Language Access Law
- Trains staff on serving people with LEP
- Follows the New Jersey's Language Access Law

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A. Our Agency and How We Interact with the Public

1. Agency Mission

The Department of Labor and Workforce Development assists and supports individuals in obtaining employment; spearheads efforts to provide a world-class workforce by building and enhancing the skills of individuals and employees needed by the state's industries; provides vital income security to workers who are unemployed or unable to work due to illness, accident or injury; equitably enforces New Jersey's labor laws and standards; analyzes the state's economic, labor market and demographic information; helps individuals with disabilities succeed in the workplace; promotes labor management harmony; and protects the health and safety of workers on the job. The Department is dedicated to protecting our workforce, strengthening our businesses, and promoting the dignity of work.

2. How We Interact with the Public

Workforce Development

The Division of Workforce Development is responsible for New Jersey's workforce services, employer and business services, veteran's services, and more. The One-Stop Career Centers offer New Jersey career seekers career counseling, literacy and basic skills assistance, and access to occupational and on-the-job training. The centers connect career seekers to appropriate job postings, offer career information and provide details about training opportunities through its virtual platform. The career centers also facilitate virtual job postings for businesses and employers creating easy access to a skilled workforce and help New Jersey's businesses by providing a no cost, virtual platform to advertise their workforce needs.

Industry Partnerships mobilize business leaders in the same region of the State and the same industry to collaborate and lead public partners in efforts to make their industry more competitive, and to better align workforce development, education, and economic development efforts to meet industry demands.

The New Jersey Apprenticeship Network focuses on driving economic development through skills and educational attainment by concentrating efforts on sector-focused and demand-driven training programs that lead to meaningful employment; attainment of advanced credentials; diversity and inclusion; and sustainable linkages between employer needs, training providers, and the workforce.

Research and Information

The Office of Research and Information (ORI) collects, analyzes and disseminates economic, labor market and demographic data, identifies workforce and economic trends, produces reports and digital tools, and helps our internal and external customers make use of our research. The ORI develops performance metrics for the federal workforce as well as leave and unemployment programs

Vocational Rehabilitation Services

The Division of Vocational Rehabilitation Services assists individuals with disabilities to achieve employment outcomes consistent with their strengths, priorities, needs, abilities and capabilities. Eligible individuals with disabilities can receive rehabilitative services, including counseling and guidance, evaluations, therapy, treatment, training, education, job coaching, assistive technology and job placement.

Unemployment Insurance

The Division of Unemployment Insurance provides temporary, partial financial support to eligible workers who are separated from employment through no fault of their own. Unemployment Insurance promotes economic stability during economic downturns and helps employers maintain a trained workforce.

Temporary Disability and Family Leave Insurance

The Division of Temporary Disability and Family Leave Insurance provides partial wage replacement for New Jersey workers. Temporary Disability Insurance provides paid leave for a non-work related illness, injury or pregnancy, while Family Leave Insurance provides paid leave to bond with a newborn or a child that is adopted or fostered, or to care for a seriously ill family member or close friend.

Workers' Compensation

The Division of Workers' Compensation is responsible for the administration of the N.J. Workers' Compensation Law and the disposition of all disputes raised under the law. The Division operates 15 workers' compensation courts statewide, providing an impartial forum that ensures workers receive fair and timely workers' compensation benefits, including the payment of medical expenses, temporary disability benefits and/or permanent disability benefits for compensable injuries that occur while at work.

Wage and Hour

The Wage and Hour Compliance Division administers and enforces a wide range of labor laws and regulations. These include minimum wage, overtime and benefit requirements

under the NJ State Wage and Hour Law, Wage Collection Law, Earned Sick Leave Law, Child Labor Law, Prevailing Wage Act, Contractor Registration Act, Healthy Terminals Act, Wage Theft Act, Temporary Workers Bill of Rights and Domestic Workers Bill of Rights. The enforcement of these laws ensures that employees are paid properly, provides employees with safe, fair and equitable working conditions and protects good-faith employers from unfair competition by employers who willfully violate labor laws.

Public Safety and Occupational Safety and Health

The Division of Public Safety and Occupational Safety and Health enforces laws and regulations to protect the health, safety and welfare of employers, employees, the general citizenry and property by providing fair, rigorous and comprehensive enforcement and consultation inspection, training, testing and issuance of mandated licenses and permits. The Division also provides for the creation of new standards, the perfection and expansion of existing standards, and institutes methods and procedures for compliance with established standards and the evolution of standards to further safety and health for employers, employees and the general public.

3. Participating Entities

Agency-wide participation.

B. Populations with Limited English Proficiency that Our Agency Serves or is Likely to Serve

The Law requires that State agencies provide language assistance services to individuals who have limited English proficiency (LEP). This involves identifying the needs of the populations they serve or are likely to serve, covering both written and spoken language support.

Under the Law, agencies must translate vital documents³ and information into the seven (7) languages most commonly spoken by individuals with LEP in New Jersey. To determine these top seven languages, our agency uses U.S. Census data (including data from the American Community Survey) and consults with the Language Access Implementation Lead Agencies.

This data also helps our agency understand other language characteristics of the communities we currently serve or are likely to serve, ensuring effective language access planning.

At the time of this Plan, the top languages spoken by individuals with LEP in New Jersey are:

1. Spanish
2. Portuguese (preference for Brazilian dialect)
3. Korean
4. Gujarati
5. Chinese (including Mandarin and Cantonese)⁴
6. French Creole or Haitian Creole
7. Arabic

³ Vital documents are defined in P.L. 2023, c.263 as “documents that affect or provide legal information about access to, retention of, termination of, or exclusion from program services or benefits; which are required by law; or which explain legal rights.”

⁴ While spoken Chinese primarily includes Mandarin and Cantonese, translation should be tailored to Simplified and Traditional Chinese for written communication.

1. Adding Languages Beyond the Top Seven at a State-level

The Law also requires that State agencies translate vital documents into any other languages considered necessary by the agency based on the populations they serve.

Our agency has made the following determination about the addition of languages beyond the top 7:

At this time, NJDOL has not identified a need to include additional languages. The agency will continue on a regular basis to assess the need for additional languages for translation and interpreting services.

2. Languages Available for Interpreting Services

Under the Law, State agencies have to provide interpreting services between the agency and an individual in that person's primary language when delivering services or benefits.

3. Populations with LEP

Describe the populations with LEP that interact or are likely to interact with our agency or are otherwise in need or are eligible for our agency's services. This could include any efforts to identify specific language characteristics or needs through internal data or other relevant datasets, such as information from language services providers, school districts, community- based organizations, business associations, etc.

Populations with LEP that may interact with our agency include immigrants, refugees, migrant farm workers, domestic workers, temporary workers, people with disabilities, and diverse ethnic groups residing in our service areas. Our agency regularly interacts with community-based organizations and other stakeholders to better understand which languages are most prevalent in the NJDOL service areas.

C. Determining the Need for Language Assistance Services and Language Identification

When an individual with LEP contacts our agency, staff must assess whether language assistance is needed in the following ways (Tables 1–3).

Table 1: In-Person

Description	Check (X) all that apply
Voluntary self-identification by the individual or their companion	X
Use of multilingual language identification cards, posters or visual aids (for example, “I Speak” posters)	X
Assistance from trained staff to identify the individual’s primary language	X
Support from a qualified interpreter (in-person, over-the-phone and/or remote) to identify/confirm an individual’s primary language	X
Other (specify):	

Table 2: Telephonic Communication

Description	Check (X) all that apply
Voluntary self-identification by the individual or their companion	X
Assistance from trained staff to identify the individual’s primary language	X
Support from a qualified interpreter (in-person, over-the-phone and/or remote) to identify/confirm an individual’s primary language	X
Other (specify):	

Table 3: Electronic Communication

Description	Check (X) all that apply
Notice of available language assistance services available on the agency website	X
Multilingual taglines included in applicable forms, letters, and/or email communications	
Multilingual chatbot on website	
Use of automated translation tools only to identify primary language	
Other (specify):	

D. Provision of Language Assistance Services

1. Vital Document Translation

The Law requires translation of vital documents. Vital documents are defined in P.L. 2023, c.263, as “documents that affect or provide legal information about access to, retention of, termination of, or exclusion from program services or benefits; which are required by law; or which explain legal rights.”

Our agency has the following resources available for translation of vital documents (Table 4).

Table 4: Resources for Translation of Vital Documents

Resource	Check (X) all that apply
Qualified, trained, and/or designated multilingual staff	X
Contractors	X
Other (specify): <ul style="list-style-type: none">• Artificial Intelligence tools trained with UI (Spanish) and TDI/FLI (Spanish, Haitian Creole) glossaries and prompts; for certain documents, translation review provided by community-based organizations that receive funding from and partner with the Department. All translations using AI or other software are reviewed by human translators.	X

2. Language Interpreting Services

Our agency has the following free resources available for spoken or sign language interpreting requests (Table 5).

Table 5: Resources for Spoken or Sign Language Interpreting Requests

Resource	Check (X) all that apply
Assistance from qualified, trained, and/or designated multilingual staff	X
Over-the-phone interpreting services	X
In-person interpreting services	X
Video-remote interpreting services	X
Other (specify):	

3. Additional Accessibility Equipment and Services

Table 6: Accessibility Equipment and Services

Equipment or Service	Check (X) all that apply
Telephone voice menus for help with agency programs are available in the following languages (specify):	X
Trained multilingual staff can communicate with individuals with LEP in select languages, including (specify): <ul style="list-style-type: none">Call center agents for TDI/FLI and UI claims can communicate with individuals in Spanish. For communication in languages other than English and Spanish, the department uses a third-party interpreter.	X
Access to auxiliary aids such as hearing induction loops, pocket talkers, captioning, video-remote interpreting and/or simultaneous interpreting equipment	
Services through partner agencies that serve those who need auxiliary aids, including:	X
The Department of Human Services' Division of the Deaf and Hard of Hearing	X
Other (specify): The Division of Vocational Rehabilitation Services (DVRS) provides specialized services for our consumers who are deaf and hard of hearing. We employ Deaf Language Specialists, also known as Rehabilitation Counselors for the Deaf, to cover all	X

Equipment or Service	Check (X) all that apply
<p>21 counties. These specialists provide direct vocational counseling to DVRS clients whose primary language is American Sign Language (ASL). DVRS contracts with supported employment agencies who have staff proficient in ASL to assist with job readiness skills, job placement, job coaching, and long-term follow-along services, if needed.</p> <p>In addition, DVRS funds three Regional Centers for People who are Deaf and Hard of Hearing. These centers offer vocational assessments, job readiness skills, job search support, job coaching, and pre-employment transition services for students in school as well as out of school youth. Each center houses a demonstration center with various assistive technology that may support an individual at their place of employment.</p>	

E. Methods for Quality Assurance

To ensure language assistance services are accurate, high-quality, and culturally competent, activities underway or planned include (Table 7):

Table 7: Methods for Quality Assurance

Method	Check (X) all that apply
Prioritizing the use of plain language	X
Using vetted contractors that implement quality assurance standards to ensure that its linguists are experienced, trained, and certified as appropriate and are linguistically and culturally competent	X
Monitoring and tracking the quality of interpreting and translation services provided by vendors, and training staff to monitor quality of those services	X
Including quality assurance requirements in vendor contracts, e.g., glossaries, translation review, use of translation memory, localization software, desktop publishing, etc.	
Partnering with community-based organizations to periodically check quality of interpreting and translation services	X
Conducting periodic testing of translated documents and interpreting services across languages	X
Ensuring quality and proper maintenance of auxiliary aids and equipment, such as hearing induction loops, pocket talkers, captioning, tablets, and/or simultaneous translation equipment	
Other (specify): <ul style="list-style-type: none">• Unemployment Insurance glossary of terms in Spanish; TDI/FLI glossary of terms in Spanish and Haitian Creole.	X

F. Public Notice About the Availability of Free Language Assistance Services

Our agency informs individuals with LEP in required languages, including auxiliary aids and equipment, about their right to free language assistance services in the following ways (Table 8):

Table 8: Public Notice

Method	Check (X) all that apply
Signs and posters in areas highly visible to the public	X
Information on agency's website describing available language assistance services, processes, and documents required by the Law	
Printed material, publications, and advertisements	
Telephone voice menu providing information in non-English languages	X
Public service announcements	
Other (specify):	

G. Stakeholder Engagement and Outreach

Our agency's engagement with community or stakeholder entities representing populations with LEP regarding language access planning and implementation includes (Table 9):

Table 9: Stakeholder Engagement and Outreach

Method	Check (X) all that apply
Conducting stakeholder engagement to inform our language access planning, which may include public listening sessions with groups and/or one-on-one meetings	X
Planning to conduct and maintain stakeholder engagement as this Plan is implemented and updated, which may include public listening sessions and/or one- on-one meetings	X
Having clear and measurable goals for program/service-specific outreach and communication to reach individuals with LEP from different language communities	

Method	Check (X) all that apply
Maintaining and utilizing distribution lists that include local, culturally, and linguistically diverse community-based organizations and media to disseminate information regarding the agency's language access services	X
A website to receive feedback, and/or public email address for language access questions, feedback, and/or concerns	X

H. Staff Training

For staff involved in implementing P.L. 2023, c.263, annual training includes the following topics (Table 10):

Table 10: Staff Training

Topic	Check (X) all that apply
The agency's legal obligations to provide language assistance services	X
The agency's language access policies and protocols	X
The agency's resources and best practices for providing language assistance services	X
How to access and work with interpreters and translators	X
Cultural competence and cultural sensitivity	X
How to obtain translation and interpreting services	X
Maintaining records of language access services provided to individuals with LEP	X

I. Processes for Recordkeeping, Compliance Monitoring, and Reporting

1. Annual Internal Monitoring

Our agency monitors implementation of this Plan to ensure compliance with P.L. 2023, c.263 by (Table 11):

Table 11: Annual Internal Monitoring

Method	Check (X) all that apply
Supporting the establishment of mechanisms for monitoring the agency's implementation of this Plan	X
Collecting and compiling the data necessary for the agency's Annual Report on compliance with P.L. 2023, c.263	X
Submitting in a timely manner the Annual Report pursuant to P.L. 2023, c.263	X

2. Internal Recordkeeping

Our agency tracks language access-related data on an ongoing basis. The tracking underway includes [Table 12]:

Table 12: Internal Recordkeeping

Metric	Check (X) all that apply
Frequency of requests for language assistance services	X
How requests were met	X
Whether language assistance services were requested in languages other than the required seven	X
How the agency intends to notify the populations with LEP of the available language assistance services	X
How the agency documents the actual provision of language assistance services to individuals with LEP	X
Other (specify):	

Appendix 1: Inventory of Translated Vital Documents

The translation of vital documents is an ongoing effort. The department will regularly update the inventory of these documents.

Visit the [CARE Grant website](#) to access outreach materials in multiple languages.