



California Institute of Technology



Jet Propulsion Laboratory

**JET PROPULSION LABORATORY
PASADENA, CALIFORNIA**

**LANGUAGE ASSISTANCE PLAN
FOR ACCOMMODATING PERSONS WITH
LIMITED ENGLISH PROFICIENCY IN
JPL-CONDUCTED PROGRAMS AND ACTIVITIES**

**PREPARED BY JPL'S
DIVERSITY PROGRAMS OFFICE**

August 2003

Response to Executive Order 13166

The Jet Propulsion Laboratory's (JPL) Language Assistance Plan (LAP) has been prepared at the request of the National Aeronautics Space Administration (NASA). Executive Order 13166 entitled "Improving Access to Services for Persons with Limited English Proficiency" is required of all federal agencies, including NASA and its 10 research centers, and specifies the intent to eliminate limited English proficiency (LEP) as an artificial barrier to the full and meaningful participation by individuals in all federally conducted programs and activities. While JPL is not a federal agency, it has opted to respond to Executive Order 13166 as a way to better make its information and programs and activities available to LEP persons. JPL is an operating division of the California Institute of Technology, which is a NASA contractor.

The Laboratory has developed its LAP as a general guide to reference when preparing its programs and activities to provide access to LEP persons.

GOALS AND OBJECTIVES

Although no policies have been identified limiting or restricting the participation of LEP, JPL's goal is to try to make its current programs and activities accessible to members of the general public, including those with LEP.

The following parties will jointly be responsible for implementing JPL's LAP:

- The **Diversity Programs Office** will oversee the LAP, update the plan as necessary and assist in finding JPL volunteers who can provide language assistance to LEP persons as JPL believes is appropriate.
- The **Office of Communication and Education** presents and distributes information to the public, including media services, website development and community outreach.

By implementing its LAP, JPL's goal is to respond, as JPL believes is appropriate, to requests for language assistance in a manner that enables access by LEP persons to JPL's programs and activities. The following core principles will assist the Laboratory in meeting this objective:

- **Assessment: Needs and Capacity**—As it deems appropriate, JPL will assess the LEP status and language assistance needs of its target audience(s) in JPL-conducted programs and activities, as well as, the Laboratory's capacity to meet these needs according to the LAP.
- **Oral Language Assistance**—JPL will arrange for the provision of oral language assistance to LEP persons in its conducted programs and activities where such assistance is requested and/or anticipated, to the extent JPL determines such assistance should be provided.
- **Notification of Availability of Free Services**—JPL will inform the target audience of its conducted programs/activities that free language assistance is available to the extent that JPL determines it is reasonable and possible.
- **Staff Training**—When JPL believes it is necessary JPL will provide training to appropriate program staff on the policies and procedures of its language assistance activities.
- **Monitoring Accessibility and Quality**—JPL will monitor the accessibility and quality of language assistance activities for LEP persons in its conducted programs and activities.