



美國太空總署

**NONDISCRIMINATION ON THE BASIS OF NATIONAL
ORIGIN/LIMITED ENGLISH PROFICIENCY (LEP)**

不因原國籍 / 有限英語能力(LEP) 而受歧視

**AFFIRMING ACCESS TO LEP PERSONS
IN
NASA ASSISTED AND CONDUCTED
PROGRAMS**

確保有限英語能力者參與
美國太空總署協助與指導之計劃的
權利

LIMITED ENGLISH PROFICIENCY – LEP

The Federal Government and entities receiving Federal financial assistance must take reasonable steps to ensure that persons who are Limited English Proficient (LEP) have meaningful access to the programs, services, and information those entities provide. This will require Federal agencies and private sector organizations alike to think "**outside the box**" for creative solutions to address the needs of this ever-growing population for whom English is not their primary language.

有限英語能力 – LEP

聯邦政府和獲得聯邦財政協助的實體必須採取合理步驟確保有限英語能力者 (LEP) 實質參與及獲得上述實體所提供的計劃、服務和資訊的機會。這將要求聯邦機構和私人組織都能「打破固定思維」，針對日益增加的非英語人士的需求提出有創意的解決方案。

Who is a Limited English Proficient Person?

Persons who do not speak English as their primary language and who have a limited ability to read, speak, write or understand English are considered LEP. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or activity provided by the Federal Government or private sector recipients of Federal financial assistance.

誰是有限英語能力者？

不以英語為其主要語言者以及英語讀、說、寫或理解能力有限者，這些都被認定為有限英語能力。這些個人或有權得到聯邦政府或獲得聯邦財政協助的私營部門所提供與特定種類服務、福利或活動有關的語言服務。

Who Must Comply and Who Can be Found in Violation?

All programs and operations of entities that receive assistance from the Federal Government (i.e. recipients), including: State agencies, local agencies, and private and nonprofit entities.

誰必須遵守以及誰可能違反？

獲得聯邦政府協助的實體（即接受者）之所有計劃和活動包括：州政府機關、地方機構及私營和非營利實體。

Subrecipients (entities that receive Federal funding from one of the recipients listed above) also must comply. 次級接受者（上文所列接受者中接受聯邦資金的實體）亦須遵守。

All programs and operations of the *Federal Government* itself (both Federally conducted and Federally assisted programs) must comply.

所有聯邦政府自身的所有計劃和活動（由聯邦政府指導和聯邦政府協助的計劃）都必須遵守。

LEGAL AUTHORITY

法律權限

Recipients

接受者

Title VI of the Civil Rights Act of 1964

"No person in the *United States* shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity **receiving** federal financial assistance." 42 U.S.C. § 2000d (emphasis added).

1964 年民權法第六篇

「在美國任何人不得因其種族、膚色或原國籍，而於任何接受聯邦財政協助計劃或活動中被排除參與的機會、否認其應得的利益或受到歧視。」 42 U.S.C. § 2000d (粗體字是加上去的，原文無)。

In the case of *Lau v. Nichols* (1974), 414 U.S. 563, the United States Supreme Court found that national origin discrimination encompasses discrimination based on a person's limited or complete inability to speak, read, write, or understand English, where English is not that person's native language.

在勞對尼寇斯案件中 (1974)，414 U.S. 563，美國最高法院判決原國籍歧視包含基於一個英語非其母語的人士對說、讀、寫或理解英語的能力有限或完全無能力的歧視。

RECIPIENTS AND THE FEDERAL GOVERNMENT

接受者與聯邦政府

Executive Order 13166:

(Improving Access to Persons with Limited English Proficiency)

13166 號執行令：

(改善有限英語能力者參與的機會)

This Order was issued on August 11, 2000, directing Federal agencies to:

於 2000 年 8 月 11 日公佈的該執行令指示聯邦機構：

- Publish guidance on how their recipients can provide access to LEP persons.
- Break down language barriers by implementing consistent standards of language assistance across Federal agencies and amongst all recipients of Federal financial assistance.
- Improve the language accessibility of Federally-conducted programs and activities.
- 發行指南告訴他們的接受者如何提供有限英語能力者參與的機會。
- 在所有聯邦機構和聯邦財政協助接受者間實行同一標準的語言協助以打破語言障礙。
- 改善由聯邦指導的計劃和活動所用語言的易溝通性。

RECIPIENT OBLIGATIONS 接受者的義務

Four-Factor Analysis

Recipients of Federal financial assistance have an obligation to reduce language barriers that can preclude meaningful access by LEP persons to important government services. (The same obligations apply to Federal Government agencies based on Executive Order 13166.) The starting point for determining whether there has been a denial of meaningful access is an individualized assessment that balances the following four factors:

四因素分析

聯邦財政協助的接受者有義務降低造成阻礙有限英語能力者實際得到重要政府服務的語言障礙。(基於 13166 執行令之下同樣的義務也適用於聯邦政府機構。) 確定是否已否認其實際參與機會的標準是以下面四個因素來考量的個人化評估：

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by the program or grantee/recipient;
 2. The frequency with which LEP individuals come in contact with the program;
 3. The nature and importance of the program, activity, or service provided by the program to people's lives; and
 4. The resources available to the grantee/recipient and costs.
1. 該計劃或受補助者 / 接受者所要服務或可能遇到的有限英語能力者的人數或比例；
 2. 有限英語能力者接觸到該計劃的頻繁程度；
 3. 該計劃、活動的性質及重要性，或該計劃所提供的服務對人們生活的影響；以及

4. 受補助者 / 接受者可以得到的資源和需要花費的成本。

Elements of an Effective LEP Policy

- Identify LEP persons who need language assistance
- Identify ways in which language assistance will be provided
- Train staff
- Provide notice to LEP persons
- Monitor and updating LEP policy

有效的有限英語能力政策要素

- 確定需要語言協助的有限英語能力者
- 確定提供語言協助的方法
- 培訓人員
- 通知有限英語能力者
- 監督與更新有限英語能力政策

Language Assistance Services

- Oral interpretation services
- Bilingual staff
- Telephone interpreter lines
- Written language services
- Community volunteers

語言協助服務

- 口譯服務
- 雙語職員
- 電話口譯專線
- 書面語言服務
- 社區義工

**FILING A COMPLAINT UNDER TITLE VI
OF THE CIVIL RIGHTS ACT OF 1964, AS
AMENDED**

**基於 1964 年民權法第六篇修正案之下
提出投訴**

Any LEP person who believes s/he has been denied meaningful access to a NASA recipient's program or activity as a result of the recipient's failure to provide language assistance, may file a complaint of discrimination pursuant to Title VI of the Civil Rights Act of 1964. A complaint must be filed within 90 days of the alleged discrimination, unless the time for filing is extended by NASA's Diversity and Equal Opportunity Office (OD&EO) for good cause.

任何有限英語能力者認為因美國太空總署接受者沒有提供語言協助而使她 / 他無法實質參與美國太空總署接受者的計

劃或活動，可依照 1964 年民權法第六篇提出歧視投訴。該聲稱歧視投訴必須在 90 天內提出，除非有合理理由並由美國太空總署人種多樣化暨公平機會辦公室 (OD&EO) 提出延期。

What to Include in Your Complaint **您的投訴應包含哪些內容**

Any person wishing to file a complaint should submit in writing, the following information:

任何人想要提出投訴應以書面提交，並含以下的訊息：

- Your name and address (a telephone number where you can be reached during business hours is helpful, but not required);
- A general description of the person(s) or class of persons injured by the alleged failure to provide language services (names of the injured persons are not required);
- The name and location of the recipient of NASA financial assistance that failed to provide language assistance; and,
- A description of the alleged failure to provide language assistance in sufficient detail to enable the OEOP to understand what occurred.
- 您的名字和地址 (上班期間可聯絡到您的電話號碼，但不是非提供不可) ；
- 對聲稱因沒有提供語言協助而受到傷害的人或這類人的一般描述 (不要求列出受到傷害的人士名單) ；
- 列出沒有提供語言協助的美國太空總署財政協助接受者的名稱和地點；以及，
- 對聲稱沒有提供語言協助的敘述細節必須足夠讓 OEOP 了解情況。

Retaliation is Illegal **報復行為屬非法**

It should be noted that a NASA recipient may not retaliate against any person who has made a complaint, testified, assisted or participated in any manner in an investigation or proceeding under Title VI of the Civil Rights Act of 1964, as amended.

值得注意的是，根據 1964 年民權法第六篇修正案，美國太空總署接受者不可對以任何形式提出投訴、作證、協助或參與任何調查行為或程序的任何人進行報復。

Where to Send Your Complaint **您的投訴要寄到哪裡**

Office of Diversity and Equal Opportunity
300 E Street, SW
Washington, DC 20546

人種多樣化暨公平機會辦公室
300 E Street, SW
Washington, DC 20546

Complaints Hotline: 866-654-1440
Telephone: 202-358-2167
TDD: 202-358-3748
Fax: 202-358-3336
E-mail: AssistedProgramComplain@NASA.gov or
LEP@NASA.gov

投訴熱線：866-654-1440
電話：202-358-2167
聽障人士專線：202-358-3748
傳真：202-358-3336
電子郵箱：AssistedProgramComplain@NASA.gov 或
LEP@NASA.gov

**SEEKING MEANINGFUL ACCESS TO NASA-
CONDUCTED PROGRAMS AND/OR ACTIVITIES
尋求實質參與美國太空總署指導的計劃和 / 或活動**

Any LEP person wishing to participate in a NASA-conducted program and /or activity who needs other-than-English language assistance may request such language services in writing, by telephone, personally, or through a personal interpreter. It is recommended that the request be made prior to the beginning of the NASA-conducted program and/or activity in order to ensure that the language services requested can be provided in an efficient and timely manner. In order to ensure that NASA will be able to comply with your request, please give the Agency as much notice as possible. Language assistance services are free of charge.

任何有限英語能力者想參與美國太空總署指導的計劃和 / 或活動而需要英語以外的語言協助，可以書面、電話、親往或經由口譯員要求該語言服務。建議該要求能在美國太空總署指導的計劃和 / 或活動開始之前提出，以便確定該語言服務要求能有效並即時地提供。為了確定美國太空總署能滿足您的要求，請盡可能通知本署。語言協助服務是免費的。

***Where to Send Your Request For Language Assistance
in Order to Access and/or Participate in a NASA-conducted
Program and/or Activity***

為了獲得和 / 或參與美國太空總署指導的計劃和 / 或活動您的語言協助要求要寄到哪裡

Any LEP person wishing to participate in a NASA-conducted program and/or activity may request language assistance under Executive Order 13166 by contacting the relevant NASA installation from those listed below:

任何有限英語能力者想參與美國太空總署指導的計劃和 / 或活動基於 13166 執行令之下可以要求語言協助，您可洽詢下列美國太空總署的相關機構：

NASA
Ames Research Center
Office of Diversity and Equal Opportunity
Mail Code 19-5
Moffett Field, CA 94035-1000
(650) 604-6510

NASA
Dryden Flight Research Center
Office of Diversity and Equal Opportunity
Mail Code D-1023
P.O. Box 273
Edwards, CA 93523-0273
(661) 276-3033

NASA
Glenn Research Center
Office of Equal Opportunity Programs
Mail Stop: 500-311
21000 Brookpark Road
Cleveland, OH 44135
(216) 433-2323

NASA
Goddard Space Flight Center
Equal Opportunity Programs Office
Mail Code 120
Greenbelt, MD 20771-0001
(301) 286-7348

NASA Headquarters
Office of Equal Opportunity and Diversity Management
Mail Stop: 4F39
Washington, DC 20546
(202) 358-1098

NASA
Johnson Space Center
Office of Equal Opportunity and Diversity
Mail Stop: AJ
Houston, TX 77058-3696
(281) 483-0603

NASA
Kennedy Space Center
Office of Diversity and Equal Opportunity Programs
Mail Code AJ
Kennedy Space Center, FL 23899
(321) 867-9175

NASA
Langley Research Center
Office of Equal Opportunity Programs
Mail Stop: 378
Hampton, VA 23681
(757) 864-3290

NASA
Marshall Space Flight Center
Office of Equal Opportunity
Mail Stop: CE01
Marshall Space Flight Center, AL 35812
(256) 544-2411

NASA
Stennis Space Center
Office of Equal Opportunity
Mail Code AAOO
Stennis Space Center, MS 39529
(228) 688-2079

NASA
Wallops Flight Facility
Equal Opportunity Programs Office
Mail Stop 120
Wallops Island, VA 23337
(757) 824-1412

NASA Jet Propulsion Laboratory
Diversity Programs Office
Mail Stop: T1720-E
4800 Oak Grove Drive
Pasadena, CA 91109
(818) 354-6400

For further information and more detailed
guidance, you may go to www.LEP.gov
更多資訊及詳情
您可造訪 www.LEP.gov