



Division of Employment and Training

LIMITED ENGLISH PROFICIENCY

(LEP)

SERVICE LANGUAGE ACCESS PLAN

2015 - 2017

Signature

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LEP LANGUAGE ACCESS POLICY AND IMPLEMENTATION

I. Introduction:

Department of Labor (DOL) Title VI of the Civil Rights Act of 1964 (Title VI), 29 C.F.R Part § 31, states no person in the United States shall, on the grounds 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. While the Civil Rights Act directly prohibits intentional discrimination, Title VI also permits Federal Executive agencies to issue rules and regulations which prohibit recipients, such as DWD, from utilizing criteria or methods of administration which have the effect of subjecting individuals to discrimination because of their race, color or national origin or have the effect of defeating or substantially impairing accomplishment of the objective of the program as it relates to individuals of a particular race, color, or national origin 29 C.F.R. § Part 31.3 (b)(2). These prohibitions also apply to Section 188 of the Workforce Investment Act (WIA) and its implementing regulations at 29 C.F.R. § Part 37. Persons that are Limited English Proficient (LEP), are protected under the national origin category by Title VI. Other civil rights laws protect individuals on the basis of religion, sex (except as otherwise permitted under Title IX of the Education Amendments of 1972), age, disability, political affiliation or belief, and non-citizenship status.

On August 11, 2000, the President signed Executive Order (EO) 13166, "Improving Access to Services for Persons with Limited English Proficiency". The EO 13166 requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. The EO also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

To assist Federal agencies in carrying out these responsibilities, the U.S. Department of Justice (DOJ) issued a Policy Guidance Document, "Enforcement of Title VI of the Civil Rights Act of 1964 - National Origin Discrimination Against Persons With Limited English Proficiency" (2002 LEP Guidance). This LEP Guidance sets forth the compliance standards that recipients of Federal financial assistance must follow to ensure that their programs and activities normally provided in English are accessible to LEP persons and thus not discriminate on the basis of national origin in violation of Title VI's prohibition against national origin discrimination.

Pursuant to the EO and DOJ 2000 LEP Guidance, on January 27, 2001, DOL published proposed LEP Guidance to its funded recipients (See 66 FR 4596). On May 20, 2003, DOL reissued its revised final LEP Guidance to funded recipients explaining how the federal wide compliance standards apply to recipient as DWD and DET (See 68 FR 32290).

II. Purpose:

The purpose of the LEP plan is twofold; to communicate DWD and DET's commitment to providing equal access and equal opportunity to LEP individuals who are eligible, likely to be eligible and are likely to be encountered by our programs, services and activities, and to communicate to all staff the policies and procedures the Division is implementing to ensure meaningful access to LEP customers seeking services under the Workforce Investment Act (WIA)/Workforce Investment and Opportunity Act (WIOA), and Wagner-Peyser administered programs pursuant to Title VI, EO 13166, DOL LEP Guidance. The Division's LEP Plan sets forth the compliance standards that the Division's programs must follow to ensure that their programs and activities normally provided in English are accessible to LEP persons and thus not discriminate on the basis of national origin in violation of Title VI's prohibition against national origin discrimination.

III. Authority

A. Civil Rights Act/Executive Order: DET is required to follow federal statutes/orders and regulations relating to LEP.

- **Title VI of the Civil Rights Act of 1964** states that no person in the U.S. shall, on the grounds 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. <http://www.dol.gov/oasam/regs/statutes/titlevi.htm>
- **Title VII of Civil Rights Act of 1964** prohibits employment discrimination based on race, color, religion, sex and national origin. <http://www.dol.gov/oasam/programs/crc/2000e-16.htm>
- **U.S. Presidential Executive Order 13166** was issued in order to improve access to federal conducted and federally assisted DET programs and activities persons who, as a result of national origin, are limited in their English proficiency (LEP). <http://www.usdoj.gov/crt/cor/Pubs/eolep.htm>
- **Code of Federal Regulations (CFR)** citation is 29 CFR, Part 37.35 which applies to the United States Department of Labor federal financial assistance programs. <http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&SID=69924e046dbc5f7282497ae0944c5652&rgn=div5&view=text&node=29:1.1.1.1.31&idno=29>

IV. Department LEP Policy Statement

The Department of Workforce Development is an equal opportunity service provider, and actively adheres to all Federal and State equal opportunity laws, executive orders, policies, rules, regulations and guidelines with respect to providing access to programs and services as required to afford equal opportunity to qualified individuals with Limited

English Proficiency (LEP). It is the policy of the Department to provide meaningful information about and access to all programs and services the Department provides to any individual who needs and qualifies for available programs and services.

DWD customers whose native language is not English and who may be limited in their ability to speak, read, write, or understand the English language at a level that permits the customers to interact effectively with DWD program providers or officials are referred to as Limited English Proficient or LEP individuals for purposes of this policy. The Department will ensure access to services or programs to LEP individuals by providing program information in alternate languages and formats which may include, but may not be limited to, providing interpreters or translation as necessary. Each DWD Division will be responsible for creating an LEP procedure based on this policy that is reflective of its specific programs, services, and customers. Each DWD Division will select an individual from its respective employing unit to serve as the LEP Coordinator.

V. DET Policy Statement

Consistent with the DWD overarching policy and procedures, DET will ensure equal access and equal opportunity to persons who are LEP by providing meaningful access and meaningful participation to all DET conducted programs, services and activities for which LEP applicants and participants may be individually eligible in a timely and accurate manner. DET will provide oral language services and translation of vital information or documents in accordance with the Safe Harbor principles addressed in the DOL LEP Guidance.

VI. Goal

All Division's Bureaus within DET shall provide equal access and equal opportunity to persons identified as LEP by ensuring the provision of oral language services and translation of vital documents or information to ensure meaningful access and meaningful participation for LEP applicants and participants in DET programs, services and activities. When interpretation services or translation of vital information or documents are warranted and reasonable, they will be provided in a timely manner. This will require language services or translation of documents and information be provided at the time and in a manner that avoids the effective denial or the imposition of an undue burden on or delay in receiving important rights, benefits, or services for the LEP person.

This Plan sets two overarching goals for each Bureau:

- a) Improve access to DET's Federally funded programs and activities by persons with LEP; and,
- b) Implement a system that individuals with LEP may meaningfully access DET services consistent with, and without unduly burdening, the fundamental mission of the DWD and DET.

With respect to the first goal, DET periodically conducts LEP customer population data analysis and reviews frequency of encounters data and makes revisions to its LEP Plan to ensure meaningful and accurate services are being provided to all LEP customers. DET addresses the second goal by submitting the Division's LEP Plan to the DOL, Civil Rights Center (CRC), as part of the Methods of Administration (MOA) documentation required that describes how the State of Wisconsin complies with the nondiscrimination mandates of the WIA, Wagner-Peyser Employment Services, Unemployment Insurance programs and regulations at 29 C.F.R. Part § 37.

To assist DET in complying with the requirement of the LEP Plan goals, DET has established a Division - wide internal LEP Committee lead by the Division's LEP Coordinator. Members of the Committee consist of key representative from each Bureau and/or program. The Committee's primary responsibilities include: annual reevaluation of services to LEP individuals based on the LEP Plan, modifying the Division's policies, procedures, ensuring equal access and equal opportunity, reviewing, identifying, and translating appropriate vital documents pursuant to the four-factor analysis outlined in DOL LEP Guidance (See 68 FR 32290).

Although this DET Language Access Plan is aimed at the Division's Federally conducted programs and activities, Title VI and DOL's LEP Guidance apply to the entire Department's programs, services, and activities conducted and/or subsidized with Federal assistance pursuant to the Civil Rights Restoration Act of 1987 (CRRA).

VII. Responsibility for Plan Development and Implementation

The DET Administrator's Office has been designated by the Division Administrator as the lead Bureau with primary responsibility for developing and implementing the Division's LEP Plan. The lead staffs are:

DET LEP Coordinator:

Robin Stoikes, Equal Opportunity Program Specialist

Administrator's Office Telephone: 608-267-2474.

DET AA Officer, LEP Coordinator and Complaint Officer for DET Staff, and oversees DET compliance of EO, AA and LEP requirements.

DET Back-Up LEP Coordinator:

David Durán, Equal Opportunity Specialist Officer Senior

Bureau of Program Management & Special Populations

Telephone: 608-266-6889 or TTY 608-275-1165.

Equal Opportunity and Complaint Officer for DET Programs, and oversees Civil Rights Compliance by DET Grant Recipient Agencies, including, EO, AA and LEP Compliance.

All DET Bureaus have a responsibility to contribute in the development and implementation of language access services and procedures and to assure compliance with the LEP Plan.

The organizational structure of DET and information on the service/program areas that DET administers can be found at the DET site: <http://dwd.wisconsin.gov/det>. The following is a list of DET contacts:

Office or Bureau	Telephone Number	Name	Title
Administrator's Office	608-266-6824 608-266-3623	Scott Jansen DeWayne Street	Division Administrator Deputy Administrator
Bureau of Apprenticeship Standards	608-266-3133	Karen Morgan	Bureau Director
Bureau of Program Mgmt. & Special Populations	608-266-0002	Juan José López	Bureau Director
Bureau of Job Service	608-267-7514 608-266-8390	Bruce Palzkill Andre Small	Bureau Director Section Chief
Bureau of Workforce Training	608-267-9704 608-267-7944 608-2649821	Phil Koenig Cathy Crary Gesina Mentink	Bureau Director Section Chief Section Chief

VIII. Oversight Requirements

Federal and State laws and program regulations that guide DET programs provide the legal requirements for Civil Rights Compliance, including requirements for equal opportunity, affirmative action, and services to LEP individuals and persons with disabilities. The following are the Federal and State agencies guiding DET-administered programs:

Federal Agencies	Key DET-Administered Programs
The U.S. Department of Labor	Youth, Adult, Veterans and Dislocated Worker programs under the Workforce Investment Act and public employment services under Wagner-Peyser funds, PL105 – 220, Part 663 and 664 as well as the Trade Act, PL 107 – 210; Migrant, Seasonal Farmworker Services, 20 CFR, Part 653, and Foreign Labor Certification, 20 CFR, Part 655.
State Agencies	Key DET-Administered Programs
The State of Wisconsin, DWD	Migrants Law Enforcement, ss. Chapter 17.

	DWD Code 301; Adult Apprenticeship Program, ss. Chapter 106, Code DWD 295 and 296; and Youth Apprenticeship Program, ss. Chapter 106, Code DWD 270.
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A. Federal Oversight of Requirements: DET develops and updates the State's Methods of Administration (MOA) for the Workforce Investment Act (WIA) programs funded by the U.S. Department of Labor. The regulations that implement the nondiscrimination and equal opportunity provisions of WIA require that each Governor establish and adhere to a MOA for his/her State programs. The MOA describes the actions an individual State will take to ensure its WIA Title I financially assisted programs, activities, and recipients are complying, and will continue to comply, with the nondiscrimination and equal opportunity requirements of WIA and its implementing regulations. Compliance with the DET LEP Plan is included in the MOA. The code of Federal regulations that outline the obligations for developing and maintaining the MOA are 29 CFR part 37.54 located on page 407 at [http://www.dol.gov/oasam/regs/cfr/29cfr37\(2001\).pdf](http://www.dol.gov/oasam/regs/cfr/29cfr37(2001).pdf)

B. State Oversight of Requirements: State agency requirements for civil rights compliance are administered by the Department of Administration in accordance with ss. Chapter 16.765 for contracts; ss. Chapter 111.31-111.395 for fair employment; and Chapter 230 for personnel.

C. Division LEP Committee: The LEP Committee is led by the LEP Division Coordinator on behalf of the DET Administrator. It is comprised of representatives from each Bureau. The Committee's responsibilities include: reviewing the plan on an annual basis, updating the plan as warranted, monitoring, evaluating, and overseeing the development and implementation of Division - specific language access measures incorporated and address in all the elements and action steps of the Division's Plan. Implementation includes distribution of the Division's LEP Plan to all program staff including Workforce Investment Area Boards, and One-Stop-Centers, as well as the development and implementation of Division-specific plans by every Division staff and operational Bureau. Implementation of Division-specific plans includes but is not limited to staff training, providing technical assistance to recipients and sub-recipients, conducting periodic self-assessments, adoption of effective methods for providing language assistance services, regularly improving practices for reaching and serving populations with LEP, and notifying external stakeholders about the availability of language assistance services through web, social media, or other outreach initiatives.

The Division LEP Committee will meet annually or as needed to develop and lead Division-wide language access initiatives and collaborations, including those designed to leverage resources and improve both DET and funded recipient's service to individuals with LEP. The LAC will monitor and evaluate progress and effectiveness in meeting DET obligations under the EO 13166, DOL LEP Policy Guidance 68 FR 32290, share resources and effective practices for addressing

training, translation, interpretation, and other critical language access issues across division

IX. DET LANGUAGE ACCESS PLAN

The four-factor recommended by the DOL's LEP Guidance were used as the guiding principles in preparing the Division's LEP plan. Our analysis balanced is four factors in determining the level of obligation the Division has to provide oral language services and translation of vital documents for LEP applicants and participants. These factors were included:

- a) The number or proportion of LEP persons served or encountered in the eligible service population of DET's programs;
- b) The frequency to which LEP individuals come in contact with program, services and activities;
- c) The importance and nature of the program, services, or activity provided by the Division/Bureaus; and,
- d) The resource available and the cost to the Division.

The Division's language access policy is defined in the following 5 elements that are essential parts of this language access plan. The DET language access plan identifies specific steps that DET Bureaus and programs must take to implement the Department and Division's policy at the program level. Bureaus have flexibility in how they apply the action steps to their programs and activities:

- (1) Identifying LEP Individuals Who Need Language Assistance
- (2) Language Assistance Measures
- (3) Training Staff
- (4) Providing Notice to LEP Persons
- (5) Monitoring and Updating the LEP Plan

Element 1: Identifying LEP Individuals Who Need Language Assistance

Title VI, WIA Section 188 29 C.F.R. Part § 37.35 (a), and DOL 68 FR 32290 statutory requirements and policy guidance obligate the Department and the Division to take affirmative action and reasonable steps to ensure meaningful access by LEP persons to programs, services and activities administered directly or indirectly by the Division. 29 C.F.R. Part §.35 (b) furthermore specifies that even in instances where there is not a significant number or proportion of LEP persons in LEP communities serviced by DET programs, services or activities, DET is still required to make reasonable efforts to meet the particularized language needs of LEP individuals who seek services or information from DET.

To determine the Division's language assistance and translation obligations, DET utilized the four - factor analysis process suggested by the DOL policy guidance's "Safe Harbor" criteria.

In accordance to Safe Harbor criteria, the Division will translate vital documents and provide language services LEP language groups, free of cost, in the following manner:

- Written Translation of Vital Documents will be provided to each eligible LEP language group that constitutes five percent or 1,000, whichever is less, of the population of persons eligible to be served or likely to be affected or encountered.
- When there are fewer than 50 persons in a language group that reaches the five percent trigger, the Division will not translate vital documents. The Division will however, provide written notice, in the primary language of the LEP language group, of their right to receive competent oral interpretation of those written materials free of cost.

To determine the number or proportion of individuals likely to be eligible, likely to be encountered or affected by the Division's programs, who indicate they are LEP, the American Community Survey (ACS) 5 year data sets were used. The ACS is a nationwide, continuous survey designed to provide communities with reliable and timely demographic, housing, social, and economic data every year. After the 2000 Census, the long form became the ACS and will continue to collect long-form-type information throughout this decade.

To determine the frequency in which eligible LEP individuals come into contact with the different programs, services, and activities, participant data attained from the Division's Automated System Support for Employment and Training (ASSET) was used. ASSET supports the Workforce Investment Act (WIA) programs encompassing: the Adult, Dislocated Worker, and Youth programs under WIA Title 1; Wagner-Peyser funded labor exchanged services (WIA Title 3); including case-managed services to Veterans, Migrant Seasonal Farm Workers (MSFWs); Unemployment Insurance (UI) Claimants, and Older Workers. ASSET also supports reporting for specialized Dislocated Worker programs such as Trade Adjustment Assistance (TAA), Special Rapid Response (SRR) and the National Emergency Grants (NEG).

After applying the four-factors and carefully comparing the proportion, importance, and frequency to which LEP language groups come into contact with DET programs, services and activities, the Division will be required to continue translating vital documents to Spanish and Hmong.

Element 2: DET Procedures for determining a vital document

The Division has an established LEP Committee chaired by the Division's LEP Coordinator. Other Committee members include: the Equal Opportunity Officer, State

Monitor Advocate, the Forms Manager, and representatives from each individual Bureau. The Committee is charged with the responsibility for developing, revising, and implementing the Division's LEP Plan. The Committee meets regularly to review policies and procedures including vital document needs based on LEP language group demographic changes.

A. Identifying Vital Documents

The list below will assist in determining whether a DET document is considered to be a Vital document or not. If the answer to any of the following questions is yes, the document should be translated:

- The form/document must be completed and signed by a customer.
Examples include:
 - Applications to participate or receive services or benefits.
 - Written tests for competency for a particular license, job, or skill for which English language proficiency is not required.
 - Consent or complaint forms.
- The publication contains information the customer is required to know.
Examples include:
 - List of partners at One Stop Centers and services provided.
 - Other outreach materials.
- The publication contains the customer's rights and responsibilities when receiving services or benefits.
Examples include:
 - Notices advising LEP persons of the availability of free language assistance.
 - Information on the right to file complaints of discrimination.
- The form/publication/document contains rules, regulations, or laws that must be followed by the customer in order to receive services or benefits.
Examples include:
 - State wage, hour, safety and health enforcement and information materials.
 - Letters containing important information regarding participation in a program or activity.
- Information on the provision of services to individuals with disabilities.
- The document informs the customer of eligibility, any change in services or benefits, or of something that is happening with their case/program participation.
Examples include:
 - Notices pertaining to the reduction, denial or termination of services or benefits and of the right to appeal such actions.
- The document requires a response from the customer.
Examples include:
 - Notices that require a response from beneficiaries.
- The document contains medical discharge information.

- B. Inventory of Vital Documents:** DWD and DET have made great strides in translating many of the forms and publications containing vital information to Spanish and Hmong. Appendix (A) and (B) in this plan are an inventory list of forms and publications currently translated. Demographic LEP language group changes have occurred within the state since the previous Plan was issued. The LEP Committee will continue to reevaluate all vital documents containing vital information and determine what other translations may be needed in light of the increase numbers of LEP language groups. The DET LEP Coordinator is responsible for updating the DET Inventory of Vital Documents on a periodic basis.
- C. Non-Vital Documents:** Non-Vital documents, if needed, will be interpreted orally. Written translations will be provided at the request of the LEP individual; however, the most cost effective method for translating the non-vital information will be left to the discretion of the program operator and/or sub-grantee consistent with the Safe Harbor criteria.
- D. Computer Notices and LEP Information Posting:** DET does not currently use computer generated forms for notification.

Element 3: Policies, Procedures, and Language Assistance Measures

- A. Contracted Telephone Interpretation:** DWD and DET purchases services through a mandatory contract for interpretation services to customers considered to be LEP. The mandatory contract allows DWD/DET, the Department of Children and Families (DCF), and the Department of Health Services (DHS) to purchase telephone and in-person interpretation services from vendors at a prearranged negotiated price. DWD/DET currently uses Language Line as the vendor for providing telephone interpretation services through contract CFJ0057 set to expire on October 31, 2014. Contract Number DFD00407 is replacing CFJ0057 that will be in effect from November 1, 2014 through October 31, 2016. The new contract can be accessed at:
<http://vendornet.state.wi.us/vendornet/asp/ContractView.asp?SystemContractNumber=3161&sCommand=DisplayContract>.

Language services include:

- Section A – Written Foreign-Language and Braille Translation Services
- Section B – Telephone Conference-Call Foreign-Language Oral Interpretation Services
- Section C – In-Person Foreign-Language and American Sign Language Interpretation/Translation Services

- B. Contracted Written Translation Services:** DWD has a Department-wide blanket purchase order (ILDAl402653) that has been approved and issued to Southern Wisconsin Interpreting and Translation Services, Ltd. (SWITS) for written translation services per contract CFJ0057. This contract is expiring on October 31, 2014. A

new Contract Number DFD00407 is in place and in effect from November 1, 2014 through October 31, 2016. **Vendor Net Contracts for Language**

Translation/Interpretation Services:

<http://vendornet.state.wi.us/vendornet/asp/ContractView.asp?SystemContractNumber=3161&sCommand=DisplayContract>

- C. Oral Interpretation for Customers:** Customers with LEP will receive timely oral interpretation at no cost to them. If there are fewer than 50 persons in a language group reaching five percent, DET will not translate vital written materials but will provide written notices in the primary languages of the LEP individual of the right to receive competent oral interpretation of written vital materials free of cost. DET will utilize "Your Right To An Interpreter Poster DETS- P- 17448 (N. 01/2014) at all One-Stop-Centers, Workforce Investment Area Development Boards and sub-recipient to post the same. http://dwd.wisconsin.gov/det/civil_rights/pdf/language_interpretation_poster.pdf
- D. Use of Family/Friends and Minors as Oral Interpreters:** DET prohibits the use of minor children as interpreters. Minor children may not have a strong command of both languages and may result in inaccurate or miscommunication. Adult family or friends of the customer may serve as interpreters only after the following has occurred:
- DET informs the LEP customer of the right to free interpreter services;
 - The Customer declines such services in writing and requests the use of a family member or friend; and
 - DET determines the use of such a person would not compromise the effectiveness of services or violate the confidentiality of the LEP customer.
- When using a family member/friend, agencies/providers should:**
- Document the use of a family member/friend and place the documentation in the LEP person's file; and
 - Have a trained interpreter sit in on the encounter when possible to ensure accurate interpretation.
- E. DWD Bilingual Staff:** DET have 25 full time bilingual staff capable of speaking Spanish, Hmong, Lao, and French. DET is continuously assessing vacancies to determine the need for other bilingual skilled employees to better serve LEP customers in areas of the State where the concentration of LEP language groups resided beside Spanish and Hmong. The Division will implement these changes with current or projected funding resources. The Division will continue to identify all LEP language groups and determine by location where bilingual staff resources need to be allocated. The table below provides the name of the DET bilingual employees:

Staff Name	Position Title	Languages Spoken
Albiter, Pedro	Employment & Training (E&T) Specialist	Spanish/English
Alvarado, Armida	E&T Specialist	Spanish/English
Carter, Silvia	E&T Specialist	Spanish/English
Fuentes, Angel	E&T Specialist	Spanish/English
Jacome, Maria	E&T Specialist	Spanish/English
Lopez, Juan Jose	DWD Management	Spanish/English
Nelson, Maria (Vickie)	Migrant Labor Inspector	Spanish/English
Nichols, Maria	E&T Specialist	Spanish/English
Reece, Esperanza	E&T Specialist	Spanish/English
Reiland, Maria	E&T Specialist	Spanish/English/French (rarely)
Schuerman, Theresa	E&T Specialist	Spanish/English
Serrato, Rosa	E&T Specialist	Spanish/English
Villegas, Sanjuanita	E&T Specialist	Spanish/English
Talianos, Alicia	E&T Specialist	Spanish/English
Olquin, Aracel	E&T Specialist	Spanish/English
Paasch, Lynda	E&T Counselor	Spanish/English - knows only basic Spanish
Reyna, Eleazer	E&T Specialist	Spanish/English
Thao, Yang	E&T Specialist	Hmong/English
Torres, Juan	E&T Specialist - DVOP	Spanish/English
Vang, Shuying (Joe)	E&T Specialist	Hmong/English
Vue, Thomas	E&T Specialist	Hmong/English
Xiong, May	E&T Specialist	Laotian/Hmong/English
Yang, Tou	E&T Specialist	Hmong/Laotian/English and French (rarely)
Ziarnik, Yolanda	E&T Specialist	Spanish/English
David Duran	Equal Opportunity Officer	Spanish/English

F. DET Interactive Voice Response (IVR) System: DET provides program information regarding DET's programs and services to customers by phone through an interactive voice response system. The IVR is on the main DET telephone number (608) 266-0327. The introduction allows callers to select English, Spanish, Hmong and other. DET may need to expand the IVR menu to accommodate other emerging LEP languages groups in the future. Language assistance to LEP language customers will be provided through Language Line Services (LLS). Other vendor listed in the new mandatory language service contract CFD00407 may be considered as warranted.

G. Walk-Ins: When an LEP customer walks-in, DET staff should ask the customer to point to the language that he/she speaks, using the "Your Right To An Interpreter Poster" DETS- P- 17448 (N. 01/2014)

http://dwd.wisconsin.gov/det/civil_rights/pdf/language_interpretation_poster.pdf "I

"Speak Cards", are also available at <http://www.lep.gov/ISpeakCards2004.pdf>, or http://dwd.wisconsin.gov/det/civil_rights/pdf/lep_language-line_guide.pdf provided by LLS, 1-800-752-6096. Office Associates and main reception areas of DET offices have a supply of the "I Speak Card" on hand.

H. Investigations Involving Program and LEP Customer Complaints: The Equal Opportunity Officer is the complaint coordinator for civil rights and discrimination complaints regarding language access from applicants or recipients of DET program services. In addition, this position oversees the Wisconsin Job Center Complaint Coordinator system. Wisconsin has a Job Center Complaint Coordinator system for customer complaints in the Job Centers throughout the State. More recently, Administrative Memo 14-04 was issued to request updated information regarding the Job Center Complaint Coordinator System. The list of complaint coordinators is available at <http://dwd.wisconsin.gov/det/adminmemos/10010.htm>. This list will be frequently updated as information is made available to DET.

Complaint Coordinators (CC) serve as a centralized point of contact for anyone visiting or working at the Job Center to contact with any type complaint. Complaints can range from serious harassment to potholes in the parking lot. The CC will listen to the complaint and refer the complaint to the proper resource/partner agency for resolving the complaint. The CC will not be expected to do anything beyond referral; they will not be the person who resolves the complaint. Many complaints need to follow existing formal complaint/appeal procedures. The CC is the conduit to make sure the complainant gets to the resource/agency to resolve the complaint based on the type of complaint or the particular program involved. Information and procedures on filing program or customer complaints of discrimination are available at the following:

- Workforce Investment Act Policy Manual: Chapter 9: Complaints, Grievances and Appeals located at DET Website
http://dwd.wisconsin.gov/dwdwia/PDF/wia_wisconsin_policy_manual.pdf
- Civil Rights Compliance Plans 2010 – 2013: Appendix J "Complaint Consent/Release Form"
<http://www.dhs.wisconsin.gov/civilrights/CRC/requirements.htm>
- Job Service Complaint System: Pursuant to 20 CFR Part 658, each State agency shall establish and maintain a Job Service complaint system. The Bureau of Job Service Complaint Coordinator is the State Monitor Advocate (SMA). The JS Complaint shall handle the resolution complaints as follows:
 - (i) Complaints against an employer about the specific job to which the applicant was referred by JS involving violations of the terms and conditions of the job order or employment-related law (employer-related complaint); and

- (ii) Complaints about Job Service actions or omissions under JS regulations (agency-related complaints). Complaints by Migrant Seasonal Farmworkers (MSFWs) will receive follow up by the State Monitor Advocate to ensure prompt resolution. Complaints alleging unlawful discrimination will be referred to the Equal Opportunity Officer.

Element 4: Providing Notice to LEP Persons

All WIA primary funded recipients and sub-recipients are required to post their entity's LEP policies and procedures in languages of LEP customers who are likely to be encountered, likely to be affected and/or eligible for WIA programs, services and activities. During the past 14 years, DWD/DET has collaborated with two other State agencies to develop and implement joint Civil Rights Compliance (CRC) requirements for federally funded recipients of DHS, DCF and DWD. The most recent released of the CRC requirements were published on December 6, 2013. These requirements apply to all Federally funded recipients during the funding period from January 1, 2014 through December 31, 2017. Recipients and sub-recipients of WIA funds are required to provide equal opportunity notices for all their customers in language of the LEP groups identified in their service area. Required postings include: an Equal Opportunity in Employment and Service Delivery Policy Statements, Limited English Proficiency Policy Statement, and the entity's Complaint Policy Statement and Procedures. The postings must be displayed in lobbies and waiting areas for customers to review. The interagency CRC requirements can be access at:

http://dwd.wisconsin.gov/det/civil_rights/plans1417/dets-16705-p.pdf

Appendix E of this plan is the sample Model LEP Policy Statements funded recipients are required to post in lobbies and waiting areas. The statement has been translated to 14 languages as follows: Albanian, Arabic, Burmese, and Chinese (Both Simplified and Traditional), Croatian/Serbian, Farsi, Hmong, Khmer, Korean, Lao, Russian, Somali, Spanish, and Vietnamese.

<http://www.dhs.wisconsin.gov/civilrights/CRC/requirements.htm>. The statement is published in the joint DHS, DCF and DWD CRC requirements as Appendix H.

DWD, DCF and DHS recently commissioned a 35" X 32" size poster titled "Your Right To An Interpreter Poster. Poster DETS- P- 17448 (N. 01/2014) is accessible at:

http://dwd.wisconsin.gov/det/civil_rights/pdf/language_interpretation_poster.pdf

This poster meets the public notice requirement pursuant to the DOL LEP Guidance for LEP language groups that reach 5% or 50 LEP individuals in language group, whichever is less. It is intended to assist LEP individuals and recipient staff to identify the language the LEP individual speaks and to advise them of their right to request an interpreter or translation of vital information in their language at no cost to them.

DET provides other "I Speak Cards" to WIA funded recipients and DET staff to identify the language of LEP applicants and participants. These and other I Speak Cards are accessible at: http://dwd.wisconsin.gov/det/civil_rights/translations.htm. These posters

include: <http://www.lep.gov/ISpeakCards2004.pdf> and http://dwd.wisconsin.gov/det/civil_rights/pdf/lep_language-line_guide.pdf.

Element 5: Training Staff

- A. DET annually develops a training plan for the provision of training to DET employees. Division staffs are encouraged to attend civil rights EO, AA, LEP and related training on a regular basis as approved by their supervisor. To minimize cost and to provide flexible scheduling for division staff, training and technical assistance is provided in a number of different formats, including: in person, electronically issued document materials, communications and information, teleconference, videoconference, web casts and distance learning programs via computer. Most recently, an e-mail has been sent out to all DET staff. The e-mail provides assistance to staff on how to respond to telephone or in-person inquiries from individuals who are not proficient in English.
- B. The EO Officer is primarily responsible for providing civil rights training to DET staff and funded recipients staff. The DET LEP Coordinator is responsible for providing training to DET staff and ensuring the Division's LEP plan policies and procedures are implemented. The EO Officer and Division LEP Coordinator work in unison in providing training on LEP issues to DET staff.

Element 6: Stakeholder Consultation

- A. **State Level Collaboration and Consultation:** The EO Program Officer collaborates with the Department of Health Services (DHS) and the Department of Children and Families (DCF) in developing, implementing, and conducting the civil rights compliance program involving mutually funded grantees and sub-grantees. This collaboration involves development and implementation of joint civil rights compliance requirements for mutually funded grantees and sub-grantees. The EO Program Officer is part of an interagency workgroup whose focus is on civil rights compliance. The interagency workgroup meets periodically to discuss and address civil rights compliance issues. The workgroup regularly reviews LEP service delivery issues involving the three state agencies. LEP population data is reviewed periodically to ensure grantees and their sub-grantees are providing meaningful access and meaningful participation to LEP customers.
- B. **Local Level Consultation:** LEP stakeholders and representative organizations are consulted at the time the EO Program Officer conducts civil rights compliance monitoring of the Workforce Development Areas (WDA) and One-Stop-Centers. LEP customers and their representative organizations are interviewed as part of the on-site-monitoring review process to determine if there are any deficiencies with local policies and procedures to assure meaningful access and meaningful participation. If deficiencies are identified, they are documented and are made part of any required corrective action.

Element 7: Grant Assurance and Compliance

- A. **Grantee Agency Requirements:** Many DET program services are delivered through grants with local agencies rather than directly by the Division. Requirements for compliance with EO, AA and LEP laws and regulations are written into the grant agreements.
- B. **Joint State Agency Civil Rights Compliance Collaboration:** DWD, Department of Health Services (DHS), and Department of Children and Families (DCF), issue joint civil rights compliance requirements for mutually funded grantees of the three State agencies every four years. All Workforce Development Boards (WDBs) and other mutually funded grantees are required to:
- i. File a Civil Rights Compliance (CRC) Letter of Assurance (LOA) committing to complying with all Federal and State civil rights laws, rules, regulations, executive orders and issued guidance.
 - ii. Grantees with 50 or more employees that receive \$50,000 or more in Federal and/or State funding must complete a CRC Plan. Section 6 of the CRC Plan requires the grantee to examine their level of obligation they have to provide language services and translation of vital documents using the "Safe Harbor" four-factor analysis recommended in the DOL LEP Guidance. The requirements provide an analytical process by which individual grantees can plan for the development and implement policies and procedures to ensure meaningful access and meaningful participation to LEP customers. Civil Rights Compliance Requirements DETS-16705-P (Rev 10/13) can be access at:
http://dwd.wisconsin.gov/det/civil_rights/plans1417/dets-16705-p.pdf
- C. **DET Monitoring Responsibilities:** The DET EO Program Officer is primarily responsible for desk and on-site monitoring reviews of grantee agencies' compliance with all civil right laws including equal opportunity, affirmative action, LEP requirements and complaint resolution policies and procedures. DET grant program managers also perform monitoring functions. Monitoring results are shared among DET grant managers and civil rights units to ensure compliance concerns are addressed timely and appropriately. The Civil Rights Compliance Monitoring Plan is reviewed and updated annually along with the monitoring format and schedule. 20 CFR Part 653 requires agency self-monitoring of services. The State Monitor Advocate provides the Bureau of Job Service monitoring of its programs and services to ensure they are accessible to limited English proficiency migrant and seasonal farmworkers.

Appendix A:

Definitions Vital Documents

Vital Documents are DET documents, papers or electronic, which contain critical information to customers about accessing, adjusting or eliminating DET services or benefits. Vital Documents include any DET document that is required by law, rules or regulations.

Safe Harbor

The following DET actions will be considered as strong evidence of compliance with written translation of Vital Documents pursuant to the DOL LEP Guidance described under "Safe Harbor". DET will translate Vital Documents at no cost to DET customers when any individual's LEP language group reaches the following thresholds:

1. Written Translation of Vital Documents will be provided for each eligible LEP language group that constitutes 5% or 1,000, of the total state population, whichever is less, of the LEP population of persons eligible to be served, likely to be encountered, or likely to be affected by the DET programs, services and activities.
2. If there are fewer than 50 LEP persons in the language group that reaches the 5% trigger, DET is not required to translate vital written material; however, DET will provide written notice, in the primary language of the LEP language group, of the right to receive competent oral interpretation of those written materials free of cost.

Appendix B

Executive Order 13166

By the authority vested in me as President by the Constitution and the laws of the United States of America, and to improve access to Federally conducted and Federally assisted programs and activities for persons who, as a result of national origin, are limited in their English proficiency (LEP), it is hereby ordered as follows:

Section 1: Goals

The Federal Government provides and funds an array of services that can be made accessible to otherwise eligible persons who are not proficient in the English language. The Federal Government is committed to improving the accessibility of these services to eligible LEP persons, a goal that reinforces its equally important commitment to promoting programs and activities designed to help individuals learn English. To this end, each Federal agency shall examine the services it provides and develop and implement a system by which LEP persons can meaningfully access those services consistent with, and without unduly burdening, the fundamental mission of the agency. Each Federal agency shall also work to ensure that recipients of Federal financial assistance (recipients) provide meaningful access to their LEP applicants and beneficiaries. To assist the agencies with this endeavor, the Department of Justice has today issued a general guidance document (LEP Guidance), which sets forth the compliance standards that recipients must follow to ensure that the programs and activities they normally provide in English are accessible to LEP persons and thus do not discriminate on the basis of national origin in violation of title VI of the Civil Rights Act of 1964, as amended, and its implementing regulations. As described in the LEP Guidance, recipients must take reasonable steps to ensure meaningful access to their programs and activities by LEP persons.

Section 2: Federally Conducted Programs and Activities

Each Federal agency shall prepare a plan to improve access to its Federally conducted programs and activities by eligible LEP persons. Each plan shall be consistent with the standards set forth in the LEP Guidance, and shall include the steps the agency will take to ensure that eligible LEP persons can meaningfully access the agency's programs and activities. Agencies shall develop and begin to implement these plans within 120 days of the date of this order, and shall send copies of their plans to the Department of Justice, which shall serve as the central repository of the agencies' plans.

Section 3: Federally Assisted Programs and Activities

Each agency providing Federal financial assistance shall draft title VI guidance specifically tailored to its recipients that is consistent with the LEP Guidance issued by the Department of Justice. This agency-specific guidance shall detail how the general standards established in the LEP Guidance will be applied to the agency's recipients. The agency-specific guidance shall take into account the types of services provided by the recipients, the individuals served by the recipients, and other factors set out in the LEP Guidance. Agencies that already have developed title VI guidance that the Department of Justice determines is consistent with the LEP Guidance shall examine

their existing guidance, as well as their programs and activities, to determine if additional guidance is necessary to comply with this order. The Department of Justice shall consult with the agencies in creating their guidance and, within 120 days of the date of this order, each agency shall submit its specific guidance to the Department of Justice for review and approval. Following approval by the Department of Justice, each agency shall publish its guidance document in the Federal Register for public comment.

Section 4: Consultations

In carrying out this order, agencies shall ensure that stakeholders, such as LEP persons and their representative organizations, recipients, and other appropriate individuals or entities, have an adequate opportunity to provide input. Agencies will evaluate the particular needs of the LEP persons they and their recipients serve and the burdens of compliance on the agency and its recipients. This input from stakeholders will assist the agencies in developing an approach to ensuring meaningful access by LEP persons that is practical and effective, fiscally responsible, responsive to the particular circumstances of each agency, and can be readily implemented.

Section 5: Judicial Review

This order is intended only to improve the internal management of the executive branch and does not create any right or benefit, substantive or procedural, enforceable at law or equity by a party against the United States, its agencies, its officers or employees, or any person.

WILLIAM J. CLINTON
THE WHITE HOUSE,
August 11, 2000
<http://www.justice.gov/crt/lep/13166/eolep.htm>

Appendix (C)

Inventory of Spanish Translated Vital Documents

<u>Publication Number</u>	<u>Publication Title</u>	<u>Publication language</u>	<u>Publication Subject</u>	<u>DWD Division</u>	<u>Revision Date</u>	<u>Content Contact</u>
<u>DET-12401-S-P</u> <u>(DET-12400-P)</u>	Igual Oportunidad es la Ley (Equal Opportunity is the Law)	Spanish	Discrimination	DET	6/1/2008	<u>DET Forms</u>
<u>DETJ-10041-S-P</u>	Finanzas familiares: Arreglárselas con menos	Spanish	Job Readiness	DET	12/1/2003	<u>Wisconsin Job Center</u>
<u>DETJ-4814-S-P</u>	cómo prepararse para trabajar	Spanish	Job Readiness	DET	12/1/2003	<u>Wisconsin Job Center</u>
<u>DETJ-5694-S-P</u>	¿No consiguió el trabajo que quería?	Spanish	Job Search	DET	12/1/2003	<u>Wisconsin Job Center</u>
<u>DETJ-5913-S-P</u>	Evite cometer errores en su formulario de solicitud	Spanish	Resumes and Applications	DET	12/1/2003	<u>Wisconsin Job Center</u>
<u>DETJ-6951-S-P</u>	Claves para una entrevista exitosa	Spanish	Interviewing	DET	12/1/2003	<u>Wisconsin Job Center</u>
<u>DETJ-8459-S-P</u>	Cualidades que un empleador busca al contratar y ascender a un empleado	Spanish	Job Search	DET	12/1/2003	<u>Wisconsin Job Center</u>
<u>DETJ-9406-S-P</u>	Preguntas y más Preguntas	Spanish	Interviewing	DET	12/1/2003	<u>Wisconsin Job Center</u>
<u>DETJ-9407-S-P</u>	Entrevista informativa	Spanish	Interviewing	DET	12/1/2003	<u>Wisconsin Job Center</u>
<u>DETJ-9413-S-P</u>	cómo adaptarse al desempleo	Spanish	Job Readiness	DET	12/1/2003	<u>Wisconsin Job</u>

						Center
DETJ-9433-S-P	confección de un currículum vitae - Guía básica	Spanish	Resumes and Applications	DET	12/1/2003	Wisconsin Job Center
DETJ-9442-S-P	Técnicas de Resolución de Problemas	Spanish	Job Readiness	DET	12/1/2003	Wisconsin Job Center
DETJ-9446-S-P	Habilidades para el trabajo	Spanish	Resumes and Applications	DET	12/1/2003	Wisconsin Job Center
DETJ-9455-S-P	Creación de una red de conexiones	Spanish	Job Readiness	DET	12/1/2003	Wisconsin Job Center
DETJ-9467-S-P	Dónde buscar Oportunidades de Empleo	Spanish	Job Search	DET	12/1/2003	Wisconsin Job Center
DETJ-9484-S-P	Elementos no aparentes de la entrevista	Spanish	Interviewing	DET	12/1/2003	Wisconsin Job Center
DETJ-9517-S-P	El 80% del éxito en la búsqueda de empleo depende de la investigación	Spanish	Job Search	DET	12/1/2003	Wisconsin Job Center
DETJ-9526-S-P	Demuéstrelo	Spanish	Interviewing	DET	12/1/2003	Wisconsin Job Center
DETJ-9530-S-P	Procedimientos para avisos sobre vacantes	Spanish	Job Search	DET	12/1/2003	Wisconsin Job Center
DETW-17344-S-P	El camino hacia un mañana mejor - Respuesta Rapida	Spanish	Job Search	DET	4/1/2013	Nekola, Annette
DETW-17345-S-P	El camino hacia un mañana mejor - Programa de comercialización	Spanish	Job Search	DET	4/1/2013	Nekola, Annette

<u>DVR-10736-S-P</u>	Client Assistance Program (CAP)	Spanish	Vocational Rehabilitation	DVR	10/2/2014	<u>DVR</u>
<u>DVR-11074-S-P</u>	VR Program Policy	Spanish	Vocational Rehabilitation	DVR	8/6/2014	<u>DVR</u>
<u>DVR-12847-S-P</u>	Understanding the Ticket to Work (TTW) Program	Spanish	Vocational Rehabilitation	DVR	6/12/2012	<u>DVR</u>
<u>DVR-15986-S-P</u>	Informed Choice	Spanish	Vocational Rehabilitation	DVR	5/28/2008	<u>DVR</u>
<u>DVR-15987-S-P</u>	Your Employment Plan	Spanish	Vocational Rehabilitation	DVR	5/28/2008	<u>DVR</u>
<u>DVR-15988-S-P</u>	DVR Services	Spanish	Vocational Rehabilitation	DVR	5/28/2008	<u>DVR</u>
<u>DVR-15989-S-P</u>	Appeal Rights	Spanish	Vocational Rehabilitation	DVR	2/17/2012	<u>DVR</u>
<u>DVR-16060-S-P</u>	Confidentiality	Spanish	Vocational Rehabilitation	DVR	5/28/2008	<u>DVR</u>
<u>DVR-16354-S-P</u>	Think Possibilities	Spanish	Vocational Rehabilitation	DVR	6/1/2013	<u>DVR</u>
<u>DVR-16483-S-P</u>	Order of Selection (OOS) - DVR Waiting List	Spanish	Vocational Rehabilitation	DVR	10/4/2012	<u>DVR</u>
<u>DWSD-13580-S-P</u>	Sus Derechos	Spanish	Posters	DET	2/1/2003	<u>DET Forms</u>
<u>ERD-10251-S-P</u>	Poster - Wisconsin Fair Housing Law - Spanish	Spanish	Posters	ER	9/1/2011	<u>Equal Rights</u>
<u>ERD-10450-S-P</u>	Steps Harassment Victims Can Take - Spanish	Spanish	Harassment	ER	2/1/2004	<u>Equal Rights</u>
<u>ERD-10453-S-PWEB</u>	Ley de Empleo Justo de Wisconsin # 6 en una Serie Discriminación	Spanish	Fair Employment Law	ER	6/1/2006	<u>Equal Rights</u>

	en el Empleo Basada en la Edad					
<u>ERD-10591-S-PWEB</u>	El Acuerdo o Convenio	Spanish	Fair Employment Law	ER	10/1/2004	<u>Equal Rights</u>
<u>ERD-10721-S-PWEB</u>	Proceso de Quejas bajo los Reglamentos de Trabajo de Wisconsin	Spanish	Labor Standard Complaint Process	ER	5/9/2014	<u>Equal Rights</u>
<u>ERD-11057-S-P</u>	Remedios a una Mirada: Ley de Vivienda y Acomodaciones Públicas	Spanish	Housing and Public Accomodations	ER	10/1/2003	<u>Equal Rights</u>
<u>ERD-12210-S-P</u>	Poster - Retaliation Protection for Health Care Workers - Spanish	Spanish	Posters	ER	6/1/2006	<u>Equal Rights</u>
<u>ERD-13109-S-P</u>	Página de Información sobre el Pago de Salarios	Spanish	Salary	ER	4/11/2013	<u>Equal Rights</u>
<u>ERD-14009-S-PWEB</u>	La Ley de Empleo Justo de Wisconsin #8 en una Serie Raza, Color, Nacionalidad de Origen, y Ascendencia/Antepasados	Spanish	Race, Color, National Origin	ER	3/1/2004	<u>Equal Rights</u>
<u>ERD-14266-S-PWEB</u>	Protección de Orientación Sexual bajo la Ley de Empleo Justo de Wisconsin	Spanish	Sexual Orientation	ER	3/1/2004	<u>Equal Rights</u>
<u>ERD-14887-S-P</u>	PROYECTOS DE TRABAJOS	Spanish	Prevailing Wage	ER	10/1/2008	<u>Equal Rights</u>

	PUBLICOS					
ERD-4531-S-P	Poster - Wisconsin Fair Employment Law - Spanish	Spanish	Posters	ER	9/11/2013	Equal Rights
ERD-4758-S-PWEB	GUÍA A PARA EL TRABAJO DE MENORES EN WISCONSIN	Spanish	Child Labor	ER	4/30/2014	Equal Rights
ERD-4825-S-P	Selección Justa para el Empleo y Como Evitar las Preguntas "Cargadas" durante la Entrevista	Spanish	Fair Employment Law	ER	2/17/2006	Equal Rights
ERD-4906-S-P	Labor Standards Information Series-Wisconsin Labor Standards Laws (Spanish)	Spanish	Labor Standard Law	ER	5/1/2004	Equal Rights
ERD-6061-S-P	WI Fair Employment Law #5 in a Series - Fair Employment Law and Complaint Process - Spanish	Spanish	Fair Employment Law	ER	3/1/2004	Equal Rights
ERD-7334-S-PWEB	Acosamiento en el Trabajo	Spanish	Fair Employment Law	ER	9/1/2005	Equal Rights
ERD-7550-S-PWEB	Ley de Empleo Justo de Wisconsin #3 en una Serie Embarazo, Empleo y la Ley	Spanish	Pregnancy	ER	3/1/2006	Equal Rights
ERD-7609-S-PWEB	Historial de Arresto y Convicción (Antecedentes Penales) Bajo la	Spanish	Employment	ER	9/1/2011	Equal Rights

ERD-7899-S-PWEB	Ley de Empleo Justo de Wisconsin #4 en una Serie - Personas con Discapacidades en el Trabajo	Spanish	Disabilities	ER	6/1/2006	Equal Rights
ERD-7983-S-P	Poster - Wisconsin Family and Medical Leave Law - Spanish	Spanish	Family/Medical Leave	ER	9/1/2011	Equal Rights
ERD-8007-S-P	Ley de Ausencia Familiar y Médica	Spanish	Family/Medical Leave	ER	7/1/2005	Equal Rights
ERD-8058-S-P	Leyes Administradas por Wisconsin Equal Rights Division (la Division de Derechos Iguales de Wisconsin)	Spanish	Laws enforced	ER	8/15/2014	Equal Rights
ERD-8784-S-PWEB	SERIE DE INFORMACION DE REGLAMENTOS DE LABOR LEY DE PAGO Y COBRO DE SALARIOS DE WISCONSIN	Spanish	Labor Standard Law	ER	11/1/2011	Equal Rights
ERD-9006-S-P	Notificación de un Cierre de Negocios y de Despido en Masa	Spanish	Posters	ER	6/1/2006	Equal Rights
ERD-9212-S-P	HORARIOS PERMITIDOS PARA EL TRABAJO DE MENORES (Spanish)	Spanish	Posters	ER	8/1/2011	Equal Rights

ERD-9247-S-P	TARIFAS DE SALARIO MINIMO DE WISCONSIN	Spanish	Minimum Wage	ER	9/1/2011	Equal Rights
ERD-9523-S-P	Wisconsin's Fair Housing Law and Complaint Process - Spanish Version	Spanish	Fair Employment Law	ER	11/1/2012	Equal Rights
LS-66-S-P	Un Día de Descanso en Siete	Spanish	Labor Standard Law	ER	4/24/2014	Equal Rights
UCB-10-S-P	Handbook for Claimants: Claiming Wisconsin Unemployment Benefits - Spanish Edition (En español)	Spanish	Unemployment	UI	9/10/2014	Benefit Operations Staff
UCB-15533-S-P	Unemployment Benefits - How to Apply and Eligibility Frequently Asked Questions (En español)	Spanish	Unemployment	UI	9/15/2014	Benefit Operations Staff
UCB-7-P-SPANISH	Notice to Employees About Applying for Wisconsin Unemployment Benefits (En Español)	Spanish	Unemployment	UI	10/18/2013	Benefit Operations Staff
UCL-4478-S-P	Asistiendo a una Audiencia o Vista Para Beneficios de Desempleo	Spanish	Unemployment	UI	4/1/2014	Unemployment Insurance Staff
WKC-18-S-P	Facts for Injured Workers about WC in Wisconsin	Spanish	Worker Compensation Law	WC	8/1/2010	WC Admin
DETJ-5694-S-P	¿No consiguió el trabajo que	Spanish	Job Search	DET	12/1/2003	Wisconsin Job

	quería?					
DWSB-11481-P	Complaints, ¿Quejas?, Kev Tsis Txaus Siab	Spanish	Posters	DET	7/1/2003	DET Forms

Forms

Form Number	Form Title	Form Language	DWD Division	Creation/Revision Date	Content Contact
DETM-5233	Migrant Labor Worker Agreement/Contract	Spanish	DET	2/1/2009	Juan Jose Lopez
DVR-12726-S	Individualized Plan for Employment (Spanish)	Spanish	DVR	10/1/2010	Audrey Merten
DVR-13178-S	Attendant/Child Care Provider Log (Spanish)	Spanish	DVR	6/1/2005	Audrey Merten
DVR-16843-E-S	Consumer Fiscal Responsibilities Agreement	Spanish	DVR	4/21/2014	Audrey Merten
DVR-17445-E-S	Referral for DVR Services	Spanish	DVR	9/26/2014	Audrey Merten
DVR-199-E-S	Authorization for Release of Confidential Information	Spanish	DVR	11/19/2013	Audrey Merten
ERD-10111-S	Physician or Practitioner Certification for Family or Medical Leave	Spanish	ER	4/15/2013	Equal Rights Information
ERD-10240-S	Discrimination Complaint - Fair Housing	Spanish	ER	11/1/2006	Equal Rights Information
ERD-4206-E-S	Discrimination Complaint - Fair Employment	Spanish	ER	11/1/2012	Equal Rights Information

ERD-8994-S	Family and Medical Leave Complaint	Spanish	ER	11/1/2012	Equal Rights Information
LS-119-S	Wisconsin Labor Standards Complaint	Spanish	ER	3/1/2014	Equal Rights Information
UCB-12-E-S	Weekly Work Search Notice	Spanish	UI	9/2/2014	Benefit Operations Staff
UCB-12-S	Weekly work Search Notice	Spanish	UI	9/2/2014	Benefit Operations Staff
WKC-9488-E-S	Voluntary and Informed Consent for Disclosure of Health Care Information	Spanish	WC	3/26/2009	Kathy Froehlich
WKC-9488-S	Voluntary and Informed Consent for Disclosure of Health Care Information	Spanish	WC	3/26/2009	Kathy Froehlich

Appendix (D)

Inventory of Hmong Translated Vital Documents

Publication Number	Publication Title	Publication language	Publication Subject	DWD Division	Revision Date	Content Contact
DET-12712-H-P (DET-12400-P)	Vaj Huam Sib Luag Yog Txoj Cai (Equal Opportunity is the Law)	Hmong	Discrimination	DET	6/1/2008	DET Forms
DVR-10736-H-P	Client Assistance Program (CAP)	Hmong	Vocational Rehabilitation	DVR	10/2/2014	DVR
DVR-11074-H-P	VR Program Policy	Hmong	Vocational Rehabilitation	DVR	8/6/2014	DVR
DVR-12847-H-P	Understanding the Ticket to Work (TTW) Program	Hmong	Vocational Rehabilitation	DVR	6/12/2012	DVR
DVR-15986-H-P	Informed Choice	Hmong	Vocational Rehabilitation	DVR	5/28/2008	DVR
DVR-15987-H-P	Your Employment Plan	Hmong	Vocational Rehabilitation	DVR	5/28/2008	DVR
DVR-15988-H-P	DVR Services	Hmong	Vocational Rehabilitation	DVR	5/28/2008	DVR
DVR-15989-H-P	Appeal Rights	Hmong	Vocational Rehabilitation	DVR	2/17/2012	DVR
DVR-16060-H-P	Confidentiality	Hmong	Vocational Rehabilitation	DVR	5/28/2008	DVR
DVR-16354-H-P	Think Possibilities	Hmong	Vocational Rehabilitation	DVR	6/1/2013	DVR
DVR-16483-H-P	Order of Selection (OOS) - DVR Waiting List	Hmong	Vocational Rehabilitation	DVR	10/4/2012	DVR

DWSD-13580-H-P	Koj Cov Cai	Hmong	Posters	DET	2/1/2003	DET Forms
UCB-10-H-P	Handbook for Claimants: Claiming Wisconsin Unemployment Benefits - Hmong Edition (Txhais lus hmoob)	Hmong	Unemployment	UI	9/10/2014	Benefit Operations Staff
UCB-15533-H-P	Unemployment Benefits - How to Apply and Eligibility Frequently Asked Questions (Txhais lus hmoob)	Hmong	Unemployment	UI	9/15/2014	Benefit Operations Staff
UCB-7-P-HMONG	Notice to Employees About Applying for Wisconsin Unemployment Benefits (Txhais lus hmoob)	Hmong	Unemployment	UI	10/18/2013	Benefit Operations Staff
UCL-4478-H-P	Rooj Sib Hais Txog Phab Povhwm Poob Haujlwm	Hmong	Unemployment	UI	4/1/2014	Unemployment Insurance Staff
WKC-18-H-P	Facts for Injured Workers about WC in Wisconsin	Hmong	Worker Compensation Law	WC	8/1/2010	WC Admin
DWSB-11481-P	Complaints, ¿Quejas?, Kev Tsis Txaus Siab	Hmong	Posters	DET	7/1/2003	DET Forms

Forms

Number	Form Title	Form Language	DWD Division	Creation /Revision Date	Content Contact
DVR-12726-H	Individualized Plan for Employment	Hmong	DVR	10/1/2010	Audrey Merten

	(Hmong)				
<u>DVR-16843-E-H</u>	Consumer Fiscal Responsibilities Agreement	Hmong	DVR	4/21/2014	<u>Audrey Merten</u>
<u>DVR-17445-E-H</u>	Referral for DVR Services	Hmong	DVR	9/26/2014	<u>Audrey Merten</u>
<u>DVR-199-E-H</u>	Authorization for Release of Confidential Information	Hmong	DVR	11/19/2013	<u>Audrey Merten</u>
<u>UCB-12-E-H</u>	Weekly Work Search Notice	Hmong	UI	9/2/2014	<u>Benefit Operations Staff</u>
<u>UCB-12-H</u>	Weekly Work Search Notice	Hmong	UI	9/2/2014	<u>Benefit Operations Staff</u>
<u>WKC-9488-E-H</u>	Voluntary and Informed Consent for Disclosure of Health Care Information	Hmong	WC	3/26/2009	<u>Kathy Froehlich</u>
<u>WKC-9488-H</u>	Voluntary and Informed Consent for Disclosure of Health Care Information	Hmong	WC	4/15/2009	<u>Kathy Froehlich</u>

Appendix (E)

**LIMITED ENGLISH PROFICIENCY
POLICY STATEMENT**

The << Insert Organization name >> is committed to provide equal opportunity in all programs, services and activities to persons with limited English proficiency (LEP). Program access for LEP persons is covered in Title VI of the Civil Rights Act of 1964 which prohibits discrimination on the basis of national origin; these protections are further affirmed in Executive Order 13166. Services include providing written translation and oral interpretation, free of cost, to LEP persons to ensure meaningful, accurate, and equal access to programs, benefits, and activities.

It is the policy of <<Insert Organization Name >> to discourage the use of family members or friends as interpreters because this may violate the person's privacy and disclose sensitive and confidential information. It is our policy to inform all LEP customers of the right to free language assistance/interpreter services at no cost to the LEP customer. LEP customers who decline such services and requests the use of a family member or friend will be ask to sign a Release Form acknowledging that this practice could result in a breach of confidentiality and he/she will not hold the agency responsible for any inaccurate translation or miscommunication.

This organization prohibits the use of minor children (18 years of age or younger) as an interpreter and will not allow minor children to interpret under any circumstances.

This agency monitors its changing demographics and population trends on an annual basis, to ensure awareness of the changing demographics and, language needs in our service area.

All sub-recipients contracting with this agency are required to comply with the LEP policies requirements.

To assist us in complying with all applicable limited English proficiency rules, regulations and guidelines, I have appointed.

(Mr. / Ms.) _____ Phone () - or
TTY/Teletype Telephone () - -

as Limited English Proficiency Coordinator. LEP customers are encouraged to ask for language assistance or discuss any perceived discrimination problems with him/her. Information about discrimination complaint resolution process is available to you upon request.

Signature of the Executive Director or Chief Executive Officer	Date
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Appendix (F)

Language Access Related Resources

Employee Handbook on Language Interpretation and Translation Services

- Department of Workforce Development, Division of Employment and Training, Civil Rights Compliance EMPLOYEE HANDBOOK ON LANGUAGE INTERPRETATION AND TRANSLATION SERVICES
http://dwd.wisconsin.gov/det/civil_rights/pdf/crc_handbook.pdf (April, 2011)

Translations and Vital Documents

This page provides information to assist our customers with locating translators/interpreters, the Limited English Proficiency (LEP) Plan, as well as vital documents and the languages into which they have been translated.

"I Speak..." cards These cards can be printed and posted at your reception desk. Those who don't speak English can indicate what language they speak by pointing to the right card.

"Your Right To An Interpreter Poster" This poster is camera ready and can be downloaded and forward to a local area printer for reprinting. It is intended to be used by funded entities to assist applicants/participants that are Limited English Proficient (LEP) to identify the foreign language they speak in order to make arrangements for an interpreter.

DWD Mandatory Contract for Language Services and Translation Resources

Vendor List - [Language Translations/Interpretation Services](#)

Vendor List -

[Vital Documents Translation policy](#)

SWITS provides linguistic and intercultural communication. SWITS interpreters help providers communicate effectively with their Deaf and Limited English Proficient (LEP) clients. They offer services including, but not limited to: On-Site Interpreting, Telephonic Interpreting (anywhere), Video-Relay Interpreting, Translation, Localization, Recorded Announcements, Voice-overs, and Multimedia. Their areas of expertise include: Legal, Medical, Government, Social Service, Business, and Community. <http://swits.us/>

INTERPRETATION AND TRANSLATION SERVICES

Since 1936, the International Institute of Wisconsin has been providing reliable interpretation and translation services to the Greater Milwaukee Area. Currently, we

regularly offer services in over 50 languages for a variety of sectors, including courts, healthcare, and community and business organizations. <http://www.iwisconsin.org/>

Wisconsin Court Interpreter Program

The Wisconsin Supreme Court is committed to providing language services and access to justice for people of limited English proficiency (LEP). As part of that commitment, the Director of State Courts Office (“the Director”) developed the Wisconsin Court Interpreter Program (CIP) to train and test interpreters, educate court officials on best practices for using interpreters, translate court forms, and address related language access issues. <http://www.wicourts.gov/services/interpreter/docs/policies.pdf>

Labor and Employment LEP Resources:

Presentation: [Language Access: Unemployment Insurance Programs and Limited English Proficiency \(LEP\) Individuals \(PDF\)](#), U.S. Department of Labor, Civil Rights Center, June 2013

[LEP Toolkit](#), U.S. Department of Labor, Civil Rights Center

[Factsheets in Other Languages](#), Equal Employment Opportunity Commission (EEOC)

[Language Access Presentation](#), Office of Language Access, Department of Labor and Industrial Relations, State of Hawaii, March 2008

[Improving Workplace Opportunities For Limited English-Speaking Workers](#), National Association of Manufacturers, April 2006

[Employment-related Brochures and Posters in Non-English Languages](#), Minnesota Department of Labor and Industry

Fact Sheets and Self-Help Tools, Available in [Spanish](#) and [Chinese](#), Legal Aid Society, Employment Law Center

[English Proficiency: What Employers Need for their Spanish Speaking Workforce](#), The United States-Mexico Cultural and Educational Foundation and Harrison Maldonado Associates, Inc., June 2005

[Survival Literacy Training for Non-Native-English-Speaking Workers](#), American Institutes for Research, October 2010

[Focus on Civil Rights of Limited English Speakers](#), National Employment Law Project
[Unemployment Insurance Information, Written and Audio, in 15 Non-English Languages](#), Washington State Employment Security Department