



Policy Number:	WPS-001
Effective Date:	April 24, 2015
Staff Affected:	All ARM Staff
Subject:	Providing Access to and Protection for Limited English Proficient Individuals
Replaces:	New Policy

The purpose of this policy is to outline the process for providing Limited English Proficient (LEP) individuals with access to and protection under the Wisconsin Department of Agriculture, Trade and Consumer Protection (DATCP) – Bureau of Agrichemical Management (ACM) as required by Federal law, (see Reference A).

The policy is limited to the implementation of the pesticide services and programs conducted by ACM. This policy does not apply to the pesticide applicator certification exams and exam administration because English reading proficiency is required for compliance with US EPA mandated English language pesticide labels which are the cornerstone of the pesticide use compliance program in Wisconsin and throughout the United States.

Resources

Through a statewide contract, DATCP has access to several different interpreter services. Services include telephone interpretation, in-person interpretation, translation services or remote video translation. Available languages will vary by each interpreter service. Costs will vary based on per-minute charges for telephone interpreter services, or per hour plus travel costs for in-person interviews. The list of available languages is part of the Limited English Proficient (LEP) procedure.

When to Use an Interpreter Service (IS)

Program or environmental enforcement staff will use an IS as needed, to effectively carry out the assigned duties and responsibilities under the pesticide programs administered and enforced by ACM.

These duties and responsibilities may include, but are not limited to the following:

- (a) Complaint or tip report intake
- (b) Investigations
- (c) Inspections
- (d) Face to face interviews and discussions
- (e) Telephone interviews and discussions.

List of Available Language Services

The list of available language services varies by service with one covering more than 50 different languages. We anticipate the most common languages needed will be Spanish, Hmong, Haitian Creole, Somali, Burmese and Karen. These languages may change as different groups come to Wisconsin to work or live.

Access to language services not currently provided by the interpreter service will be addressed on a case by case basis by the DATCP staff member and their supervisor.

How to Use an Interpreter Service

For immediate translation needs, use a telephone-based interpreter service. ACM staff will need to determine the language needed for interpretation. A listing of available languages is found in the LEP procedure document. Upon determining if the interpretation language is available, contact the appropriate IS vendor, also part of the LEP procedure.

For in-person interpreter service, please contact the Worker Protection Standard (WPS) program manager as these services must be scheduled in advance.

Training for Use of an Interpreter Service

DATCP staff will make every reasonable attempt to adhere to the following principles when communicating with the LEP individual through the IS:

1. Avoid compound sentences and questions.
2. Break compound sentences and questions down into their simplest components.
3. Avoid technical terms and jargon that will be difficult or unknown to the interpreter, or that many not translate into another language.
4. Avoid the use of acronyms.

All applicable staff will receive training or refresher training on use of an IS, when this procedure is revised, or annually.

Approved Interpreter Services

Two vendors were chosen from the list of Qualified Vendors available through the State of Wisconsin for telephone interpretation and in-person interpretation. The two vendors are found on Vendornet:

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

1. Telephone Interpretation and available languages (Attachment A)

Telephone interpretation can be done at the time of need for the most common languages (Spanish, Hmong). If you have need of a “non-core” language, an appointment may need to be made so the appropriate interpreter can be obtained. Charges are incurred on a per minute basis.

Telephone Interpretation Contractor

Valid March 6, 2015 – September 6, 2015

Language Line Services

1 Lower Ragsdale Drive, Bldg. 2

Monterey, CA 93940

www.LanguageLine.com

Local representative: Thomas Costello, 831-648-5537 (Chicago, IL)

2. In-Person Interpretation and available languages (Attachment B)

The WPS program manager or Compliance Supervisor must schedule in-person interpretation services at least 24 hours in advance. Charges are based on an hourly rate beginning from the time the interpreter leaves home until they return. American Sign Language interpretation is also available.

In-Person Interpretation Contractor

Valid March 6, 2015 – September 6, 2015

Southern Wisconsin Interpreting and Translation Services (SWITS)

P.O. Box 196, 110 S. 3rd St.

Delavan, WI 53115

866-737-9487

<http://swits.us/>

Reference A:

- Title VI, Civil Rights Act of 1964; 42 U.S.C. §§ 2000d et seq.
<http://www.justice.gov/crt/about/cor/coord/titlevistat.php>
- 40 C.F.R., Part 7: Non Discrimination in Programs Receiving Assistance from U.S. Environmental Protection Agency
<http://www.epa.gov/civilrights/docs/40p0007.pdf>

Attachment A
Language Line Service Reference Guide
WI Department of Agriculture, Trade and Consumer Protection

An account has been established with Language Line. You need the DATCP Client ID (below). DATCP will be billed automatically, so there is no need for a purchasing card. Follow the steps below.

■ **When receiving a call:**

1. Use your phone's conference feature to place the Limited English Proficient (**LEP**) speaker on hold.
2. Dial **1-866-874-3972**
3. Provide your Client ID # **5 3 1 4 4 2**
4. Select the language you need
 - a. Press 1 for Spanish
 - b. Press 2 for all other languages and state the name of the language you need
*** Press 0 for agent assistance if you do not know the language.*

You will be connected to an interpreter who will provide his/her name and ID number.

5. Brief the interpreter. *Summarize what you wish to accomplish and provide any special instructions.*
6. Add the LEP onto the call.
7. Say "End of Call" to the interpreter when your call is completed.

■ **Placing an Outbound Call to an LEP:**

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, please inform the interpreter or agent at the beginning of the call.

■ **Face to Face Conversation with an LEP:**

When the LEP is face-to-face with you begin at **Step 2**. Once the interpreter joins the line, brief him/her and place the phone on "Speaker" mode or pass the handset back-and-forth.

IMPORTANT INFORMATION:

- **INTERPRETER IDENTIFICATION** – Interpreters identify themselves by name and ID number. Feel free to note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.
 - **WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English speaking speaker, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.
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Attachment A (continued)

Available languages through Language Line Service Reference Guide

Attachment A, Over-the-Phone Language List



Additional languages and dialects may be available. Rare languages may require additional interpreter connect time.

Over-the-Phone Interpreting Language List

Acholi	Dutch	Jamaican Patois	Mien	Sichuan Yi
Afar	Dzongkha	Japanese	Mirpuri	Sicilian
Afrikaans	Edo	Jarai	Mixteco	Sinhala
Akan	English	Javanese	Mizo	Slovak
Akateko	Estonian	Jingpho	Mnong	Slovene
Albanian	Ewe	Jinyu	Mongolian	Soga
Amharic	Farsi	Juba Arabic	Moroccan Arabic	Somali
Anuak	Fijian	Jula	Mortlockese	Soninke
Apache	Fijian Hindi	Kaba	Napoletano	Sorani
Arabic	Finnish	Kamba	Navajo	Spanish
Armenian	Flemish	Kanjobal	Nepali	Sudanese Arabic
Assyrian	French	Kannada	Ngambay	Sunda
Azerbaijani	French Canadian	Karen	Nigerian Pidgin	Susu
Bahasa	Fukienese	Kashmiri	Norwegian	Swahili
Bahdini	Fulani	Kayah	Nuer	Swedish
Bahnar	Fuzhou	Kazakh	Nupe	Sylheti
Bambara	Ga	Kham	Nyanja	Tagalog
Bantu	Gaddang	Khana	Nyoro	Taiwanese
Barese	Gaelic-Irish	Khmer	Ojibway	Tajik
Basque	Gaelic-Scottish	K'iché	Oromo	Tamil
Bassa	Garre	Kikuyu	Palauan	Telugu
Belorussian	Gen	Kimiuru	Pampangan	Thai
Bemba	Georgian	Koho	Panjabi	Tibetan
Benaadir	German	Korean	Papiamento	Tigré
Bengali	German Pennsylvania	Kpelle	Pashto	Tigrigna
Berber	Dutch	Krahn	Plautdietsch	Toishanese
Bosnian	Gheg	Krio	Pohnpeian	Tongan
Bulgarian	Gokana	Kunama	Polish	Tooro
Burmese	Greek	Kurmanji	Portuguese	Turkish
Cantonese	Gujarati	Laotian	Portuguese, Brazilian	Turkmen
Cebuano	Gulay	Latvian	Portuguese, Cape Verdean	Tzotzil
Chaldean	Gurani	Liberian Pidgin English	Pugliese	Ukrainian
Chamorro	Haitian Creole	Lingala	Pulaar	Urdu
Chaochow	Hakka-China	Lithuanian	Quechua	Uyghur
Chin Falam	Hakka-Taiwan	Luba-Kasai	Quichua	Uzbek
Chin Hakha	Hassaniyya	Luganda	Rade	Vietnamese
Chin Mara	Hausa	Luo	Rakhine	Visayan
Chin Matu	Hebrew	Maay	Rohingya	Welsh
Chin Senthang	Hiligaynon	Macedonian	Romanian	Wodaabe
Chin Tedim	Hindi	Malay	Rundi	Wolof
Chipewyan	Hmong	Malayalam	Russian	Wuzhou
Chuukese	Hunanese	Mam	Rwanda	Yiddish
Cree	Hungarian	Mandarin	Samoan	Yoruba
Croatian	Icelandic	Mandinka	Sango	Yunnanese
Czech	Igbo	Maninka	Seraiki	Zapoteco
Danish	Ilocano	Manobo	Serbian	Zarma
Dari	Inuktitut	Marathi	Shanghainese	Zyphe
Dewoin	Indonesian	Marka		
Dinka	Italian	Marshallese		
Duala	Jakartanese	Mbay		

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096



Attachment B
In Person Translation Services

Southern Wisconsin Interpreting and Translation Services (SWITS)
Wisconsin Department of Agriculture, Trade and Consumer Protection

Services are charged on a per hour basis and includes the travel time and mileage fees for the interpreter. Due to the significant cost of this service, discuss the need for face to face translation with your supervisor. Also, keep in mind that face to face translators must be reserved at least 48 hours in advance.

How to request an in-person interpreter:

1. Contact your supervisor AND the Worker Protection Specialist at least 72 hours in advance of the necessary service.
2. Provide the following information:
 - a. Date interpreter is needed.
 - b. Location (building name, street address, city, state, zip code).
 - c. Directions to the location.
3. Requested language

American Sign Language	Croatian	Polish
Albanian	Farsi (Persian)	Russian
Arabic	French	Serbian
Bosnian	Hmong	Somali
Burmese	Karen	Spanish
Chin	Khmer (Cambodian)	Thai
Chinese/Cantonese	Korean	Vietnamese
Chinese/Mandarin	Laotian	Other (specify)

4. Specialized skills (e.g., legal, medical, Wisconsin court certified).
5. Other instructions or comments.
6. Estimated time needed for interpretation.
7. The Worker Protection Specialist will submit the appropriate paperwork to request the interpreter. A copy will be supplied to the Environmental Enforcement Specialist (EES).
8. Worker Protection Specialist will contact EES to obtain additional information (if necessary) and complete all in-person translation paperwork.