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An Introduction to Limited English Proficiency

Limited English Proficiency (LEP) Training Concepts

- Definition of Limited English Proficiency
- Federal Requirements
- Interpretation vs. Translation
- Required Notices
- Timing
- Accessing Language Services
- Engagement Etiquette
- Accessing Language Services
- Documentation
- LEP Refusal Form
- A Word on Written Words
- Apply Your Knowledge Case Scenarios

Limited English Proficiency (LEP) Definition

An individual with limited English proficiency (LEP) is a person whose primary language for communication is not English and who has a limited ability to read, write, speak, or understand English.

Limited English Proficiency (LEP) Knowledge Check



TRUE OR FALSE: A person with limited English proficiency (LEP) is not able to effectively read the English language.

ANSWER: BOTH! A person who has LEP may not be English well but may not be able to speak it proficiently.

Limited English Proficiency (LEP) Federal Requirements

Agencies receiving federal funds are required to establish a language policy and a plan indicating how they will serve individuals of limited English proficiency and meet the requirements of:

- Title VI of the Civil Rights Act Which prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance.
- 2CFR § 38.9 Which prohibits discrimination based on national origin, including limited English proficiency.
- Executive Order 13166 "Improving Access to Services for Persons with Limited English Proficiency".

Limited English Proficiency (LEP) Federal Requirements

EMI and its partners must take reasonable steps to provide meaningful access to each individual with limited English proficiency who is likely to be encountered or is eligible to be served.

Provision of free, language assistance services is <u>one</u> source of language access.



Limited English Proficiency (LEP) Knowledge Check



TRUE OR FALSE: Because MY agency is getting funded through EMI and not directly by the Department of Labor, LEP does not apply to my job.

ANSWER: False. EMI is federally funded and must ensure that its partners are compliant with the federal Civil Rights Act.

Limited English Proficiency (LEP) Interpretation vs. Translation



A translator is a linguist who 'transfers' written content from one language to another language while preserving the meaning.

An **interpreter** is a linguist who 'transfers' <u>verbal</u> content from one language to another language while preserving the meaning.

Limited English Proficiency (LEP) Knowledge Check



TRUE OR FALSE: A translator is a linguist who 'transfers' <u>verbal</u> content from one language to another language.

ANSWER: False. An **interpreter** is a linguist who 'transfers' <u>verbal</u> content from one language to another language. A **translator** is a linguist who transfers <u>written</u> content from one language to another language.

It's important to know the difference, particularly if you need to purchase language services.

Limited English Proficiency (LEP) Required Notices

EMI and our partners are required to communicate a participant's right to language services in several ways including:

Your Right to an Interpreter
 Sign (required)



Free at: Civil Rights: Limited English Proficiency Resources | Wisconsin Department of Health Services

Limited English Proficiency (LEP) Required Notices

I Speak Cards (recommended)



| ☐ Unë flas shqip (Albanian) | ☐ N a po Klào Win. (Kru) |
|---|--|
| 🗖 አማርኛ እናገራለው (Amharic) | 🗆 ຂ້າພະເຈົ້າເວົ້າ ພາສາລາວ . (Lao) |
| (Arabic) انا اتكلم اللغة العربية. | ☐ Yie gorngv Mienh waac. (Mien) |
| 🗖 Ես խոսում եմ հայերեն (Armenian) | म नेपाली बोल्छु (Nepali) |
| 🔲 আমি বাংলা ভাষী। (Bengali) | Mówię po polsku. (Polish) |
| ☐ Ja govorim bosanski jezik (Bosnian) | ☐ Eu falo Portugês. (Portuguese) |
| ကျွန်တော် မြန်မာစကား ပြောသည်။ | □ ਇ ਸ਼ਪੇਆਕ ਪੰਜਾਬੀ (Punjabi) |
| (Burmese) | |
| □ 我说中文 (Chinese Simplified) | ☐ Cunosc limba Română. (Romanian) ☐ Я говорю по-русски. (Russian) |
| □ 我說中文 (Chinese Traditional) | Ou te tautala faaSamoa. (Samoan) |
| ☐ Ja govorim hrvatski. (Croatian) | _ |
| اینجانب به زبان فارسی صحبت می کنم 🔲 | Govorim srpski. (Serbian) |
| (Farsi) | Waxaan ku hadlaa Somali. (Somali) |
| ☐ Je parle français. (French) | ☐ Yo hablo español. (Spanish) |
| ☐ Je parle le Français haïtien(French Creole) | أتحـدث السودانية (لغوي سوداني) 🔲 (Sudanese) |
| Mιλάω ελληνικάι. (Greek) | ☐ Marunong po akong magsalita ng |
| 🔲 હું ગુજરાતી બોલુ છું (Gujarati) | Tagalog. (Tagalog) |
| Mwen pale Kreyòl. (Haitian Creole) | ☐ ข้าพเจ้าพูด ภาษาไทย (Thai) |
| □ में हिंदी बोलता हुँ (Hindi) | 🗆 ኣን ትግርኛ ይዛረብ እየ. (Tigrinya) |
| ☐ Kuv hais lus hmoob. (Hmong) | Я розмовляю українською. |
| ☐ Ana m a sụ Igbo (Igbo) | (Ukrainian) |
| ☐ Parlo Italiano (Italian) | (Urdu) میں اردو بولتا/ بولتی ہوں ۔ 🔲 |
| □ 私は日本語を話します (Japanese) | Tôi nói tiếng Việt. (Vietnamese) |
| ☐ Mi chat Jamiekan langwjij | 🗆 יידיש רעד איך (Yiddish) |
| (Jamaican Creole) | ☐ Mo gbọ Yoruba (Yoruba) |
| 🔲 ខ្ញុំនិយាយរាាសាខឹតឌីស (Khmer) | |
| ■ 본인의 모국어는 한국어입니다 | |
| (Korean) | |
| (Kurdish) نه ز زمانی کوردی ده ناخفم. | |
| | |
| | |
| | |

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Limited English Proficiency (LEP) Required Notices

Babel notices on vital documents

IMPORTANT! This document contains <u>important information</u> about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. **Call (414)-270-1726** for assistance in the translation and understanding of the information in this document.

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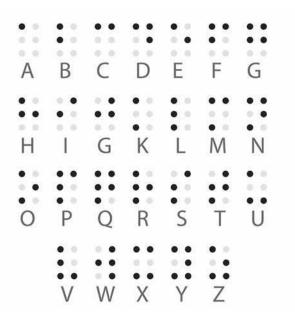
TSEEM CEEB! Daim ntawv no muaj ib <u>cov lus tseem ceeb</u> qhia paub txog koj cov cai, cov luag hauj lwm thiab/los yog cov kev pab. Nws yog ib qho tseem ceeb uas koj yuav tau to taub cov lus nyob hauv daim ntawv no, thiab peb yuav muab tau cov lus no txhais ua koj hom lus yam koj tsis tau them nyiaj dab tsi. **Hu rau (414)-270-1726** yog xav tau kev pab kom muab cov lus nyob hauv daim ntawv no txhais rau koj kom koj to taub.

Limited English Proficiency (LEP) Required Notices

Equal Opportunity Taglines on forms

Employ Milwaukee is an Equal Opportunity employer and service provider. If you need this information or printed material in an alternate format, or in different language, at no cost to you, please contact us at (414)-270-1700. Deaf, hard of hearing, or speech impaired callers can contact us through Wisconsin Relay Service at 7-1-1.

- An explanation of these rights have been made available in braille as well.
- MOST IMPORTANTLY: LEP Participants must understand these services are available at no cost.



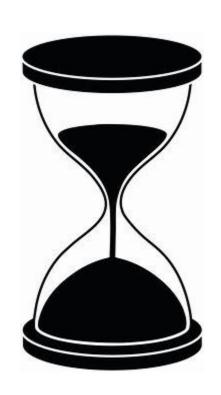
Limited English Proficiency (LEP) Knowledge Check



TRUE OR FALSE: A person with LEP should be encouraged to use a family member or friend to translate and interpret because they will not cost the person with LEP extra fees.

ANSWER: False. The use of professional translation and interpretation services must be provided at no cost to person who is LEP.

Limited English Proficiency (LEP) Timing



Translation and interpretation services need to be provided anytime a person is likely to be encountered or is eligible to be served.

During outreach, intake, and eligibility activity staff must be prepared to provided language services. The moment staff observe that a person might be LEP or a person discloses their LEP status, free language services must be offered.

Limited English Proficiency (LEP) Knowledge Check



TRUE OR FALSE: Our bilingual staff are on vacation this week. It is O.K. to ask my participant to reschedule tomorrow's meeting for next week when our bilingual staff is here.

ANSWER: False. You may not create additional barriers for a person with LEP to receive services. Know your agency's plan for continuity of services when bilingual staff are unavailable.

Limited English Proficiency (LEP) Accessing Language Services

EMI and each of our partners are required to follow the local plan and have their own resources to access language services. Resources:

May

Allow staff to interpret themselves if they are proficient in the participant's preferred language.

Utilize bilingual staff.

Hire professional qualified others.

Utilize family members*.



Limited English Proficiency (LEP) Accessing Language Services

EMI and each of our partners are required to follow the local plan and have their own resources to access language services. Resources:

May Not

Cause more than a few minutes delay.

Create extra barriers: reschedule a meeting, require the person with LEP to take special steps that would not be asked of a Non-LEP person.

Require the person with LEP to provide their own resources (e.g. family member).

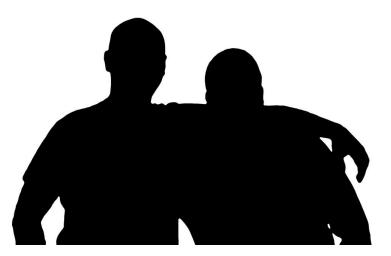
Charge the person with LEP a fee to access language services.



Limited English Proficiency (LEP) Accessing Language Services

When using family or friends for translation and /or interpretation:

• The request to have the accompanying adult provide language services should be initiated by the LEP individual.

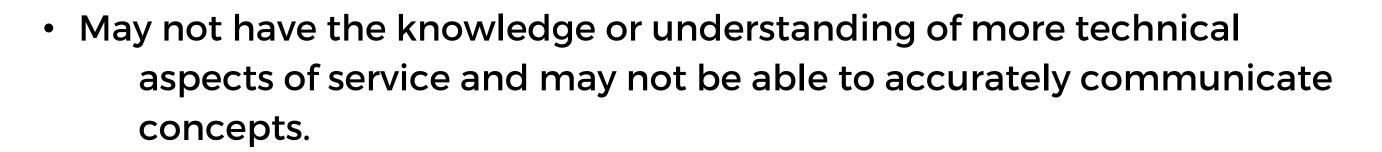


If the LEP individual has asked that the adult accompanying them
 provide language assistance complete the "Limited English
 Proficiency (LEP) Acknowledgement and Refusal of Free Interpretation Services Form"

Limited English Proficiency (LEP) Accessing Language Services

When using family or friends for translation and /or interpretation cont.

Be cautious! In addition to possible differences from your cultural norms, the family or friend:





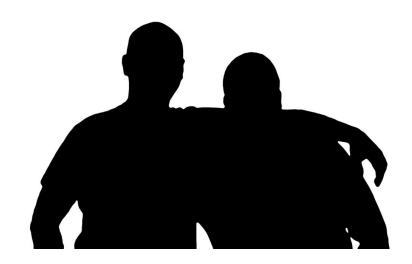
• May require sensitive information to be divulged that a parent prefers remain confidential (e.g.: older children translating for parents may be considered inappropriate to become knowledgeable about pertinent medical, disability, or traumatic history information).

Limited English Proficiency (LEP) Accessing Language Services

Staff may require language assistance to ensure effective and accurate communication. The reason for staff's choice must be clearly documented in case notes.

"An LEP individual has no authority to waive the application of the law and a recipient is prohibited from seeking to obtain such a waiver, via policy or otherwise" (emphasis in original). Civil Rights Center's response regarding the Limited English Proficiency (LEP)

Acknowledgement and Refusal of Free Interpretation Services Form (June 4, 2021)



Limited English Proficiency (LEP) Knowledge Check



TRUE OR FALSE: As a staff person, I can refuse to rely on the participant's family member to act as an interpreter or translator, even if that is the participant's preference.

ANSWER: True. Although our services are person centered and guided by the participant's choice, staff may choose to have a qualified individual interpret verbal interactions. The reason for staff's choice to use a qualified individual instead of a family member must be clearly documented in case notes.

Limited English Proficiency (LEP) Engagement Etiquette

Do

Use short, simple words and sentences

If in-person, use hands, gestures, images

Install universal signage for key locations (e.g., accessibility, restrooms, exits)

Use "Google Translate" or similar apps (e.g., Say Hi) to help with basic communication until a qualified interpreter (e.g., language line provider) is available.

Speak slowly and repeat information as needed

Smile and remain calm

Limited English Proficiency (LEP) Engagement Etiquette

Do Not

Use acronyms

Speak in technical terms or use complicated words or phrases

Use idioms or slang

Shout or speak loudly

Use humor or laugh at the individual



Limited English Proficiency (LEP) Documentation

Documentation is proof of compliance. Fully document the course of events.

- 1. Case note
 - How staff determined LEP needs were applicable
 - That LEP services were offered at no cost to the individual
 - The acceptance or refusal of LEP services.
 - If accepted, document the speed at which services were made available and pertinent service delivery information.

2. LEP Refusal form

Used when an interpreter is present (by phone, virtually, or in person) or simply offered, but services are refused.

Limited English Proficiency (LEP) LEP Refusal Form

Identifying information

The name of the qualified person providing language assistance (bilingual staff or certified professional)

Review the above information with the individual refusing language assistance and check this box.



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LIMITED ENGLISH PROFICIENCY (LEP) ACKNOWLEDGEMENT AND REFUSAL OF FREE INTERPRETATION SERVICES FORM

| Name | | Date of Birth | |
|-----------------|---|-----------------|--|
| WIOA Program | ☐ Adult ☐ Dislocated Worker | ASSET PIN | |
| (if applicable) | ☐ Out-of-School Youth ☐ In-School Youth | (if applicable) | |

(Provider Name) ______ has offered you free interpretation and translation services provided by a killed and qualified interpreter who is trained to protect your privacy. That person understands your language and technical/legal words related to the program or service you are seeking or receiving.

You have the right to the free interpreter services described above. You also have the right to refuse that service and occeed with your own interpreter. YOU ARE NOT REQUIRED TO PROVIDE YOUR OWN INTERPRETER.

If you choose to utilize your own interpreter, whether a family member or another person, that person may not have formal training and may commit, among others, the following errors:

- Give you or your service provider incorrect information;
- · Add or leave out information;
- Learn information about you that you may not wish to be known;
- Tell other people information about you that would otherwise be private; or
- . Misunderstand your Career Planner, case worker, service or training provider, or other professional.

The above-named provider has explained to me, in my own language, the risks of refusing the offered trained interpreter. I understand these risks and choose to decline the interpretation services offered at no cost.

| Applicant Signature | Date Signed |
|---|-------------|
| | |
| Interpreter Signature OR Name and # (if interpreted by phone) | Date Signed |
| | |
| Staff Signature | Date Signed |

Employ Milwaukee is an Equal Opportunity Employer and Service Provider. Auxiliary aids and services are available upon request to individuals with disabilities. If you need this information interpreted to a language you understand or in a different format, please contact Carrie Hersh, Equal Opportunity Officer, at 414-270-1726 or Carrie.Hersh@EmployMilwaukee.org. Callers who are deaf or hearing or speech-impaired may reach us at Wisconsin Relay Number 711.

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TSEEM CEEB! Daim ntawv no muaj ib cov lus tseem ceeb qhia paub txog koj cov cai, cov luag hauj lwm thiab/los yog cov kev pab. Nws yog ib qho tseem ceeb uas koj yuav tau to taub cov lus nyob hauv daim ntawv no, thiab peb yuav muab tau cov lus no txhais ua koj hom lus yam koj tsis tau them nyiaj dab tsi. Hu rau (414)-270-1726yog xav tau kev pab kom muab cov lus nyob hauv daim ntawv no txhais rau koj kom koj to taub.

Limited English Proficiency (LEP) LEP Refusal Form

Obtain all three signatures and dates.

If the interpreter is not physically present (e.g. virtual or by phone) staff will indicate that in place of the signature.

WAIT, THERE'S MORE! In addition to form completion staff must also document the exchange, including why services were refused in a case note.



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LIMITED ENGLISH PROFICIENCY (LEP) ACKNOWLEDGEMENT AND REFUSAL OF FREE INTERPRETATION SERVICES FORM

| Name | | Date of Birth | |
|-----------------|---|-----------------|--|
| WIOA Program | ☐ Adult ☐ Dislocated Worker | ASSET PIN | |
| (if applicable) | ☐ Out-of-School Youth ☐ In-School Youth | (if applicable) | |

(Provider Name) ______ has offered you free interpretation and translation services provided by a skilled and qualified interpreter who is trained to protect your privacy. That person understands your language and technical/legal words related to the program or service you are seeking or receiving.

You have the right to the free interpreter services described above. You also have the right to refuse that service and proceed with your own interpreter. YOU ARE NOT REQUIRED TO PROVIDE YOUR OWN INTERPRETER.

If you choose to utilize your own interpreter, whether a family member or another person, that person may not have formal training and may commit, among others, the following errors:

- Give you or your service provider incorrect information;
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- Learn information about you that you may not wish to be known;
- Tell other people information about you that would otherwise be private; or
- . Misunderstand your Career Planner, case worker, service or training provider, or other professional.

☐ The above-named provider has explained to me, in my own language, the risks of refusing the offered trained interpreter. I understand these risks and choose to decline the interpretation services offered at no cost.

| Applicant Signature | Date Signed |
|---|-------------|
| • | |
| Interpreter Signature OR Name and # (if interpreted by phone) | Date Signed |
| | |
| Staff Signature | Date Signed |

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Limited English Proficiency (LEP) Knowledge Check



TRUE OR FALSE: The LEP Refusal form is only used when a language services are present (by phone, virtually, or in person) but services are refused.

ANSWER: True. The LEP Refusal form is used **only** when language services are present (by phone, virtually, or in person) but services are refused.

Limited English Proficiency (LEP) A Word on Written Words

Vital documents are written documents that are critical for ensuring meaningful access to the recipients' major activities and programs.

Examples of vital documents include, but are not limited to:

- Applications/Intake forms
- Consent forms
- Complaint forms
- Intake forms with potential for important health consequences
- Letters or notices pertaining to eligibility for benefits
- Letters or notices pertaining to rights, denial or termination of services that require a response from the person with LEP

Limited English Proficiency (LEP) A Word on Written Words

Vital Documents are documents that affect access to retention in, and termination or exclusion from a participant's program services or benefits.

EMI determines what documents are designated vital forms. Examples include, but are not limited to:

- Program applications/ intake forms
- Consent forms
- Complaint forms
- Letters or notices pertaining to
 - eligibility
 - Rights
 - the reduction, denial or termination of services or benefits or that require a response from the LEP person
- Documents that must be provided by law; and
- Notices regarding the availability of free language assistance services for LEP individuals

Limited English Proficiency (LEP) A Word on Written Words

Vital Documents created or used by Employ Milwaukee and our partners, are available in on the website: https://www.employmilwaukee.org/AgencyForms.htmgencyForms in:

- English
- Spanish
- Hmong

If you need translations of these forms in different languages, contact Carrie Hersh, EO Officer, 414-270-1726, Carrie.Hersh@employmilwaukee.org

Limited English Proficiency (LEP) Knowledge Check



BONUS QUESTION: Where is the "Your Right to an Interpreter Sign?"

ANSWER: Locations vary by partner. However, it is usually located near the participant entrance. If you don't know where it is, look around for it and ask your supervisor!

| | | | You | ur Right To An Interpre | eter | | | |
|--|--|---|---|---|--|--|---|--|
| | | You have | the right to receive progra | am information in a langua | ige that you understand th | rough an | | |
| | | ir | terpreter, and translation | or interpretation of vital do | cuments, at no cost to you | ı. | | |
| | | | | oint to your language | | | | |
| | | | | omit to your language | | | | |
| Albantan | Amhario | Arabio | Armenian | Bengali | Bosnian | Burmese | Chinese (Mandarin) | Croatian |
| E drejfa juaj për një përkthyes: Keni të drejtën të memi informacion meh programit në një gjuhë që e kuptoni përmes një përkthyest, si dhe përkthimin ose inforpetimin e dokumenteve të rëndësishme, pa asnjë kosto për ju. | የጃንም ሕበተርአሚ ሰተማኝም ታልውት መብት አርሰም በሚራትት ምንድ በጃንጽ ሕበተርአሚ በኩል፣ እና በአሁት ትርካም ወይም በሕዚሊኒ ሲንጆች ትርትም፣ የለምንም ከርያ የፕሮግሪም መረጃ የመመበል መብት አልውቅ፣ | عق العنول دان خدات الوسط البية تعرق السنول فان ساوت البشاء باللط التي القيامة من طالب ماريد فورسط أو روسا فورية المستدنات اللهناء بشكل ميثال بالكاهل | ֆունգաբաշ ֆնույլ, ասարջն սերբ, հլջունք, հրատումիչ Ֆիերի մեսումեն դիույն ուրական բեզներ՝ իջները գար դունայան հրանակ առաջանա բնանակայան Այսե խնտակար և արբե ֆուներային գտանար չեր խնտակար հե գտանգործի գուսանութներ | অংশনার ভোজাতীর পরিবেশ্ব পাওমার অধিকারসমূহ অপেনার অধিকার আছে বিনায়ুক্তে রোগ্রাচারর তথা এককার দোকারীর এপের্বি রোগ্রাক রবং গ্রাচারপূর্ণ নবির অনুধান বা বাংখার রুখিবা পাওয়া। | Vaté pravo na prevodicos Imale pravo da bez nabrada dobljete Informacje o programu na jezitu koji razumijete putem prevodicos i pismeni II usmeni prevod bilnih dokumenata. | သင်၏ တေးမြန်တန်ဦး ရခိုင်ခွင့် သင့်တွင် အစီအနှင့်အမှက်အဝက်များကို ကောပြန် တစ်ခြီးမှာတစ်ဆင့် သင်များလည်တာသာမကာခြင့် ဘာသာပြန်မောင်မှု အမောင်ကြီးသောအများအလက်များ အလ ဘာသာပြန် သို့မဟုတ် ကောပြန်မေးခြင်းများကို အခနဲ ရင်ခွင့်ခြီးသည်။ | 忽有政策部口環接券 您有政免责获得口译服务来得计划信息口译 成忠强称问语。也有权免责获得重要文件的 地译或口译服务。 | Vate pravo da budele tumañ imate pravo primat informacje o prog na jezitu kolj razumljete pućem prevod te prijevod ti tumačenje vitalnih dotum bez itrakvih trolgova. |
| Tregoni gjuhën fuaj. | ወደ ጽገጽዎ ይጠቴው። | ,dtal Jaa | Հնտրեք Ձեր լեզուն։ | নিজের ভাষা নির্বাচন করুন। | Navedite svoj jezik. | သင့်အာသဒဓဏာကေို ညွှန်ပြပါ။ | 诸这样也的否言。 | Pokažife svoj jezik. |
| Dari | Farsi | French | German | Gujarati | Habrew | Hindi | Hmong | Igbo |
| سق شدیا برای یک خریم شدیا می دارید معلومات براف را به زباش که میشهید از طریق حاجید و فریعند با انوجت شقاعی اسلاد حیاتی را بنهن هیچ هزرچای برای شبا دریافت کنید. | سل پرخوبان که توجه خلقی شیاح داورد انطاقات براد در ایر زبان که می فهید د لا خزیل ماجد خلفی حمینیان توجه کنین و خلقی استاد مهم و به به وایگار، دریافت کنید. | Votre droit à un interpréte Vous avez le droit de recevoir grafuitement des informations sur le programme dans une langue que vous comprenez, par l'informédiaire d'un inferpréte, ainsi que la traduction ou l'inferprétation de documents essentiels. | Ihr Reach auf einer Dollmerkscherfin Sie haben das Recht, Programminformationen in einer Gjasche, die Sie versteiten, durch einem Dollmerkscherin sowie eine Übersetzung oder Verdeimstellung wichtiger Dolumenfie zu erhalten, ohne dass ihnen dafür Kosten entstehen. | કુભાષિયો મેળવતાની તમારો અધિકાર તમને નિમુક્ત કરે દુશાના તેના તેના તમારો પ્રોચાય અંબેલી માહિતી તમે રાજના તાતે તે ભાષામાં મેળવતાનો અને મહત્તવપૂર્વ કરતાંત્રેપોર્નુ ભાષાંતર અથવા અર્વધાટન મેળવવાનો અધિકાર છે. | אסתר למתחונגמן יש לך את חוסות לקבל מידע על התוכנית יש שהלח מבלוקה באמצעות מתורגמן, זכן תדום זון פירוש של מסמכים חיוניים, ללא עלות. | तुवासिया पाने सः ज्ञारसः श्रास्तिकः आरमो निता सित्ती कुत्रस्त के, एक कुराविषः के प्रथम् यद्ये अरमो स्थापन कुत्रस्त के, एक कुराविष्ठ अस्ति अस्ति अस्ति अरमो स्थापन कुत्रस्ति स्थापने स | Koj Txoj Cali Rau Tras Neeg Txhalis Luc Koj muaj cali tau brais cov ributo ribave halis teng ube thorous bas pab cuam ua homi lus usa koj nikag sibal bis ribavem tus neeg brhais kus, hislab kev thalis kai losi sa kev brhais cov ribavo ribave tseem ceeb, yam koj talis šau them noj dab fal. | likise Oi Inwe Onye Niyohari Okaw I nwere Rite Inala odi mmemme n'asay ghotana site n'aka onye niyohan okaw, ntughari asayu ma o bu nkowa nike aka ndi di mipa, na-akavughi gi ugwo o buta |
| په زبان هيا ادان کيد. | په زبان خوه اهاره کاين. | Indiquez votre langue. | Geben Sie ihre Spraohe an. | તમારી ભાષા સૂચનો. | הצבערי על השפה שלך. | अपनी भाषा की और उसेत करें। | Taw tee rau koj hom lue. | Ruo aka n'акциц gj. |
| Indonesian | Ifalian | Japanece | Karen | Khmer (Cambodian) | Korean | Lao | Nepall | Pennsylvania Dutoh |
| Haik Anda umfuli Memperoleh Juru Bahasa Rahda memiliki haik umfuli menerima informasi program dalam bahasa yang Anda palahan melaliu jacorang juru bahasa, dan penerjemahan atau interpretasi dokumen- dokumen vital, grafis untuk Anda. | Il tao diritto a un interprete Hall il dritto di ricevere informazioni sui programma neista un lingua, con l'assistenza di un interprete, e di ottenere la traduzione o l'interpretazione dei documenti essenutali, senza alcun costo. | 温炉サービスを受ける権利 あなたには、基準を対象を ログームの情報を受け取る権利、および重要者 原の類形/透射サービスを無料で受ける権利が あります。 | နတ်ခြဲတား်ထင်လာကျည်ခဲ့မှာတတီးတည်ထင်အာခေါ် နည်းနိုင်တာခြဲတာလည်လေတာ်ရှိနိုင်တို့တတ်တီးကိုအတင် ဂုတ်ဂေါ်ရှီ၊ လောင်လမနုမ်းစီးခါနိုမှာတတီးကိုအတင် တဝဒ ဒီး တကြွားတို့ထဲ မှာမှ တော်လင်းဟိုညီထဲတဲ့၊ လင်တီလာမီအေးပါဒိုင်တနှင့်အခါ လမှတာတွင်ပတ်တွေလဲ နှင့်လီး | ผิฐแบ่งผูกสุขากเจรูตถาลผูกบทใบ ผูกคลอริชัยขุนวาลที่คือสากเรียก การกับของผูกสนายกคลอนขาวเป็น ศิต การบทใบ บุกระบายกระการการการกับ ขอบผิดคิกใช้ในกา | 통역사에 대한 귀하여 권리 가는 등에 사용 등에 가는 아이크 단트로그램 정보를 받을 권리가 있으며, 중요한 문서의 뛰어마나 동약을 무료로 이용할 권리가 없습니다. | สิกสองท่อเริ่มการเสียงของเวลาสะ ส่งแม่มีโดยใหญ่เป็นข้อผู้เกรูปกับใกฏภาษ เป็นจะสาที่ ส่งเลยแบกเรียกใช้เป็นอย่ายแบบขวย เฉละ ภาษ แบ่เป็นของกลาย ผู้ ภาคแบ่เปากเป็ารับอากะสามพิสัตรับ โดยอับสนท์ที่ให้ค่ายให้ๆ. | त्याईमो वेपारिको वार्षिकाः त्याद्वीग गित्रुप्तः स्थ्या त्याद्वी वेपारीयपितं पुरूषप्तो भाषाय सर्पेकप्रधानम् वात्रकारी प्राप्त गरि र पहलपूर्व समाजात्युक्ति अनुवाद् न नामसा गरि अपिकाः छ। | Del Racht fer en Inferpreter Griege Du hoscht's Recht fer Information grieg wege der Program in en Schprosch as verschiebischt damich en Inferpreter, un arrich wichfich Schreibers gestanziale interpret griege, unnt as es dich ennlich eppes koschde zeilt. |
| Arahkan ke bahasa Anda. | Indica ia tua lingua. | お好みの言語を描さしてください。 | နှင့်တန်းစုနှကျိန်တက္ခန် | ก็คลที่เกรมมากทุกันง | 귀하여 언어를 가리됩니다. | \$Dtáurancoyins. | ग्रास्त्रे भाषालाई रहेत वर्तुहीय्। | Wels well Schprooch deini is. |
| Pachto | Polish | Portuguese | Punjabi | Russian | Serblan | Somali | Spanich Spanich | Swahili |
| سانسر حق دو زاياردگاي اړان ناسو مل اروز چې د پروکار میرات په هغه از په کې نژاسه تاريخ چې شود د ناسو کار کې نور په پوچې اد د حيالان سندينو ارائيه پاڅناهي ارائيه، پرته که کوم لکينت څخه. | PanaPani prawo do ekorzystania z pomocy flumacza Mo Pan/Pani prawo do uzyskania informacji o programie w jącyju, który Pan/Pani rozumie, korzyslając z pomocy flumacza usinego, a także do flumaczenia pisemnego lub usinego ważnych dolumenów, bez konieczności pomoszenia jakichkolwiek kosztów. | O Seu Ulreillo a Um Intérprete Vocid tem o direito de receber informações sobre o programa num Idioma que compreenda, com recurso a um Intérprete e a tradução ou à Interpretação de documentos vitats, sem qualquer custo para si. | इक्तारी के प्रक्रण अधिकार उन्हें इक्तारी कार्य हैं कार्य किंद्र श्रेतकार दो सरकारी पूधक कारत प्रश्नीकार में मुजी अपने हैं, भूते कहती प्रजन्में ए अद्भाग्य में क्लिक्स हैं, किंद्र तिमें तीवन से यूपक ताक स्थ अधिकार है। | Ваше право на уолуги вереводчика Вы имеете право на получение информации о программе на понтном Вам хамес чероз переводчика, а также на устнем! или инсъметный перевод вакных документов бесплатно дли Вас. | Valle pravo na furmada imate pravo od informacije o programu dobjete na jeziku koji razumete uz pomoć turmaća, kao i pravo na prevođenje ti turmačenje liljučnih disumenala, bez italivih trojikova za vas. | Waxaad Xag U Leedahay Turjubaan Waxaad xag u kedahay mackumaadka bamaamijka in lagugu fahmayatiyo afkaaga hooyo, iyo in lagu fahmataiyo ama laguu soo turjumo waraaqaha muhilimta ah, adigoon lacag bisin. | Su derecho a tener un intérprete Tiene derecho a recibil intormación del programa en un isloma que entienda mediante un intérprete y traducción o interpretación de documentos importantes, sin costo alguno para usted. | Haki Yako ya Mkalimani Una hati ya kupoke taorifa za progra kwa kupia unayolelewa kupita mkalim na tafari au tafari ya nyaraka muhimu, gharama kwato. |
| مناسو (پې ته قاره وکړي). | Proszę wskazać Pana/Pani język. | Aponte para o seu Idioma. | ਅਪਣੀ ਝਾੜਾ ਚੌੜ ਇੜਚਾ ਕਰੇ। | Уканите Ваш язык. | Izaberife svoj jezik. | Farta ku filq luuqadda aad rabfo. | Indique ouâl es su idioma. | Elekeza kwenye lugha yako. |
| Tagalog | Tamil | Telegu | Thai | Tibetan | Ukrainian | Urdu | Vietnamese | AN SIGN CA |
| Ang Iyong Karapatan Para Ba Isang Interpreter May karapatan kang tumanggap ng Intpormasyon ng programa sa Isang wikang nasifindhan ma sa pamamagitan ng Isang interpreter, at pagasasain o Interpretasyon ng mahahulagang dokumento, nang walang bayad sa Iyo. | கக்களுக்கான மொறிபெயர்ப்பானர் பெற்றுக் கொண்ணுக் நிலை நீக்கள் புரிந்துகொள்ளும் பொறியில் நிலுச்சி நகவக்களை காரப்போர்ப்பானர் முரல் பேறுவந்துக்கு புககிய ஆமானக்களில் போறிப்பரப்பு அள்ளது கரைபெயர்ப்புப் பெறுவந்துக்கு கண்ணுக் நாமை கண்ணு இற்று வந்தியாரு செவவும் கக்களுக்கு கொடயாது | ్యాత్మాము సిందే సుక్కు సింద ఉంది. రాల్గ్రజ్ జ్వాల సిరు జర్ధు చేసుకున్న భాషణ్ ప్రశ్రామ సమీజలాగా, అయక కేసుకొండ మరువు సుఖ్యమైన ప్రశ్రాయ జముహారం కోలు పెరుకు, మీకు ఎకువచలక ఇర్చు లేకుండా సిందే సుక్కు మీకు ఉంది. | สิทธิ์ชิเพาๆที่สีส่าน คุณมีชิพธิ์ที่จะไส่จับข้อมูดโปรแกรมในภาษา ที่คุณเทิ้าไหวแล้วม และการแปลกซิอการ ศัความมอกสารสำคัญโคยไม่มีได้าชี้ซึ่งจ่ามโด ๆ | सूरी अन्युक्त मेर मेर नकत दूब मूर्य ट्रटर प्रविद्ध मूक्त कर मेर मूर्च मेर में ट्रिटर मेर श्विमीन मर्ट्य श्विम कृत्रक क्षेत्र माराज्य न्यु बोधन श्विम कृत्य कर्य क्षेत्र कृति कृति माराज्य क्षेत्र माराज्य न्यु बोधन श्विम स्थल क्षेत्र मेराज्य क्षेत्र कृति कृति माराज्य स्था | Право на перекладача Ви масте право на белоштовне отримания тифорнації про програму мовою, яку ви розумісте, за посереднятом перекладача, а також на безкоштовний письмовий або усний переклад важимемих документів. | پان کے دونو کا خوا آپ اور سطح مادی کہ آپ او ایک طرح کے ذریعے ایس دادا مدر پراوال کی مسئون اور ایس کی جائے ہی چو کہ سینیان پورٹ انداز مسئورات کا فریسد یا تقریع آپ کے لئے ایک خاندہ کی جائے۔ | Guyển của Guyết Đốt với Thông định viên Quỹ vị có quyển nhận thống thi về tường thình dưới dạng ngôn ngô mà quy vị có thể hiểu được thông qua thông dịch viện, và nhận bản dịch công như thông qiệch đối với các tài liệu quan trọng mà thông mất bất kỳ chi phi nào. | 6 4 |
| Tukuyin ang iyong wika. | உங்கள் மொழியைக் குறிக்கவும். | మీ భాసమ మాచెందండి. | สะกับ.ค.เทองย์ตา | छेन् छे स न् भेषा नद् क्रेंच नदर जेंगन | Оберіть мову. | اپنی ریاق کی طوف اقارہ کریں۔ | Chỉ định đến ngôn ngữ của quý vị. | WIERPRETER |
| | WISCONSEN DEPARTMENT | | | Wisconsin Department of Children and Families | | | STATE OF WISCONSIN | |
| | | | | | | | | |

Apply Your Knowledge Scenario 1

While speaking with an individual for the first time about their interest in your program and you realize that they have an accent and sometimes pause to think of the next word they want to speak. Do you:

A. Continue speaking to them in English, there is a lot of information to share!

B. Pause, mention your observation about their speech and ask if they would like a free interpreter.

C. Pause and let them know you're getting an interpreter for them before you continue.

Apply Your Knowledge Scenario 1 Answer

B. Pause, mention your observation about their speech and ask if they would like a free interpreter.

While bringing attention to someone's speech patterns may be difficult, it can be done in a polite and concerned manner. It is important to ensure the individual understands this option. Express your commitment to serving them the best way possible.

- *Complete the LEP refusal form only if the participant refuses an interpreter.
- **DO carefully document in case notes how quickly after you learned of the participant's preference that verbal and written communication was changed to meet that preference.

Apply Your Knowledge Scenario 2

While speaking with an individual for the first time you discover they are not English proficient. The participant prefers to speak in Spanish and your agency recognizes you as a person who is fluent in Spanish, you:

A. Speak in Spanish and provide all vital documents to them in Spanish.

B. Speak in Spanish and describe what the English vital documents say.

C. Pause and let them know you're getting an outside interpreter for them before you continue.

Apply Your Knowledge Scenario 2 Answer

A. If your agency recognizes you as a person fluent in the language the participant speaks, you may proceed as the participant's interpreter. (If not, arrange for interpreter services).

*Do NOT complete the LEP refusal form.

**DO carefully document in case notes how quickly after you learned of the participant's preference that verbal and written communication was changed to meet that preference.

Apply Your Knowledge Scenario 3

Your participant has been engaged in services for a while calls you unexpectedly. You know they prefer to have an interpreter. Your colleague usually interprets for you, but they are not in the office. What do you do?

- A. Ask the participant to call you back in an hour when your colleague is free.
- B. Hang up and call them back on the day and time that was originally scheduled.
- C. Ask them to please hold while you arrange for interpretation services per your agency's plan.

Apply Your Knowledge Scenario 3 Answer

C. Ask them to please hold while you arrange for interpretation services per your agency's plan.

Your agency is required to have a plan. Know what it is so you can act on it in a moment's notice. Many agencies utilize a 3-way call language line service that could be used seamlessly and without additional barriers for service. If you wouldn't ask someone who is proficient in English to delay, you cannot ask and person with LEP to do so.

Apply Your Knowledge Scenario 4

Your participant usually has a family member translate but that family member is unexpectedly not available for your meeting with them. You make arrangements for an interpreter, but your participant refuses the interpretation services. What do you do?

- A. Cancel the meeting and reschedule for when their family member is available.
- B. Proceed with the meeting but complete the LEP Refusal Form.
- C. Proceed with the meeting but require the translator to attend.

Apply Your Knowledge Scenario 4 Answer

If based on your experience with the participant, they can adequately understand and participate in the meeting you may proceed with caution.



This is a gray area. Due diligence is required to ensure the participant understands what is being communicated. This is a gray area. Compliance with the law will be determined based on the details in your documentation. Case note in detail what went into your decision to proceed without a translator and how you confirmed comprehension.

B. Proceed with the meeting but complete the LEP Refusal Form may be the best answer.

BUT....

Apply Your Knowledge Scenario 3

If, based on your experience with the participant, they cannot they can adequately understand and participate in the meeting you may require that the interpreter helps you communicate effectively. Have the interpreter help you explain why you are requiring their services and document it, in detail, in your case notes.

C. Proceed with the meeting but require the translator to attend may be the best answer. BUT...

Apply Your Knowledge Scenario 3

The participant gets angry and refuses to proceed with an interpreter. Shouldn't I just cancel the meeting like option A?

A. Cancel the meeting and reschedule for when their family member is available.

No. <u>You</u> cannot require a participant to stay for a meeting if you need an interpreter. <u>The participant can choose</u> to cancel and re-schedule the meeting. Because that is their choice you as the staff are not placing additional barriers to services. However, this is a gray area. Compliance with the law will be determined based on the details in your documentation.



LEP Resources

- Welcome to LEP.gov
- Civil Rights Statutes and Codes

You may also direct your questions to EMI's EO Officer, Carrie Hersh, 414-270-1726, Carrie.Hersh@employmilwaukee.org



THANKYOU

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Revised 03/27/2025