

From: [Varriale, Laura M - DHS](#)
To: J.Russell.Podzilni@co.rock.wi.us
Subject: Consortia Civil Rights LEP self-assessment
Date: Wednesday, March 18, 2020 4:53:00 PM
Attachments: [image001.png](#)
[image003.png](#)
[Self-Assessment Coverletter Southern.pdf](#)
[image005.png](#)
[LEP Certification.docx](#)

Please find attached a letter and self-assessment for the consortia.

Laura M. Varriale

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March 18, 2020

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SENT VIA US MAIL AND EMAIL

RE: Limited English Proficiency (LEP) Compliance Certification

Dear Mr. Podzilni:

You are receiving this letter because you are listed as the contact for the Southern Consortium.

As you may know, the Wisconsin Department of Health Services (DHS) was audited by the United States Department of Agriculture (USDA) for compliance with civil rights requirements. USDA found some areas lacking and tasked DHS with developing a tool for monitoring LEP compliance within local offices. To satisfy this requirement, we are implementing a self-assessment program that will require your participation. Failure to cooperate could result in losing federal funds or escalating issues to the federal level.

Please complete the enclosed self-assessment and return it to us no later than April 30, 2020. I understand the COVID-19 situation is presenting particular difficulties, so I'm extending the due date out a bit. If you need more time, please contact me. Note that you will need to verify LEP compliance with each county in your consortium, and include confirmation of such compliance in your submission.

Thank you,



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Encl.: Civil Rights Self-Assessment

LANGUAGE ACCESS CERTIFICATION
Review Questionnaire
County/Consortia/Organization Name: _____

LANGUAGE ACCESS QUESTIONNAIRE

Please answer the questions and provide any evidence to DHS Civil Rights Office by mail or email.

1. The local office has determined the presence of and needs of Limited English Proficient (LEP) or Non-English speaking (LEP) groups within its service area.
2. The local office has determined the total number of LEP individuals who use or receive SNAP services each month? Annually?
3. Specify the top six most frequently encountered non-English languages in SNAP.
4. The local office has a plan for meeting the needs of LEP groups within its service area.
5. Where the local agency has language access policies, they are written in accordance with the USDA LEP Policy Guidance.
6. Case workers and other SNAP staff have been given written guidelines on serving LEP individuals.
7. Staff has received training on serving LEP persons. When? By whom?
8. Multilingual staff used for LEP access has received training on how to interpret and the professional codes for interpreting.
9. The multilingual staff have been certified or tested to determine proficiency levels. If so, when? By whom? What is the proficiency rating?

10. Clients are informed about the availability of services in languages other than English. How?

11. This agency identifies LEP individuals by: (Select all that apply)

<input type="checkbox"/> Assume limited English proficient if communication seems impaired	<input type="checkbox"/> Use of "I Speak" language identification cards or posters
<input type="checkbox"/> Respond to individual requests for language assistance services	<input type="checkbox"/> Based on written material submitted to the agency (e.g. complaints)
<input type="checkbox"/> Self-identification by the non-English speaker or LEP individual	<input type="checkbox"/> We have not identified non-English speakers or LEP individuals
<input type="checkbox"/> Ask open-ended questions to determine language proficiency on the telephone or in person	<input type="checkbox"/> Other (Please specify):

12. This agency uses the following types of language assistance services: (Select all that apply)

<input type="checkbox"/> Bilingual staff	<input type="checkbox"/> Video interpretation services
<input type="checkbox"/> In-house interpreters (oral)	<input type="checkbox"/> Language bank or dedicated pool of interpreters or translators
<input type="checkbox"/> In-house translators (documents)	<input type="checkbox"/> Volunteer interpreters or translators
<input type="checkbox"/> Contracted interpreters	<input type="checkbox"/> Interpreters or translators borrowed from another agency
<input type="checkbox"/> Contracted translators	<input type="checkbox"/> Other (Please specify):
<input type="checkbox"/> Telephone interpretation services	

13. The local office ensures interpreters and translators are qualified and competent to interpret vital information for LEP individuals.
14. This local agency allows LEP individuals to provide their own interpreters or have family members, friends or children interpret for LEP customers.
 - a. If so, is free language assistance offered prior to using the customer's informal interpreter for communication purposes?
 - b. Is a waiver of free interpreter services offered to the customer to sign voluntarily?
 - c. Is this waiver provided to the LEP customer in a written, translated form or is translated orally using a qualified, competent interpreter?
15. Staff records and tracks the primary language spoken and language assistance rendered to LEP customers at the point of service. Where?
16. This information is stored in a safe manner and is easily accessed by staff providing assistance. How?
17. This local office participates in outreach efforts to LEP groups to make them aware of the SNAP. How?
18. This local office ensures outreach plans include strategies to reach LEP populations and materials are linguistically and culturally appropriate. How?
19. The local agency has ensured meaningful access to vital SNAP information on its website. How?
20. Local agency websites are available in languages other than English.
21. When your agency updates information on its website, it also adds that content in non-English frequently encountered languages.

This agency certifies it is aware of its need to comply with federal laws and regulations governing its participation, including, but not limited to: Title VI of the Civil Rights Act of 1964, 42 U.S.C. § 2000d et. seq.; Americans with Disabilities Act of 1990, 42 U.S.C. § 12101 et. seq.; Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794; Age Discrimination Act of 1975, 42 U.S.C. § 6101 et. seq.; and Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency, signed August 11, 2000, among others. This agency certifies it is in compliance with civil rights laws associated with its receipt of funding. This agency certifies if it is unclear about its ability to comply with civil rights laws, it will consult with legal counsel.

Signature

Date

Name (printed)

Title

Organization