

Department of Workforce Development
DIVISION OF WORKFORCE SOLUTIONS

Limited English Proficiency
COMPLIANCE RESOURCES

Language Line Services – Telephone: 1-800-874-9426 (for interpreters). All Job Centers have a Language Line. Other agencies may contact the Language Line Customer Service at 1-800-752-6096 for costs and languages available. This service is available for oral interpretations, and can be used as a short-term solution; i.e., initial contacts or in an emergency. <http://www.languageline.com/>

Tele-Interpreters – Telephone: 1-877-835-3486 (1-877-tele int) This is another oral interpreter service that allows for real time three-way conference call whether receiving or placing a call. <http://www.teleinterpreters.com/>

International Institute of Wisconsin, 1110 N. Old World 3rd St, Suite 420, Milwaukee, WI 53203 – telephone: 1-414-225-6220 This is another oral interpreter service that allows for a three-way conference call whether receiving or placing a call.

Other resource people for interpretation services:

Marcia Vandercook, Office of Court Operations, Supreme Court, 110 E. Main St, Suite 410, Madison WI 53703, telephone: 1-608-266-3121, or e-mail address: marcia.vandercook@courts.state.wi.us

Eresto Romero, Interpreter Coordinator, Milwaukee County Courts, Milwaukee, WI, telephone: 1-414-278-2096, or e-mail address: erlawyer@yahoo.com

Shiva Bidar-Sielaff, Manager of Interpreter Services and Minority Community Relations, UW Hospital and Clinics, Madison, WI 53705, telephone: 1-608-265-7424

DWD Bilingual Publications: <http://www.dwdworkweb/notespub/bwiforms/> (forms with a suffix 'H' in the number are translated in Hmong, 'S' in Spanish and 'R' in Russian)

Division of Workforce Solutions, DWD

Barb Albrecht, Area Forms Coordinator, Bureau of Division-wide Services –
Telephone: 1-608-266-8002

Contractor List for written translations is available on the work web at:

<http://workweb.dwd.state.wi.us/asdproc/procmanual/014.htm> (will require a user name and pass word). This bulletin outlines the Translation Services throughout the state on the official Bidder's List to provide written translations.

Division of Workforce Solutions, DWD

Barb Albrecht, Area Forms Coordinator, Bureau of Division-wide Services –
Telephone: 1-608-266-8002

Lonnie BonoAnno, Bureau of Division-wide Services – Telephone: 1-608-266-7720

Additional translator resources may be found on the work web:

http://www.dwd.state.wi.us/des/manuals/translation_for_lep.ppt US Department of Health and Human Services' PowerPoint regarding Limited English Proficiency

Material for the Civil Rights Compliance Plan is available on the work web at:

http://www.dwd.state.wi.us/des/manuals/crc_manual.pdf (will require a user name and password), then click on "Civil Rights Compliance Standards and Resource Manual.

Division of Workforce Solutions, DWD
Area Administrators, Regional Offices

Ann Smith, Section Chief, Human Resources Section, Bureau of Division-wide Services, Division of Workforce Solutions – Telephone: 1-608-267-0927 (voice mail and TDD), Pager: 1-608-657-1460

William Franks, Equal Opportunities Specialist, Bureau of Workforce Connection and Advancement, Division of Workforce Solutions – Telephone: 1-608-266-6889 or TDD 1-608-

Raul Reyes, Monitor Advocate-Bilingual, Job Services Bureau. Division of Workforce Solutions – Telephone: 1-608-261-6545 or TDD 1-608-

Sue Levy, Section Chief, Office of Refugee Services, Bureau of Workforce Connections & Advancement, Division of Workforce Solutions – Telephone: 1-608-266-0578

Terry Ludeman, Section Chief, Local Workforce Plans Section, Bureau of Workforce Information, Division of Workforce Solutions – Telephone: 1-608-267-3262

Secretary's Office, DWD

Rudy Bentley, *Acting Section Chief*, Equal Opportunity and Employee Assistance Section, Bureau of Human Resources, Administrative Services Division – Telephone: 1-608-266-7327 or TDD 1-608-

To help assess the non-English language needs of the affected eligible population, the following web site is available to provided census data: <http://www.census.gov>. Student census data may be obtained through the Wisconsin Department of Public Instruction web site: <http://www.dpi.state.wi.us/dpi/dlse/equity/biling.html> under the subcategory of Resources. [March 1999 Census of Limited-English Proficient Pupils in Wisconsin: By District.](#)

Limited English Proficiency Compliance Resources

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US Department of Agriculture, Food and Nutrition Services – Chicago

Gilda Karu, Regional Director - Civil Rights/Equal Opportunities Office, FNS-USDA –

Telephone: 1-312-353-3353

US Department of Health and Human Services - Chicago

Jorge Rosado, Equal Opportunity Specialist, Office of Civil Rights, US Dept of Health and Human Services – Telephone: 1-312-886-5891 or TDD 1-312-886-1807

US Department of Labor – Washington DC

Gregory Shaw (or *Naomi Barry*), Chief, Office of Compliance Assistance, Civil Rights Center, US Dept of Labor – Telephone: 1-202-219-7026 or TDD 1-202-693-6516