



**DEPARTMENT OF CHILDREN
AND FAMILIES**
Secretary Eloise Anderson
201 East Washington Avenue, Room G200
P.O. Box 8916
Madison, WI 53708-8916
Telephone: 608-266-8684
Fax: 608-261-6972
www.dcf.wisconsin.gov

DEPARTMENT OF HEALTH SERVICES
Secretary Kitty Rhoades
1 West Wilson Street
P.O. Box 7850
Madison, WI 53707-7850
Telephone: (608) 266-9622
FAX: (608) 266-7882
www.dhs.wisconsin.gov

**State of Wisconsin
Governor Scott Walker**

**TO: Income Maintenance Supervisors
Income Maintenance Lead Workers
Income Maintenance Staff
W-2 Agencies
FSET Agencies
Training Staff
Child Care Coordinators**

FROM: Shawn Smith, Bureau Director
Bureau of Enrollment Policy & Systems
Division of Health Care Access and Accountability

Katherine McGurk, Director
Bureau of Early Learning and Policy
Division of Early Care and Education
Department of Children and Families

Margaret McMahon, Director
Bureau of Working Families
Division of Family and Economic Security
Department of Children and Families

JOINT OPERATIONS MEMO					
No: 15-J4					
DATE: 6/01/2015					
FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	BC+	<input checked="" type="checkbox"/>
SC	<input type="checkbox"/>	CTS	<input checked="" type="checkbox"/>	FSET	<input checked="" type="checkbox"/>
CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>	EA	<input type="checkbox"/>
CF	<input type="checkbox"/>	JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>
RAP	<input type="checkbox"/>	WIA	<input type="checkbox"/>	Other	<input type="checkbox"/> *
EP					

SUBJECT: Limited English Proficiency (LEP) and Accessibility Services

CROSS REFERENCE: DHCAA Administrative Memo [13-05: LEP Services](#);
[IM Manual Chapter 1.4.2](#);
W-2 Manual, Appendix [Civil Rights Obligation](#)

EFFECTIVE DATE: June 8, 2015

PURPOSE:

The purpose of this Operations Memo is to announce the implementation of a revised process for providing translation and accessibility services to Income Maintenance (IM) customers and to provide information on updates to the translation images on notices for the IM, Child Care (CC), and Wisconsin Works (W-2) programs.

BACKGROUND:

CARES Worker Web (CWW) currently generates over 65 customer notices for the following programs: Health Care, FoodShare (FS), CC, Caretaker Supplement (CTS), and W-2, or any combination of these programs. In 2010, DHS created language images in 25 languages to direct customers with limited English capabilities or a disability to get assistance with interpreting the notice, or to request material in a different format. The language image printed on each notice varies depending on the program or combination of programs in which the customer is participating. Health Care, FS, and CTS customers are instructed to call Member Services, while CC and W-2 customers are instructed to call the Department of Children and Families (DCF). Member Services provides translation or accessibility assistance, but does not answer eligibility questions. As a result, the current process requires customers to contact their IM consortium or tribal agency for eligibility related questions after getting requested translator on the line.

NEW PROCESS:

In order to enhance customer service, this process will be changing effective June 8, 2015. DHS and DCF Child Care staff have worked together to revise the language images which will now instruct Health Care, FS, CTS, and CC customers to contact their IM consortium or tribal agency for translation and/or accessibility services. This new process will enable customers to receive these services, as well as get help with eligibility questions or issues. While information contained in the images will continue to refer W-2 customers to DCF for translation services, DCF did update the TTY phone number to reflect a new process for accessing statewide TTY services.

Use of a new FoodShare Employment and Training (FSET) image will also be effective June 8, 2015. The FSET language box will direct LEP customers enrolled in the FSET program to “call the number shown above”, which will be the phone number of the customer’s FSET worker.

CARES CORRESPONDENCES:

The existing translation images are being revised to remove the Member Services phone number, to include the IM consortium or tribal agency phone number, and to refer CC customers to the IM consortium or tribal agency rather than DCF.

It is very important when a worker is processing a new application or a renewal that the correct preferred written language is entered on the General Case Information page in CWW, as this indicator will be one element in determining the image that is selected for the notice. The image on a correspondence is determined by:

- Programs requested,
- County of Administration, and
- Household language indicated on the General Case Information page.

General Case Information Cancel Reset

Case Information

Household Information

Language: E - ENGLISH Loss Of Contact: N - No

Household Composition Verification: NQ - NOT QUESTIONABLE

WI Residency Information

Have you resided in WI all your life?

Are you a previous WI resident?

Date Moved From WI: MM / DD / YYYY

Date Moved To WI: MM / DD / YYYY

State Moved From:

Notices for the FoodShare Employment and Training (FSET) program will include a language image based on the language identified on the Permanent Demographics page for the customer enrolled in the FSET program.

Permanent Demographics Cancel Reset

Total: 1

Individual Demographic Information

Effective Period

Last Updated: 04/01/2015

Individual Details

Individual: JED EXAMPLE 72M PP

Language: E - ENGLISH

Are you a US citizen: Yes

Birth Place:

Date Of Death: MM / DD / YYYY

Source:

Verification: SC - SSI-MA OR MEDICARE RECIPIENT

US Citizenship MA Verification: SC - SSI-MA OR MEDICARE RECIPIENT

NEW IMAGES:

ENGLISH, HMONG AND SPANISH:

If English, Hmong, or Spanish is indicated as the language on the General Case Information page, the customer will see one of the following images in the appropriate language. Health Care, FS, CC, and CTS customers that select English, Hmong, or Spanish will not be instructed to press 4, state his or her language, or to hold for an interpreter. These languages are available in the Call Center Anywhere (CCA) phone tree and allow the customer to hear instructions in his or her own language.

IMAGE FOR FOODSHARE, HEALTH CARE, AND/OR CHILD CARE:

The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call (Consortium or Tribal Number). These services are free.

IMAGE FOR FOODSHARE, HEALTH CARE, AND/OR CHILD CARE WITH W-2:

The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call (Consortium or Tribal Number) for FoodShare, Health Care, Child Care or Caretaker Supplement. Call 608-266-3400 or 711 (TTY) for W-2. These services are free.

ALL LANGUAGES EXCEPT ENGLISH, HMONG AND SPANISH:

If a customer has indicated a language other than English, Hmong or Spanish on the General Case Information page, the customer will see one of following images in the appropriate language. Customers who speak any language other than English, Hmong, or Spanish will be instructed to press 4, state his or her language and to hold for an interpreter.

IMAGE FOR FOODSHARE, HEALTH CARE, AND/OR CHILD CARE:

The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call (Consortium Number), and press 4. When the call is answered, state your language and hold for an interpreter. These services are free.

IMAGE FOR FOODSHARE, HEALTH CARE, AND/OR CHILD CARE WITH W-2:

The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call (Consortium Number), and press 4. When the call is answered, state your language and hold for an interpreter. Call 608-266-3400 or 711 (TTY) for W-2. These services are free.

W-2 IMAGE FOR ALL LANGUAGES:

The State of Wisconsin is an equal opportunity service provider. This letter contains information that affects your benefits. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call 608-266-3400 or 711 (TTY). These services are free.

FSET IMAGE FOR ALL LANGUAGES:

The FSET program will use the following image which instructs the FSET participant to “call the number shown above”. The phone number will be that of the customer’s FSET worker.



This letter contains information about the FoodShare Employment and Training (FSET) program. If you need this material in a different format because of a disability or if you need this letter translated or explained in your own language, please call the telephone number shown above. These services are free.

PROVIDING LEP AND DISABILITY INTERPRETIVE SERVICES:

Local agencies have always been required to provide customers with LEP and disability services. Workers are expected to do their best in determining the LEP language and conducting a three way call with an interpreter. If a worker is unable to determine the needed language, the worker should call the translation line for assistance.

Division of Health Care Access and Accountability (DHCAA) [Administrative Memo 13-05](#) describes expectations for providing services to LEP populations. It is important that all workers understand the LEP process within their agency, as well as within their IM consortium or tribal agency. An LEP desk aid originally provided with DHCAA Admin Memo 13-05 is attached for easy reference.

While updated images continue to instruct W-2 participants to call a DCF general number for translations services, all W-2 agencies must follow the requirements for assuring language access to services for all limited English proficient (LEP) groups as identified in their agencies Civil Rights Compliance Plan. (See W-2 Manual, Appendix [Civil Rights Obligation](#))

FORMS:

DHS has also translated FoodShare Wisconsin Application/Registration (16016A), FoodShare Wisconsin Change Report (16006) and FoodShare Wisconsin Income Change Report (16066) forms into Spanish, Hmong, Russian, Laotian, Somali, Arabic, Burmese, Chinese and German. These forms are available on the DHS Forms and Publications website.

DEPARTMENT OF HEARING AND APPEALS CORRESPONDENCE:

For Health Care, FoodShare (FS), Child Care (CC), and Caretaker Supplement (CTS) fair hearings, the Department of Hearing and Appeals has had the Request for a Fair Hearing available in seven languages, English, Spanish, Hmong, Russian, Laotian, Somali, and Burmese. Based on the 2015 LEP analysis it was determined that the Request for Fair Hearing must also be available in Arabic, Chinese, and German in order to meet federal guidelines. These forms have been translated and are available at:
<http://doa.wi.gov/Divisions/Hearings-and-appeals/request-hearing>.

CONTACTS:

BEPS CARES Information & Problem Resolution Center

For W-2 Policy Questions in the Balance of State: Bureau of Regional Operations, W-2 Regional Coordinators

For W-2 Policy Questions in Milwaukee: Milwaukee Operations Section Regional Administrators

For W-2 CARES Processing Questions: W-2 Help Desk

*Program Categories – FS – FoodShare, MA – Medicaid, BC+ – BadgerCare Plus, SC – SeniorCare, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – FoodShare Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.

DHS/DHCAA/BEPS/BL
DCF/DFES/BWF/DD