

CSPA AND LEP DATA CHART INSTRUCTIONS FOR DCF-FUNDED PROGRAMS

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Overview of the DCF Instructions

The instructions in this appendix are designed to assist recipients of DCF program funds complete the Customer Service Population Analysis (CSPA) and Limited English Proficiency (LEP) Data Chart in Civil Rights Compliance (CRC) plans for the 2022 – 2025 period. The instructions may be helpful to recipients of DHS program funds to complete the CSPA and LEP data charts for DHS-funded programs, if the DHS program populations are comparable to DCF populations, in terms of income level, family composition, and age range.

Completion of the data charts requires recipient agencies to compare two sets of data: the population potentially eligible to receive the program service and the population actually served by the contractor. DCF recommends using U.S. Census data for the potentially eligible population and program data for the population served. DCF developed a CRC Census Data Dashboard to assist contractors in using census data, which is explained in these instructions. Program data may be obtained from state data systems or local agency sources. For selected programs, these instructions identify recommended DCF data system reports for contractors to use.

The [DCF “Compliance Plans” webpage](#) is located at:

<https://dcf.wisconsin.gov/civilrights/plans>

CSPA and LEP Completed Samples

The [DCF “Compliance Plans” webpage](#) has links to completed samples of the CSPA and LEP data charts.

CRC Census Data Dashboard: “Potentially Eligible Population” Data

Obtain data for your “Potentially Eligible Populations” from the [CRC Census Data Dashboard](#) (<https://dcf.wisconsin.gov/dashboard/civilrights/crc>). Use the dashboard landing page and the crosswalk on the next page to select the dashboard to use for your program(s).

DCF-Funded Program Service or Activity	CRC Census Data Dashboard
Adoption Assistance Program, Adoption Finalization and Post Adoption Services	Programs Serving Families with Children
Brighter Futures Initiative	
Child Abuse and Neglect – Child Protective Services	
Child Abuse and Neglect – Prevention Services	
Child Care Quality Improvement	
Child Care Resource and Referral (CCR&R) Agencies	
Child-Placing Agencies – Foster Care	
Child Residential Care Centers & Group Homes	
Child Support	
Child Welfare Case Management Services	
Community Services Block Grant (CSBG) Services	
Family Resource Centers (FRCs)	
Foster Care Payments	
Home Visiting Services	
Kinship Care Payments	
Milwaukee Child Welfare Program Service Providers	
Promoting Safe and Stable Families	
Runaway Youth Services	
Wisconsin Shares Child Care Subsidy Program	
Youth Aids and Youth Justice Grants	
Independent Living, Independent Living Services	Independent Living Program
Community Action Program (CAP) Agencies	Programs Serving Adults
Domestic Violence/Domestic Abuse Services	
TANF-Funded Services (including Transitional Jobs and Children First)	
Wisconsin Works (W-2) Programs	W-2 Program: Milwaukee -or- W-2 Program: Balance of State
Refugee Assistance and Services	Wisconsin Refugee Statistics, Population & Census Data: https://dcf.wisconsin.gov/refugee/statistics-population

W-2 Program Dashboards

The W-2 program has two dashboards for Milwaukee and Balance of State W-2 agencies. The Milwaukee dashboard divides Milwaukee County into the four Milwaukee W-2 agency service areas. The W-2 dashboards include data for only one income level: Income Below Poverty Level. This income level most closely represents the program eligibility limit for the W-2 customer population.

Other Dashboards: Independent Living Program, Programs Serving Adults, and Programs Serving Families with Children

These dashboards allow you to choose between two income levels:

- All Income Levels
- Income Below Poverty Level.

Use whichever income level fits your program better. Alternatively, if you are interested in seeing how the data differ depending on income level, you may complete two CSPA and two LEP data charts, one for “All Income Levels” and one for “Income Below Poverty Level.”

Note on “Breakdown by Language Groups” Percentages: You might notice that the percentage of individuals in each language group is the same whether you are looking in the “All Income Levels” column or the “Income Below Poverty” column. That is because the census report for language groups does not separate the data by income level; therefore, the percentages calculated from this census report are the same, regardless of income level.

Dashboard Directions

When you first open the dashboard for your program, the data displayed will be for all the counties/agencies with similar programs. In the top right corner, you will see a menu (or dropdown menu) with a list of agencies. In this menu:

- Unselect “(All).”
- Select your county/agency (or select all the counties in your service delivery area).
- If you see an “Apply” button at the end of the county list, click it. (W-2 programs will not see this button.)
- Wait for the new data to populate the dashboard.
- Determine the income level that corresponds to your program (W-2 programs use “Income Below Poverty Level,” as this is the census income level that best approximates W-2 eligibility criteria).
- Type the data directly from the dashboard into the data charts.

Note on PDF Printing: If you wish to print a PDF document of the dashboard, please look for a “PDF” button in the bottom right corner. This button will NOT produce a data chart; rather, it will give you a printout of what you see on the dashboard screen.

After you click on the “PDF” button, a “Download PDF” box will pop up. You can explore the different selections for downloading the PDF, but these selections seem to work well:

- Under “Include,” select “This View.”
- Under “Scaling,” select “Automatic.”
- Under “Page Size,” select “Letter.”
- Under “Orientation,” select “Landscape.”

After making your selections, click “Download.”

Note on Excel Data: At the bottom right of each dashboard, you will see one or two blue buttons for downloading raw data into Excel. These data are likely not in a form that will be useful to you for completing the CRC Plan. The Excel spreadsheets will often have many numbers after the decimal point, while the dashboard rounds numbers to the nearest whole number and rounds percentages to the first decimal point. When completing the CSPA and LEP data charts, just type the data directly from the dashboard into the data charts.

CSPA Data Chart

Overview of the CSPA

The purpose of the CSPA is to determine if your program is serving eligible participants in protected categories in the same proportion that they are represented in the total eligible population. A [blank CSPA data chart](#) can be found here:

<https://dcf.wisconsin.gov/files/civilrights/pdf/cspa-data-chart.pdf>

Local Agency/Recipient Information

Local Agency/Recipient Name

Enter the name of your agency.

Funding Agency

For DCF-funded programs, select DCF as the funding agency:

- Wisconsin Department of Children and Families (DCF)
- Wisconsin Department of Health Services (DHS)

Program or Activity

Write in the name of the program or activity (for example, “Wisconsin Shares Child Care Subsidy Program” or “Domestic Violence Services”).

Recipients should complete a separate CSPA data chart for each program or contract checked on the Funded Programs Checklist.

Note: If the eligible populations are the same for multiple programs (e.g., child care, child support, and child welfare), recipients can list multiple programs on this line.

Geographic Service Area

Write in the name of your geographic service area for your program.

Note: If you are in a consortium, please list all the of the counties in the service area for which you will be reporting data.

Income Level(s) Analyzed

Select the income level you will use, based on the population served by your program.

All income levels Income below poverty level

Note: If you would like to conduct the analysis for BOTH “All income levels” AND “Income below poverty level,” complete TWO data charts.

Potentially Eligible Population: Number Potentially Eligible

This is the total number of individuals in the service area who may meet the eligibility requirements of a program, whether or not they applied for service or are currently being served.

Enter the #'s from the dashboard/income level you selected into the “Number Potentially Eligible” column of your CSPA data chart, for:

- Total Population (Find this number in the “Total Potentially Eligible Population(s)” row in the dashboard, right under the “All Income Levels” or “Income Below Poverty Level” designation.)
- Breakdown by Race
- Breakdown by Sex
- Persons with Disabilities

Note: Do not be alarmed if the “Potentially Eligible Population” numbers in the dashboard are much higher than the numbers you serve in your program. The numbers in the dashboard are based on one or more of the following variables used by the U.S. Census: income level, family composition, or age. Your program may have more specific eligibility criteria which can narrow down the population eligible for your program.

Because your Number Potentially Eligible is probably much higher than your Number Served, the CSPA data chart asks you to compare *percentages*, in the “Percentage-Point Difference (= % Served - % Potentially Eligible)” column.

Note: The “Number Potentially Eligible” data were obtained from data.census.gov and thus uses the same demographic data categories as the U.S. Census.

Note for W-2 Contract Agencies: Once a particular W-2 agency is selected, Milwaukee County W-2 agencies will see a list of census tracts served by that agency, and Balance of State (BOS) W-2 agencies will see a list of counties served by that agency. You can use these census tract/county indicators to

drill down to specific geographies in your service area. Just be sure ALL your served census tracts/counties are selected when completing the CRC Plan.

These maps can assist W-2 contract agencies interested in exploring specific geographies:

- Milwaukee County W-2 Contract Agencies:
 - <https://dcf.wisconsin.gov/w2/locator/w2locator/milwaukee>
- Milwaukee County 2010 Census Tract Reference Maps:
 - https://www2.census.gov/geo/maps/dc10map/tract/st55_wi/c55079_milwaukee/DC10CT_C55079_001.pdf
 - https://www2.census.gov/geo/maps/dc10map/tract/st55_wi/c55079_milwaukee/DC10CT_C55079_002.pdf
- BOS W-2 Contract Agencies:
 - <https://dcf.wisconsin.gov/files/regionaloperations/pdf/w2-map.pdf>

Potentially Eligible Population: Percentage of Total Potentially Eligible Population

The Percentage of Total Potentially Eligible Population is the total percentage of individuals in the service area who may meet the eligibility requirements of a recipient's program, whether or not they applied for service or are currently being served. The dashboard calculates the Percentage of Total Potentially Eligible Population for each category in the following way:

Percentage of Total Potentially Eligible Population in a category =
(Number Potentially Eligible in that category / Number Potentially Eligible in the Total Population) X 100%

The percentage for the Total Population category will always be 100%, so this percentage has been added for you in the CSPA data chart.

When completing the "Percentage of Total Potentially Eligible Population" column, use the same income-level columns you used when completing the "Number Potentially Eligible" column of your CSPA Data Chart: "All Income Levels" or "Income Below Poverty Level."

Enter the percentages from the same dashboard / income level you selected into the "Percentage of Total Potentially Eligible Population" column of your CSPA data chart, for:

- Breakdown by Race
- Breakdown by Sex
- Persons with Disabilities

Note: The dashboard rounds percentages to 1 decimal point. Therefore, calculations performed on dashboard percentages may have rounding errors.

Note: If your dashboard includes "All Income Levels" and "Income Below Poverty Level," you might notice that the "Breakdown by Language Groups" percentages are the same, regardless of income level. This will be explained in the LEP instructions.

Population Served in Most Recent Calendar or Program Year: Specify Year

Specify the calendar or program year from which you are obtaining your Number Served data. This should be the most recent calendar or program year for which it is possible to have summary data.

Population Served: Number Served

Using your program data (NOT the Census Dashboard), enter the number of participants actually served by your program during the most recent calendar or program year, for each of the following categories:

- Total Population
- Breakdown by Race
- Breakdown by Sex
- Persons with Disabilities

Some examples of Population Served data sources are:

- Child Care: Webl reports, Income Maintenance (IM) Member Demographics Dashboard, *Wisconsin Shares Child Care Demographics Report* (projected availability: December 2021)
- Child Support: Performance Reports, Control D reports, Webl/Child Support Data Warehouse reports
- Child Welfare / Independent Living / Youth Justice: eWReports/Dashboards
- W-2: Webl reports

Data from program data reports for the local Population Served may not have the same population demographic categories outlined in the CSPA or the language information in the LEP data chart. That is OK; just do the best you can to obtain the Number Served in each category.

To find the Subtotal, Non-White Number Served, add the “Number Served” for all the race populations *except* White:

- Black or African-American
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Pacific Islander
- Other
- More Than One Race

To find the Hispanic/Latino Number Served, add the number of individuals who are identified as being of Hispanic/Latino ethnicity, regardless of race.

Note: As explained previously, do not be alarmed if the “Potentially Eligible Population” numbers in the dashboard are much higher than the numbers you serve in your program.

Population Served: Percentage of Total Served Population

To find the percentages in the “Percentage of Total Served Population” column, divide the Number Served in the Category by the Number Served in the Total Population, and multiply that fraction by 100%:

$$\begin{aligned} &\text{Percentage of Total Served Population in a category} = \\ &(\text{Number Served in that category} / \text{Number Served in the Total Population}) \\ &\times 100\% \end{aligned}$$

The percentage of total served population will always be 100%, so this percentage has been entered for you in the CSPA data chart.

Note: The dashboard rounds percentages to 1 decimal point. Therefore, your Population Served percentages should also be rounded to 1 decimal point. Keep in mind that calculations performed on these percentages may have rounding errors.

Percentage-Point Difference (= % Served - % Potentially Eligible)

This is the difference between the Percentage of Total Served Population and the Percentage of Total Potentially Eligible Population. You will use this column to note any differences between the Potentially Eligible Population and the Served Population.

The CSPA data chart does not directly compare the number of Potentially Eligible persons to the number in the Served Population because these numbers can be *very* different. The only meaningful way to compare the Potentially Eligible Population to the Served Population is to convert the numbers into percentages and to compare these percentages via a percentage-point difference.

To find the percentage-point difference in each row of this column, subtract the Percentage of Total Potentially Eligible Population in each row from the Percentage of Total Served Population in that row. Retain the plus or minus sign.

$$\begin{aligned} &\text{Percentage-Point Difference} = \\ &(\text{Percentage of Total Served Population}) - (\text{Percentage of Total Potentially Eligible Population}) \end{aligned}$$

The percentage-point difference for the Total Population will always be 0.0, so this difference has been entered for you in the CSPA data chart.

Note: Percentage-point differences do NOT have a “%” sign.

Note: Retain the plus or minus sign, because:

A **plus** sign means the population may be **over**-represented in the program’s customer population.

A **minus** sign means the population may be **under**-represented in the program’s customer population.

Note: Because the Population Potentially Eligible and Population Served percentages have been rounded to 1 decimal point, your Percentage-Point Differences will also be rounded to 1 decimal point, and calculations performed on these differences may have rounding errors.

CSPA Data Source(s) for Potentially Eligible Population

Find the title of the dashboard you've been using for your Potentially Eligible data (below), and place the corresponding text (in black, below) in the "Data Source(s) for Potentially Eligible Population" box.

W-2 Program: Milwaukee or Balance of State

Total Potentially Eligible Population, Breakdown by Race, Breakdown by Sex: U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *B17010(A-G,I): Poverty Status in the Past 12 Months of Families by Family Type by Presence of Related Children under 18 Years by Age of Related Children*.

Disabilities:

Percentage Potentially Eligible was calculated from source data in U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *C18130: Age by Disability Status by Poverty Status*.

Number Potentially Eligible = (Percentage Potentially Eligible from *C18130*) X (Total Potentially Eligible Population calculated from *B17010* reports).

Independent Living Program

Total Potentially Eligible Population, Breakdown by Race, Breakdown by Sex: U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *B17001(A-G,I): Poverty Status in the Past 12 Months by Sex by Age*.

Disabilities:

Percentage Potentially Eligible was calculated from source data in U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *C18130: Age by Disability Status by Poverty Status*.

Number Potentially Eligible = (Percentage Potentially Eligible from *C18130*) X (Total Potentially Eligible Population calculated from *B17001* reports).

Programs Serving Adults

Total Potentially Eligible Population, Breakdown by Race, Breakdown by Sex: U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *B17001(A-G,I): Poverty Status in the Past 12 Months by Sex by Age*.

Disabilities:

Percentage Potentially Eligible was calculated from source data in U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *C18130: Age by Disability Status by Poverty Status*.

Number Potentially Eligible = (Percentage Potentially Eligible from *C18130*) X (Total Potentially Eligible Population calculated from *B17001* reports).

Programs Serving Families with Children

Total Potentially Eligible Population, Breakdown by Race, Breakdown by Sex: U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *B17010(A-G,I): Poverty Status in the Past 12 Months of Families by Family Type by Presence of Related Children under 18 Years by Age of Related Children*.

Disabilities:

Percentage Potentially Eligible was calculated from source data in U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *C18130: Age by Disability Status by Poverty Status*.

Number Potentially Eligible = (Percentage Potentially Eligible from *C18130*) X (Total Potentially Eligible Population calculated from *B17010* reports).

CSPA Data Source(s) for Population Served

In this box, add the program data sources you used to complete the “Population Served in Most Recent Calendar or Program Year” columns. Use as many details as you think you will need, to document the data you used and be able to look up the same data the next time you complete a CRC Plan.

Customer Service Population Data Analysis

After completing the CSPA data chart, complete the Customer Service Population Data Analysis questions after the CSPA data chart. The questions ask you to analyze whether the population served reflects the potentially eligible population. You may want to have conversations with program staff on the implications of the data. Calculations showing that groups within the population served are over or under-represented do not mean that the agency is not equitably serving the potentially eligible population, as there could be many factors affecting which persons seek services from the agency. However, large percentage differences between the potentially eligible and population served may suggest population groups for which the agency can do more program outreach.

LEP Data Chart

Overview of the LEP Customer Data Analysis

The purpose of the LEP data analysis is to assist recipients to identify the need for translation of vital documents to meet the federal “Safe Harbor” requirement. The analysis is also useful to determine which language groups are present in your service area, the degree to which members of these language groups are being served, and the steps being taken to improve language access to services and programs.

Your agency is required to provide meaningful access to all LEP customers, including on a walk-in, electronic, or telephone basis, which may mean providing an oral interpreter at no cost to the LEP customer. This analysis is intended to assist your agency with determining the size of each LEP group, the languages spoken in the service area, and the methods your agency will use to ensure full and meaningful access to your programs and services.

A [blank LEP data chart](#) can be found here:

<https://dcf.wisconsin.gov/files/civilrights/pdf/lep-data-chart.pdf>

Local Agency/Recipient Information

For each row of the LEP chart, follow the instructions in brackets, below.

Local Agency/Recipient Name:	[Enter the name of your agency.]
Funding Agency:	[For DCF-funded programs, select DCF as the funding agency.] <input checked="" type="checkbox"/> Wisconsin Department of Children and Families (DCF) <input type="checkbox"/> Wisconsin Department of Health Services (DHS)
Program or Activity:	[Write in the name of the program or activity (for example, “Wisconsin Shares Child Care Subsidy Program” or “Domestic Violence Services”).] Recipients should complete a separate LEP data chart for each program or contract checked on the Funded Programs Checklist. <i>Note:</i> If the eligible populations are the same for multiple programs (e.g., child care, child support, and child welfare), recipients can list multiple programs on this line.]
Geographic Service Area:	[Write in the name of your geographic service area for your program.] <i>Note:</i> If you are in a consortium, please list all the service areas for which you will be reporting data.]
Income Level(s) Analyzed:	[Select the income level you will use, based on the population served by your program.] <i>Note:</i> If you would like to conduct the analysis for BOTH “All income levels” AND “Income below poverty level,” complete TWO data charts.] <input type="checkbox"/> All income levels <input type="checkbox"/> Income below poverty level

Language Groups

Complete the next portion of the table using the [CRC Census Data Dashboard](#) and the instructions in brackets, below. Be sure to use the same dashboard and income level (“All Income Levels” or “Income Below Poverty”) that you used to complete your CSPA data chart.

(a) Total Potentially Eligible Population (from data.census.gov) [In this text box, enter the Total Potentially Eligible Population from the CRC Census Data Dashboard . Use the same dashboard and income level you used for the CSPA data chart.]	LEP Potentially Eligible Population (from data.census.gov) [Enter the number and percentage for each Language Group from the CRC Census Data Dashboard . Use the same dashboard and income level you used for the CSPA data chart.]		(d) Number LEP Served in Most Recent Calendar or Program Year (Specify Year:) [In this text box, enter the most recent calendar or program year from which you are obtaining the Numbers LEP Served.]	Safe Harbor	
	(b) Number LEP Potentially Eligible in This Language Group	(c) Percentage LEP Potentially Eligible in This Language Group ²		Written Translation of Vital Documents Column (b) is 1,000 or more OR Column (c) is 5% or more?	Written Notice to LEP Groups of Their Right to Receive Competent Oral Language Interpretation & Translation of Vital Documents Column (b) is less than 50 AND Column (c) is 5% or more
Language Groups ¹					
Spanish	[This is the number of individuals in the language group for your service area who <i>may</i> meet the <i>eligibility</i> requirements of a program, whether or not they applied for service or are currently being served.]	[This is the total percentage of individuals in the language group for your service area who <i>may</i> meet the <i>eligibility</i> requirements of a program, whether or not they applied for service or are currently being served.]	[This is the number of individuals in a language group who were <i>served</i> by the program within a <i>one-year service or calendar year</i> period. Using program data, enter this number for each Language Group.]	[Enter yes for the Language Group if column (b) is 1,000 or more OR if column (c) is 5% or more . Use these numbers to determine if any of the LEP language groups served by the recipient meet the threshold for written translation of vital documents. If there is a “yes” in this column, then written translation of vital documents is required for that language group.]	[Enter yes for the language group if column (b) is less than 50 AND column (c) is 5% or more . A percentage of 5% or more would otherwise trigger the translation of vital documents requirements, but if the number of LEP persons in column (b) is less than 50 , the agency is not required to provide written translation of vital documents. However, these LEP groups must receive written notice of their right to receive competent oral language interpretation and translation of vital documents.]
Hmong/Laotian ³					
Chinese					
Korean					
Vietnamese					
Tagalog					
German/Germanic ⁴					
Russian/Polish/Other Slavic ⁵					
French/Patois/Haitian/Creole/Cajun					
Arabic					
Other – Specify: [See next page.]					

¹ Language groups were determined by the [U.S. Census](#) and [Estimates of at Least the Top 15 Languages Spoken by Individuals with Limited English Proficiency](#).

² Percentage LEP Potentially Eligible = [(b)/(a)] X 100%

³ “Hmong/Laotian” includes Hmong, Laotian, and other languages from mainland Asia and the Pacific Islands *not* mentioned elsewhere in this table.

⁴ “German/Germanic” includes Pennsylvania Dutch.

⁵ “Russian/Polish/Other Slavic” includes Bosnian, Croatian, and Serbian.

Language Groups: Other – Specify

The last row of the LEP data chart provides space for you to list a Language Group or Groups encountered or served by your program that is not elsewhere specified in the data chart. Specify the other Language Group(s) you encounter/serve and use local program data to complete columns (b), (c), and (d) for the group(s), as well as the two Safe Harbor columns.

The [CRC Census Data Dashboard](#) includes “English” and “Other” categories. These dashboard categories are not required on the LEP data chart—they are simply informational. You might use the “Other” dashboard category to inform your thinking about any “Other – Specify” Language Groups you might want to include in the LEP data chart.

Note: In the dashboard, “Other” is a combination of the census categories “Other Indo-European” and “Other and unspecified.”

LEP Notes

Census Language Data

The Language Group data in the [CRC Census Data Dashboard](#) is from U.S. Census report *C16001: Language Spoken at Home for the Population 5 Years and Over*, which represents individuals:

- Who speak each language AND “speak English less than ‘very well’” (except of course for the “English” Language Group).
- Who are five years of age and over.
- Across all income levels.

When creating the dashboards, DCF first obtained the percentages from *C16001*, and then applied these percentages to the Total Potentially Eligible Population(s), to obtain the dashboard numbers. The dashboard numbers were then rounded to the nearest whole number. These calculations introduced rounding error, which you might see in the following ways:

- If you add the numbers across all the Language Groups, the total might be slightly different from the Total Potentially Eligible Population.
- You would likely get different LEP numbers if you tried to calculate them from the dashboard LEP percentages, because the dashboard LEP percentages are only taken to the first decimal point.
- With small populations, you might see a “%” greater than zero, with an accompanying “#” of 0. That is because the calculated “#” was slightly greater than 0 and was rounded to the nearest whole number, which was 0.
- If you add the dashboard LEP numbers obtained from individual counties/census tracts, your total will likely not match the total the dashboard would have given you if you had first filtered for all the counties/census tracts of interest. Therefore, a program that serves multiple counties/tracts should first filter for ALL the counties/tracts in their service area and then use the numbers provided by the dashboard.

Number LEP Potentially Eligible in This Language Group

Do not be alarmed if the “LEP Potentially Eligible Population” numbers in the dashboard are much higher than the numbers you serve in your program. The numbers in the dashboard are based on one or more of the following variables used by the U.S. Census: income level, family composition, and/or age. Your program undoubtedly has more eligibility criteria (and perhaps *many* more eligibility criteria), which can considerably narrow down the population eligible for your program.

Percentage LEP Potentially Eligible in This Language Group

The census report on Language Groups (*C16001: Language Spoken at Home for the Population 5 Years and Over*) represents the population 5 years of age and older, regardless of income. Therefore:

- If your dashboard includes “All Income Levels” and “Income Below Poverty Level,” you will notice that the “Breakdown by Language Groups” percentages are the same.
- The percentages obtained from *C16001* are only approximations when applied to the dashboard populations (W-2, Independent Living, Adults, or Families with Children). Programs are encouraged to use their local language data in lieu of the DCF dashboard language data, if they have local information that better estimates the languages spoken in their areas.

Data Source(s) for LEP Potentially Eligible Population

After the LEP table, there is a box for you to list the data source(s) used for the LEP Potentially Eligible Population:

Data Source(s) for LEP Potentially Eligible Population:	
--	--

To enter these data source(s), find the title of the dashboard you’ve been using for your Potentially Eligible data (below), and place the corresponding text (in black, below) in the “Data Source(s) for LEP Potentially Eligible Population” box.

W-2 Program: Milwaukee or Balance of State

Total Potentially Eligible Population (from CSPA): U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *B17010: Poverty Status in the Past 12 Months of Families by Family Type by Presence of Related Children under 18 Years by Age of Related Children*.

LEP Potentially Eligible Population:

Percentage LEP Potentially Eligible was calculated from source data in U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *C16001: Language Spoken at Home for the Population 5 Years and Over*.

Number LEP Potentially Eligible was calculated using $[\text{Percentage LEP Potentially Eligible from } C16001] \times [\text{Total Potentially Eligible Population (from CSPA)}]$.

Independent Living Program

Total Potentially Eligible Population (from CSPA): U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *B17001: Poverty Status in the Past 12 Months by Sex by Age*.

LEP Potentially Eligible Population:

Percentage LEP Potentially Eligible was calculated from source data in U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *C16001: Language Spoken at Home for the Population 5 Years and Over*.

Number LEP Potentially Eligible was calculated using [Percentage LEP Potentially Eligible from *C16001*] X [Total Potentially Eligible Population (from CSPA)].

Programs Serving Adults

Total Potentially Eligible Population (from CSPA): U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *B17001: Poverty Status in the Past 12 Months by Sex by Age*.

LEP Potentially Eligible Population:

Percentage LEP Potentially Eligible was calculated from source data in U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *C16001: Language Spoken at Home for the Population 5 Years and Over*.

Number LEP Potentially Eligible was calculated using [Percentage LEP Potentially Eligible from *C16001*] X [Total Potentially Eligible Population (from CSPA)].

Programs Serving Families with Children

Total Potentially Eligible Population (from CSPA): U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *B17010: Poverty Status in the Past 12 Months of Families by Family Type by Presence of Related Children under 18 Years by Age of Related Children*.

LEP Potentially Eligible Population:

Percentage LEP Potentially Eligible was calculated from source data in U.S. Census Bureau, 2015-2019 American Community Survey (ACS) 5-Year Estimates, *C16001: Language Spoken at Home for the Population 5 Years and Over*.

Number LEP Potentially Eligible was calculated using [Percentage LEP Potentially Eligible from *C16001*] X [Total Potentially Eligible Population (from CSPA)].

Data Source(s) for Number LEP Served

There is also a box for you to list the local program data source you used to determine the Number LEP Served:

Data Source(s) for Number LEP Served:	
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In this box, add the program data sources you used to complete the “(d) Number LEP Served in Most Recent Calendar or Program Year” column. Use as many details as you think you will need, to document the data you used and be able to look up the same data the next time you complete a CRC Plan.

Services to LEP Language Groups

In this section, you will see a list of statements. Please check all the statements that apply to the services you provide to eligible language groups in your service area.

LEP Customer Data Analysis

After completing the LEP Customer Data Analysis, complete the LEP Customer Data Analysis questions after the LEP data chart. The questions ask you to analyze what languages your agency may need to provide translation of documents in order to provide meaningful access to services to LEP persons. You may want to have conversations with program staff on the implications of the data.

Acknowledgments

The following agencies piloted the [Civil Rights Compliance \(CRC\) Census Data Dashboard](#) and provided input to the dashboard instructions:

Forward Service Corporation

Iowa County Department of Social Services

Rock County Human Services Department

The following DCF staff members developed the [Compliance Plans webpage](#), [CRC Census Data Dashboard](#), and dashboard instructions:

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