

## Using the DOA Translation and Interpretation Contract

The translation services contracts are posted on VendorNet. The following contracts are available:

505ENT-M18-WRITFORLNAG-00 - [Written Foreign Language Translation Service](#)

505ENT-M18-TELEINTERP-00 - [Statewide Telephone Interpretation Services](#)

505ENT-M18-FORINTERP-00 - [In-Person Interpretation Services For Foreign Language](#)

505ENT-M18-ASLINTERP-00 - [In-Person Interpretation Service for American Sign Language \(ASL\)](#)

505ENT-M18-VRIFORSAL-00 - [Video Remote Interpreting \(VRI\) Services for American Sign Language \(ASL\)](#)

Each contract has a separate Contract Vendor List, hereafter referred to as "List".

### **Written Translations/Vital Documents**

Translation of vital documents is required if the service area has 5percent of the population, or 1,000 customers with limited English proficiency (LEP) ,who are likely to be served by the program. In Wisconsin, Spanish and Hmong have been identified as meeting this threshold, and the Wisconsin Department of Children and Families (DCF) must provide a written translation of vital documents in these languages.

When there are fewer than 50 persons in a language group the agency must provide written notice, in the primary language of the LEP group, of their right to oral interpretation of those written materials, free of cost. DCF contractors and service providers should identify what additional languages need translations of vital documents, as new populations resettle to the service area(s).

**Identifying Vital Documents:** Check with your agency's forms and communication managers for directions on which method to use when determining what forms, publications or other communication media should be classified as vital documents and also for directions on obtaining translation services. DCF uses a [Translation Requirements Checklist](#) to determine vital documents. Agencies can use it as a model to develop their own translation requirement checklist.

### **Oral translation and Language Access Poster:**

When the population likely to be served by an agency does not meet the above criteria for translation of vital documents, equal access is still (always) required. If a customer/client identifies as being LEP, the agency is required to provide interpretation of information vital for them to receive benefits, services or make a decision related to DCF programs.

- Language Identification Display – commonly called Language ID Card. The card is an 8 ½ X 11 sheet that tells the LEP clients to "show us your language and we will provide an interpreter" in approximately 24 of the most commonly used languages in the US. Most oral interpretation providers furnish several hard copies, as well as electronic language ID cards. Staff may use it as a desk reference guide/resource as they assist customers, but copying the *Language ID Lobby Display* document generally results in very small print that's not easy to read for people with low vision.
- Language ID Required Poster - Wisconsin's demographics have changed significantly over the past several years, and the Department of Children and Families (DCF), Department of Health Services (DHS) and the Department of Workforce Development (DWD) have worked collaboratively to produce a poster that is more reflective of the current languages likely to be encountered in Wisconsin. This poster, measuring 35" by 23", contains 55 languages. The poster should be displayed in direct service locations to ensure customers are informed of their right to interpretation. All DCF direct service locations must place this poster prominently in the main lobby, resource room and waiting areas where customers are likely to see and read the notice so all LEP speakers are aware of their right to an interpreter.

- Copies of the poster are available from the DCF Civil Rights Unit. A PDF version of the poster is also available:  
*Language ID Lobby Display*: <https://dcf.wisconsin.gov/files/civilrights/pdf/interpretation-poster.pdf>

The Department of Children and Families is an equal opportunity employer and service provider. If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (608) 266-3400 or the Wisconsin Relay Service (WRS) – 711. For civil rights questions, call (608) 422-6889.