



Language Access Policy

WCADVSA Legal Assistance to Victims Program, all WCADVSA Staff and guidance for member programs

updated July 2018

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I. Introduction

The Wyoming Coalition Against Domestic Violence and Sexual Assault (WCADVSA) has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by WCADVSA to ensure meaningful access to agency services, programs and activities on the part of persons who have Limited English Proficiency (LEP). WCADVSA’s commitment to ending all forms of oppression demands that we address and remove barriers to equal and meaningful access for the people we serve.

LEP in this plan means the inability, because of the use of a language other than English, to adequately understand or communicate effectively in English with WCADVSA staff, as well as the inability due to a speech impairment, hearing loss, deafness, deaf-blindness, or other disability, to adequately hear, understand or communicate effectively in English. A client maintains the right to self-identify as a LEP person.

WCADVSA leadership and Language Access Coordinators will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to community needs and compliance with state and federal laws and regulations.

II. Purpose

The purpose of this plan is to ensure clients of the WCADVSA will have meaningful access to services, programs and activities although they may be limited in their English language proficiency. Providing access to services will be at no cost to the client.

The WCADVSA is committed to this Language Access Plan as the appropriate response to meeting our clients’ needs. The Plan is consistent with the requirements in all relevant state and federal laws and regulations. WCADVSA believes in the importance of the benefits and services it offers:

- "At all points of contact, services for victims of domestic and sexual violence with limited English proficiency should include bilingual advocates/staff that provide services in the victim’s primary language and qualified interpreters."
- "All legal and social service providers serving victims of sexual and domestic violence should be trained on advocating for language access, coordinating with systems for the provision of interpretation services, and working with interpreters." (*Resource Guide for Advocates & Attorneys on Interpretation Services for Domestic Violence Victims*, Asian & Pacific Islander Institute on Domestic Violence.)
- "For many of the tens of millions of Americans with limited proficiency in English, our court system is impenetrable. With no access to an interpreter, they cannot communicate with judges, court clerks or even their own lawyers, cannot give or understand testimony, and cannot even comprehend settlement agreements or court orders. As the Arizona Supreme Court puts it, a trial involving a defendant who cannot understand English and has no interpreter is “an invective against an insensible object.” The consequences can be dire. Litigants who cannot understand court proceedings cannot obtain restraining orders to protect them from domestic violence, argue for

custody of their children, successfully fight against their family's eviction, or compel employers to pay wages owed them."

- "The problems are widespread. Nearly 25 million Americans have limited English proficiency (commonly known as "LEP" individuals). The number of people who lack proficiency in English has grown rapidly, catching many state court systems off guard. The number of people who spoke a language other than English at home increased by 38% in the 1980's and by 47% in the 1990's. In part because of a national shortage of English as a second language classes, it will take years for many to become proficient. Some – particularly people with disabilities, senior citizens, and people who cannot read any language – will never do so."(Laura Abel, Brennan Center for Justice, "[*Language Access in State Courts*](#)," 2009)

III. WCADVSA and Program Descriptions:

The WCADVSA is committed to provide leadership, education and systems advocacy to advance social change and end violence. WCADVSA engages communities, organizations and systems across Wyoming in the work to end domestic violence, sexual assault, and stalking through prevention and intervention strategies. The WCADVSA staff help to build the capacity of our member programs, partners and allies to ensure safe, compassionate, inclusive, and accessible services to survivors.

The WCADVSA also provides direct client services through its statewide and federally funded Legal Assistance Program where individual survivors may apply and receive free legal services in several civil law matters such as family law, immigration, protection order and sexual assault victim assistance. The WCADVSA partners with the University of Wyoming to deliver civil legal assistance to survivors through the UW College of Law's Family and Child Legal Advocacy Clinic. The clinic, as part of the University, complies with and ensures meaningful access to its programs to LEP persons in accordance with Section 601 of Title VI of the Civil Rights Act of 1964 and implementing regulations, Executive Order 13166, and the applicable DOJ guidance. (updated 7/19/2018).

IV. Language Access Plan

1. WCADVSA Language Access Coordinators - located at 710 Garfield St. Suite 218, Laramie WY 82073:

- a. Dani Wolf Harrington, Paralegal, 307-755-0992, dharrington@wyomingdvsa.org
- b. Tara Muir, Public Policy Director, 307-755-5481, tmuir@wyomingdvsa.org
- c. Language Access Coordinators, in partnership with WCADVSA leadership, shall:
 - i. Evaluate plan's effectiveness annually to ensure it meets the needs of LEP persons.
 - ii. Maintain an LEP Client Log, where every interaction with an LEP client is documented for an annual review of how tools like the "I Speak" cards work. A Google Sheet has been created for this purpose, "WCADVSA Contact with Persons

- of Limited English Proficiency” (located in Staff Resources > Language Access Plan). Longer term plan is to incorporate into Coalition Manager.
- iii. Develop and evaluate client experiences and volunteer or paid interpreters via surveys (i.e. self-survey, client survey, supervisor surveys). Tip sheet included in Resources - Attachment B.
 - iv. Monitor demographic changes and immigration/refugee resettlement patterns to identify new LEP populations WCADVSA will need to serve.
 - Work with local school districts, social service agencies and Wyoming Dept. of Health to determine changing demographics of state and local communities.
 - Monitor Census projections.
 - Document biannually in next section, Language Needs Assessment.
 - Review interpreter resources for growing or changing trends in use.
 - v. All WCADVSA staff will be trained to the policy at the July or September all staff meeting in even numbered years. All Member programs will be trained on the policy at the fall membership meeting in even numbered years. A working task force with the high impact counties will be formed by end of 2018 to provide assistance in LEP and LAP work.
 - vi. Continue accessing training information, including basic knowledge about interpretation.
 - vii. Engage in systems change work: Engage courts and public agencies in a dialogue on language access and Title VI.
 - a. Work with the Wyoming Supreme Court Board of Judicial Policy and Administration
 - b. Work closely with Wyoming statewide interpreters to gather their feedback on the process
 - c. Outreach to immigrant and non-English speaking populations for advice.
 - d. Continue to train interpreters regarding Wyoming-specific standards: child or elder abuse/neglect and reporting, everyone in Wyoming is a mandatory reporter. (Wyoming Stat. Ann. §§ 14-3-205 and 35-20-103 mandate that any person who suspects child/vulnerable adult abuse, neglect or exploitation is required to report.)

2. Language Access Needs Assessment

- a. WCADVSA coordinators shall biannually review all populations within Wyoming with language access needs, and provide support to all staff and member programs to accomplish a similar review for each region or county where client contact is made.
- b. Language Makeup of Client Population
 - Demographics of [WY population in 2016](#)
 - White alone 92.8%
 - White alone, not Hispanic or Latino 84.1%
 - Hispanic or Latino origin 10.0%
 - American Indian and Alaska Native persons 2.7%
 - Black or African American 1.3%
 - Asian 1%
 - Native Hawaiian and Other Pacific Islander 0.1%

- [Foreign-born](#) persons living in WY 3.6%
 - [2016 ACS 1-Year Estimates](#): Languages Spoken at Home in WY
 - Speak a language other than English 39,655 (7.3%)
 - Spanish 27,245 (5.0%)
 - Other Indo-European Languages 5,811 (1.1%)
 - Asian and Pacific Island Languages 3,418 (.6%)
 - Other Languages 3,181 (.6%) (German, Chinese, Korean, Persian, Tagalog (Philippine), African, French)
 - By County in Wyoming: [2014 ACS Total people](#) (LEP.gov) Who Speak Language Other than English at Home and Speak English Less than “Very Well”. High Impact Wyoming counties are (see Attachment I):
 - **Sweetwater**: 1,499 - 92% Spanish, 5% Vietnamese
 - **Teton**: 1,340 - 92% Spanish, 4% Tagalog (Philippine)
 - **Natrona**: 1,273 - 71% Spanish, 5% Other Pacific Islander, 4% Chinese, 4% German, All other languages 13%
 - **Laramie**: 1,271 - 57% Spanish, 16% Chinese, 7% Korean, 7% German, 10% All other
 - **Albany**: 798: 42% Spanish, 26% Chinese, 8% Other, 5% Persian, 4% Other Pacific Islander
 - [ESL Students by County/School District](#) - see attachment J
- c. **Points of Contact between WCADVSA and Client Populations** - see Attachment A - most recent WCADVSA Program, Staff, and Board List. Always available in Staff Resources file in Drive.
- d. **Frequency with which LEP persons come into contact with WCADVSA:**
- The agency shall track the frequency of interactions with LEP individuals using a shared Google Sheet, “WCADVSA Contact with Persons of Limited English Proficiency” (located in Staff Resources > Language Access Plan). Long term plan is to incorporate into Coalition Manager.
 - In the Google Sheet, staff must also log the preferred language of the LEP person as well as comment on interpreter use and the provision of other language resources.
 - The Self Service Portal of the LanguageLine also provides usage reports and call history. Visit <https://webpi.languageline.com/webpi/go/login/> , enter the 8-digit PIN (64569909) and the last 4 digits of the credit card used to register the account (1404).
 - Languages which have been represented in 2017 cases:
 - i. Spanish
 - ii. Portuguese
 - iii. Armenian
 - iv. French

3. Language Resources Assessment

- a. Existing staff who are linguistically, culturally, and technically able to deliver services in a language other than English and/or to serve as interpreters:
 - Dani Wolf Harrington, Spanish
 - Katie Hughes, Spanish and Portuguese
- b. Community-based and governmental resources available to be deployed to assist agency in meeting language access needs - see Attachment B.
- c. **Vital documents** needing translation. WCADVSA has translated many of its vital documents and information and will re-assess needs every two years in the even numbered years. The Coalition follows the DOJ LEP Recipient Guidance “safe harbor” provisions:
 - WCADVSA will translate vital documents in all the languages that are spoken by the lesser of 1,000 or five percent of members of the population of persons “eligible to be served or likely to be encountered or affected” by the WCADVSA’s activities and
 - when there are fewer than 50 persons in the language group that constitutes five percent of the eligible population, WCADVSA may, instead of translating vital documents, provide written notice in that language of the group members’ right to receive competent oral interpretation free of charge.

WCADVSA Vital Documents:

- See pp. 8-9 for Vital Documents specific to the Legal Assistance Program, and attachment C for general definitions.
- Any sexual and domestic violence, stalking brochures generated by the Coalition for use by survivors. (General information.)
- Public education campaign materials generated by the Coalition for distribution throughout the State of Wyoming. (Be The Solution Campaign materials, Economic Justice brochure, Economic Justice curriculum (already in Spanish), Websites: Regular, and Be The Solution.
- Crisis information or referral information to member programs.
- Transitional Housing - forms for clients local program eligibility and support documents.
- WCADVSA brochures and documents in non-English languages can be accessed by the public online at www.wyomingdvsa.org. WCADVSA member programs can obtain hard copies in limited quantities by contacting the Coalition at 307-755-5481 and through the program members only area of the WCADVSA website.

Language Service Protocol

A. Preparation of Lobby Areas / Entryways

1. All lobby areas must have the large language poster hanging in clear view.
2. All receptionists or those serving in a similar role must have the Know Your Rights brochures and / or Know Your Rights Cards and I Speak cards readily available.
3. All receptionists or those serving in a similar role must have available a list of staff who speak languages other than English.

B. Walk-Ins - If an English-limited person (LEP) walks into the office, the attending staff person must:

1. Determine the language of the LEP individual, either through direct communication, the I Speak cards, or the large language poster. If the staff person cannot determine the language, they must call the LanguageLine immediately (see number 5 below)
2. Ask the client to wait while an interpreter is obtained.
3. Refer to the list of staff and their languages and involve the appropriate staff person.
4. If a staff member is available to interpret, that staff must ask the LEP individual if their interpretation is adequate or if a professional interpreter is preferred. The staff must continually check in with the client about this throughout the conversation.
5. If the LEP individual wishes to use a professional interpreter rather than the staff member, or if there is no staff member who speaks the individual's language, use the Language Line.
 - a. Dial 1-800-808-9008
 - b. Enter the 8-digit PIN number (64569909) at the prompt
 - c. Clearly state the name of the language you need
 - d. Be aware that this service is \$3.95 a minute, so it is not for lengthy interviews, but it is a perfectly appropriate means to get basic information and make future interpreter arrangements.
6. Assess the person's needs with an interpreter.
7. Provide the LEP client with a Know Your Rights Brochure and / or a Know Your Rights card to assist them in asserting their right to language access in other public agencies.
8. The LEP walk-in must receive the same level of service given to other walk-ins.

C. Phone Calls - If an English-limited person (LEP) calls the office, the attending staff person must:

1. Determine the language of the LEP individual. If the staff person cannot determine the language, they must call the Language Line immediately (see number 5 below)
2. Ask the caller to wait while an interpreter is obtained.
3. Refer to the list of staff and their languages and get the appropriate staff on the line.
4. If a staff member is available to interpret, that staff must ask the LEP individual if their interpretation is adequate or if a professional interpreter is preferred. The staff must continually check in with the client about this throughout the conversation.
5. If the LEP individual wishes to use a professional interpreter rather than the staff member, or if there is no staff member who speaks the individual's language, use the LanguageLine.
 - a. Dial 1-888-808-9008
 - b. Enter the 8-digit PIN number (64569909) at the prompt
 - c. Clearly state the name of the language you need

- d. Be aware that this service is \$3.95 a minute, so it is not for lengthy interviews, but it is a perfectly appropriate means to get basic information and make future interpreter arrangements.
- 6. Assess the person's needs with an interpreter.
- 7. The LEP caller must receive the same level of service given to other callers.

D. Selecting Appropriate Interpretation and Translation Services

1. Use of Adult Family or Friends:

- a. The WCADVSA discourages the use of adult family or friends to serve as interpreters or translators. Family and friends are not trained interpreters/translators, may not be proficient in English or the other language, and may not understand legal terminology or situations. It also carries the risk of bias in the translation/interpretation process, inadvertently through word choice or emphasis, or through intentional omission of facts. Especially in situations of domestic violence, sexual assault and stalking, it may also diminish the client's willingness to be candid. Therefore, the use of adult relatives and friends are only permissible after a notice of the WCADVSA's willingness to provide free language assistance and at the client's insistence and signing of the WCADVSA form *Statement Regarding Own Interpreter*. This must be documented in the client file.

2. Use of Minor Children:

- a. The use of minor children to interpret is prohibited absent exceptional or emergency circumstances (i.e. there is an immediate or imminent danger to the client or other involved persons). This must be documented in the client file.

3. Use of Bilingual Staff:

- a. The use of bilingual staff who are proficient in the LEP client's language is the WCADVSA's preferred method of providing interpretation and translation services. Bilingual staff, however, should not be overburdened with cases, nor should LEP clients experience delays in services due to the unavailability of bilingual staff.
- b. Bilingual staff shall only use their language skills in accordance with their skill level and must terminate any interpretation session or attempt at translation if it exceeds their skill level.
- c. When a staff member needs oral interpretation or written translation to assist an LEP client, the staff member should make every effort to request interpretation or translation services from bilingual staff at least 48 hours in advance.

4. Use of In-Person Interpreters and Translators who are not Staff:

- a. If no agency staff member is able to meet the interpretation or translation needs of the LEP client, staff shall obtain these services elsewhere.
- b. If a staff member needs immediate assistance with oral interpretation, such as in the case of walk-ins, phone calls and emergency situations, staff shall call the LanguageLine.
- c. For more lengthy interviews and meetings with LEP individuals, staff shall contract with an appropriate interpreter.

d. Follow the steps below to obtain an interpreter:

- i. View Attachment B for a list of potential interpretation services. Wyoming Dept. of Health maintains a list of trained interpreters by county in the Wyoming State Network for Language Access and the Supreme Court of Wyoming does as well.
- ii. Make an attempt to obtain a reasonable rate by contacting a least a few different interpreters / interpretation agencies. Always request a non-profit rate. As WCADVSA establishes rates, this plan and resource list will be updated.
- iii. If staff plan to meet with an LEP client for more than 30 minutes, in-person interpretation services are preferred when possible. If an in-person interpreter is used, staff shall have them sign a confidentiality agreement. If using phone or Skype Interpreters, confirm their confidentiality policies that will meet WCADVSA's confidentiality standards.

e. Follow the steps below to obtain a translator:

- i. View Attachment B for a list of potential translation services. Wyoming Dept. of Health maintains a list of qualified translators by county in the Wyoming State Network for Language Access and the Supreme Court of Wyoming does as well.
- ii. Make an attempt to obtain a reasonable rate by contacting at least a few different translators / translation agencies. Always request a non-profit rate. As WCADVSA establishes rates, this plan and resource list will be updated.

E. LEP Clients of the WCADVSA Legal Assistance Program

1. Translation of Vital Documents

- a. The WCADVSA Legal Assistance Program maintains and shall provide a written version of all vital documents in English and Spanish. The Program's future production of vital documents in other languages shall be determined based on demographic need and intake. Vital documents include:
 - i. intake forms
 - ii. representation agreement
 - iii. release forms
 - iv. Program Services Complaint forms
 - v. Client Satisfaction Assessment form
 - vi. letters or notices pertaining to acceptance, denial or termination of services
 - vii. letters or notices pertaining to potential termination of services that require a response from the LEP person
 - viii. legal pleadings that require an LEP client's notarized signature
 - ix. temporary and final court orders pertaining to custody, child support, divorce, and termination of parental rights.
- b. If vital documents are needed in a language other than Spanish, the WCADVSA Legal Program shall contract translation services to ensure that the documents are provided in the client's preferred language. For other documents not classified as vital documents, staff shall obtain an interpreter to provide a thorough oral interpretation of the documents or, at the LEP individual's reasonable request, retain services to have the documents translated.

2. Maintenance of Files for LEP Clients

- a. All WCADVSA legal program staff who handle client files must ensure that LEP client files clearly and correctly identify the client's primary language and need for an interpreter.
- b. The file should also contain information regarding whether the client can *read* English and in which language the client prefers to receive written materials.
- c. All case files must contain continuous documentation of how the client's language needs were met.

3. Interpreters for Court Proceedings

- a. The WCADVSA Legal Program shall apply the [Language Interpreters Policy](#) issued by the Supreme Court of Wyoming to advocate for and assert LEP clients' access to qualified interpreters in courts. See Attachment E.
- b. In summary, the Language Interpreters Policy states the following:
 - i. The court shall provide and pay for interpretation in court proceedings related to various case types, some of which include Protection Orders and cases involving abuse and neglect.
 - ii. For civil matters it is at the court's discretion whether or not to appoint an interpreter and whether the client or the court will pay for the services. However, agency staff shall always request free interpretation services from the court on behalf of their clients.
 - iii. The court may appoint a professionally certified interpreter, a registered interpreter, or a qualified interpreter as demanded by case type and availability.
 - iv. Videoconference or telephonic interpretation may be utilized to facilitate access to interpreters.
 - v. An active roster of certified and registered interpreters is maintained [here](#)
 - vi. See Attachment E for a full reading of the Language Interpreters Policy.
- c. **Legal staff shall follow the instructions below to request an interpreter from the court.**
 - i. Review the Language Interpreter's Policy (Attachment E). Specifically, review paragraphs II.A. through II.C. to determine whether or not the LEP client's case type or income level would make him/her eligible for free court interpretations services.
 - ii. For circuit court cases, call the clerk of the appropriate judicial jurisdiction and state your interpretation needs. The clerk will arrange the interpreter
 - iii. For district court cases, call the judicial assistant of the appropriate judicial jurisdiction and state your interpretation needs. The judicial assistant will arrange the interpreter.
 - iv. If a court requests a bilingual staff member to interpret for a client's court proceeding, that staff member must make all efforts to decline by disclosing on record a conflict of interest. An appropriate response may be, "I am unable to interpret in the court as it would constitute a conflict of interest, which would violate Canon 3 of the [Interpreter's Code of Ethics](#)."

F. Identify and respond to poor, incorrect or biased interpretation.

- See Resources - Attachment B for [Tips for Working with Interpreters](#) and ways to ensure quality interpretation and remedies if there are problems.
- "Poor interpretation at one point of contact has repercussions throughout all systems the victim uses. For instance, reliance on family members, children, or neighbors during the police investigation can result in gathering misleading information that can hinder prosecution and the conduct of a trial, result in the arrest of an LEP victim, and have other negative outcomes for victims and their children. Having a court certified interpreter during the trial will not correct for errors made in pre-trial investigations." (*Resource Guide for Advocates & Attorneys on Interpretation Services for Domestic Violence Victims*, Asian & Pacific Islander Institute on Domestic Violence.)

G. Complaints

- **STATE OF WYOMING - for complaints against Program Member Organizations:** Wyoming Office of the Attorney General - Division of Victim Services - from the [Resources](#) page - [Civil Rights Complaint Procedure](#). See the link or Attachment F for the full policy and procedure. "As a recipient of federal financial assistance from the U.S. Department of Justice (DOJ), the Division of Victim Services (DVS) is committed, as a matter of principle, and in compliance with applicable federal laws, to prohibiting discrimination and behaviors, which, if repeated, could constitute discrimination. Accordingly, this policy established written procedures for 1) individuals to follow in filing an employment or services discrimination complaint with DVS; and 2) DVS employees to follow when they receive complaints alleging employment or services discrimination from employees, clients, customers, program participants, applicants, or consumers of DVS or of DVS grantees receiving federal financial assistance from DOJ."
 - Filing a complaint: A person who believes s/he has been harassed or been subject to discriminatory treatment within DVS or by a DVS grantee because of race, color, national origin, sex, age, religion, or disability, or has been retaliated against for engaging in protected activity, is urged to file a complaint through DVS Civil Rights Officer. The current Civil Rights Officer is Cara Boyle Chambers, (307) 777-7200, Cara.Chambers@wyo.gov.
 - Generally, formal complaints must be filed with the Civil Rights Officer within 180 calendar days of the alleged discrimination. If the complainant is not filed on time, the complainant shall provide the reason for the delay and request a waiver of this filing requirement. DVS shall decide whether to grant the waiver. The complaint may be filed in a letter, in an email, in person, or over the phone. In anticipation of filing a complaint, an individual may find it beneficial to contact the Civil Rights Officer to obtain policy clarification, advice, or assistance.
- **WCADVSA Legal Services Program Participants or those requesting services from WCADVSA:** Filing a complaint: A person who believes they have been harassed or been subject to discriminatory treatment within WCADVSA because of race, color, national origin, sex, age, religion, or disability, or been retaliated against for engaging in protected activity, is urged to file a complaint through WCADVSA's Civil Rights Officer. The current Civil Rights Officer is Jennifer Zenor, (307) 755-5481,

jzenor@wyomingdvs.org. Complaint forms are available with the Know Your Rights brochure.

- **FEDERAL: No one receiving services at WCADVSA or a program member needs to start with DVS or WCADVSA to begin a complaint.** Protocols for filing a Title VI complaint with the Department of Justice should a client's language access rights be denied by a federal grant recipient are as follows:
 - If a person served believes that they have experienced discrimination, they are encouraged to file a civil rights complaint as soon as possible. In most circumstances, the persons served have only one year from the date of the incident to do so. Complete the [Complaint Verification Form](#) and the [Identity Release Statement](#) and submit to:

Office for Civil Rights
Office of Justice Programs
U.S. Department of Justice
810 Seventh Street NW
Washington, DC 20531

- **Or Complaint Referral Service**

The U.S. Commission on Civil Rights' complaint referral service is designed to help place you in contact with the appropriate office for obtaining information about the complaint process. In addition to providing information specific to your situation, the referred office will be able to further assist you in the event you decide to initiate a discrimination complaint:

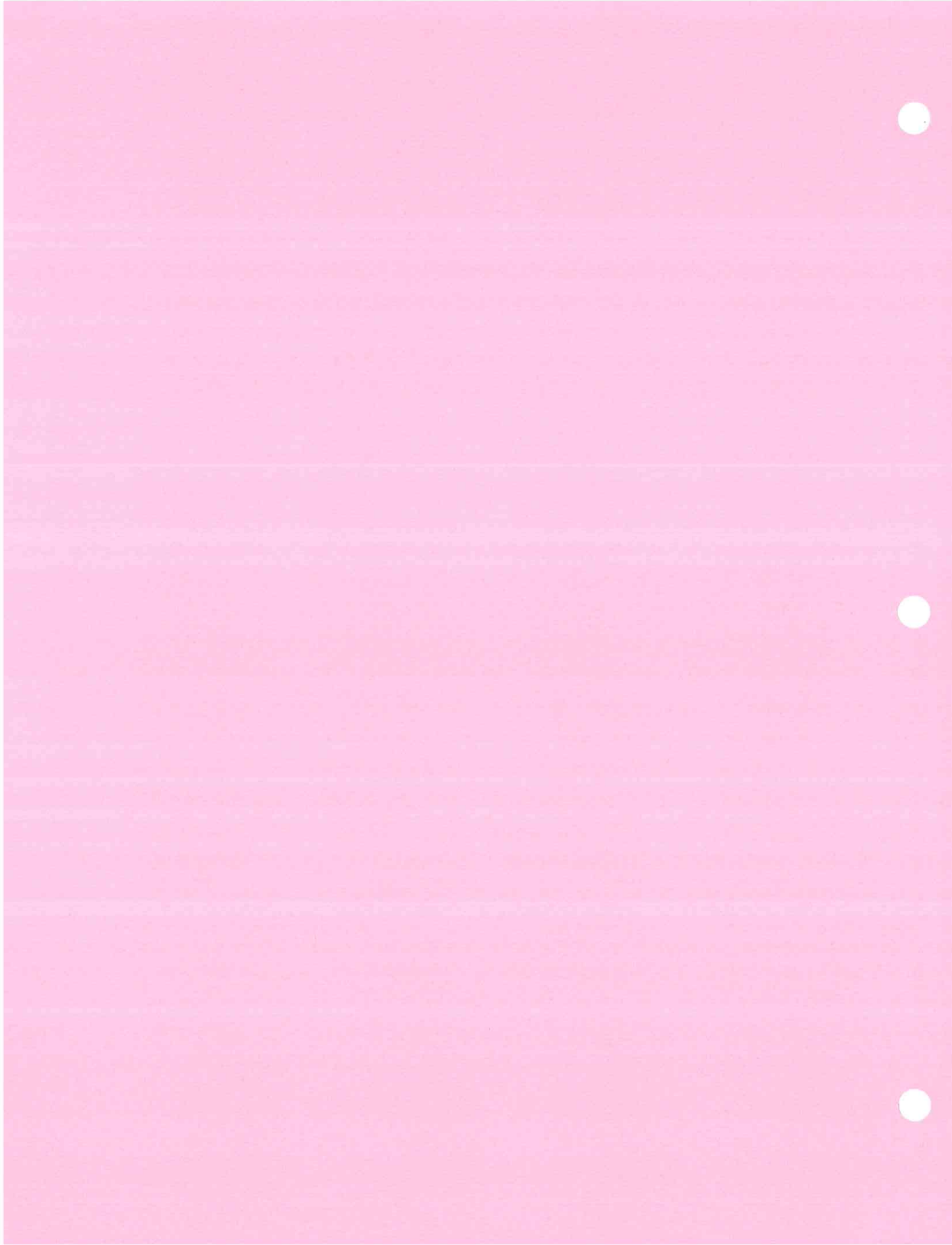
1-800-552-6843 or (202) 376-8513
1-800-877-8339 Hearing Impaired
Email: referrals@usccr.gov

- **Or Office of Civil Rights (OCR) investigates complaints from individuals or groups who believe that they have experienced discrimination from an agency that receives funding from the Justice Department.** These include the [Office of Justice Programs](#) and its components as well as the [Office of Community Oriented Policing Services](#) and the [Office on Violence Against Women](#). OCR can also investigate agencies that receive Justice Department funding from state and local government agencies. Federal laws prohibit discrimination on the basis of race, color, national origin, religion, sex, age or disability.

ATTACHMENTS

- A - List of WCADVSA programs, staff and board**
- B - Resources: Local, State, Regional, Federal**
- C - Definitions**
- D - Federal and Wyoming Statutory Requirements**
- E - Supreme Court of Wyoming [Language Interpreters Policy](#)**
- F - Complaint processes, including Division of Victim Services**
- G - Persons who are Deaf and Hard of hearing**
- H - WCADVSA Staff forms**
 - H1 - Basic Spanish Phone Skills**
 - H2 - Statement re: Provision of Own Interpreter/Confidentiality Spanish/English**
 - H3 - WCADVSA Legal Interpreter Confidentiality Agreement**
- I - Wyoming Total Persons 5 Years and Over who Speak a Language Other Than English at Home**
 - Less than Very Well**
- J - ESL Students by County/School District**

ATTACHMENT A



ATTACHMENT A - List of WCADVSA programs, staff and board

Always find the latest list at:

My Drive > Staff Resources > Program, Staff & DVS Lists > Program, Staff, Board, DVS List

April 1, 2018 version: <https://drive.google.com/open?id=0B0LM0EEJdDldR04tMHhPOVloR2s>



Wyoming Domestic Violence and Sexual Assault Program List
WCADVSA Staff and Board Lists Division of Victim Services Staff List
June 21, 2018

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E-Mail Updates and Corrections to: pbreken@wyomingdvsa.org

***Denotes Shelter**

Section 1: Domestic Violence & Sexual Assault Programs

ALBANY COUNTY

***SAFE Project**

Faryn Babbitt, Director

PO Box 665, 319 S. Lincoln St.

Laramie, WY 82073

Office: 307-742-7273

Crisis Line: 307-745-3556

Fax: 307-745-4510

E-Mail: info@safeproject.org

director@safeproject.org

Website: <http://www.safeproject.org/>

Facebook: Albany.County.SAFE.Project

Campus Advocate

University of Wyoming, Knight Hall 108

Laramie, WY 82071

Office: 307-766-3434

E-Mail: campus@safeproject.org

BIG HORN COUNTY

C.A.R.E.S.

Leslie Hoffman, Director

PO Box 288, 420 West "C" St.

Basin, WY 82410

Office: 307-568-3334

Toll Free Crisis Line: 888-372-3334

Crisis Line: 307-568-3334

Fax: 307-568-3377

E-Mail: caresbasin1@gmail.com

caresbasin3@gmail.com

Website: www.caresbhc.net

Facebook: caresbhc

Lovell Office

355 E. 5th St., Lovell, WY 82431

Office: 307-548-2330

Fax: 307-548-7291

E-Mail: cares2lovell@yahoo.com

CAMPBELL COUNTY

***Gillette Abuse Refuge Foundation (GARF)**

Margie McWilliams, Director

PO Box 3110, 910 E. 3rd St., Ste I.

Gillette, WY 82717

Office: 307-686-8071

Crisis Line: 307-686-8070

Fax: 307-686-8076

E-Mail: garfdirector@vcn.com

CARBON COUNTY

***Carbon County Citizens Organized to See Violence End (COVE)**

Rhonda Jacobs, Director

PO Box 713, 415 West Buffalo Street

Rawlins, WY 82301

Office: 307-324-7071

Toll Free Crisis Line: 800-705-7993

Fax: 307-324-7075

E-Mail: cove711@yahoo.com

Website: www.CarbonCountyCOVE.com

CONVERSE COUNTY

***Converse Hope Center**

Maria Walker, Executive Director

126 N. 5th Street

Douglas, WY 82633

Office: 307-358-6148

Toll Free Crisis Line: 800-252-3575

Crisis Line: 307-358-4800

Fax: 307-358-2706

E-Mail: maria@conversehope.org

Website: <http://www.conversehope.org>

Facebook: conversehope.org

Glenrock Office

504 W. Birch, Ste. #4

Glenrock, WY 82637

Office: 307-436-5410

CROOK COUNTY

Crook County FV & SA Services

Sandy Stevens, Director

PO Box 128, 104 North 5th St.

Sundance, WY 82729

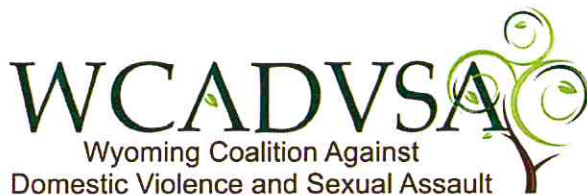
Office: 307-283-2415

Crisis Line: 307-283-2415

Fax: 307-283-2415

E-Mail: ccfvdirector@gmail.com

Website: <http://crookcountyfamilyviolence.webs.com>



Wyoming Domestic Violence and Sexual Assault Program List
WCADVSA Staff and Board Lists Division of Victim Services Staff List
June 21, 2018

FREMONT COUNTY

***Fremont County Alliance**

Sydney L. M. Allred, Director
PO Box 1127, 510 E. Washington
Riverton, WY 82501
Office: 307-856-0942
Crisis Line: 307-856-4734
Fax: 307-856-0945
E-Mail: director@fcavfo.org

<u>Lander Office</u> (Mon. – Fri.)	<u>Dubois Office</u> (Fridays only)
450 N 2 nd St.	712 Meckem St
Lander, WY 82520	Dubois, WY 82513

GOSHEN COUNTY

***Goshen County Task Force**

Diona Savoy-McDaniels, Director
PO Box 561, 1933 Main
Torrington, WY 82240
Office: 307-532-5050
Crisis Line: 307-532-2118
Fax: (Call First) 307-532-3136
E-Mail: gctaskforce@yahoo.com

HOT SPRINGS COUNTY

H.O.P.E. Agency

Daisy Torres, Director
426 Big Horn St
Thermopolis, WY 82443
Office: 307-864-4673
Crisis Line: 307-864-4673
Fax: 307-864-3177
E-Mail: hopeagency@rtconnect.net

JOHNSON COUNTY

Family Crisis Center

Dawn Branaman, Director
PO Box 1001, 255 E. Fetterman
Buffalo, WY 82834
Office/Crisis Line: 307-684-2233
Fax: 307-684-0878
E-Mail: jcfcc@jcfcc.org
E-Mail (Personal): dawnbranaman@jcfcc.org
Website: www.familycrisisjc.org
Facebook: [jcfamilycrisis](https://www.facebook.com/jcfamilycrisis)

LARAMIE COUNTY

***Safehouse Services, Inc.**

Carla Thurin, Director
PO Box 1885
Cheyenne, WY 82003 (mailing)
714 W. Fox Farm Road
Cheyenne, WY 82007 (physical)
Office: 307-634-8655
Crisis Line: 307-637-7233
Fax: 307-634-8657
E-Mail: help@WyomingSafehouse.org
Website: www.WyomingSafehouse.org
Facebook: Safehouse-Cheyenne

LINCOLN COUNTY

***Turning Point**

Kiley Taggart, Director
PO Box 64, 1809 Holland Drive
Kemmerer, WY 83101
Office: 307-877-6834
Crisis Line: 307-877-9209
Fax: 307-877-4602
E-Mail: thepoint@hamsfork.net

***Afton**

716 Adams Street
Office: 307-885-9072
Crisis Line: 307-885-9491
Fax: 307-885-0754
E-Mail: tpshc@silverstar.com

NATRONA COUNTY

***Self Help Center**

Jennifer Dyer, Executive Director
740 Luker Lane #126
PO Box 126
Evansville, WY 82636
Office: 307-235-2814
Crisis Line: 307-235-2814
Fax: 307-472-4307
E-Mail: jdyer@shccasper.com
Website: www.shccasper.com
Facebook: Self-Help Center



**Wyoming Domestic Violence and Sexual Assault Program List
WCADVSA Staff and Board Lists Division of Victim Services Staff List
June 21, 2018**

NIOBRARA COUNTY

Helpmate Crisis Center

Sabrina Kruse, Director
PO Box 89, 300 S. Main
Lusk, WY 82225
Office: 307-334-3416
Crisis Line: 307-334-2608
E-Mail: smkruse@luskhelpmate.org

PARK COUNTY

***Crisis Intervention Services (CIS)**

Lisa Peterman, Director
PO Box 1324, 1220 13th Street
Cody, WY 82414
Office: 307-587-3545
Toll Free Crisis Line: 877-864-9688
Crisis Line: 307-587-4353
E-Mail: lpeterman@q.com
Website: www.cis-park.org
Facebook: [CrisisInterventionServicesParkCountyWY/](https://www.facebook.com/CrisisInterventionServicesParkCountyWY/)

***Powell Office**

335 N. Gilbert,
Powell WY 82435
Office: 307-754-7959

PLATTE COUNTY

***Project SAFE**

Samantha Twiford, Director
PO Box 8, 1207 9th Street
Wheatland, WY 82201
Office/Crisis Line: 307-322-4794
Fax: 307-322-4797
E-Mail: stwiford@projectsafe-wyo.org
Website: www.projectsafewyo.com
Facebook/Twitter/Instagram: ProjectSAFEInc

SHERIDAN COUNTY

Advocacy & Resource Center

Yvonne Swanson, Director
PO Box 581, 136 Coffeen
Sheridan, WY 82801
Office: 307-672-7471
Crisis Line: 307-672-3222
Crisis Line: 307-672-5259
E-Mail: yvonne@arcsheridan.org
Website: www.arcsheridan.org
Facebook: Advocacy & Resource Center

SUBLETTE COUNTY

***SAFV Task Force**

Robin Clover, Director
PO Box 1236, 253 North Sublette
Pinedale, WY 82941
Office: 307-367-6305
Toll Free Crisis Line: 888-301-4435
Fax: 307-367-9808
E-Mail: cloversafv@vcn.com
Website: www.sublettessafv.org
Facebook: Sublette County SAFV Task Force

Big Piney Office

Office: 307-276-3975

SWEETWATER COUNTY

***The Center for Families and Children**

Taneesa Congdon, Director
PO Box 1667, Rock Springs, WY 82902
2620 Commercial Way Suite 5, Rock Springs, WY 82901
Office: 307-382-3124
Crisis Line: 307-352-1030
Fax: 307-362-3627
E-Mail: cfc@ywcassweetwater.org
Website: ywcassweetwater.org sweetwatercfc.org

TETON COUNTY

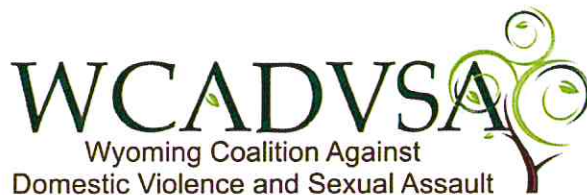
***Community Safety Network**

Andy Cavallaro
PO Box 1328, 650 E. Hall
Jackson, WY 83001
Office: 307-733-3711
Crisis Line: 307-733-7233
Fax: 307-733-3772
E-Mail: andy@csnjh.org
Website: www.csnjh.org

UINTA COUNTY

***SAFV Task Force, Inc.**

Angie Fessler, Director
350 City View Drive, Ste 203
Evanston, WY 82930
Office: 307-789-3628
Toll Free Crisis Line: 800-997-9026
Crisis Line: 307-789-7315
Fax: 307-789-6978
E-Mail: director.angief@safvtaskforce.org
Website: www.safvtaskforce.org
Facebook: safvtaskforce,inc



**Wyoming Domestic Violence and Sexual Assault Program List
WCADVSA Staff and Board Lists Division of Victim Services Staff List
June 21, 2018**

Lyman Office

100 E. Sage St
Lyman, WY 82937
Office: 307-787-6899

WASHAKIE COUNTY

Crisis Prevention and Response Center

Karina Rice, Director
PO Box 494, 101 No 19th
Worland, WY 82401
Office: 307-347-4992
Crisis Line: 307-347-4991
Fax: (Call First) 307-347-4992
E-Mail: cprc@rtconnect.net
Website: <http://www.worlandcpr.org>
Facebook: worlandcpr

WESTON COUNTY

FOCUS (Foundation of Caring, Understanding & Service)

Stacie Moberly-Hoxie, Director
PO Box 991
719 C Washington Blvd
Newcastle, WY 82701
Office/Crisis Line: 307-746-2748
Fax: 307-746-4940
E-Mail: focusdir@rtconnect.net
Website: <http://www.wcfocus.webs.com>
Facebook: WestonCounty Focus

WIND RIVER INDIAN RESERVATION

Women Restored

PO Box 188
Fort Washakie, WY 82514-0188
Office: 307-840-9507
E-Mail: nativewomenrestored@gmail.com
Website: www.nativewomenrestored.com

FE Warren AFB

Sexual Assault Prevention & Response Office SAPR

Jill Randall
5805 Randall, Building # 242
Cheyenne, WY 82005
Office: 307-773-3482
Crisis Line: 307-773-6444
Fax: 307-773-3496
E-mail: jill.randall@us.af.mil

Joint Forces Sexual Assault Prevention & Response Office

SAPR

Susan Marquez
5410 Bishop Blvd.
Cheyenne, WY 82009
Office: 307-772-5204
Crisis Line: 307-772-1850
Fax: 307-772-5153
E-mail: susan.k.marques.mil@mail.mil

UW STOP VIOLENCE

Megan Selheim, Director
1000 E University Ave
Dept. 3135, 106 Knight Hall
Laramie, WY 82071
Office: 307-766-3296
307-766-3475 (direct)
Fax: 307-766-3298
E-Mail: msselheim@uwyo.edu
Website: www.uwyo.edu/stop



Wyoming Domestic Violence and Sexual Assault Program List
WCADVSA Staff and Board Lists Division of Victim Services Staff List
June 21, 2018

Section 2: WCADVSA Staff List

PO Box 236, 710 Garfield Street, Suite 218
Laramie, WY 82073

Office: 307-755-5481
Toll Free Crisis Line: 844-264-8080
Legal Project Extension: 307-755-0992
Fax: 307-755-5482
E-Mail: Info@mail.wyomingdvsa.org
Website: www.wyomingdvsa.org

LARAMIE OFFICE

Jennifer Zenor, Executive Director
E-Mail: jzenor@wyomingdvsa.org
Cell Phone: 307-399-4272

Linda Hawkins, Associate Director
E-Mail: lhawkins@wyomingdvsa.org
Cell Phone: 307-421-3004

Lara Muir, Public Policy Director
E-Mail: tmuir@wyomingdvsa.org
Cell Phone: 402-871-4979

Kristen B Schwartz, Staff Attorney
E-Mail: kschwartz@wyomingdvsa.org

Lindsey Hunt, Program Attorney
E-Mail: lhunt@wyomingdvsa.org

Dani Harrington, Paralegal
E-Mail: dharrington@wyomingdvsa.org

Sadie Randeau, Legal Secretary
E-Mail: srandeau@wyomingdvsa.org

Katie Hughes, Rural Program Capacity Specialist
E-Mail: khughes@wyomingdvsa.org
Phone: 307-635-1363

Clarice Luck, Fiscal Officer
E-Mail: caluck@wyomingdvsa.org

Janet Stansbury, Fiscal Assistant
E-Mail: jstansbury@wyomingdvsa.org

Pam Brekken, Project Specialist
E-Mail: pbrekken@wyomingdvsa.org

Trish Worley, AmeriCorps and Economic Justice Specialist
E-Mail: tworley@wyomingdvsa.org
americorps@wyomingdvsa.org
Cell phone: 307-760-6009

Family and Immigrant Justice Clinic

Debra Bulluck
Student Director
University of Wyoming, College of Law
1000 East University Avenue, Dept. 3010
Laramie, WY 82071
Phone: 307-766-3664
Student Clinic Phone: 307-766-3747
Fax: 307-766-3681
E-Mail: famlaw@uwyo.edu

BUFFALO OFFICE

Jody Sanborn
Prevention Specialist
75 Sunset Ave.
Buffalo, WY 82834
Phone/Fax: (call first) 307-684-2454
Cell Phone: 307-399-4602
E-Mail: jsanborn@wyomingdvsa.org

CODY OFFICE

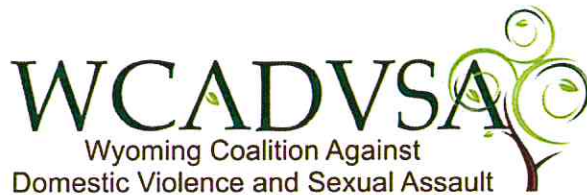
PO Box 2751, 1001 14th St. Suites 2 & 3
Cody, WY 82414
Phone: 307-587-5161
Fax: 307-587-5418

Jennifer Kirk
Staff Attorney
jkirk@wyomingdvsa.org

Heather Miner
Legal Secretary
hminer@wyomingdvsa.org

EVANSTON OFFICE

Tiffany Eskelson-Maestas
Advocacy & Resource Director
217 Toponce Drive
Evanston, WY 82930
Phone/Fax: (call first) 307-789-8855
Cell Phone: 307-679-1805
E-Mail: te-m@wyomingdvsa.org



**Wyoming Domestic Violence and Sexual Assault Program List
WCADVSA Staff and Board Lists Division of Victim Services Staff List
June 21, 2018**

FT. WASHAKIE

L'Dawn Olsen
Equity and Inclusion Specialist
PO Box 188
Ft. Washakie, WY 82514
Phone/Fax (call first): 307-332-3253
Cell: 307-349-9777
E-Mail: lolSEN@wyomingdvsa.org

Blake Holliday
Program Attorney
14567 HWY 287
Ft. Washakie, WY 82514
Phone: 307-349-8368
E-Mail: bholliday@wyomingdvsa.org

GILLETTE

Joyce Schaedler
Program Attorney
400 Kendrick St. Ste. 304
Gillette, WY 82716
Phone: 307-228-3451
E-Mail: jschaedler@wyomingdvsa.org

Section 3: WCADVSA Board of Directors

CHAIR: Carla Thurin

Safehouse Services, Inc. Director
Elected Program Representative
PO Box 1885 Cheyenne, WY 82003 (mailing)
714 W. Fox Farm Road Cheyenne, WY 82007 (physical)
Office: 307-634-4220
E-Mail: help@WyomingSafehouse.org
Appointed to Board as SW Regional Rep. January 2005
Elected to Board as Program Rep. July 2009
Elected to Board as Program Rep. July 2012
Elected to Board as Program Rep. July 2015
Term Expires: June 30, 2018 3-year term

VICE CHAIR: Matt Gray

University of Wyoming Psychology Department
General Public Representative
1000 E. University Ave.
Dept. 3415
Laramie, WY 82071
Office: 307-766-2927
E-Mail: gray@uwyo.edu
Elected to Board as General Public Rep. July 2013
Elected to Board as General Public Rep. July 2016
Term Expires: June 30, 2019 3-year term

SECRETARY: Sydney L.M. Allred

NW Regional Representative
Fremont County Alliance Director
PO Box 1127, 510 E. Washington Riverton, WY 82501
Office: 307-856-0942
E-Mail: director@fcav.org
Elected to Board as NW Regional Rep. March 1, 2016
Term Expires: June 30, 2018 2-year term

TREASURER: Sabrina Kruse

SE Regional Representative
Helpmate Crisis Center Director
PO Box 89, 300 S. Main Lusk, WY 82225
Office: 307-334-3416
E-Mail: smkruse@luskhelpmate.org
Elected to Board as SE Regional Rep. March 1, 2016
Term Expires: June 30, 2018 2-year term

Senator Brian Boner

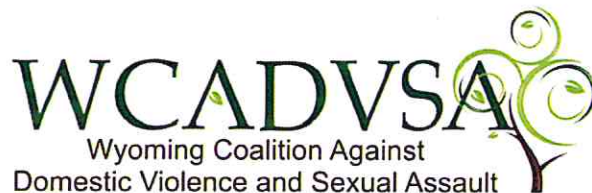
Legislative Representative
1078 Riverbend Drive Douglas, WY 82633
Office: 307-872-4156
Cell: 307-359-0707
E-Mail: brian.boner@wyoleg.gov
Elected to Board as Legislative Rep. April 2018
Term Expires: June 30, 2021

Kathy Davison

General Public Representative
PO Box 602 Kemmerer, WY 83101
Home: 307-877-6483
E-Mail: kdavison@wyoming.com
Elected to Board as Legislative Rep. January 2011
Elected to Board as General Public Representative June 2014
Elected to Board as General Public Representative June 2017
Term Expires: June 30, 2020 3-year term

Tanaya Moon Morris

General Public Representative
REACH High School – Natrona County
3850 Swanson Ave. Casper, WY 82609
Office: 307-760-6340
E-Mail: tanaya5802@myncsd.org
Elected to Board as General Public Rep. October 2107
Term Expires: June 30, 2020



Wyoming Domestic Violence and Sexual Assault Program List
WCADVSA Staff and Board Lists Division of Victim Services Staff List
June 21, 2018

Sandy Stevens

Crook County FV & SA Services Director
NE Regional Representative
PO Box 128, 104 N. 5th St. Sundance, WY 82729
Office: 307-283-2415
E-Mail: ccfvdirector@gmail.com
Appointed to Board as NE Regional Rep. September 2006
Re-Appointed to Board as NE Regional Rep. July 2009
Re-Appointed to Board as NE Regional Rep. July 2011
Re-Appointed to Board as NE Regional Rep. July 2013
Re-Appointed to Board as NE Regional Rep. July 2015
Re-Appointed to Board as NE Regional Rep. July 2017
Term Expires: July 31, 2019 2-year term

Representative Sue Wilson

Legislative Representative
PO Box 21035 Cheyenne, WY 82002
Phone: 307-316-7497
E-Mail: sue.wilson@wyoleg.gov
Elected to Board as Legislative Representative October 2015
Term Expires: June 30, 2018 3-year term

Open Positions

Program Representative
SW Regional Representative

Section 4: Division of Victim Services

320 W. 25th St., Second Floor
Cheyenne, WY 82001
Phone: 307-777-7200
Fax: 307-777-6683
Website: vssi.state.wy.us

Cara Chambers, Director

Phone: 307-777-7200
E-Mail: cara.chambers@wyo.gov

Darryl Erickson, Deputy Director

Phone: 307-777-6681
E-Mail: Darryl.erickson@wyo.gov

Nicole Bohn, Administrative Assistant

Phone: 307-777-7200
E-Mail: nicole.bohn@wyo.gov

Safe 2 Tell Wyoming Program Manager

Phone: 307-777-8787
Cell: 307-256-3532
Email: safe2tellwyoming@wyo.gov

Lesley Osen, Compensation Claims Analyst

Phone: 307-777-7177
E-Mail: lesley.osen@wyo.gov

Jason Petry Senior Program Manager

Phone: 307-777-3718
Email: Jason.petry1@wyo.gov

Karen Wiltanger, Region #1 Program Manager

Phone: 307-777-7338
E-Mail: kwiltanger@wyo.gov
Counties Responsible for: Laramie, Lincoln, Sublette,
Sweetwater, Teton and Uinta

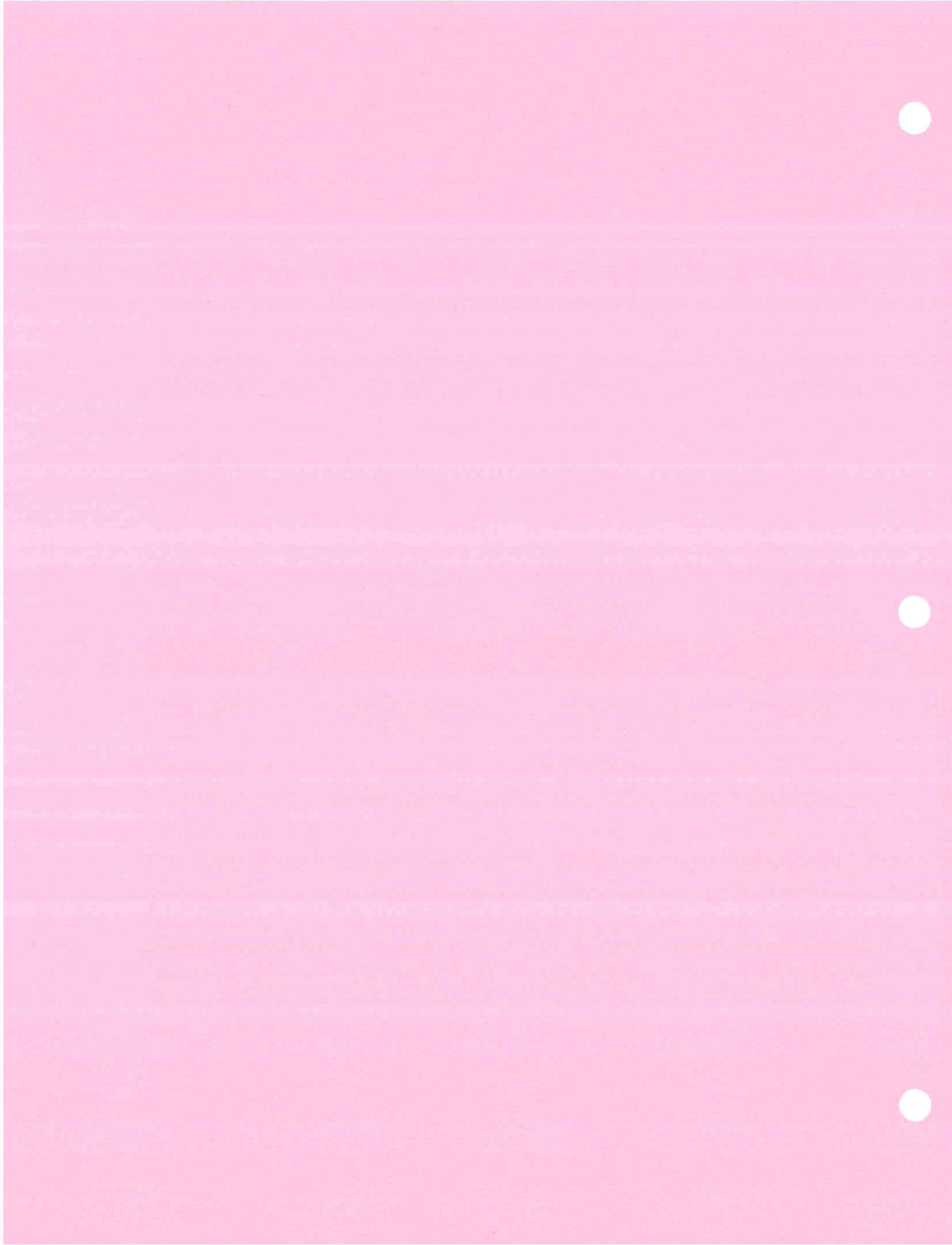
Megan Hughes, Region #2 Program Manager

Phone: 307-777-6086
Email: mhughes1@wyo.gov
Counties Responsible for: Albany, Fremont, Hot Springs,
Natrona, Park, and Washakie

Shawn Sitzman, Region #3 Program Manager

Phone: 307-777-7147
Email: ssitzman@wyo.gov
Counties Responsible for: Big Horn, Campbell, Carbon,
Converse, Crook, Goshen, Johnson, Niobrara, Platte, Sheridan,
and Weston

ATTACHMENT B



ATTACHMENT B - Resources

Wyoming/Local

- Language Access Services Wyoming Office of Health Equity [Website](#) contains list of Face to Face Interpreters by County
- Wyoming Administrative Offices of the Courts [Website](#) contains list of Active Status Interpreters
- **UW Department of Modern and Classical Languages**
 - Phone: 307-766-4177
 - <http://www.uwyo.edu/modlang/>
- **One 22 - (formerly Latino Resource Center)**
 - www.one22jh.org
 - Phone: 307-739-4500

Neighboring States

- **Colorado Association of Professional Interpreters**
 - <http://www.coloradointerpreters.org/>
- **Denver Center for Crime Victims, Translation and Interpretation Center**
 - <http://www.denervictims.org/translation.htm>
 - <http://www.ticenterdenver.com/>

Federal Resources

- Federal Interagency [Website](#) for LEP - many, many resources here.
- [Tips for working with interpreters](#) from LEP.GOV
- [Federal Coordination and Compliance Section](#), Department of Justice.
 - [Tips for Working with Telephone Interpreters](#)
 - [Tips on Building an Effective Staff Language Service Program](#)
- **United States Bankruptcy Court District of Wyoming - Language interpretation services provided**
 - <http://www.wyb.uscourts.gov/>
- **Telephonic Interpretation Options** (*This is a pricey option, though some of these organizations will offer non-profit rates.*)
 - American Translators Association (ATA) <http://www.atanet.org>
 - Association of Language Companies (ALC) <http://www.alcus.org/AboutAlc/Member>
 - Language Line <http://www.language-line.com/page/welcome/>
 - National Association of Judiciary Interpreters and Translators (NAJIT) <http://www.najit.org>

- National Center for State Courts (NCSC) lists the contacts for interpreter programs in its member states.
http://www.ncsconline.org/D_Research/CIConsortContactspage.html
 - Volunteer Match <http://www.volunteermatch.org>
- **American Translators Association** (For text translations)
 - <http://www.atanet.org>
- **Know Your Rights Brochures**
 - [English](#)
 - [Spanish](#)
 - [Russian](#)
 - [Chinese](#)
 - More at www.lep.gov

Helpful websites with information about interpretation types, modes, code of ethics, qualifications and roles:

1. One22's Community Interpreter International Training Program, Jackson, WY
<https://www.one22jh.org/events/tci>
2. The National Association of Judiciary Interpreters and Translators (NAJIT) (<http://www.najit.org>)
3. *Resource Guide for Advocates & Attorneys on Interpretation Services for Domestic Violence Victims*, Asian & Pacific Islander Institute on Domestic Violence (
<http://www.vawnet.org/category/Documents.php?docid=2355>)
4. American Bar Association Commission on Domestic Violence: *National Institute on the Use and Integration of Interpreters in Civil Representation of Victims who are Limited English Proficient and/or Deaf and/or Hard of Hearing*
http://www.abanet.org/domviol/trainings/national_institute_on_integration_of_interpreters.html)



Federal Coordination
and Compliance Section

TIPS FOR WORKING WITH TELEPHONE INTERPRETERS



BEFORE YOU START:

- Know the target language (and preferably the dialect) for interpretation ahead of time
- Listen to a demonstration:
- Explore the vendor's website:
- Know how to use your conference call or three-way calling features
- If your meeting is longer than 30 minutes, try to schedule an in-person interpreter

If you have line quality problems before reaching an interpreter, press to be transferred. Ask the representative to stay on the line to check for sound quality.

If you have problems connecting to an interpreter, call Customer Service:

PLACING THE CALL:

Call: []
(Client ID/Access Code:)
The number and Client ID should not be shared with outside entities.

AN INTERPRETATION MAY NOT BE GOING SMOOTHLY IF:

- The interpretation is too long or too short compared to the length of the material being interpreted;
- The interpreter repeatedly asks for clarification;
- It sounds like the interpreter is having a side conversation with the LEP individual;
- The LEP caller corrects or appears to disagree with the interpreter;
- The LEP caller begins to speak in halting and incorrect English;
- The interpreter or the LEP caller is becoming increasingly impatient;
- It sounds like the interpreter is using many English terms to convey the meaning of your conversation; or
- The interpreter does not conduct himself or herself in a professional manner.

PROVIDING FEEDBACK: If you encounter technical problems or have questions, contact your section's Language Access Point of Contact: .

AT THE START OF THE CALL:

Record the interpreter's ID number, introduce yourself and the interpreter, and define the role of the interpreter in the conversation. Be sure to let all parties know that they may be asked to stop, rephrase, or clarify throughout the call.

- ✓ Talk directly to the LEP individual, not the interpreter. For example, "What is your name?" and not "Please ask the caller for their name."
- ✓ If the LEP individual is willing to share, obtain the caller's phone number in case of accidental disconnection.
- ✓ Pause after one or two sentences to allow for interpretation
- ✓ Ask one question at a time.
- ✓ Speak clearly at a normal pace and refrain from technical language.

If you think something is wrong with the interpretation, feel free to ask the LEP individual:

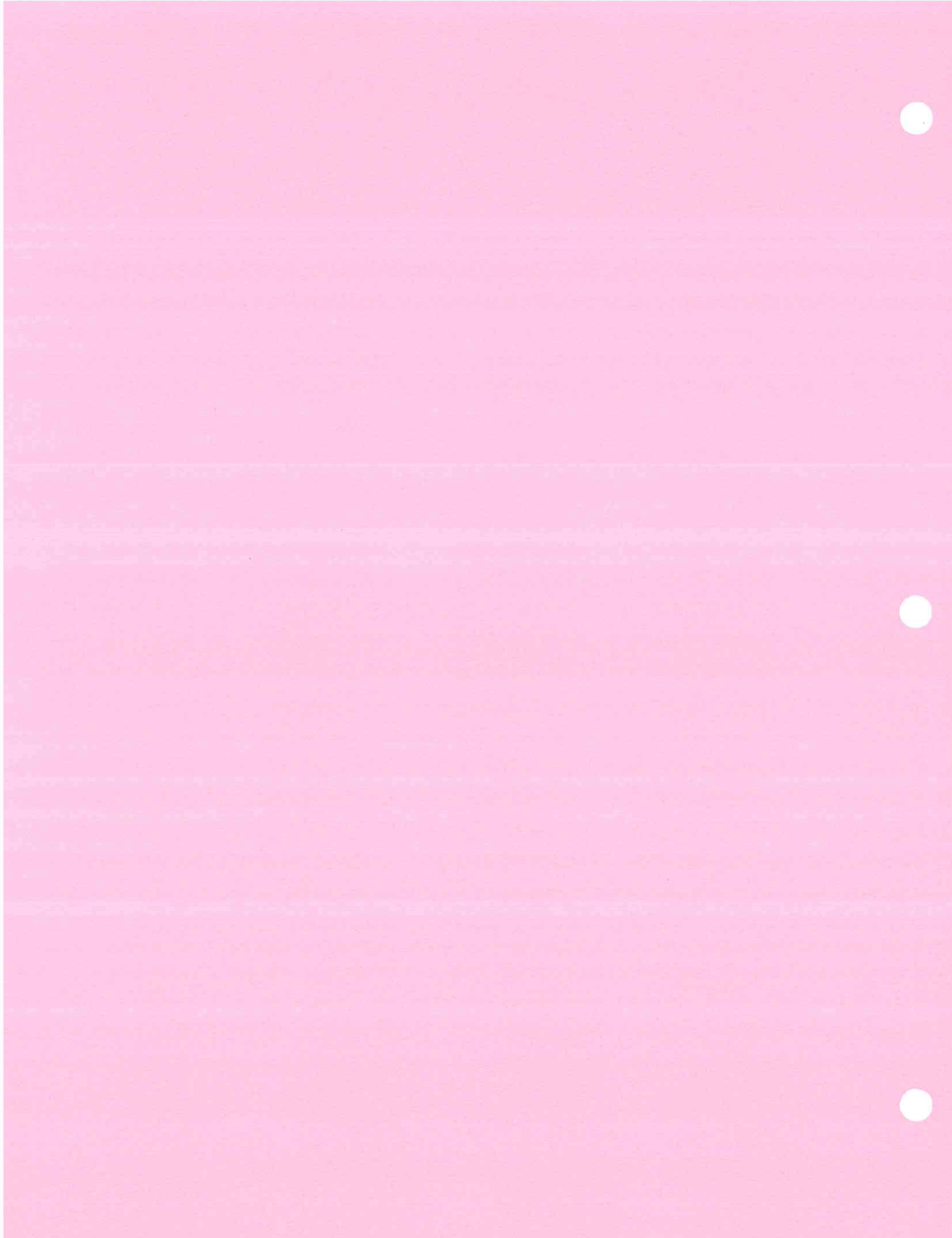
"Would you mind repeating back to me what I said, so that I can make sure I am communicating clearly?"

If you believe that your communication with the LEP individual has been compromised by the quality of interpretation, **END THE CALL.**

Call the telephone interpretation service to obtain a new interpreter. Once you have successfully completed your call with a new interpreter, please provide feedback as noted.

Say "END OF CALL" to the interpreter when the call is completed.

ATTACHMENT C



ATTACHMENT C - DEFINITIONS:

Effective Communication- Communication sufficient to provide LEP individuals with substantially the same level of access to services received by individuals who are not LEP. Effective communication occurs when WCADVSA staff have taken necessary steps to determine whether a person requesting information is LEP. If the person is determined to be LEP then staff have taken additional steps to make sure that a person who is LEP is given adequate information in his/her language to understand the services, benefits, forms, or other information available to him or her. Effective communication also means that a person who is LEP is given the opportunity to communicate his or her situation to the service provider.

Interpretation- Interpretation means the act of listening to a communication in one language and orally converting it into another language while retaining the same meaning.

Language Assistance Services- Oral and written language services needed to assist LEP person to communicate effectively with staff, and to provide LEP individuals with meaningful access to and an equal opportunity to participate fully in the services and activities if any of the Coalition or receive information from the Coalition.

Limited English Proficiency- a person with limited English proficiency or LEP is not able to speak, read, write or understand the English language well enough to allow him/her to interact effectively with Coalition staff. LEP in this plan means the inability, because of the use of a language other than English, to adequately understand or communicate effectively in English with WCADVSA staff, as well as the inability due to a speech impairment, hearing loss, deafness, deaf-blindness, or other disability, to adequately hear, understand or communicate effectively in English. A client maintains the right to self-identify as a LEP person.

Meaningful access- Meaningful access is the standard of access required of all federally funded entities to comply with federal civil rights language access requirements. To ensure meaningful access for people with LEP, language assistance must occur that results in accurate, timely and effective communication at no cost to the LEP individual.

Translation- The replacement of written text from one language into an equivalent written text in another language.

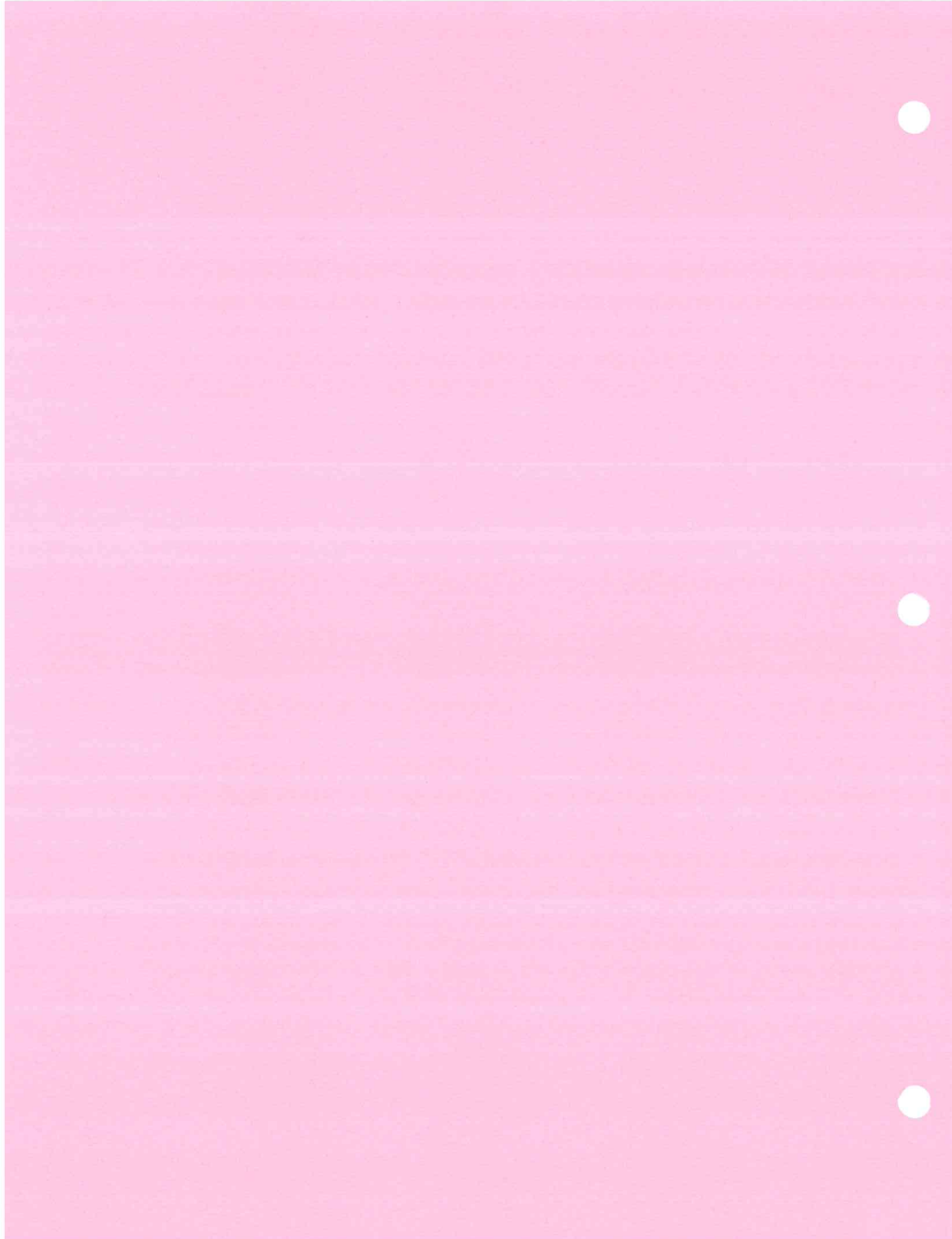
Vital Documents- Paper or electronic written material that contains information that is critical for accessing Coalition services and information or that is defined as "vital" by state or federal law. Forms that may be considered "vital" include:

- Confidentiality forms
- Waivers
- Applications
- Public outreach or educational materials
- Legal notices

- Emergency Plan
- Written notices of rights, or the process if rights are denied
- Notices regarding the availability of language assistance services provided by the program at no cost of LEP persons.
- For programs and legal services: U.S. HHS states vital documents include, but are not limited to:
 - applications;
 - consent forms;
 - complaint forms;
 - intake forms with potential for important health consequences, letters or notices pertaining to eligibility for benefits;
 - letters or notices pertaining to rights and the reduction, denial or termination of services or benefits or that require a response from the LEP person;
 - actions affecting parental custody or child support;
 - written tests that test competency for a particular license, job, or skill for which knowing English is not required;
 - documents that must be provided by law; and
 - notices regarding the availability of free language assistance services for LEP individuals.

Under most circumstances materials primarily created for and/or directed to attorneys (outside WCADVSA Legal Program), advocates, police or others are not considered vital as they are not documents that directly inform LEP persons of services available at WCADVSA.

ATTACHMENT D



ATTACHMENT D

Federal requirements

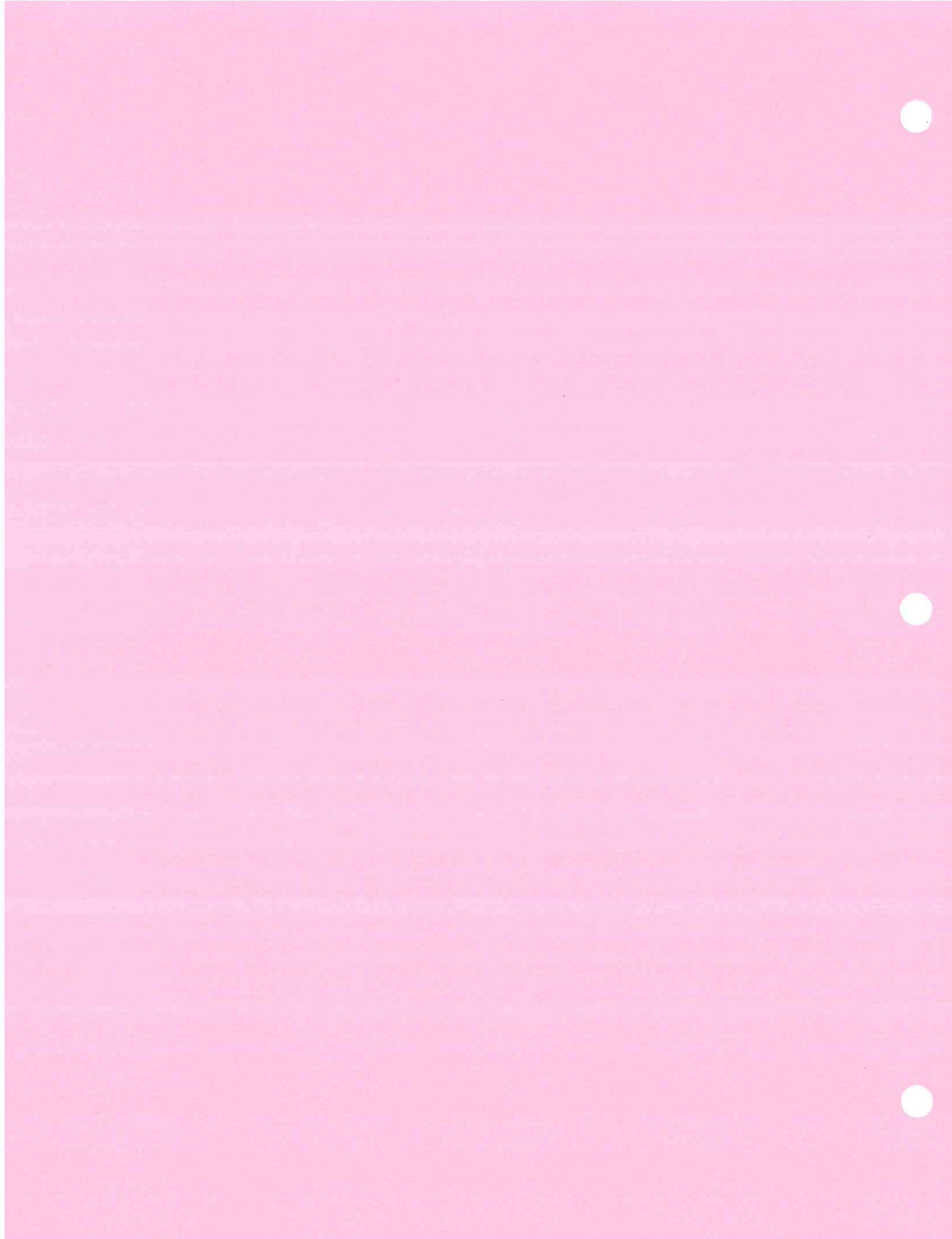
1. **Title VI of Civil Rights Act of 1964:** This Act ensures language access for individuals with limited English proficiency. Pursuant to Title VI's prohibition against discrimination based on race, color, or national origin, organizations receiving federal financial assistance are required to develop and implement policies that ensure meaningful access for limited English proficient persons to their programs and activities.
2. **Americans with Disabilities Act (ADA):** "No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the service, programs, or activities of a public entity, or be subjected to discrimination by any such entity".
3. **Rehabilitation Act of 1973:** "No otherwise qualified individual with a disability...shall by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance..."
4. **Clinton's Executive Order 13166 of August 11, 2000:** This order requires federal agencies that provide federal financial assistance to issue guidance explaining the obligations of recipients to ensure meaningful access by limited English proficient persons to their federally assisted programs.

State requirements

See specific Wyoming statutes below. Currently no law regarding interpretation for private practitioners, non-profits, etc. (only federal regulations or legislation).

1. **Wyo. Stat. 5-1-109. Deaf and mute persons; rights enumerated.**
 - (a) In all civil or criminal cases in which a deaf or mute person is a party or in a grand jury proceeding where the person is a witness, the presiding judge shall upon petition appoint a qualified interpreter to assist the court and deaf person during the proceedings. The cost for the interpreter's services may be assessed as court costs.
 - (b) When a person who is deaf or mute is arrested for an alleged criminal violation, he may request the appointment of an interpreter. Unless the interpreter's services are waived by the deaf or mute person, or unless the interrogation is conducted entirely in writing in the case of a deaf or mute person able to read and write, he shall not be required to submit to interrogation or make a statement unless the interpreter is present.
 - (c) An interpreter appointed under this section shall serve the deaf or mute person and the court and shall in no instance offer legal counsel, advice or assistance to the deaf or mute person.
2. **Wyo. Stat. 1-40-204. Rights of victims and witnesses to be informed during the criminal justice process.** (a) Victims of a criminal act shall be informed without undue delay by law enforcement about: ... (v) The right to have an interpreter or translator to inform the victim of these rights; ...
3. **Wyo. Stat. 14-6-503. Rights of victims to be informed during the delinquency proceeding.** (a) Victims of a delinquent act shall be informed without undue delay by law enforcement about: ... (v) The right to have an interpreter or translator to inform the victim of these rights; ...

ATTACHMENT E



SUPREME COURT OF WYOMING
OFFICE OF THE CHIEF JUSTICE

Language Interpreters Policy

This policy is created for the proper utilization and payment of foreign language interpreters provided and arranged for by the courts, and to offer guidelines for access to the courts by persons with limited English proficiency.

I. DEFINITIONS

- I. A. Independent Contract Language Interpreter** – A language interpreter who is an independent contractor pursuant to contract or who is an independent contractor as defined by IRS Revenue ruling 87-41.
- I. B. Temporary or Periodic Contract Employee Language Interpreter** – A language interpreter who is under temporary or periodic contract. Temporary contracts are used for those assignments where an interpreter is required for a special short-term project of limited duration (six months or less). Periodic contracts are used for those assignments where an interpreter is required for an unlimited duration but where employment is sporadic and occurs on an as-needed basis.
- I. C. Professionally Certified Interpreter** – A language interpreter who has achieved certification by a recognized interpreter certification program in the State of Wyoming or another jurisdiction and presence on a roster of interpreters, if any, maintained by that jurisdiction. Professionally Certified Interpreters are listed on the active professionally certified roster maintained by the Wyoming Supreme Court and posted on the Judicial website.
- I. D. Registered Interpreter** – A language interpreter who has not achieved certification but has met minimum professional competency standards, as may be established by the Wyoming Supreme Court, to be considered for court interpreting assignments when a professionally certified interpreter is not available. Registered interpreters are listed on the active registered interpreter roster maintained by the Wyoming Supreme Court and posted on the Wyoming Judicial website.
- I. E. Qualified Interpreter** – A language interpreter who has not achieved certification or registration requirements, as may be established by the Wyoming Supreme Court, but has been found qualified by the local court.

Qualified interpreters are not listed on the roster of interpreters maintained by the Wyoming Supreme Court and posted on the Wyoming Judicial website.

II. APPOINTMENT OF LANGUAGE INTERPRETERS

II. A. The court shall provide and pay for interpretation in court proceedings relating to the following case types:

1. Felony and Misdemeanors.
2. Juvenile Delinquency and CHINS.
3. Protection Orders involving domestic abuse.
4. Abuse and Neglect.
5. Paternity and Support when covered under Title IV-D of the Social Security Act.
6. Relinquishment and Termination of Parental Rights
7. Mental Health.

II. B. The court may appoint and pay for an interpreter for any party to a court case where a determination of indigency has been made in accordance with fiscal standards as may be established from time to time by the Wyoming Supreme Court or Rule 44(d) and (e) of the Wyoming Rules of Criminal Procedure.

II. C. For those cases listed in paragraphs II.A. and II.B., the court may pay for language interpretation services in the following circumstances:

1. During court proceedings when a defendant, one of the parties, a victim, a witness, or the parent and/or legal guardian or a minor charged as a juvenile is a non-English speaker, as may be determined by the Court.
2. To facilitate communication outside of the judge's presence in order to allow a court proceeding to continue as scheduled, including pretrial conferences between defendants and district/county attorneys in order to relay a plea offer immediately prior to a court appearance.
3. During contempt proceedings when loss of liberty is a possible consequence.
4. During mental health evaluations performed for the purpose of aiding the court in making a determination concerning competency or sanity.

II. D. The court shall not arrange, provide or pay for language interpretation to facilitate communication with attorneys, prosecutors, or other parties related to a case involving individuals with limited English proficiency for the purpose of gathering background information, investigation, trial preparation, client representation at a future proceeding, or any other purpose that falls outside of the immediate court proceedings, except as delineated in Section II.C. Prosecutors and clients' attorneys are expected to provide and pay for language interpretation that they deem necessary for case preparation and general communication with parties outside of court proceedings.

II. E. For cases other than those listed in paragraphs II.A. through II.C. above, the parties may provide and arrange for their own interpretation services. Minors, family members, parties to the case or parties who may have a conflict of interest shall not be used as language interpreters. Failure by the parties to provide and arrange for language interpretation services in these cases shall not require a continuance of the case.

III. QUALIFICATIONS OF LANGUAGE INTERPRETERS

III. A. All language interpreters provided by the courts shall sign an oath to abide by the Code of Professional Responsibility for Interpreters. See Rule 604, Wyoming Rules of Evidence and Board of Judicial Policy and Administration **Interim Policy Statement Concerning Appointment and Compensation of Language Interpreters in the Circuit Courts**, October 17, 2002.

III. B. The following guidelines apply to the use of professionally certified interpreters in felony cases:

1. Courts located in areas where five or more professionally certified interpreters in one language reside in Wyoming within a 25 mile radius of the courthouse shall use professionally certified language interpreter in all felony district court case proceedings, and preliminary felony proceedings in the circuit court, requiring interpretation in that language.
2. Courts located in areas where fewer than five professionally certified interpreters in one language reside in Wyoming within a 25 mile radius of the courthouse shall at a minimum provide professionally certified interpreters during trials in felony cases, when professionally certified interpreters in that language reside in Wyoming.

3. When extraordinary circumstances exist the court may waive the requirements of this subsection but the court must explain the reasons for the waiver on the record in the proceeding. Extraordinary circumstances exist when the court requires an interpreter of a language for which there is no interpreter that meets the requirements under the subsection reasonably available given the time constraints for conducting the hearing and the seriousness of the matter before the court.

III. C. To ensure that proceedings are interpreted as accurately as possible, courts are strongly encouraged to use professionally certified language interpreters during all court proceedings requiring a language interpreter whenever possible.

III. D. When a professionally certified interpreter is not reasonably available, interpreters listed on the roster of active registered interpreters maintained by the Wyoming Supreme Court shall be given preference.

III. E. When an interpreter is not listed on an active interpreter roster maintained by the Wyoming Supreme Court, the court shall, prior to initiating a proceeding, conduct a *voir dire* inquiry of the language interpreter to determine the interpreter's credentials.

IV. ASSIGNMENT OF MORE THAN ONE LANGUAGE INTERPRETER

IV. A. The court shall arrange, provide and pay for two interpreters to be continuously present during hearings in which multiple languages are involved.

IV. B. The following guidelines and limitations apply to the utilization of more than one interpreter:

1. The use of simultaneous equipment is highly encouraged to allow victims to be present at interpreted proceedings with the need for an additional interpreter.
2. Interpreters are bound by an oath of confidentiality and impartiality, and serve as officers of the court; therefore, the use of one interpreter by more than one defendant in a case is permitted.

3. Similarly, the court is not obligated to appoint a different language interpreter when an interpreter has previously interpreted during a court proceeding for another party in a case.
4. Any party may provide and arrange for interpretation services to facilitate attorney-client communication if interpretation services exceeding those provided by the court are desired.

V. REMOVAL OF INTERPRETER

The court may remove an interpreter if the interpreter (1) is unable to adequately interpret the proceedings; (2) knowingly makes a false interpretation; (3) knowingly discloses confidential or privileged information obtained while serving as an interpreter; (4) knowingly fails to disclose a conflict of interest; (5) fails to appear as scheduled without good cause; (6) or as the court determines appropriate in the interest of justice. In the event of such removal the Wyoming Supreme Court shall be notified and the interpreter may be removed from the rosters of registered interpreters.

VI. TELEPHONIC AND VIDEOCONFERENCE INTERPRETATION

Videoconference or Telephonic interpretation may be utilized to facilitate access to the courts by persons with limited English proficiency as may be determined by the Court. In the case of legal proceedings requiring Spanish interpreter services, remote interpreting may be utilized and interpreters holding a court certification credential should be requested if reasonably available.

VII. RECORDING OF PROCEEDING

The Court may order that the testimony of the person for whom interpretation services are provided and the interpretation be recorded for use in verifying the official transcript of the proceeding. If an interpretation error is believed to have occurred based on a review of the recording, a party may file a motion requesting that the court direct that the official transcript be amended and the court may grant further relief as it deems appropriate.

VIII. ACCESS TO SERVICES

Based on current policy, court interpreting services are only provided in the cases detailed under paragraphs II.A. through II.C. Current policy reflects the Court's commitment to consistency and fairness in the provision of interpreting services for LEP persons statewide, the Court's recognition of the serious nature and possible consequences of court proceedings for individuals who come in contact

with the courts, and the need to allocate limited financial resources most effectively.

VIII. A. To facilitate the use of the most qualified language interpreter available, the Wyoming Supreme Court or its designated agent(s) shall administer the training and testing of language interpreters and post rosters on the judicial website of active status interpreters who are professionally certified, professionally qualified and/or conditionally approved as defined in this Policy.

IX. Appendix A

Policies regarding payment of interpreters are contained in Appendix A of this policy. Appendix A may be amended from time to time as necessary. Amendments to Appendix A may be made without requiring the reissuance of this policy.

DONE at Cheyenne, Wyoming this 25th day of Oct., 2011.


MARILYN S. KITE
Chief Justice

APPENDIX A

A. III. PAYMENT OF INTERPRETERS AND OTHER LEP RELATED SERVICES

A.III.A. Compensation Rate for Spanish Interpreters. The *maximum* compensation rate for a Spanish language court interpreter working as an independent contractor or temporary/periodic contract employee shall be:

- (1) Professionally Certified: \$55
- (2) Registered: \$40
- (3) Qualified: \$25

. In extraordinary circumstances the Court may appoint a professionally certified independent contract Spanish language interpreter at an hourly rate in excess of those established in this policy.

A.III.B. Compensation Rate for Interpreters working in languages other than Spanish. The maximum compensation for an interpreter working as an independent contractor in a language other than Spanish shall depend on the interpreter's certification status and language availability in the judicial district. Every effort shall be made to coordinate the rate of pay for interpreters working in languages other than Spanish in the various judicial districts.

A.III.C. Payment for Travel Time. At the discretion of the judge, an interpreter may be paid the State of Wyoming's allowable mileage reimbursement rates and or half the hourly interpreter rate for travel time. In extraordinary circumstances, the interpreter may be paid the full hourly interpreter rate when round trip travel exceeds 150 miles.

A.III.D. Overnight Travel. In the case of trials or hearings exceeding one day duration, language interpreters may be compensated for food and lodging at the standard rate established by the Wyoming Supreme Court when round trip travel of 120 miles or greater is required to secure a professionally certified Spanish language interpreter, or the best qualified interpreter in the case of languages other than Spanish. To receive reimbursement for food or lodging expenses, the language interpreter must receive authorization from the court for the expenses in advance of the actual expenditure. Reimbursement of allowed food and lodging expenses through the Court will be made only if itemized

receipts are provided and expenses are within the allowable ranges as defined by the State of Wyoming fiscal procedures.

- A.III.E.** Cancellation Policy. Contract interpreters whose assignment is cancelled within seventy-two (72) hours of the assignment start time shall be paid for the schedule time up to a maximum of sixteen (16) hours at the discretion of the judge presiding in the cancelled matter. If the assignment is cancelled with more than seventy-two (72) hour notice, the scheduling District is under no obligation to pay the cancellation fee.

APPENDIX B

Interpreter's Code of Ethics

Canon 1: Accuracy and Completeness

Interpreters shall render a complete and accurate interpretation or sight translation, without altering, omitting, or adding anything to what is stated or written, and without explanation.

Canon 2: Representation of Qualifications

Interpreters shall accurately and completely represent their certifications, training, and pertinent experience.

Canon 3: Impartiality and Avoidance of Conflict of Interest

Interpreters shall be impartial, unbiased and shall refrain from conduct that may give an appearance of bias. Interpreters shall disclose any real or perceived conflict of interest.

Canon 4: Professional Demeanor

Interpreters shall conduct themselves in a manner consistent with the dignity of the court and shall be as unobtrusive as possible.

Canon 5: Confidentiality

Interpreters shall keep confidential all matters interpreted and all conversations overheard between counsel and client. Interpreters should not discuss a case pending before the court.

Canon 6: Restriction of Public Comment

Interpreters shall not publicly discuss, report, or offer an opinion concerning a matter in which they are or have been engaged, even when that information is not privileged or required by law to be confidential.

Canon 7: Scope of Practice

Interpreters shall limit themselves to interpreting and translating, and shall not give legal advice, express personal opinions to individuals for whom they are interpreting, or engage in any other activities which may be construed to constitute a service other than interpreting or translating while serving as an interpreter.

Canon 8: Assessing and Reporting Impediments to Performance

Interpreters shall assess at all times their ability to deliver their services. When interpreters have any reservation about their ability to satisfy an assignment competently, they shall immediately convey that reservation to the appropriate judicial authority.

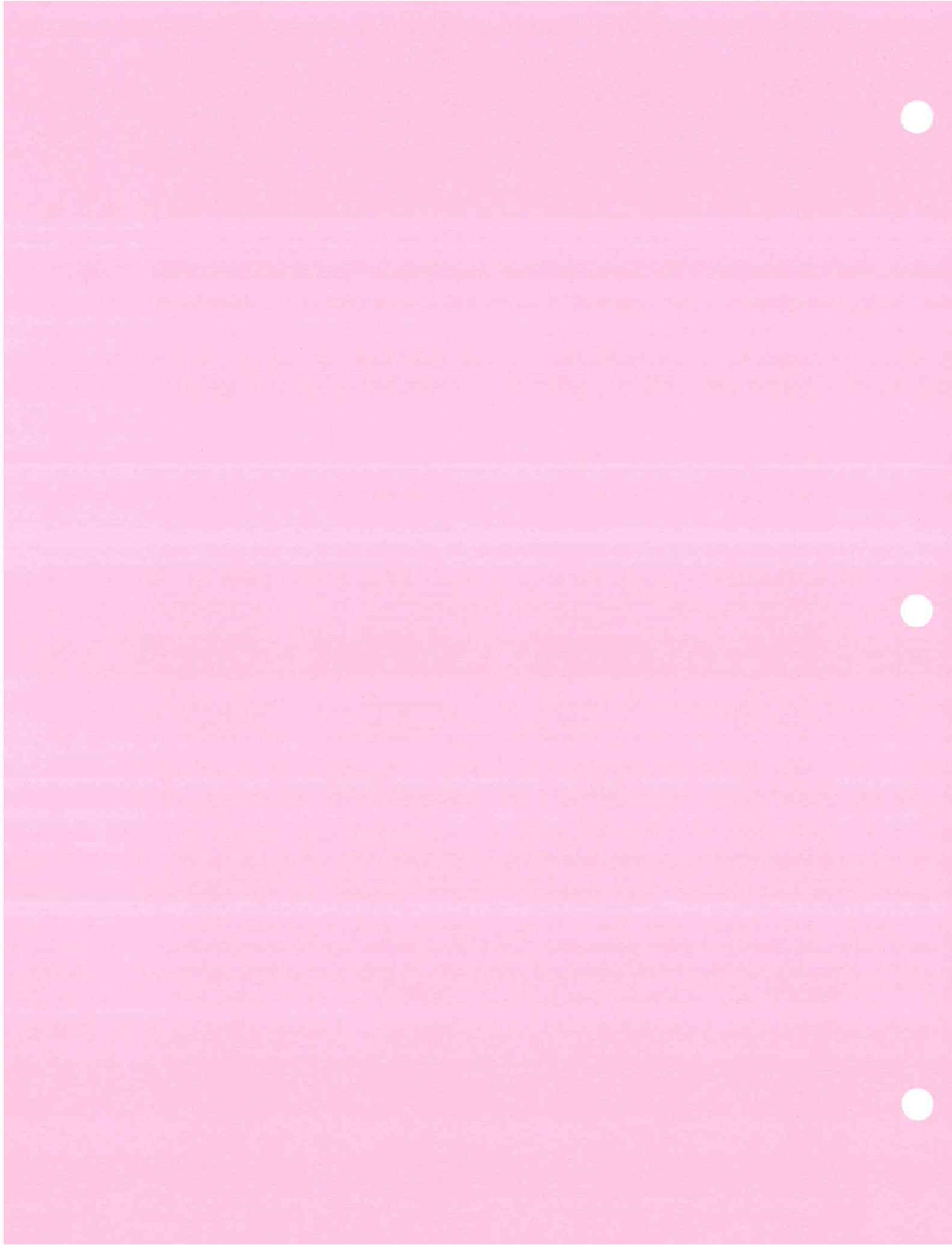
Canon 9: Duty to Report Ethical Violations

Interpreters shall report to the proper authority any effort to impede their compliance with any law, any provision of this code, or any other official policy governing court interpreting and legal translating.

Canon 10: Professional Development

Interpreters shall continually improve their skills and knowledge, and advance the profession through activities such as professional training and education, and interaction with colleagues and specialists in related fields.

ATTACHMENT F



ATTACHMENT F - Complaint processes, including Division of Victim Services

From Language Access Plan:

I. Complaints

- **STATE OF WYOMING - for complaints against Program Member Organizations:** Wyoming Office of the Attorney General - Division of Victim Services - from the [Resources](#) page - [Civil Rights Complaint Procedure](#). See the link or Attachment F for the full policy and procedure. “As a recipient of federal financial assistance from the U.S. Department of Justice (DOJ), the Division of Victim Services (DVS) is committed, as a matter of principle, and in compliance with applicable federal laws, to prohibiting discrimination and behaviors, which, if repeated, could constitute discrimination. Accordingly, this policy established written procedures for 1) individuals to follow in filing an employment or services discrimination complaint with DVS; and 2) DVS employees to follow when they receive complaints alleging employment or services discrimination from employees, clients, customers, program participants, applicants, or consumers of DVS or of DVS grantees receiving federal financial assistance from DOJ.”
 - o Filing a complaint: A person who believes s/he has been harassed or been subject to discriminatory treatment within DVS or by a DVS grantee because of race, color, national origin, sex, age, religion, or disability, or has been retaliated against for engaging in protected activity, is urged to file a complaint through DVS Civil Rights Officer. The current Civil Rights Officer is Cara Boyle Chambers, (307) 777-7200, Cara.Chambers@wyo.gov.
 - o Generally, formal complaints must be filed with the Civil Rights Officer within 180 calendar days of the alleged discrimination. If the complainant is not filed on time, the complainant shall provide the reason for the delay and request a waiver of this filing requirement. DVS shall decide whether to grant the waiver. The complaint may be filed in a letter, in an email, in person, or over the phone. In anticipation of filing a complaint, an individual may find it beneficial to contact the Civil Rights Officer to obtain policy clarification, advice, or assistance.
- **WCADVSA Legal Services Program Participants or those requesting services from WCADVSA:** Filing a complaint: A person who believes they have been harassed or been subject to discriminatory treatment within WCADVSA because of race, color, national origin, sex, age, religion, or disability, or been retaliated against for engaging in protected activity, is urged to file a complaint through WCADVSA’s Civil Rights Officer. The current Civil Rights Officer is Jennifer Zenor, (307) 755-5481, jzenor@wyomingdvs.org. See p. 3 for WCADVSA’s complaint form that should be readily available for anyone, and available with the Know Your Rights brochure..
- **FEDERAL:** No one receiving services at WCADVSA or a program member needs to start with DVS or WCADVSA to begin a complaint. Protocols for filing a Title VI complaint with the Department of Justice should a client’s language access rights be denied by a federal grant recipient are as follows:

- o If a person served believes that they have experienced discrimination, they are encouraged to file a civil rights complaint as soon as possible. In most circumstances, the persons served have only one year from the date of the incident to do so. Complete the [Complaint Verification Form](#) and the [Identity Release Statement](#) and submit to:

Office for Civil Rights
Office of Justice Programs
U.S. Department of Justice
810 Seventh Street NW
Washington, DC 20531

- o **Or Complaint Referral Service**

The U.S. Commission on Civil Rights' complaint referral service is designed to help place you in contact with the appropriate office for obtaining information about the complaint process. In addition to providing information specific to your situation, the referred office will be able to further assist you in the event you decide to initiate a discrimination complaint:

1-800-552-6843 or (202) 376-8513
1-800-877-8339 Hearing Impaired
Email: referrals@usccr.gov

- o **Or Office of Civil Rights (OCR) investigates complaints from individuals or groups who believe that they have experienced discrimination from an agency that receives funding from the Justice Department.** These include the [Office of Justice Programs](#) and its components as well as the [Office of Community Oriented Policing Services](#) and the [Office on Violence Against Women](#). OCR can also investigate agencies that receive Justice Department funding from state and local government agencies. Federal laws prohibit discrimination on the basis of race, color, national origin, religion, sex, age or disability.

DISCRIMINATION COMPLAINT FORM

Any person who believes that they have been subjected to discrimination based upon race, color, religion, sex, age, national origin, or disability may file a written complaint with WCADVSA, within 180 days after the discrimination occurred.

Last Name:		First Name:		<input type="checkbox"/> Male
				<input type="checkbox"/> Female
Mailing Address:		City	State	Zip
Home Telephone:	Work Telephone:	E-mail Address		

Identify the Category of Discrimination:

- ☐ RACE
 ☐ COLOR
 ☐ NATIONAL ORIGIN
 ☐ AGE
☐ RELIGION
 ☐ DISABILITY
 ☐ SEX

**NOTE: Title VI bases are race, color, national origin.*

Identify the Race of the Complainant

- ☐ Black
 ☐ White
 ☐ Hispanic
 ☐ Asian American
☐ American Indian
 ☐ Alaskan Native
 ☐ Pacific Islander
 ☐ Other _____

Date and place of alleged discriminatory action(s). Please include earliest date of discrimination and most recent date of discrimination.

Names of individuals responsible for the discriminatory action(s):

How were you discriminated against? Describe the nature of the action, decision, or conditions of the alleged discrimination. Explain as clearly as possible what happened and why you believe your protected status (basis) was a factor in the discrimination. Include how other persons were treated differently from you. (Attach additional page(s), if necessary).

The law prohibits intimidation or retaliation against anyone because they have either taken action, or participated in action, to secure rights protected by these laws. If you feel that you have been retaliated against, separate from the discrimination alleged above, please explain the circumstances below. Explain what action you took which you believe was the cause for the alleged retaliation.

Names of persons (witnesses, fellow clients or employees, supervisors, or others) whom we may contact for additional information to support or clarify your complaint: (Attached additional page(s), if necessary).

Name

Address

Telephone

1. _____
2. _____
3. _____
4. _____

DISCRIMINATION COMPLAINT FORM

Have you filed, or intend to file, a complaint regarding the matter raised with any of the following? If yes, please provide the filing dates. Check all that apply.

- ☐ WY Attorney General Division of Victim Services _____
- ☐ WY Department of Labor _____
- ☐ U.S. Equal Employment Opportunity Commission _____
- ☐ U.S. Office for Civil Rights, Department of Justice _____
- ☐ Federal or State Court _____
- ☐ Other _____

Have you discussed the complaint with any WCADVSA representative? If yes, provide the name, position, and date of discussion.

Please provide any additional information that you believe would assist with an investigation.

Briefly explain what remedy, or action, are you seeking for the alleged discrimination.

****WE CANNOT ACCEPT AN UNSIGNED COMPLAINT. PLEASE SIGN AND DATE THE COMPLAINT FORM BELOW.**

COMPLAINANT'S SIGNATURE

DATE

MAIL OR DELIVER COMPLAINT FORM TO:

Wyoming Coalition Against Domestic Violence and Sexual Assault
Attn.: Jennifer Zenor
PO BOX 236
Laramie, WY 82073
(307) 755-5481

FOR OFFICE USE ONLY

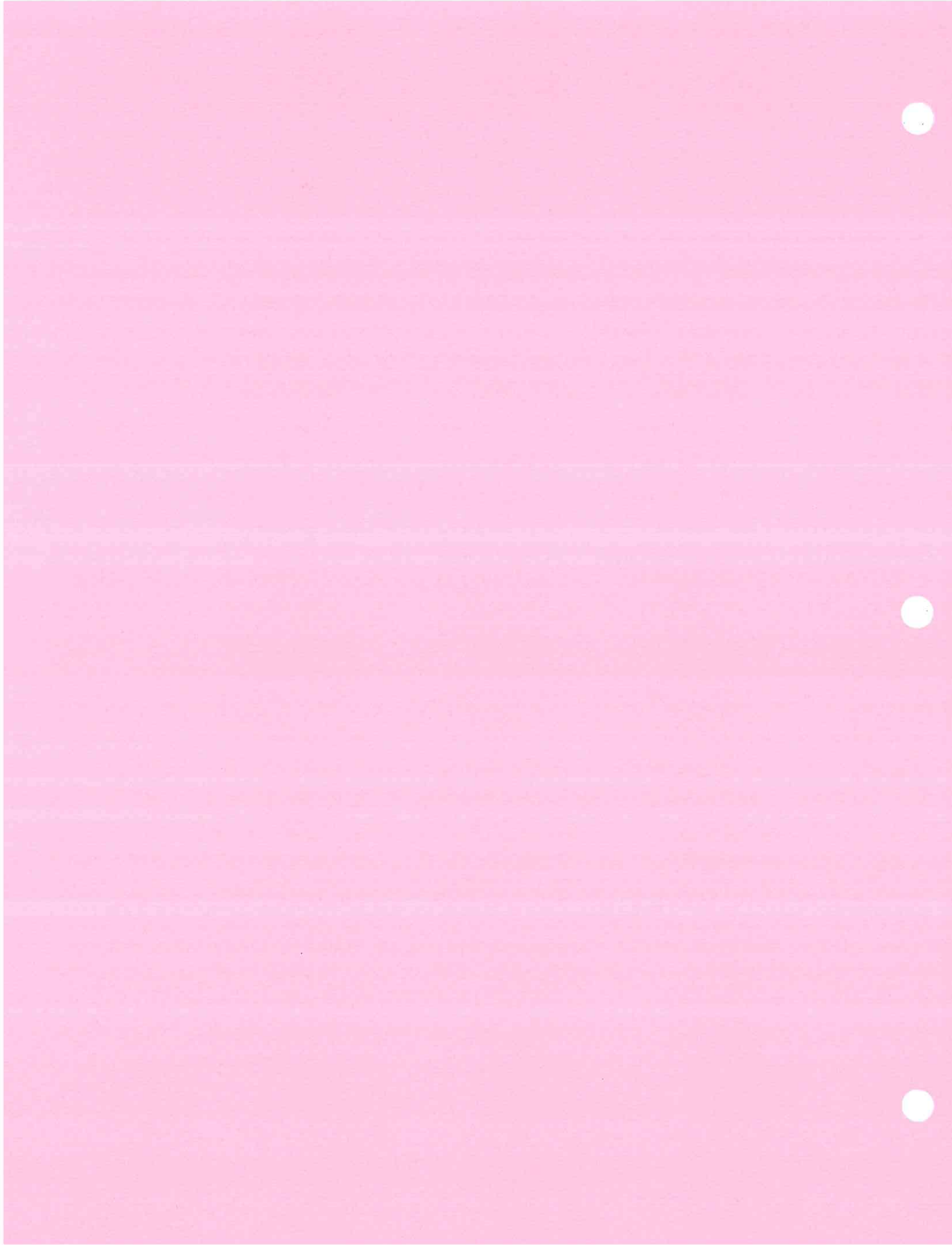
Date Complaint Received: _____

Processed by: _____

Case #: _____

Referred to: _____ Date Referred: _____

ATTACHMENT G



ATTACHMENT G - Persons who are Deaf and Hard of hearing

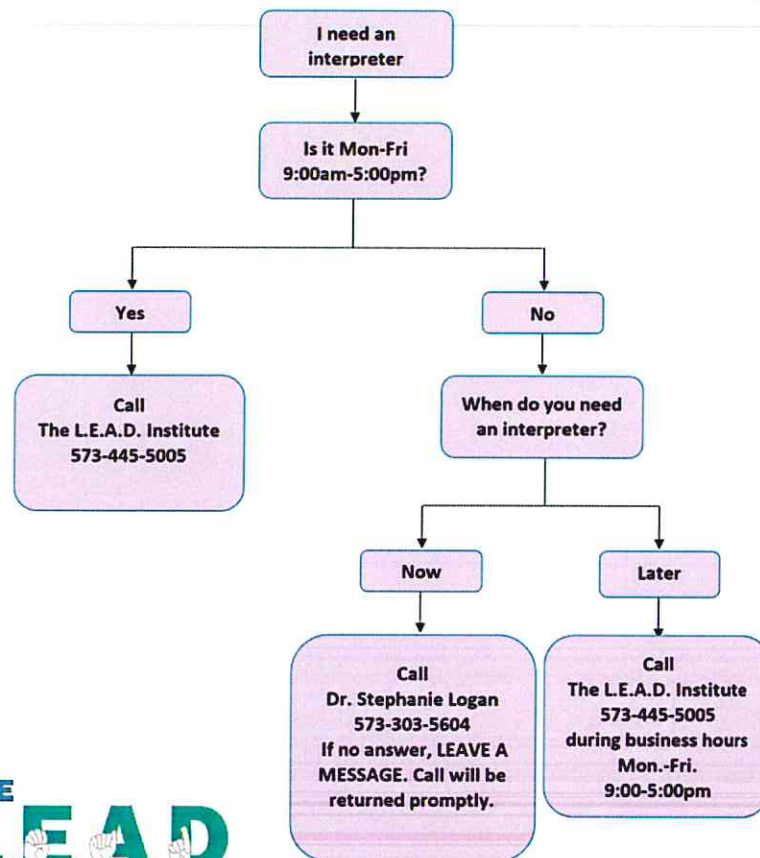
FREE 24/7 Sign Language Interpreting for Deaf and Hard of Hearing Victims



DeafLEAD now offers **FREE** sign language interpreting for Deaf and Hard of Hearing victims of crime, as well as for the shelters and victim service providers working with them. DeafLEAD is a non-profit agency serving the mental health and crisis intervention needs of Deaf and Hard of Hearing victims of crime. We are excited to share the news of this service with all of the statewide domestic/sexual violence coalitions.

- See this info-graphic describing how to contact DeafLEAD 24/7/365 if a shelter or law enforcement agency is working with a Deaf victim. They collaborate with all victim service providers to assist them in bridging the cultural and linguistic barriers that may be present when working with a Deaf or Hard of Hearing victim of crime.

- They also offer a 27/7/365 crisis videophone hotline for the Deaf community through funding provided by the Victims of Crime Act grant. 321-800-3323 (DEAF) [Click here to learn more about the crisis line.](#)



- Please feel free to contact DeafLEAD executive director, Dr. Stephanie Logan, at 573-445-5005 for more information or if you have any questions.



ABUSED DEAF WOMEN'S
ADVOCACY SERVICES

HOTLINE
Local 206-812-1001
National 1-855-812-1001



[About »](#) | [Services »](#) | [Get Involved »](#) | [Resources »](#) | [Hotline »](#) | [Donate](#)

National Deaf Domestic Violence Hotline

The National Deaf Domestic Violence Hotline (NDDVH) is available to Deaf callers across the nation. ADWAS partners with National Domestic Violence Hotline (NDVH), whose headquarters are located in Austin Texas, to provide this valuable service for Deaf callers nationwide.

Deaf NDDVH advocates at ADWAS answer videophone calls and emails 24/7.

Deaf advocates, because of their experience working in the field of Domestic Violence for Deaf survivors and their extensive training, are uniquely able to provide crisis intervention, education, information and referrals for Deaf callers.

ADWAS can listen, provide information and referrals, do Domestic Violence and Sexual Assault education and brainstorm with callers different ways to keep safe and do formal safety planning.

ADWAS also can work with Deaf and hearing friends and family member of Deaf survivors.

ADWAS provides support, education and technical assistance for hearing Domestic Violence and Sexual Assault programs and shelters to improve their accessibility for Deaf survivors who need their services.

Deaf advocates additionally provide outreach within the Deaf community to spread awareness of this special program and information about how and when to reach us.

Here are links to ADWAS Hotline flyers that you can print and distribute in your community:

[Hotline Service Brochure](#)

[Domestic / Sexual Violence in the LGBTQ Community](#)

[Domestic / Sexual Violence in Communities of Color / Native Americans](#)

[Relationship Wheel](#)

Hotline Contacts

LOCAL CRISIS LINE

Videophone: 1 (206) 812-1001

Email: hotline@adwas.org

24-hour local domestic violence and sexual violence crisis line is available for those who live in Snohomish, King, and Pierce Counties in the state of Washington. Advocates will respond to your message within 20 minutes.

NATIONAL DEAF HOTLINE

Videophone: 1 (855) 812-1001

Email: nationaldeafhotline@adwas.org

Deaf advocates at ADWAS answer videophone calls and emails 24/7.

NATIONAL DOMESTIC VIOLENCE HOTLINE

Hearing advocates at the National Domestic Violence Hotline are on duty 24 hours.

TTY: 1 (800) 787-3224

Voice: 1 (800) 799-7233

ADWAS Main Office VP: (206) 922-7088

Contact Us

8623 Roosevelt Way NE,
Seattle, WA 98115

Email: adwas@adwas.org

Office: (206) 922-7088 (Voice/VP)

Fax: (206) 726-0017

Chat Now

The National Domestic Violence HOTLINE

Get Help [Is This Abuse?](#) [Healthy Relationships](#) [Resources](#) [Get Involved](#) [About Us](#) [Blog](#) [Donate](#)

IM OR EMAIL

Contact an advocate on Instant Messenger
(Deaf-Hotline) or by
email: nationaldeafhotline@adwas.org

VIDEO PHONE OR TTY

Get help 24/7 by calling 1-800-787-
3224(TTY) or 1-855-812-1001(Video Phone)

LIVE CHAT

We offer advocacy through our online chat
services, available every day 24/7/365. Chat
es español disponible de 12-6 p.m.

Deaf, DeafBlind and Hard of Hearing Services

All survivors of domestic violence face the same issue: abuse thrives in isolation. This can be especially true for survivors of domestic violence who are Deaf, DeafBlind or hard of hearing.

The Hotline strives to educate the public about the need for Deaf, DeafBlind and hard of hearing abuse outreach programs. The safe and strictly confidential services that The Hotline offers to Deaf survivors can be life-saving. We have partnered with the Abused Deaf Women's Advocacy Services (ADWAS) to ensure Deaf advocates are available to respond through email, Instant Messenger, and video phone to those seeking help.

Abuse in the Deaf Community Learn about the specific and unique barriers that victims of domestic violence who are Deaf or hard of hearing may face, and the help that we offer at The Hotline.

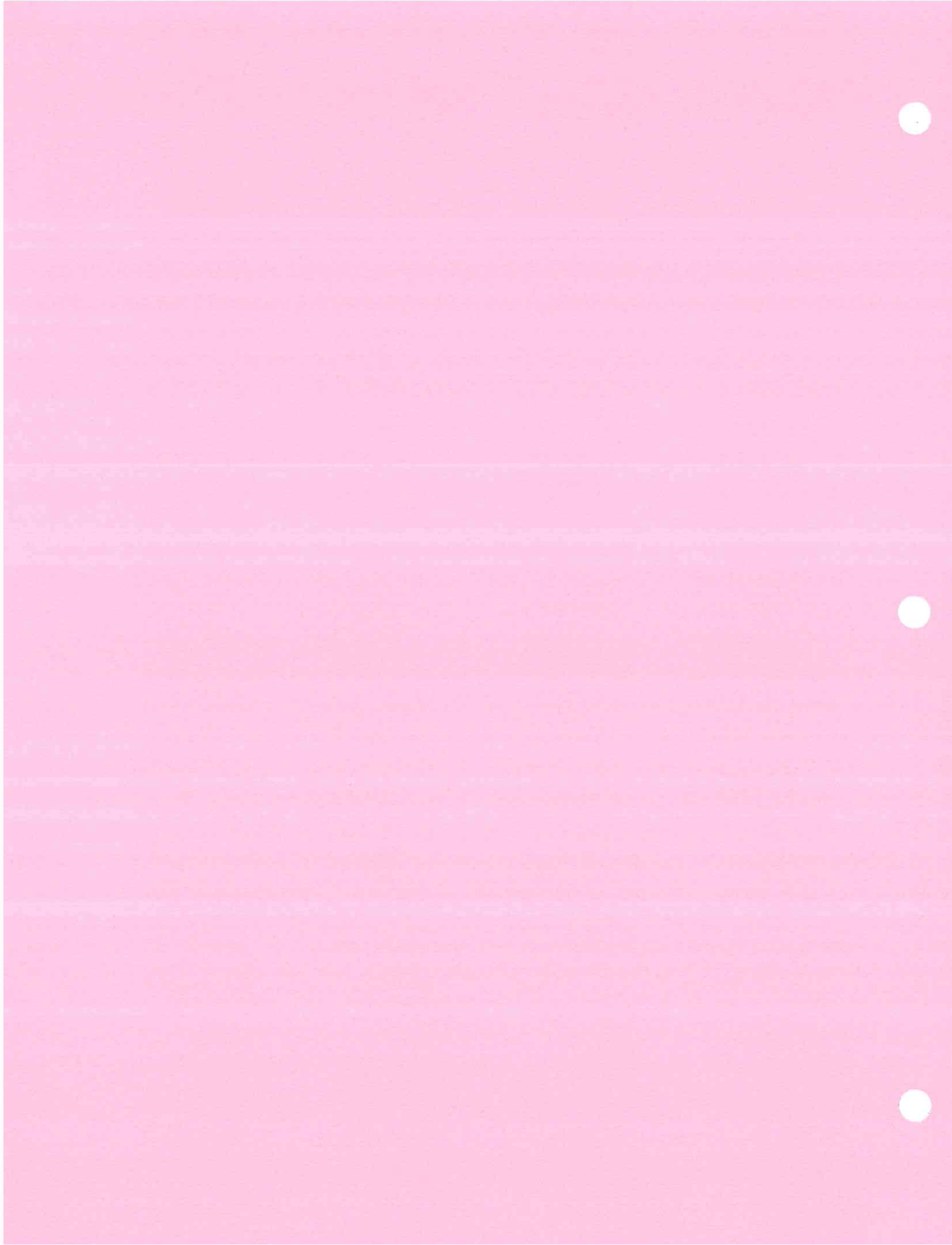
Support for the Deaf Community

Our safe and strictly confidential services that we offer to Deaf survivors can be life-saving.

Resources and Outreach

Learn about making efforts to understand the Deaf, DeafBlind and hard of hearing culture, and how family violence programs can help.

ATTACHMENT H1



a = <u>ah</u>	o = <u>oh</u>	y = <u>deep</u> (regional)	h = silent	j = <u>hat</u>
e = <u>ate</u>	u = <u>boot</u>	g = <u>hat</u> if followed by an i or e	ll = <u>yard</u> (regional)	z = <u>sun</u>
i = <u>deep</u>	que = <u>okay</u>	c = <u>sun</u> if followed by i or e	ñ = <u>canyon</u>	

Basic Spanish Phone Skills

Hola. Yo me llamo _____.
Hi. My name is _____.

Hola. Mi nombre es _____.
Hi, my name is _____.

¿Cómo se llama?
What is your name?

¿Cuál es su nombre?
What is your name?

¿Cómo está?
How are you?

Estoy bien, gracias.
I am well, thanks.

Yo no hablo mucho español, pero voy a intentar.
I don't speak much Spanish, but I'm going to try.

IF A SPANISH SPEAKER IS IN THE OFFICE:

La* voy a pasar a _____ porque habla español. Un momento.
I am going to transfer you to _____ because she speaks Spanish. One moment.

IF A SPANISH SPEAKER IS NOT IN THE OFFICE:

_____ **habla español, pero no está.**
 _____ *speaks Spanish, but she isn't here.*

ASKING THE PERSON TO CALL BACK:

¿Podría llamar de nuevo /más tarde/ /mañana/ /la semana que viene/?
Could you call back /later/ /tomorrow/ /next week/?

ASKING FOR A TELEPHONE NUMBER & TO LEAVE A MESSAGE:

Puedo dejar un mensaje para _____. ¿Cuál es su número de teléfono?
I can leave a message for _____. What is your phone number?

zero	uno	dos	tres	cuatro	cinco	seis	siete	ocho	nueve
<i>zero</i>	<i>one</i>	<i>two</i>	<i>three</i>	<i>four</i>	<i>five</i>	<i>six</i>	<i>seven</i>	<i>eight</i>	<i>nine</i>

PHRASES TO HELP YOU THROUGH:

No entiendo.
I don't understand

Más despacio por favor.
More slowly please.

Un momento.
One momento.

*use "lo" if the person you are speaking with identifies a man, "la" if as a woman

a = <u>a</u> h	o = <u>o</u> h	y = <u>dee</u> p (regional)	h = silent	j = <u>h</u> at
e = <u>a</u> te	u = <u>boo</u> t	g = <u>h</u> at if followed by an i or e	ll = <u>y</u> ard (regional)	z = <u>s</u> un
i = <u>dee</u> p	que = o <u>kay</u>	c = <u>s</u> un if followed by i or e	ñ = ca <u>n</u> yon	

¿Otra vez? ¿Podría repetir eso?

Could you repeat that?

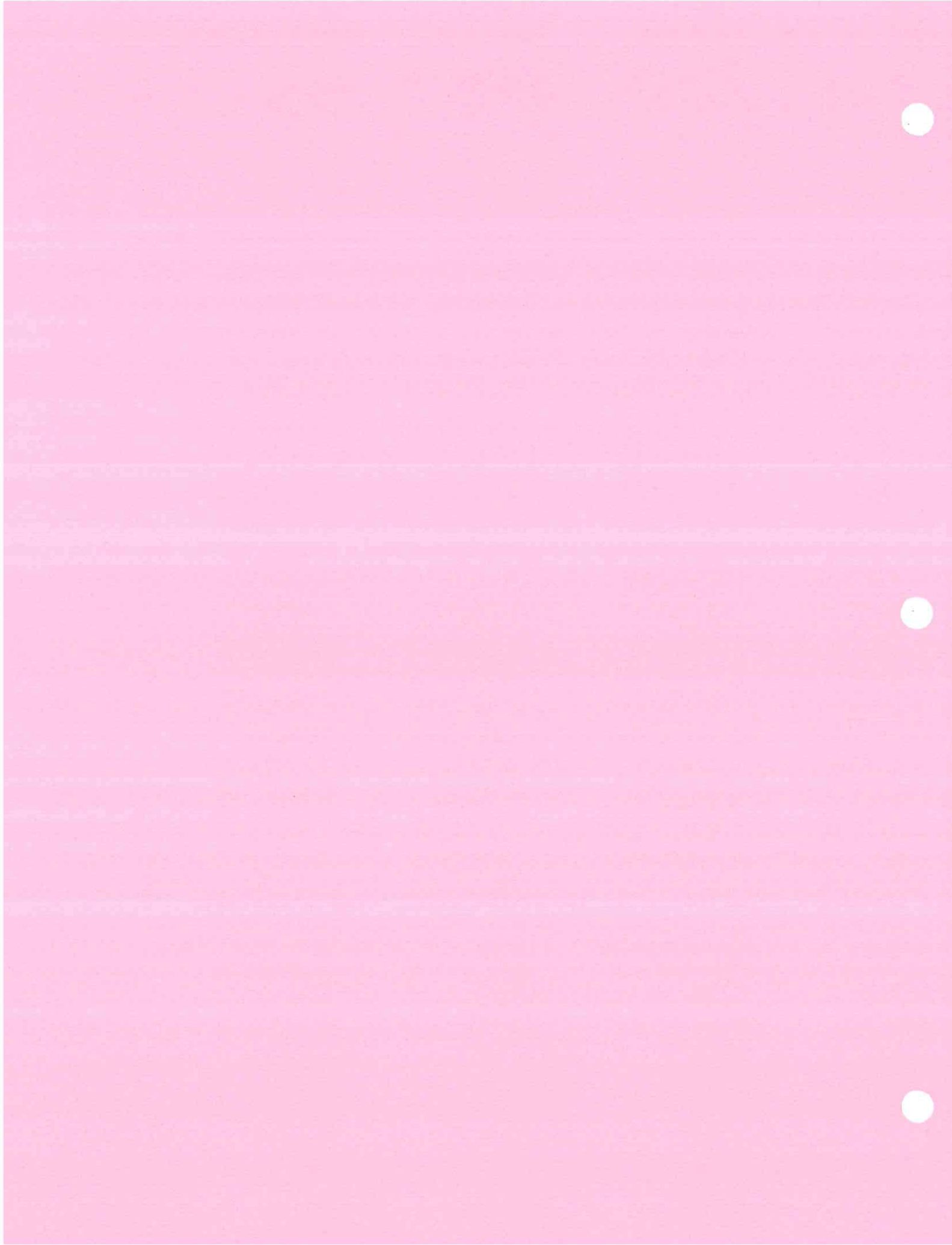
La* voy pasar a su correo de voz

I'm going to transfer you to her voicemail

¿Cómo?

What?

ATTACHMENT H2



SPANISH

DECLARACIÓN EN CUANTO AL USO DE PROPIO INTÉRPRETE

WCADVSA staff me ha explicado que me proveerá un trabajador bilingüe, un intérprete, u otros servicios de traducción en mi idioma primario. Hoy he traído a mi propio intérprete. Prefiero usar a _____ (el nombre del intérprete) en vez de usar los servicios de traducción de (Organization Name).
Esta declaración es válida para la duración de mi caso.

Entiendo que para citas ó reuniones en el futuro sigo teniendo el derecho de obtener servicios gratuitos de un trabajador bilingüe, intérprete, u otro servicio de traducción proporcionado por (Organization Name), y no tendré que confiar en traer a mi propio intérprete. Entiendo que si mi caso requiere el uso de un intérprete proporcionado por WCADVSA, la preferencia expresada en el párrafo 2 será anulada.

Fecha: _____ Firma de Cliente/Recipiente: _____

DECLARACIÓN DE CONFIDENCIALIDAD DE INTÉRPRETE

Yo, _____, entiendo que las reuniones/conversaciones para las citas/reuniones donde sirvo como intérprete en este caso son confidenciales. No revelaré la naturaleza o el contenido de algo que oigo o veo en este caso a ninguna persona sin el permiso por escrito del cliente/recipiente.

Fecha : _____ Firma de Intérprete: _____

ENGLISH

STATEMENT REGARDING OWN INTERPRETER

WCADVSA staff has explained to me that it will provide me with a bilingual worker, an interpreter, or other interpretive services in my primary language. I have brought my own interpreter today. I prefer to use _____ (interpreter's name) instead of using WCADVSA's language services. **This statement is valid for the duration of my case.** I understand that for future appointments or meetings *I continue* to have the right to get free services from a bilingual worker, interpreter, or other interpretative service provided by (Organization Name), and will not have to rely on bringing my own interpreter. I understand that if my case necessitates the use of an interpreter provided by (Organization Name), the preference expressed in paragraph 2 will be void.

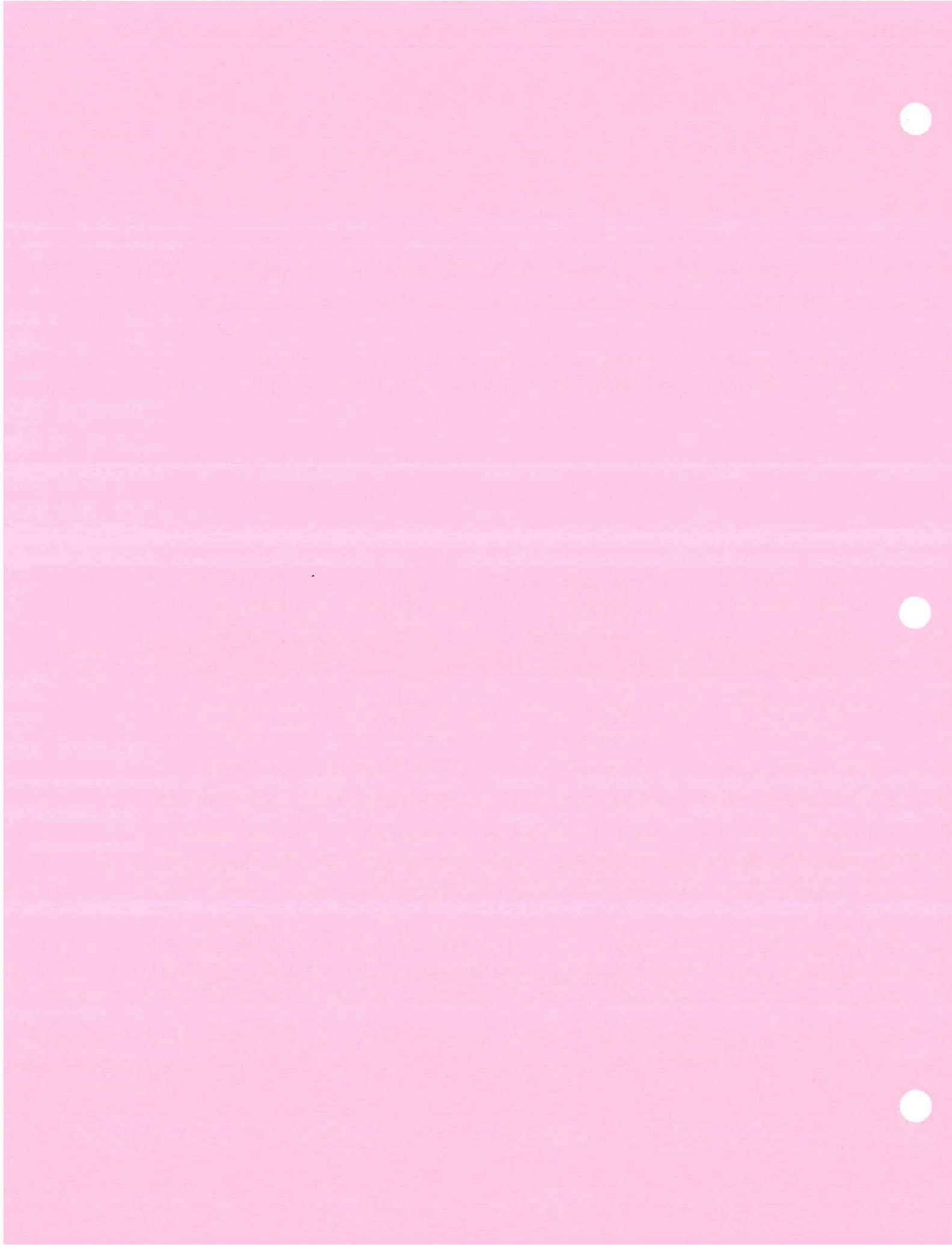
Date: _____ Signature of Client/Recipient: _____

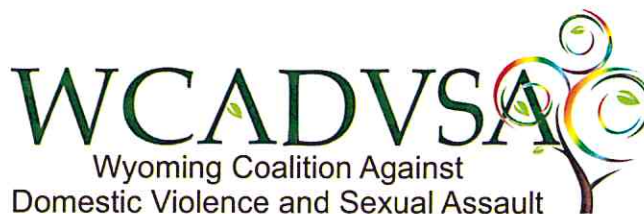
INTERPRETER CONFIDENTIALITY STATEMENT

I, _____, understand that the meetings/conversations for which I interpret in this case are confidential. I will not reveal the nature or content of anything I hear or see in this case to anyone without the express written permission of the client/recipient.

Date: _____ Interpreter Signature: _____

ATTACHMENT H3





INTERPRETER/TRANSLATOR CONFIDENTIALITY AGREEMENT

I, _____, as an interpreter/translator, will be permitted to have access to client information in order to perform interpretation and translation work related to client(s) of the Wyoming Coalition Against Domestic Violence and Sexual Assault (WCADVSA) Legal Services Program.

I agree to keep all information that I learn about the client confidential. I understand that I may not discuss or disclose any information related to any client to anyone outside the Legal Services. I further understand that I may learn personal information about a client and/or his/her family that is private. I understand that it is my duty and responsibility to preserve and protect this privacy and confidentiality. I understand that this duty will extend after I am no longer working with Legal Services.

I also understand that information relating to persons who consult with Legal Services but do not retain Legal Services is also privileged and must be kept confidential, including the fact that the person consulted with Legal Services.

Both state and federal laws protect the confidentiality of clients. By placing my signature below, I hereby indicate that I understand and agree to maintain the privacy of the client(s)' Legal Services-related and personal information contained in his/her file.

WCADVSA STAFF-WITNESS:

INTERPRETER/TRANSLATOR:

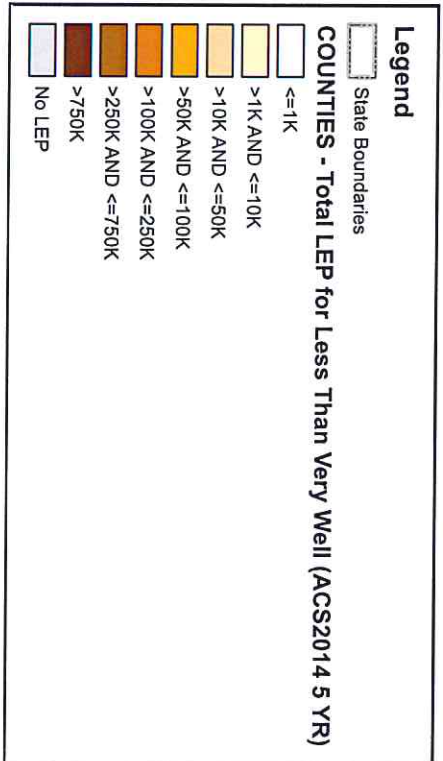
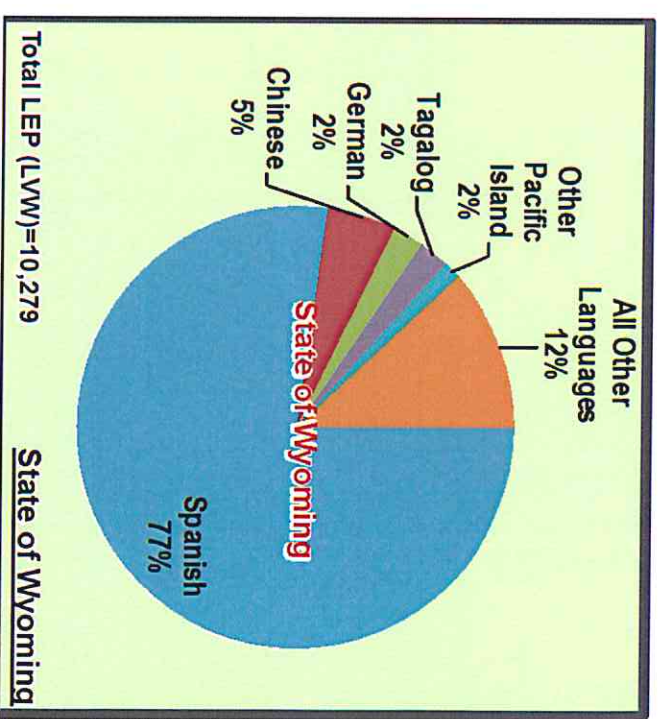
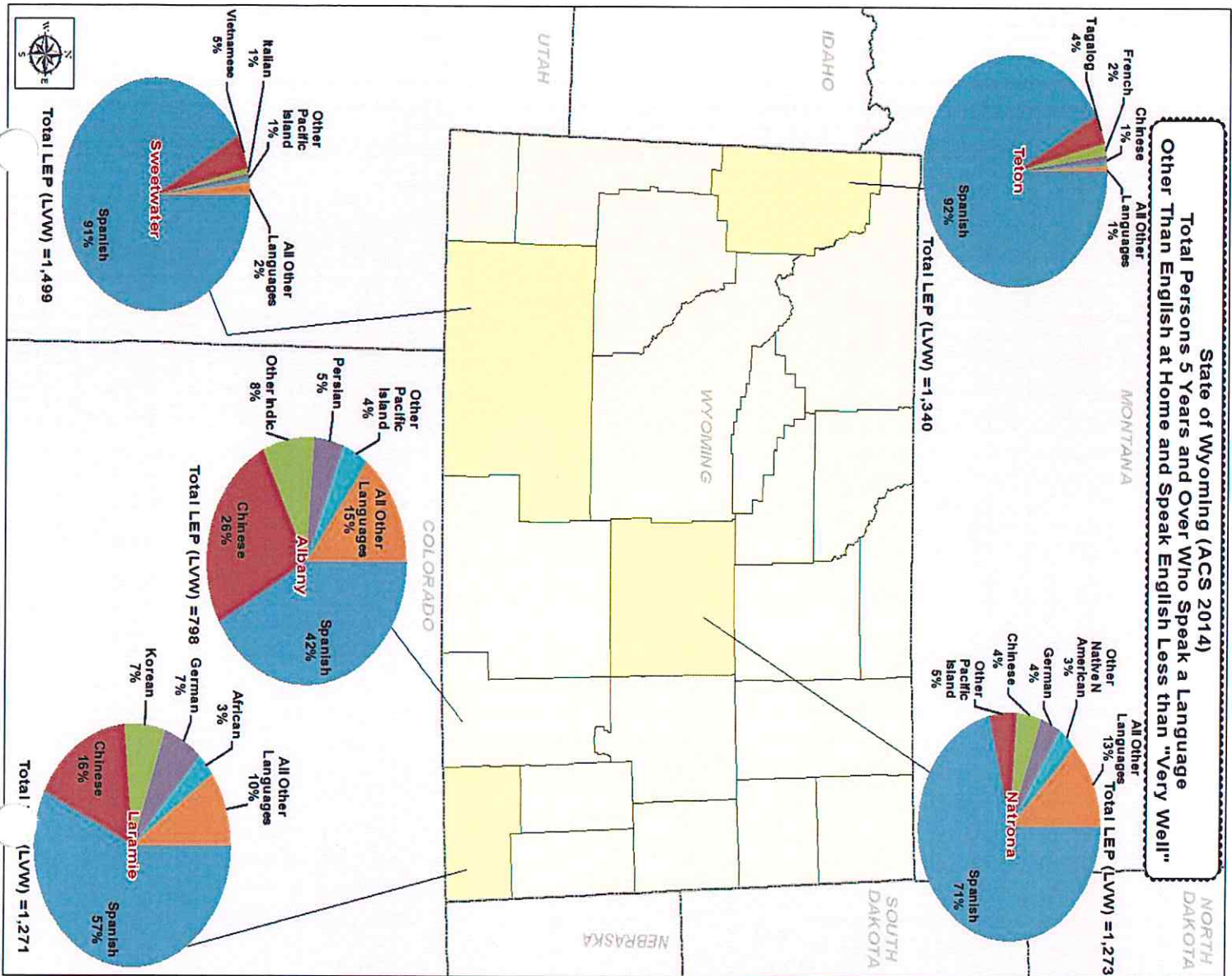
By: _____

By: _____

Date: _____

Date: _____

ATTACHMENT I



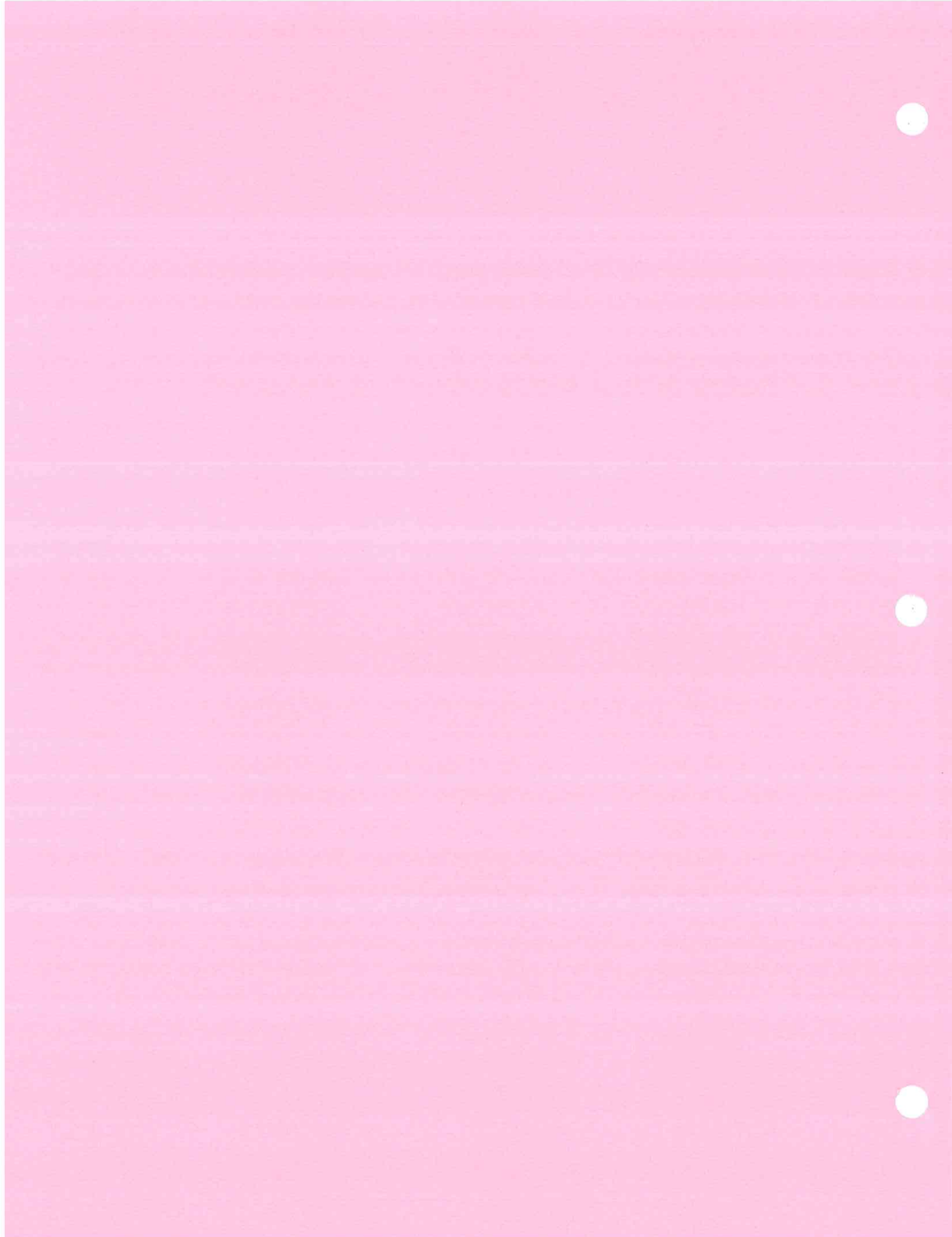
*Pie Charts represent Counties with the highest percent of LEP individuals by languages spoken.

Source: U.S. Census 2010-2014 American Community Survey Data Table B16001

LANGUAGE SPOKEN AT HOME BY ABILITY TO SPEAK ENGLISH FOR THE POPULATION 5 YEARS AND OVER.

The estimates from the ACS are based on a sample survey and hence are subject to sampling error.

ATTACHMENT J



from: <https://portals.edu.wyoming.gov/Reports/Public/wde-reports-2012/public-reports/stat-2/statewideenglishlanguagelearnerssummary>

District ID	District Name	School Year	District Enrollment	Active ELL	Monitoring	Combined	
101000	Albany #1	2009-10	3,579	70	19	89	2.49%
		2010-11	3,587	101	15	116	3.23%
		2011-12	3,673	130	8	138	3.76%
		2012-13	3,657	126	40	166	4.54%
		2013-14	3,762	122	58	180	4.78%
		2014-15	3,834	118	41	159	4.15%
		2015-16	3,907	106	37	143	3.66%
		2016-17	3,959	116	45	161	4.07%
		2017-18	4,026	123	25	148	3.68%
201000	Big Horn #1	2009-10	610	8	0	8	1.31%
		2010-11	632	12	5	17	2.69%
		2011-12	808	16	8	24	2.97%
		2012-13	894	13	6	19	2.13%
		2013-14	977	17	5	22	2.25%
		2014-15	988	8	6	14	1.42%
		2015-16	1,012	4	8	12	1.19%
		2016-17	1,010	5	4	9	0.89%
		2017-18	1,044	4	1	5	0.48%
202000	Big Horn #2	2009-10	660	4	1	5	0.76%
		2010-11	700	2	2	4	0.57%
		2011-12	710	5	3	8	1.13%
		2012-13	708	5	0	5	0.71%
		2013-14	692	5	1	6	0.87%
		2014-15	695	7	1	8	1.15%
		2015-16	687	3	2	5	0.73%
		2016-17	716	6	2	8	1.12%
		2017-18	718	6	0	6	0.84%
203000	Big Horn #3	2009-10	498	43	27	70	14.06%
		2010-11	496	47	9	56	11.29%
		2011-12	490	29	9	38	7.76%
		2012-13	490	45	9	54	11.02%
		2013-14	521	50	14	64	12.28%
		2014-15	539	39	18	57	10.58%
		2015-16	520	43	14	57	10.96%
		2016-17	498	40	11	51	10.24%
		2017-18	476	36	8	44	9.24%
204000	Big Horn #4	2009-10	297	0	0	0	0.00%
		2010-11	295	6	0	6	2.03%
		2011-12	322	12	0	12	3.73%

		2012-13	302	10	0	10	3.31%
		2013-14	291	5	3	8	2.75%
		2014-15	304	2	3	5	1.64%
		2015-16	297	2	2	4	1.35%
		2016-17	280	1	0	1	0.36%
		2017-18	266	1	0	1	0.38%
301000	Campbell #1	2009-10	8,214	251	3	254	3.09%
		2010-11	8,301	199	49	248	2.99%
		2011-12	8,337	219	83	302	3.62%
		2012-13	8,705	218	77	295	3.39%
		2013-14	8,826	211	94	305	3.46%
		2014-15	9,134	284	96	380	4.16%
		2015-16	9,177	349	100	449	4.89%
		2016-17	8,726	360	96	456	5.23%
		2017-18	8,708	344	85	429	4.93%
401000	Carbon #1	2009-10	1,803	89	24	113	6.27%
		2010-11	1,822	97	9	106	5.82%
		2011-12	1,814	101	24	125	6.89%
		2012-13	1,866	97	46	143	7.66%
		2013-14	1,876	87	43	130	6.93%
		2014-15	1,832	89	33	122	6.66%
		2015-16	1,889	87	40	127	6.72%
		2016-17	1,831	107	28	135	7.37%
		2017-18	1,762	88	11	99	5.62%
402000	Carbon #2	2009-10	648	0	2	2	0.31%
		2010-11	640	1	0	1	0.16%
		2011-12	640	0	0	0	0.00%
		2012-13	639	0	0	0	0.00%
		2013-14	652	0	0	0	0.00%
		2014-15	624	0	0	0	0.00%
		2015-16	640	2	0	2	0.31%
		2016-17	631	5	0	5	0.79%
		2017-18	603	3	1	4	0.66%
501000	Converse #1	2009-10	1,690	19	3	22	1.30%
		2010-11	1,670	33	2	35	2.10%
		2011-12	1,744	39	9	48	2.75%
		2012-13	1,745	29	11	40	2.29%
		2013-14	1,742	39	14	53	3.04%
		2014-15	1,795	56	14	70	3.90%
		2015-16	1,753	43	18	61	3.48%
		2016-17	1,695	36	17	53	3.13%
		2017-18	1,706	33	10	43	2.52%

502000	Converse #2	2009-10	688	3	1	4	0.58%
		2010-11	690	1	0	1	0.14%
		2011-12	697	2	0	2	0.29%
		2012-13	675	6	0	6	0.89%
		2013-14	690	2	2	4	0.58%
		2014-15	665	3	1	4	0.60%
		2015-16	660	1	3	4	0.61%
		2016-17	617	0	2	2	0.32%
		2017-18	572	1	0	1	0.17%
601000	Crook #1	2009-10	1,104	3	0	3	0.27%
		2010-11	1,101	4	2	6	0.54%
		2011-12	1,093	3	2	5	0.46%
		2012-13	1,075	4	0	4	0.37%
		2013-14	1,114	3	1	4	0.36%
		2014-15	1,135	1	1	2	0.18%
		2015-16	1,168	2	0	2	0.17%
		2016-17	1,149	2	0	2	0.17%
		2017-18	1,145	6	0	6	0.52%
701000	Fremont #1	2009-10	1,670	3	12	15	0.90%
		2010-11	1,707	6	11	17	1.00%
		2011-12	1,710	5	6	11	0.64%
		2012-13	1,672	13	1	14	0.84%
		2013-14	1,689	6	5	11	0.65%
		2014-15	1,700	5	2	7	0.41%
		2015-16	1,680	7	0	7	0.42%
		2016-17	1,763	6	3	9	0.51%
		2017-18	1,787	6	0	6	0.34%
702000	Fremont #2	2009-10	178	0	0	0	0.00%
		2010-11	195	0	0	0	0.00%
		2011-12	167	0	0	0	0.00%
		2012-13	155	0	0	0	0.00%
		2013-14	151	0	0	0	0.00%
		2014-15	150	1	0	1	0.67%
		2015-16	144	0	0	0	0.00%
		2016-17	141	0	0	0	0.00%
		2017-18	151	0	0	0	0.00%
706000	Fremont #6	2009-10	396	2	2	4	1.01%
		2010-11	391	3	0	3	0.77%
		2011-12	372	1	0	1	0.27%
		2012-13	388	5	0	5	1.29%
		2013-14	374	6	2	8	2.14%
		2014-15	359	3	3	6	1.67%
		2015-16	372	2	2	4	1.08%
		2016-17	380	1	1	2	0.53%
		2017-18	413	2	1	3	0.73%

714000	Fremont #14	2009-10	535	157	46	203	37.94%
		2010-11	563	155	25	180	31.97%
		2011-12	568	133	6	139	24.47%
		2012-13	622	111	26	137	22.03%
		2013-14	619	76	35	111	17.93%
		2014-15	610	69	13	82	13.44%
		2015-16	632	53	10	63	9.97%
		2016-17	624	40	4	44	7.05%
		2017-18	621	26	1	27	4.35%
721000	Fremont #21	2009-10	474	18	23	41	8.65%
		2010-11	476	9	1	10	2.10%
		2011-12	494	10	19	29	5.87%
		2012-13	499	25	0	25	5.01%
		2013-14	480	14	1	15	3.13%
		2014-15	460	12	2	14	3.04%
		2015-16	505	5	0	5	0.99%
		2016-17	495	8	0	8	1.62%
		2017-18	505	4	0	4	0.79%
724000	Fremont #24	2009-10	293	6	0	6	2.05%
		2010-11	315	6	0	6	1.90%
		2011-12	332	7	0	7	2.11%
		2012-13	346	5	0	5	1.45%
		2013-14	350	7	0	7	2.00%
		2014-15	383	8	2	10	2.61%
		2015-16	391	12	3	15	3.84%
		2016-17	389	7	1	8	2.06%
		2017-18	389	9	0	9	2.31%
725000	Fremont #25	2009-10	2,465	19	8	27	1.10%
		2010-11	2,474	30	10	40	1.62%
		2011-12	2,588	80	10	90	3.48%
		2012-13	2,582	61	22	83	3.21%
		2013-14	2,642	91	33	124	4.69%
		2014-15	2,563	73	37	110	4.29%
		2015-16	2,542	54	36	90	3.54%
		2016-17	2,466	54	27	81	3.28%
		2017-18	2,454	49	14	63	2.57%
738000	Fremont #38	2009-10	318	0	0	0	0.00%
		2010-11	372	143	50	193	51.88%
		2011-12	389	142	43	185	47.56%
		2012-13	392	125	21	146	37.24%
		2013-14	431	170	14	184	42.69%
		2014-15	446	141	15	156	34.98%
		2015-16	426	95	21	116	27.23%
		2016-17	387	59	14	73	18.86%
		2017-18	444	36	1	37	8.33%

801000	Goshen #1	2009-10	1,807	27	14	41	2.27%
		2010-11	1,791	23	5	28	1.56%
		2011-12	1,778	19	6	25	1.41%
		2012-13	1,719	23	10	33	1.92%
		2013-14	1,703	13	9	22	1.29%
		2014-15	1,713	13	5	18	1.05%
		2015-16	1,763	12	6	18	1.02%
		2016-17	1,723	10	6	16	0.93%
		2017-18	1,696	8	3	11	0.65%
901000	Hot Springs #1	2009-10	652	0	2	2	0.31%
		2010-11	650	0	1	1	0.15%
		2011-12	659	0	0	0	0.00%
		2012-13	649	0	0	0	0.00%
		2013-14	616	2	1	3	0.49%
		2014-15	617	1	0	1	0.16%
		2015-16	666	6	0	6	0.90%
		2016-17	658	2	0	2	0.30%
		2017-18	673	2	0	2	0.30%
1001000	Johnson #1	2009-10	1,232	5	3	8	0.65%
		2010-11	1,247	7	2	9	0.72%
		2011-12	1,284	8	2	10	0.78%
		2012-13	1,287	5	0	5	0.39%
		2013-14	1,277	4	0	4	0.31%
		2014-15	1,284	6	0	6	0.47%
		2015-16	1,292	10	1	11	0.85%
		2016-17	1,292	4	3	7	0.54%
		2017-18	1,289	3	2	5	0.39%
1101000	Laramie #1	2009-10	13,195	171	318	489	3.71%
		2010-11	13,171	185	114	299	2.27%
		2011-12	13,370	221	91	312	2.33%
		2012-13	13,387	245	63	308	2.30%
		2013-14	13,635	312	86	398	2.92%
		2014-15	13,761	240	90	330	2.40%
		2015-16	14,029	222	95	317	2.26%
		2016-17	14,036	192	91	283	2.02%
		2017-18	14,071	275	83	358	2.54%
1102000	Laramie #2	2009-10	872	24	12	36	4.13%
		2010-11	925	32	8	40	4.32%
		2011-12	916	36	7	43	4.69%
		2012-13	940	49	6	55	5.85%
		2013-14	958	43	6	49	5.11%
		2014-15	987	39	16	55	5.57%
		2015-16	970	34	14	48	4.95%
		2016-17	1,001	45	12	57	5.69%
		2017-18	1,051	45	11	56	5.33%

1201000	Lincoln #1	2009-10	602	0	9	9	1.50%
		2010-11	583	10	1	11	1.89%
		2011-12	612	8	2	10	1.63%
		2012-13	603	7	3	10	1.66%
		2013-14	624	8	1	9	1.44%
		2014-15	634	7	1	8	1.26%
		2015-16	607	6	1	7	1.15%
		2016-17	603	7	2	9	1.49%
		2017-18	613	7	3	10	1.63%
1202000	Lincoln #2	2009-10	2,640	18	18	36	1.36%
		2010-11	2,609	22	14	36	1.38%
		2011-12	2,601	28	3	31	1.19%
		2012-13	2,559	30	4	34	1.33%
		2013-14	2,627	35	5	40	1.52%
		2014-15	2,681	29	9	38	1.42%
		2015-16	2,801	32	11	43	1.54%
		2016-17	2,871	28	8	36	1.25%
		2017-18	2,883	38	0	38	1.32%
1301000	Natrona #1	2009-10	11,743	145	117	262	2.23%
		2010-11	11,772	245	15	260	2.21%
		2011-12	12,075	232	56	288	2.39%
		2012-13	12,750	269	113	382	3.00%
		2013-14	12,796	256	102	358	2.80%
		2014-15	13,059	271	89	360	2.76%
		2015-16	13,082	269	86	355	2.71%
		2016-17	13,010	254	83	337	2.59%
		2017-18	12,975	243	65	308	2.37%
1401000	Niobrara #1	2009-10	617	0	0	0	0.00%
		2010-11	728	1	0	1	0.14%
		2011-12	803	0	0	0	0.00%
		2012-13	979	7	1	8	0.82%
		2013-14	1,001	0	0	0	0.00%
		2014-15	978	4	3	7	0.72%
		2015-16	906	0	0	0	0.00%
		2016-17	878	2	0	2	0.23%
		2017-18	815	1	0	1	0.12%
1501000	Park #1	2009-10	1,695	10	7	17	1.00%
		2010-11	1,670	27	4	31	1.86%
		2011-12	1,655	29	6	35	2.11%
		2012-13	1,722	41	7	48	2.79%
		2013-14	1,738	41	6	47	2.70%
		2014-15	1,761	30	7	37	2.10%
		2015-16	1,818	41	15	56	3.08%
		2016-17	1,814	35	10	45	2.48%
		2017-18	1,837	32	5	37	2.01%

1506000	Park #6	2009-10	2,156	7	0	7	0.32%
		2010-11	2,192	10	2	12	0.55%
		2011-12	2,208	22	2	24	1.09%
		2012-13	2,136	19	5	24	1.12%
		2013-14	2,119	11	3	14	0.66%
		2014-15	2,105	9	6	15	0.71%
		2015-16	2,071	8	5	13	0.63%
		2016-17	2,049	4	5	9	0.44%
		2017-18	2,058	5	2	7	0.34%
1516000	Park #16	2009-10	119	0	0	0	0.00%
		2010-11	111	0	0	0	0.00%
		2011-12	125	0	0	0	0.00%
		2012-13	117	0	0	0	0.00%
		2013-14	112	0	0	0	0.00%
		2014-15	109	0	0	0	0.00%
		2015-16	115	0	0	0	0.00%
		2016-17	123	0	0	0	0.00%
		2017-18	121	2	0	2	1.65%
1601000	Platte #1	2009-10	1,062	23	5	28	2.64%
		2010-11	1,044	12	2	14	1.34%
		2011-12	1,053	6	16	22	2.09%
		2012-13	1,039	21	6	27	2.60%
		2013-14	1,037	17	9	26	2.51%
		2014-15	1,003	10	16	26	2.59%
		2015-16	1,000	13	14	27	2.70%
		2016-17	1,014	14	7	21	2.07%
		2017-18	1,023	27	4	31	3.03%
1602000	Platte #2	2009-10	193	0	0	0	0.00%
		2010-11	211	0	0	0	0.00%
		2011-12	189	1	0	1	0.53%
		2012-13	199	0	0	0	0.00%
		2013-14	212	0	0	0	0.00%
		2014-15	228	0	0	0	0.00%
		2015-16	236	0	0	0	0.00%
		2016-17	241	0	0	0	0.00%
		2017-18	243	0	0	0	0.00%
1701000	Sheridan #1	2009-10	923	4	1	5	0.54%
		2010-11	933	7	0	7	0.75%
		2011-12	902	3	0	3	0.33%
		2012-13	905	2	1	3	0.33%
		2013-14	965	1	1	2	0.21%
		2014-15	980	1	1	2	0.20%
		2015-16	941	0	0	0	0.00%
		2016-17	945	2	0	2	0.21%
		2017-18	930	1	0	1	0.11%

1702000	Sheridan #2	2009-10	3,165	11	2	13	0.41%
		2010-11	3,161	19	1	20	0.63%
		2011-12	3,202	14	2	16	0.50%
		2012-13	3,277	21	2	23	0.70%
		2013-14	3,318	16	1	17	0.51%
		2014-15	3,390	26	2	28	0.83%
		2015-16	3,488	26	4	30	0.86%
		2016-17	3,495	21	4	25	0.72%
		2017-18	3,549	27	3	30	0.85%
1703000	Sheridan #3	2009-10	101	0	0	0	0.00%
		2010-11	91	0	0	0	0.00%
		2011-12	90	0	0	0	0.00%
		2012-13	90	0	0	0	0.00%
		2013-14	96	0	0	0	0.00%
		2014-15	84	0	0	0	0.00%
		2015-16	90	0	0	0	0.00%
		2016-17	97	0	0	0	0.00%
		2017-18	97	0	0	0	0.00%
1801000	Sublette #1	2009-10	978	23	0	23	2.35%
		2010-11	1,020	35	3	38	3.73%
		2011-12	1,043	50	2	52	4.99%
		2012-13	1,018	38	12	50	4.91%
		2013-14	1,034	34	20	54	5.22%
		2014-15	1,035	36	18	54	5.22%
		2015-16	1,041	35	11	46	4.42%
		2016-17	1,065	34	9	43	4.04%
		2017-18	1,064	44	9	53	4.98%
1809000	Sublette #9	2009-10	675	41	4	45	6.67%
		2010-11	672	34	11	45	6.70%
		2011-12	649	50	11	61	9.40%
		2012-13	627	36	12	48	7.66%
		2013-14	650	32	14	46	7.08%
		2014-15	627	23	8	31	4.94%
		2015-16	605	29	12	41	6.78%
		2016-17	560	16	13	29	5.18%
		2017-18	546	18	9	27	4.95%
1901000	Sweetwater #1	2009-10	5,033	296	192	488	9.70%
		2010-11	5,159	326	67	393	7.62%
		2011-12	5,296	313	31	344	6.50%
		2012-13	5,514	328	65	393	7.13%
		2013-14	5,607	327	95	422	7.53%
		2014-15	5,719	322	124	446	7.80%
		2015-16	5,749	354	118	472	8.21%
		2016-17	5,687	345	106	451	7.93%
		2017-18	5,539	316	115	431	7.78%

1902000	Sweetwater #2	2009-10	2,601	105	13	118	4.54%
		2010-11	2,635	114	7	121	4.59%
		2011-12	2,641	96	21	117	4.43%
		2012-13	2,653	80	39	119	4.49%
		2013-14	2,729	79	38	117	4.29%
		2014-15	2,726	79	30	109	4.00%
		2015-16	2,710	59	33	92	3.39%
		2016-17	2,694	56	31	87	3.23%
		2017-18	2,606	51	13	64	2.46%
2001000	Teton #1	2009-10	2,317	288	101	389	16.79%
		2010-11	2,456	373	35	408	16.61%
		2011-12	2,449	381	62	443	18.09%
		2012-13	2,487	387	93	480	19.30%
		2013-14	2,597	393	130	523	20.14%
		2014-15	2,691	421	133	554	20.59%
		2015-16	2,770	450	125	575	20.76%
		2016-17	2,835	408	152	560	19.75%
		2017-18	2,862	434	126	560	19.57%
2101000	Uinta #1	2009-10	2,962	152	53	205	6.92%
		2010-11	2,925	185	9	194	6.63%
		2011-12	2,863	179	20	199	6.95%
		2012-13	2,869	173	55	228	7.95%
		2013-14	2,854	170	64	234	8.20%
		2014-15	2,911	171	57	228	7.83%
		2015-16	2,794	171	52	223	7.98%
		2016-17	2,770	163	52	215	7.76%
		2017-18	2,684	157	0	157	5.85%
2104000	Uinta #4	2009-10	742	0	0	0	0.00%
		2010-11	742	0	0	0	0.00%
		2011-12	788	0	0	0	0.00%
		2012-13	771	0	0	0	0.00%
		2013-14	775	0	0	0	0.00%
		2014-15	791	0	0	0	0.00%
		2015-16	828	0	0	0	0.00%
		2016-17	851	0	0	0	0.00%
		2017-18	838	0	0	0	0.00%
2106000	Uinta #6	2009-10	690	7	0	7	1.01%
		2010-11	737	8	0	8	1.09%
		2011-12	750	8	1	9	1.20%
		2012-13	731	5	0	5	0.68%
		2013-14	742	5	1	6	0.81%
		2014-15	721	5	1	6	0.83%
		2015-16	697	4	1	5	0.72%
		2016-17	725	7	0	7	0.97%
		2017-18	739	3	0	3	0.41%

2201000	Washakie #1	2009-10	1,325	58	32	90	6.79%
		2010-11	1,356	66	26	92	6.78%
		2011-12	1,374	60	28	88	6.40%
		2012-13	1,400	42	37	79	5.64%
		2013-14	1,386	38	27	65	4.69%
		2014-15	1,353	18	26	44	3.25%
		2015-16	1,358	22	24	46	3.39%
		2016-17	1,329	29	10	39	2.93%
		2017-18	1,274	36	4	40	3.14%
2202000	Washakie #2	2009-10	112	2	0	2	1.79%
		2010-11	104	2	0	2	1.92%
		2011-12	104	2	0	2	1.92%
		2012-13	109	1	1	2	1.83%
		2013-14	94	0	0	0	0.00%
		2014-15	91	0	0	0	0.00%
		2015-16	106	0	0	0	0.00%
		2016-17	112	0	0	0	0.00%
		2017-18	102	0	0	0	0.00%
2301000	Weston #1	2009-10	814	4	0	4	0.49%
		2010-11	778	3	1	4	0.51%
		2011-12	806	4	1	5	0.62%
		2012-13	796	5	0	5	0.63%
		2013-14	777	5	3	8	1.03%
		2014-15	784	5	4	9	1.15%
		2015-16	799	6	1	7	0.88%
		2016-17	768	4	1	5	0.65%
		2017-18	754	6	0	6	0.80%
2307000	Weston #7	2009-10	277	0	0	0	0.00%
		2010-11	265	0	0	0	0.00%
		2011-12	243	0	0	0	0.00%
		2012-13	248	0	0	0	0.00%
		2013-14	260	0	0	0	0.00%
		2014-15	264	0	0	0	0.00%
		2015-16	268	0	0	0	0.00%
		2016-17	258	0	0	0	0.00%
		2017-18	254	1	0	1	0.39%
7700000	State of Wyoming	2009-10	87,420	2,116	1,074	3,190	3.65%
		2010-11	88,165	2,601	518	3,119	3.54%
		2011-12	89,476	2,704	600	3,304	3.69%
		2012-13	90,993	2,732	794	3,526	3.88%
		2013-14	92,218	2,753	947	3,700	4.01%
		2014-15	93,303	2,685	934	3,619	3.88%
		2015-16	94,002	2,679	925	3,604	3.83%
		2016-17	93,261	2,535	860	3,395	3.64%
		2017-18	92,976	2,559	615	3,174	3.41%

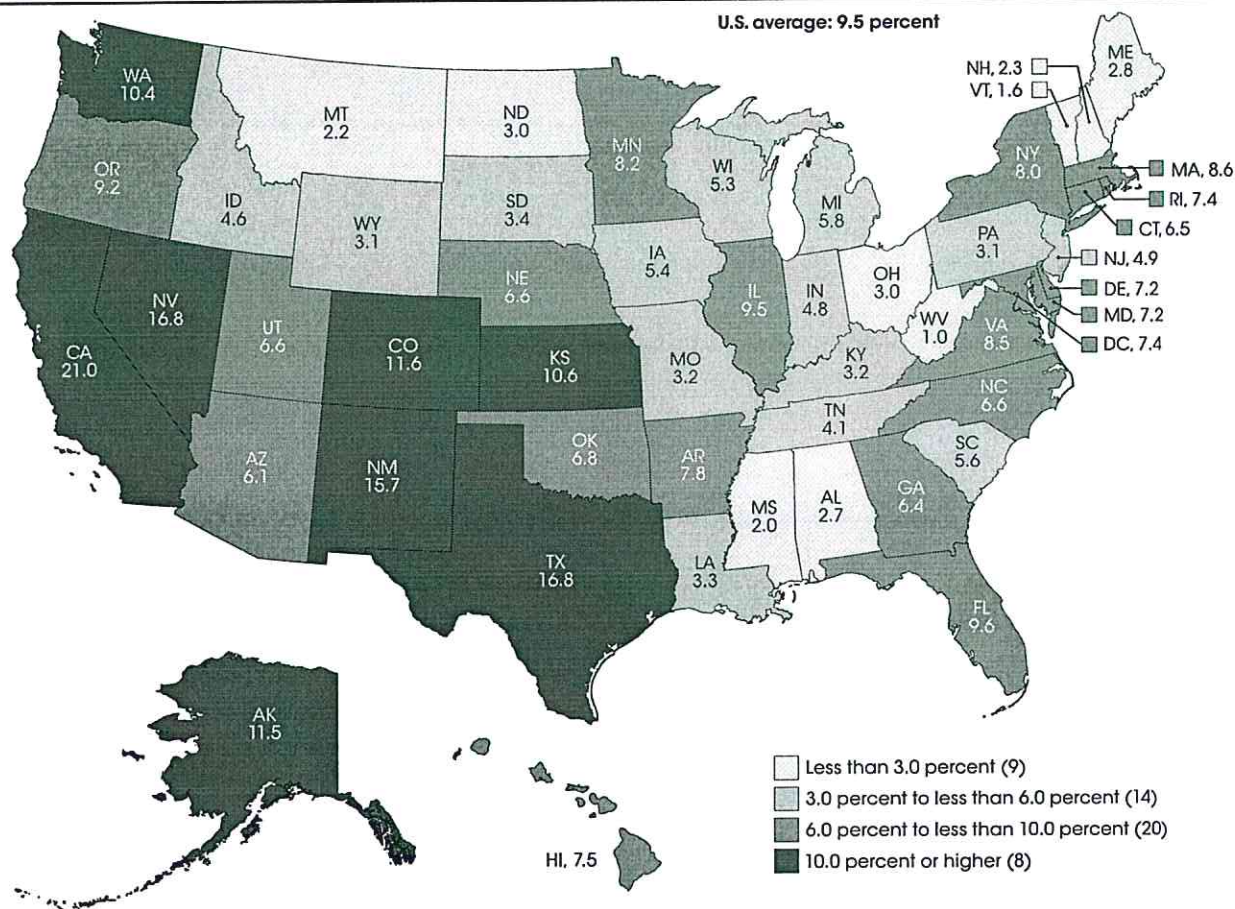
English Language Learners in Public Schools

The percentage of public school students in the United States who were English language learners (ELLs) was higher in fall 2015 (9.5 percent, or 4.8 million students) than in fall 2000 (8.1 percent, or 3.8 million students). In fall 2015, the percentage of public school students who were ELLs ranged from 1.0 percent in West Virginia to 21.0 percent in California.

Students who are identified as English language learners (ELLs) can participate in language assistance programs to help ensure that they attain English proficiency and meet the same academic content and achievement standards that all students are expected to meet. Participation in these types of programs can improve students' English

language proficiency, which in turn has been associated with improved educational outcomes.¹ The percentage of public school students in the United States who were ELLs was higher in fall 2015 (9.5 percent, or 4.8 million students) than in fall 2000 (8.1 percent, or 3.8 million students).²

Figure 1. Percentage of public school students who were English language learners, by state: Fall 2015



NOTE: Categorizations are based on unrounded percentages.
SOURCE: U.S. Department of Education, National Center for Education Statistics, Common Core of Data (CCD), "Local Education Agency Universe Survey," 2015-16. See *Digest of Education Statistics 2017*, table 204.20.

