

**UNITED STATES DEPARTMENT OF AGRICULTURE**

Farm Service Agency  
Washington, DC 20250

**Notice AO-1660**

**For:** State and County Offices

**FSA's Language Line Training**

**Approved by:** Administrator



**1 Training for Limited English Proficiency (LEP) Points of Contact (POC's)**

**A Background**

Pursuant to Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency" and DR 4330-005, "Prohibition Against National Origin Discrimination Affecting Persons with Limited English Proficiency in Programs and Activities Conducted by USDA," FSA has established a language line to provide meaningful access to its federally conducted programs and activities to persons who have LEP.

LEP persons are those who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English.

FSA's language line will assist LEP individuals in meaningfully accessing FSA programs and services. The language line will assist FSA management and staff in understanding any particular LEP person's needs, by overcoming language barriers via telephonic translation on the county, state, and national office level.

Instructions on the designation and role of LEP POC's were established in Notice AO-1631.

**B Purpose**

This notice informs LEP POC's about mandatory language line training.

**C Language Line**

The language line is a toll-free number that can be accessed by telephone and provides telephonic translation by an interpreter from Transperfect Translations, Inc. Each State will have an individual Pin Number that will be provided to collect data that can be accessed on the State level to determine their specific LEP needs.

Disposal Date	Distribution
November 1, 2016	State Offices; State Offices relay to County Offices

## Notice AO-1660

### 1 Training for Limited English Proficiency (LEP) Points of Contact (POC's) (Continued)

#### D Language Line Training

All LEP POC's which represent each State will be required to attend language line training. The POC's will then provide training and/or disseminate the language line telephone number and individual State Pin Number to their respective States, as they deem acceptable.

Training will take place by teleconference call on Wednesday, August 3, 2016, in two separate sessions. The first session will be held at 11 am ET and the second session will be held at 1 pm ET. Each session is scheduled for one hour. POC's will be informed of their particular required session by e-mail. POC's are only required to attend one session.

Each POC **must** contact Charles A. Russell II by e-mail to **charles.russell@wdc.usda.gov** to receive the language line pre-training materials, and their respective State Pin Numbers. POC's shall **not** access the language line until the training is completed, to properly quantify data, usage, and feasibility.

A notice regarding policies for the Language Line will be published following the training.

#### E Training Replacement for POC

If the POC is unable to attend the training, their representative State FSA Office **must** designate another employee to fulfill the training requirement.

#### F Contact

For questions about this notice, and to receive the language line pre-training materials and individual State pin number, contact Charles A. Russell II by either of the following:

- e-mail to **charles.russell@wdc.usda.gov**
- telephone at 202-720-9413.