

WISCONSIN DEPARTMENT OF WORKFORCE DEVELOPMENT

2015-2017 MOA

ELEMENT 4 NARRATIVE

UNIVERSAL ACCESS

Unemployment Insurance:

The Division of Unemployment Insurance (UI) does not have any of its offices in Job Centers. Since the fall of 1995, UI has delivered services to its customers, claimants and employers, through its Telephone Initial Claims (TIC) Interactive Voice Response (IVR) system. In 2001, it added an Internet Initial Claims (IIC) application and an online Inquiry application in 2008. There are four (4) UI office locations: Madison, Milwaukee, Appleton and Eau Claire. The Madison and Milwaukee offices receive in-bound calls from claimants filing initial claims or calling with questions in addition to using out-bound calls to conduct fact-finding telephone interviews. The Appleton and Eau Claire offices use out-bound calls to conduct fact-finding telephone interviews. All UI applications are done by telephone. UI has Toll Free and TTY telephone access at all sites and their Madison and Milwaukee sites have a regular telephone line. All TTY calls and service requests for individuals with hearing impairments are routed through the Madison office.

All claimants receive a claimant pamphlet, the UCB -10. A nondiscrimination statement is included on the front cover of the pamphlet and on other publications and other outreach materials. Examples of publications include; "The Handbook For Claimants" are provided in English, Spanish and Hmong, see Exhibits 4A-4-C, publications UCB-10, UCB-10-S-P, and UCB-10-H. Electronic web links are provided in the web link sections below. Other publications include; How to "Apply and Eligibility Frequently Asked Questions", Exhibits 4-D – 4-F also in English UCB-15533-P, UCB-15533-S-P Spanish, UCB-15533-H-P Hmong, see publications web links in the web links section below. Web resource information are available to claimants in English, Spanish and Hmong, see Exhibits 4-G – 4-I "How to File an Appeal". Publications UCL-4478-P "Attending an Unemployment Insurance Hearing" is available in English, Spanish, UCL-4478-S-P and Hmong UCL-478-H-P, are included as Exhibit 4-J - 4-L as well in the web link section below.

Outreach material UCB-7-P "Notice to Employees About Applying for Wisconsin Unemployment Benefits" is available in English, Spanish and Hmong. The publication is available in the web link section below and included as Exhibit 4-M – 4-O.

Limited English Proficient (LEP) groups less frequently encountered by UI are provided with language block to inform them of the right to receive vital information and translation of vital documents in their primary language. Currently the following block is provided in 20 different languages that state as follow: "To ask questions about or apply for unemployment benefits, call 1-8000-822-5246 between 7:45 AM and 4:30 PM on Monday-Friday. An interpreter will be provided for Unemployment Insurance services at no cost." See UCB-15533 1-P, Exhibit 4-P, you may also view the language block in the web links section below.

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Additionally, UI has bilingual staff able to communicate with Spanish and Hmong language speakers. Language Line Services under contract with the Department is capable of providing oral interpretations for claimants, employers and other customers whose primary language is not English. During the period from May 1, 2013 through October 31, 2014, the UI Division responded to 24,634 calls from 49 different Limited English Proficient Language groups and providing 350,700 minutes of oral interpretations services to claimants. The average length of time spent with an LEP claimant amounted to 14.2 minutes per call. The total cost for interpreter services amounted to \$259,518. LEP languages encountered included:

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|---------------------|--------------|--------------|
| ◆ Albanian | ◆ Gujarati | ◆ Punjabi |
| ◆ Amharic | ◆ Hindi | ◆ Romanian |
| ◆ Arabic | ◆ Hmong | ◆ Russian |
| ◆ Bosnian | ◆ Italian | ◆ Serbian |
| ◆ Burmese | ◆ Karen | ◆ Slovak |
| ◆ Cambodian | ◆ Korean | ◆ Somali |
| ◆ Cantonese | ◆ Kurdish | ◆ Spanish |
| ◆ Chin | ◆ Laotian | ◆ Swahili |
| ◆ Croatian | ◆ Latvian | ◆ Tagalog |
| ◆ Czech | ◆ Mandarin | ◆ Thai |
| ◆ Dinka | ◆ Mandingo | ◆ Tibetan |
| ◆ Diula | ◆ Mixteco | ◆ Ukrainian |
| ◆ Farsi | ◆ Mongolian | ◆ Urdu |
| ◆ French | ◆ Nepali | ◆ Vietnamese |
| ◆ Haitian
Creole | ◆ Nuer | ◆ Wolof |
| ◆ Greek | ◆ Polish | |
| | ◆ Portuguese | |

WIA and Wagner-Peyser:

DWD and the One-Stop system exist to serve a broad range of customers through marketing efforts and other uses of partner resources. Such marketing efforts include public service announcements, community outreach, Resource Rooms in the Job Centers that provide comprehensive services and the development of posters, flyers and brochures that promote WIA Title 1 programs.

Universal access is already available through Wisconsin's one-stop centers. The DET Job Service Bureau's Wagner-Peyser services are delivered through Job Centers. In addition to ensuring physical accessibility, the Bureau of Job Service addresses language accessibility through a trilingual call center that provides services in English as well as Spanish and Hmong, the two major limited English proficiency languages for

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Wisconsin. Other language needs are addressed through contracted language services. As new tools and services are provided, universal accessibility is addressed. The priority of service is described in the local plans. Local plans identify the target group as individuals at 200% of the poverty level, as determined by the Secretary of the Department of Labor.

Electronic Web Links for Publications and Other Vital Documents

Handbooks for Claimants in English, Spanish and Hmong:

UCB-10: <http://dwd.wisconsin.gov/uiben/handbook/pdf/ucb10print.pdf>.

UCB-10-S-P: <http://dwd.wisconsin.gov/uiben/handbook/pdf/ucb10prints.pdf>

UCB-10-H: <http://dwd.wisconsin.gov/uiben/handbook/pdf/ucb10printhe.pdf>

Unemployment Benefits - How to Apply and Eligibility Frequently Asked Questions English, Spanish and Hmong:

UCB-15533-P

http://dwd.wisconsin.gov/dwd/publications/ui/ucb_15533_p.pdf

UCB-15533-S-P

http://dwd.wisconsin.gov/dwd/publications/ui/ucb_15533_s_p.pdf

UCB-15533-H-P

http://dwd.wisconsin.gov/dwd/publications/ui/ucb_15533_h_p.pdf

Unemployment Benefits - How to Apply (Language Blocks)

http://dwd.wisconsin.gov/dwd/publications/ui/ucb_15533_1_p.pdf

How to File an Appeal

<http://dwd.wisconsin.gov/uibola/appeal.htm>

<http://dwd.wisconsin.gov/uibola/appeals.htm>

<http://dwd.wisconsin.gov/uibola/appealh.htm>

Attending an Unemployment Insurance Hearing

UCL-4478-P http://dwd.wisconsin.gov/dwd/publications/ui/ucl_4478_p_print.pdf

UCL-4478-H-P http://dwd.wisconsin.gov/dwd/publications/ui/ucl_4478_h_p_print.pdf

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UCL-4478-S-P http://dwd.wisconsin.gov/dwd/publications/ui/ucl_4478_s_p_print.pdf

**Notice to Employees About Applying for Wisconsin Unemployment Benefits,
English, Spanish and Hmong:**

UCB-7-P <http://dwd.wisconsin.gov/dwd/publications/ui/ucb7e.pdf>

UCB-7-P Hmong <http://dwd.wisconsin.gov/dwd/publications/ui/ucb7h.pdf>

UCB-7-P Spanish <http://dwd.wisconsin.gov/dwd/publications/ui/ucb7s.pdf>