

	Which positions in your department require the most frequent interaction with residents? What is the nature of those interactions?	For which functions does your department most commonly require outside interpretation and/or translation services by employees who are bilingual but who do not hold a bilingual job title?	If you require outside interpretation and/or translation services, who is providing those services currently, and what is the annual cost of that service?	Do you believe that the current interpretation and/or translation services are appropriate to meet the needs of the community?	For which language(s) do you most frequently require interpretation and/or translation, either by an outside service or by internal employees?
Assessor's Office	Administrative Staff and Appraisers Providing information regarding programs, policies or procedures Answering inquiries on the phone Negotiating/resolving issues	Answering assessment questions and ownership information. Recently we have utilized one of our staff members to help with translating conversations regarding the exemption process.	N/A	We currently have 5 staff members that speak a different language than English (4 Spanish, 1 German)., We feel like we are currently meeting the needs of the community.	Spanish
City Development* see separate sheet for full answers (would not fit onto one page)	Real estate sales and property management staff; Housing rehabilitation loan officers and technical specialists; Community outreach staff (real estate and housing rehabilitation divisions) Planners; Finance and Administration loan collection position; Commercial corridor team grant staff Receiving and processing rent and loan payments; Purchase of foreclosed real estate (providing information about where to find listings of City properties, explaining why an offer to purchase has or has not been accepted, directing customers to brokers); Management of occupied foreclosed real estate (setting up schedules for inspections or	We have a number of staff who are English/Spanish bilingual, and we rely on them to assist in daily interactions in real estate, commercial corridor team and housing rehabilitation. One of our two outreach workers is English/Spanish bilingual, and she is able to communicate in both English and Spanish at outreach meetings that promote home ownership and the sale of City real estate.	From time to time, our planning staff uses outside interpreters for community planning meetings. We have used interpreters provided by Southside Organizing Committee, Hmong Chamber of Commerce, and the 16th Street Community Health Center. These interpreters are used periodically, and we do not have an annual contract with any of these sources.	We are adequately staffed to provide Spanish translation for departmental activities. We are not appropriately staffed to provide Southeast Asian language interpretation/translation, and we also need resources for sign language interpretation at public meetings.	Spanish

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Assessor's Office	No	N/A	N/A	N/A	N/A
City Development* see separate sheet for full answers (would not fit onto one page)	No	We have English/Spanish bilingual employees in the following positions: Community Outreach Coordinator Americorps worker Office Assistant II Associate Planner Loan Officer Technical specialist Community Corridor Team manager We provide certain documents, such as various real estate disclosures and home rehabilitation loan	No	We have no positions for which we are requesting that bilingual facility be required. We would note that, for positions enrolled in career ladders, it would be appropriate to indicate that ability in a second language could qualify an employee for a higher placement on the career ladder. Our career ladder for housing rehabilitation staff does	We are committed to making DCD's programs and services available to all Milwaukee residents, regardless of their language facility. We believe we have made very significant progress in adding Spanish-speaking staff during the last several years. We have not been successful in hiring Hmong-speaking or sign language-proficient staff, however.

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Common Council-City Clerk	<p>Front-line staff within the License Division – followed (though at a distance) by Staff Assistants</p> <ul style="list-style-type: none"> Receiving and processing payments Reviewing and completing forms Providing information regarding programs, policies or procedures Answering inquiries on the phone Negotiating/resolving issues 	<p>Individuals who do not have English as a primary language and wish to appear before Common Council committees. Notable, again, in this instance is the licensing process.</p>		<p>There are some areas where we are definitely at a tipping point, notably with respect to committee appearances. We’ve long informed people on the agenda that if they need interpretation, they must provide one and at their own expense. I’ve been concerned for some time that this no longer reflects reality. However, determining the appropriate level of skill and compensation for capable interpreters – especially in a quasi-judicial setting like Licenses – has proven difficult.</p>	<p>Spanish by a long distance. Hmong for documents and other external communications.</p>

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Common Council-City Clerk	No	We have gradually increased the number of classified bi-lingual staff in the License Division to good effect. I happen to have two staff assistants who are fluent Spanish-speakers, both of whom have sought court-level qualification as interpreters. This is the area of our greatest need, affecting, again, as it does citizens as they appear before committee.	We assume that all of our external licensing communications are to be translated into Spanish and Hmong. We have made regular use of the translation budget provided by budget amendment some years ago to make this so. We have consistently come in under the amount allocated and carried over those funds.	We are not presently requesting an additional title, but would note that we already have a position of Customer Service Representative II – Bi-lingual in the License Division and this is working well.	

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DOA-ECO	<p>Environmental Sustainability Program Coordinators</p> <p>Providing information regarding programs, policies or procedures</p> <p>Answering inquiries on the phone</p>	<p>We have very rarely needed spoken interpretation. Once in a great while we get an inquiry about our Me2 program that requires interpretation. We have also paid once or twice to have our Me2 brochure translated into Spanish.</p>	<p>Multicultural Entrepreneurial Institute did it for us a few years back for a few hundred dollars. I also got a referral from the Health Department for some local translators that also only needed a few hundred dollars, as I recall.</p>	<p>We do not have staffing to adequately do outreach to the community in general. If we had funding for a fulltime "outreach" position, then I think it would be a plus to have that person be bilingual. We have "made due" for the limited occasions when we need bilingual translations. I think the City should have a go-to translator for dealing with as needed phone calls and translation of documents. However, because of the nature of our work and small staff, I don't think ECO needs a full-time bilingual staffer for our program coordinators.</p>	<p>Spanish</p>

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DOA-ECO	No	Environmental Sustainability Program Manager	We don't have funding or regulations that require this.		

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DOA-ITMD	UCC Customer Service Representatives III & IV. Providing information regarding programs, policies or procedures Answering inquiries on the phone	Calls to the Unified Call Center (UCC) from callers that speak a language other than English or Spanish.	Language Line Services, Inc. Billing is at a per minute basis, with 2018 total expenditures of \$152.64.	Yes, the majority of our bilingual calls to the UCC are Spanish and we have 2-4 bilingual staff per shift to handle these calls. Bilingual calls in other languages are much rarer, but call volume/language is monitored and we would seek to designate additional bilingual positions if necessary.	Spanish

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DOA-ITMD	Yes. In the past 12 months, the UCC received 5,870 calls (15-20 per day) where the caller opted to speak with a Spanish speaker.	We are reclassifying two CSRIII positions to bilingual to increase the number of bilingual-designated positions to four. In addition to the City positions designated bilingual, we use temp agents to supplement. This change will provide more of the bilingual services in-house, assisting with scheduling and reliability of these services.	NA	No additional requests – change mentioned earlier has already been submitted to DER prior to this survey.	It is our goal to provide call services to all callers in the language they are most comfortable. The UCC phone system allows users to opt for a Spanish speaking call agent. If no agents are available, they can leave a message for a call back. Alternatively, if they do not choose to speak with a bilingual call agent, but language ends up being an issue, the call agent can transfer the call to one of

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DOA-Office of Director	Providing information regarding programs, policies or procedures Answering inquiries on the phone	Our Community Outreach Coordinator holds meetings outside City Hall that may require interpretation/translation in Spanish. She works in the Office of the Director division of DOA.	Patricia Ruiz-Cantu is providing this free service.	Yes	Spanish and Hmong
DOA-OSB	There are 4 authorized positions in DOA-OSBD and all have frequent interaction with the residents and small business owners. Reviewing and completing forms Providing information regarding programs, policies or procedures Conducting training Answering inquiries on the phone Negotiating/resolving issues	None but we frequently host or attend information sessions, conferences, conventions and trade shows.	If we need bilingual services, we solicit assistance from bilingual staff within DOA.	Yes.	Spanish

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DOA-Office of Director	No	Equal Rights Commission, The Equal Rights Specialist	Yes, Fund My Future Milwaukee a recently launched Children's Savings Account Program. Hand out materials as well as on-line information is currently published in Spanish and Hmong. Closed caption is also provided when you click on the words on line. All requirements are met		
DOA-OSB	No		No	None	None

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DPW - Infrastructure	<p>Business Support Liaison, Office Assistants and staff receiving calls from the public, Managers and supervisors of field crews responding to services requests (pothole, street light outages, sewer backups, etc.), Civil Engineers in our Paving Design section</p> <p>Providing information regarding programs, policies or procedures</p> <p>Answering inquiries on the phone</p> <p>Responding to service requests</p>	<p>Translation is provided for information on various construction projects, street closures, and detour routes. In addition, it will be used for information on programs impacting large areas of the city. Outside interpretation is provided at public meetings required on paving projects using state/federal funding. We use outside services for these functions.</p>	<p>City Clerk's office for written documents. Language Line Solutions for telephone inquiries. Green Linguistics for public meetings. We spend approximately \$2,000 per year.</p>	<p>We continue to evaluate our processes to see where additional interpretation or translational services would provide an improved interaction with the community.</p>	<p>Spanish and Hmong</p>

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DPW - Infrastructure	No	We continue to evaluate our processes to see where additional interpretation or translational services would provide an improved interaction with the community.	Projects funded through state/federal grants require that we provide written material in languages other than English and to have a translator present at public meetings. We do meet these requires for projects funded by these grants.	None	None

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DPW - Operations	Receiving and processing payments Providing information regarding programs, policies or procedures Answering inquiries on the phone Negotiating/resolving issues	Press releases for Snow and Ice Control Operations and other DPW Services.			Spanish

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DPW - Operations	No	Parking Enforcement Officers, Sanitation Inspectors, Sanitation Supervisors, Program Assistant II in Operations Admin		DPW Operations Administration PA II - One position Sanitation Inspector – Two positions Urban Forestry Technician- One position Sanitation Supervisor - Two positions Lead or Parking Enforcement Officer – Six positions	We were able to provide translated garbage and recycling schedules this year with the funding provided by Common Council.

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DPW - Water Works	<p>Water-Business-Customer and Meter Services Customer Service Representative III (CSR III) Water Meter Technicians Water Meter Investigators Program Assistants</p> <p>Water-Distribution-Field Operations (Control Center and Lead Services) Communication Assistant (III and V) Program Assistants (II and III)</p> <p>Receiving and processing payments Reviewing and completing forms Providing information regarding programs, policies or procedures Answering inquiries on the phone Negotiating/resolving issues</p>	<p>Customer Service – Telephone interactions that request interpreter, mostly Spanish, but some other languages, as well.</p> <p>Meter Services – Meter Technicians need to speak/interpret during the context of changing a residential meter. CSR III's and Program Assistants answer calls and help translate for non-bilingual employees over the phone.</p>	<p>Customer Service - MWW uses the Language Line Services via ITMD. Each department has a code that gets billed based on the number of calls made to Language Line using their code.</p> <p>Meter Services – On occasion Meter Services has to use the Language Line Services to help meet the customer’s needs in translating non-Spanish calls.</p> <p>Distribution (Control Center and Lead Services) – Telephone interactions that require interpretation are being handled by employees who are bilingual. In 2018, MWW paid \$3,128.00 for Language Line Services. There is no breakdown by user section. ITMD includes the language line services charges on their quarterly telephone IRI.</p>	<p>Customer Service – Not entirely. Customer Service has had instances where the interpreter does not understand the customer and could not help. In addition, sometimes there are long wait times for an interpreter, which impacts the customer experience and other customers who have to wait. Finally, the interpreters sometimes hang up when we call and have been waiting for them, which requires us to have to call back and wait again with the customer.</p> <p>Meter Services – To date, the Language Line has helped meet the customer's needs at the Meter Shop.</p> <p>Distribution (Control Center and Lead Services) – Yes.</p>	Spanish

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DPW - Water Works	<p>Customer Service – This section tracks the number of callers who request Spanish in the automated system on a daily basis. The billing report from ITMD should show the number of calls that went to Language Line. MWW Customer Service currently has 2 Billing and 1 CSR III who speak Spanish.</p> <p>Meter Services – No.</p> <p>Distribution (Control Center and Lead Services) – No.</p>	<p>Customer Service - We currently make effective use of our bilingual employees which is great for the customer interaction vs. using the interpreter service which can be a degraded experience, as listed above. Two Accounting Assistant IIIs (who happen to speak Spanish) and one Customer Service Representative III who provide these services.</p> <p>Meter Service – None. Water Meter Technicians, Water Meter Investigators, and office personnel take care of the day to day bilingual needs. These employees are necessary for addressing the Meter Shop's interactions with Spanish speaking customers.</p> <p>Distribution (Control Center and Lead Services) – The Control Center,</p>	<p>MWW is not aware of any regulations that require us to provide services or written materials in languages other than English. As a business practice we provide written materials in both English and Spanish this includes door hangers (notification when water will be temporarily turned off/voucher for free water filter), brochures, the Consumer Confidence Report, Municipal Services Bill Charges and Billing Information for Property Owners and Landlords.</p>	<p>Customer Service – Two if twelve CSR III positions in Customer Service are designated bilingual. This designation is not represented in the Position or Salary ordinances</p> <p>Meter Services – One of the four CSR III positions in Meter Services is designated bilingual. This designation is not represented in the Position or Salary ordinances.</p> <p>MWW does not want to lose our ability to have designated bilingual CSR IIIs for the Customer Service section due mainly to the in-person/counter interactions which we would not be able to use</p>	<p>Customer Service - MWW Customer Service takes approximately 1100 calls per year that select our Spanish option. In addition, another 100 per year come through the non-Spanish queue and still need Spanish. (this would be confirmed by the billing report from ITMD). We believe that having an actual bi-lingual employee on hand provides a faster and more efficient customer experience, versus, the Language services.</p> <p>Meter Services - The need for Spanish speaking Water Meter Technicians was recognized and the department requested for selective certification of bilingual candidates in 2014 and got approval. Three</p>

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Election Commission	All Providing information regarding programs, policies or procedures Conducting training Answering inquiries on the phone Negotiating/resolving issues	Interpretations and translations are completed by the department's Bilingual Election Worker Coordinator (holding a bilingual job title), with back-up support from the department's Office Administrator (not holding a bilingual job title).		Yes	Spanish. We also use certain forms made available by the state for Milwaukee's Hmong community.
Employee Relations	Staffing division; front desk OA III				Spanish

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Election Commission	We track the number of times language assistance is required at polling places on Election Day. We do not track this data in the office.	Residents would benefit from increased bilingual election workers at polling places.	No	None	Milwaukee is required by the Voting Rights Act to provide bilingual (English/Spanish) language assistance, ballots, and signage at all polling places. This remains our primary priority.
Employee Relations	No		No		

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Fire and Police Commission	Receptionist, Investigator/Auditors, Testing staff who answer applicant questions, Recruiter	For larger community meetings when we require additional translators (Spanish and Hmong). Those happen a few times per year and we have utilized outside translation services. For other citizen contacts we have a receptionist who must be bilingual and we now have a bilingual Investigator/Auditor to assist with complaints from citizens who do not speak English as their first language. For recruitments we publish flyers in Hmong, English and Spanish and pay for the	The City Clerk provides the translation services and CDBG funded groups provide interpretation services. There are specific funds allocated for this so the FPC does not incur any cost to use these services.	Yes.	Spanish, Hmong

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Fire and Police Commission	No	Recruitment (FPC Recruiter)	We do not have any grants or other regulations that require the FPC to provide services/written materials in a language other than English. Because the City has a large population of individuals for whom English is not their first language, we provide this. *Note: Given the sensitivity of some of the issues we handle, it may be necessary to utilize different resources with separate agreements to preserve confidentiality.	We are not currently asking for an additional recruiter position to be bilingual, though it could be helpful as we now rely on members of the police and fire departments who are bilingual to fulfill this role.	

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Fire Department	Sworn field personnel (Firefighters/Fire Paramedics/Heavy Equipment Operators/Lieutenants/Captains/Battalion Chiefs) have the most frequent interaction with residents. The nature of the interactions is primarily threefold: emergency responses (fire, EMS, or other emergency), public education, or public relations assignments.	We primarily require outside interpretation either at emergency scenes, at the Communications Section (Dispatch) or at the Administration Division. At emergency scenes, department members who speak, read, or write a language other than English are listed in TeleStaff (our staffing program) and can be contacted, if necessary, if no members on scene speak the needed language. In the Communications Section and the Administration Division, we rely on services from the Language Line if a caller needs interpreter services.	For the last two years, our annual cost for Language Line services has been \$487.17 (2017) and \$784.42 (2018).	Within the limits imposed by the current technology, yes. The biggest challenge with the Language Line is, if the language of the caller cannot be identified, it cannot be routed to a speaker of that language. Usually people who come into the Administration Division for assistance bring an English speaker with them for interpreter help.	Spanish

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Fire Department	We do not currently track occurrences.	In the future, we may wish to leverage technology (i.e., smart phone apps) for interpretation services in real time, such as at emergency scenes.	To our knowledge we do not have grants or other sources of funding that require our department to provide services and/or written materials in languages other than English. We do offer a variety of public education materials in Spanish, to help meet community needs. We also are currently using an EMT textbook in Spanish for a Fire Cadet who had English as a Second Language courses in high school. We also offer teacher preparation packets for the Survive Alive House in both Spanish and Hmong.	We are not requesting any bilingual position designations at this time.	In the future, we may wish to leverage technology (i.e., smart phone apps) for interpretation services in real time, such as at emergency scenes.

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Health - DAD Project	Providing information regarding programs, policies or procedures Answering inquiries on the phone	None	Ragir Consulting LLC approximately \$3000 per year	yes	Spanish, Burmese, Hmong

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Health - DAD Project	yes		no		

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Health - EFM	<p>All of the Public Health Home Visitors (both Public Health Nurses [PHNs] and Public Health Social Workers [PHSWs]) have the most interaction with the public/residents. The PHNs and PHSWs conduct home visits with families, coordinate them with resources/community collaterals, troubleshoot via phone/email/mail/in person any needs of the families; working with families long term for up to 3 years.</p>	<p>The PHNs and PHSWs conduct home visits with families, coordinate them with resources/community collaterals, troubleshoot via phone/email/mail/in person any needs of the families; working with families long term for up to 3 years. We require a LOT of interpretation services daily as at least 40% of our families speak a different primary language outside of English. We currently have 3 bilingual Home Visitors (Spanish) but only one of those positions is classed as a Bilingual position (Public Health Social Worker). The other two positions are a Public Health Nurse and a temp Public Health Social Worker that are bilingual speaking staff but the positions are not classed as Bilingual.</p>	<p>We currently utilize RAGIR interpretation services for a grand amount of our interpretation servicing (in person). We utilize smaller entities for more unique language needs like International Institute of Wisconsin for Rohingya interpretation, CommunicationLink for American Sign Language interpretation, and Language Line for over the phone interpretation. In total we spend approximately 61,000/grant year on interpretation costs that is paid for by our grant and has increased over the last several years to meet the demands of our changing community.</p>	<p>Overall yes given the regular/high volume of interpretation needs we have and the general accessibility of their services, but for more specialized languages/dialects we run into issues of staff availability and quality of service (e.g. Rohingya interpretation is more difficult to come by with fewer providers available).</p>	<p>Our Refugee families take a bulk of our interpretation needs (e.g. Haka Chin, Burmese, Karen, Rohingya, etc.) as well as Spanish (which we utilize our bilingual staff for more than contracted providers).</p>

	Do you track the number of occurrences when interpretation and/or translation services are required?	In which areas of your department can access be improved for bilingual residents? Which job titles provide those services?	Are there grants, other sources of funding or regulations that require your department to provide services and/or written materials in languages other than English?	Please list the existing titles for which you are requesting a bilingual designation, including the number of positions per title; do not include positions already designated as bilingual.	Please provide additional information regarding your department's needs and priorities in addressing the bilingual needs of the residents served.
Health - EFM	The program manager tracks the invoices/logs to assure that the services are being used for our program and signed off on by the requesting staff. It is anticipated that on average every worker will use the interpreters for 25-50% of their caseloads so this is factored in to gauging frequency of usage.	I think that having more in person and over the phone access for more dialects outside of Spanish is huge depending on what side of town you are on. The clinic and office assistants would utilize them most from the beginning then they may need to continue utilizing the interpreters/bilingual staff through the clinic visit as well.	Our evidence-based model and state funder require an overarching practice of being culturally competent and accommodating to other languages which includes having interpretation services. As a program we require various documents to at least be in Spanish and English then we will utilize interpreters to translate documents as needed depending on the language demand.	At least 1 of the 7 Public Health Nurse positions I would like to have deemed bilingual as we have an incredibly high demand for serving non-English speaking clientele and having our bilingual staff saves the program on average \$12,000/year in interpretation costs. The demand for Spanish speaking and various Refugee dialects is increasing and reflects about half of the families we serve so this is extremely cost effective and better practice with our families.	Overall I feel like this needs to be looked at from a city-level of creating pools of money towards interpretation costs for divisions with the highest velocity of interfacing with non-English speaking people. I think there also needs to be additional compensation for those positions that are classed as bilingual as many other organizations do so and make it a competitive market to utilize their language skills (especially considering how much money is saved using them instead of interpreters).

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Health - OVP	All positions in OVP require interaction with residents. Providing information regarding programs, policies or procedures Conducting training Answering inquiries on the phone Negotiating/resolving issues	Community presentations in areas of the city or among specific populations where English is a second language.	We ask for volunteers who are present.	For OVP yes. More support is needed translating large documents and reports. For presentations it would be helpful if designated city staff could be on call for these services. Including sign language	Spanish or Hmong
Health - Vitals	Front line staff interactions with customers who come in to purchase certificates, ask questions about errors or concerns, or call in for information. Receiving and processing payments Reviewing and completing forms Providing information regarding programs, policies or procedures Answering inquiries on the phone Negotiating/resolving issues	Receiving and processing payments Reviewing and completing forms Providing information regarding programs, policies or procedures Answering inquiries on the phone Negotiating/resolving issues	Translation line through MHD contract	Yes	Spanish

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Health - OVP	No	NA	No	None	Translating brochures, flyers, and large reports into Spanish and Hmong.
Health - Vitals	No	NA	Unknown	Not needed but will accept OAI	

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Health - WIC	All WIC Nutritionists, Clinic Assistants and WIC Dietetic Technicians require the most frequent interaction with the public. Reviewing and completing forms Providing information regarding programs, policies or procedures Answering inquiries on the phone Negotiating/resolving issues	Interpretation is commonly required for the intake and eligibility process, scheduling, nutrition counseling, nutrition education and issuing benefits. At times written translation is needed for flyers or printed client education/information documents.	The state WIC office has a list of providers we can use. I'm not aware of the actual cost, Natalie can provide the specifics.	Yes	Spanish, Burmese, Rohingya, Karen, Chin Hoka, Hoka Chin

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Health - WIC	The interpreter service will often document the occurrences.	Right now access could be improved for clients seeing a nutritionists. We do not have any bilingual nutrition staff. We only utilize interpreters. Clients would benefit from having conversations w/o interpreters using the language they are most comfortable with.	Yes	Right now we are not requesting a bilingual designation as far as I know.	We often need interpreters and currently we are able to utilize in-person and phone interpreters as recommended by the state WIC office.

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Library	Librarians, Library Services Assistants, Library Circulation Assistants, Library Technology Specialists, Library Reference Assistants, Branch Library Manager Providing information regarding programs, policies or procedures Conducting training, tours and demonstrations Answering inquiries on the phone and in-person	Conducting public programs such as story time, author events, lectures and community feedback sessions; Providing reference, research, reader's advisory, and referral services in person, by phone and in the community; Conducting training sessions, tours and demonstrations	We spent \$515 in 2018 for written Spanish translation by Equalingua LLC. We use Professional Interpreting Enterprise for ASL interpreting services. We did not use them at all in 2018, but have paid them \$1,331.25 so far in 2019. If Spanish (or other language) interpreter services were advertised in the same way as services to accommodate ADA needs, the amount of use may be comparable.	We may be unaware of the need because we haven't documented the number of instances when bilingual services were requested. There is also, no way of knowing when such services were desired, but not requested.	Spanish and American Sign Language (ASL)

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Library	This is not formerly being tracked outside of our normal accounting procedures.	Reference Services at branches in certain communities provided by Librarians, Library Reference Assistants, Library Services Assistants and Branch Library Managers; and reference services at Central in the Ready Reference/General Information Services Department provide by Librarians and Library Reference Assistants.	No.	One (1) Librarian III bilingual in Spanish and English for placement at one of three branches on the near south side or at Central in the Ready Reference/General Information Services department. The changing demographics of Southside area residents, based upon federal census data, indicate over half of the households are Spanish-speaking. The library branches located on Southside include Mitchell Street, Zablocki, Bay View, and Tippecanoe.	Interactions with residents are complex and cannot be replaced with simple scripting easily translated for a few basic functions. A fully bilingual employee would best meet the myriad needs of a typical patron seeking assistance from library staff, including assistance with reading and reference materials, job search assistance, technology assistance, collection development, information regarding programming and events and community outreach. Bilingual patrons of all ages would most certainly benefit from bilingual programming.

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Municipal Court	<p>Municipal Judges, Court Services Assistant III, Customer Service Representative III, Accounting Assistants (II and III), Municipal Court Clerks (I and II) Receiving and processing payments Reviewing and completing forms Providing information regarding programs, policies or procedures Answering inquiries on the phone</p>	<p>Department has 1 position (Customer Service Representative III) designated bilingual for Spanish; position handles interaction with residents who speak Spanish, provides interpretation during courtroom hearings and translates Court forms/templates when Spanish versions are required by law. With the exception of forms/templates translation, these functions are handled by other staff who are bilingual in Spanish, as needed.</p>	<p>When bilingual Spanish staff are not available, or when other languages are required, the Court engages with Language Line for telephonic service or JS Languages for in-person interpretation. The annual cost of these services is approximately \$5,000.</p>	<p>Yes.</p>	<p>Most frequently, Spanish. Other somewhat common languages are ASL, Hmong, Karen and Burmese</p>

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Municipal Court	We have access to the information as it is added to a calendar but do not actively track it for frequency, etc.	The Court has a single position (Customer Service Representative III) designated as bilingual Spanish in its Court Services Section. The Court has frequently considered designating additional positions as bilingual Spanish, perhaps one in its Accounting Section and at least one in its Courtroom Proceedings Section.	Yes, Wis. Stat. 885.37 sets forth the requirement for providing interpreters in Municipal Court, while Wis. Stat. 800.02 and 800.09(1g) set forth the requirement that – in cities of the first class – certain forms and notices be provided in Spanish. The Court is currently meeting these requirements.	None	The Court recently modified its bilingual Spanish position (Customer Service Representative III) to require the incumbent to become a Wisconsin certified court interpreter because state statutes indicate that a certified interpreter is preferred, although not required, when possible.

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Neighborhood Services	<p>Customer Service Representatives, Residential and Commercial Code Enforcement inspectors, Trades inspectors, Outreach team, Office Assistants.</p> <p>Providing information regarding programs, policies or procedures Answering inquiries on the phone Negotiating/resolving issues</p>	<p>Spoken - For interpreting the City's building code and the requirements of a Building Code Violation order. Written – For translating the Department's many forms and brochures.</p>	<p>Spoken – Language Line (No cost) Written – Southside Organizing Committee (SOC), El Centro Hispano (Less than \$500/year)</p>	<p>Spoken/Written – Yes. The language line, handful of bilingual staff, and translating forms as-needed meets the majority of the language needs for the department.</p> <p>Website – No. We have been asked about translating more pages of our website. We do not have the resources to translate every page of our website at this time.</p>	Spanish

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Neighborhood Services	No.	In the field questions of inspectors and phone calls to the DNS call center – Inspectors and Customer Service Representatives.	No, we do not have other sources or funding. There are no outside regulations that require translation.	None	None

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Police Department - 1	<p>For the Technical Communications Division (TCD), Emergency Communication Operators (ECOs) have the most frequent interaction.</p> <p>Answering inquiries on the phone Negotiating/resolving issues</p>	<p>In regards to the TCD, call taking (receiving emergency and non-emergency calls for the Milwaukee Police Department and/or Milwaukee Fire Department) is the function most commonly requiring interpretation.</p>	<p>Language Line Solutions provides interpretation via telephone service.</p> <p>Language Line Solutions total charges for interpretation to the Milwaukee Police Department in 2018 was \$24,678.72</p> <p>Budget & Finance or Payroll can give an cost of translator pay of the last year</p>	<p>This answer can be answered better by personnel in the field IE; Patrol & Investigations</p>	<p>For 2018, the top four languages interpreted by Language Line Solutions (in order by total minutes spent for translation) were:</p> <p>Spanish 34276 minutes Burmese 1592 minutes Karen 832 minutes Hmong 581 minutes</p>

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Police Department - 1	<p>The total number of calls and minutes spent in translation by Language Line Solutions are tracked.</p> <p>Translation by employees of the TCD who are bilingual but who do not hold a bilingual job title are not tracked.</p> <p>Officers providing translation services may file for translation pay. This may provide some tracking of translation provide by police officers.</p>	Multi- lingual Emergency Communications Operators could help			

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Police Department - 2	<p>Police Officer, Police Sergeant, Community Service Officer, Emergency Communications Operator, Police District Administrative Assistant, Office Assistant, & School Crossing Guards.</p> <p>Reviewing and completing forms Providing information regarding programs, policies or procedures Answering inquiries on the phone Negotiating/resolving issues</p>	<p>Translation from Officers is most commonly needed when assisting residents at call-for-service scenes. Bilingual Officers that perform translation receive interpreter/translator pay for their services.</p> <p>The Department's Technical Communication Division (911 Center) requires outside translation services.</p> <p>The Department's Safety Unit, requires a need for bilingual School Crossing Guards in Police Districts Two & Six.</p>			Spanish, Hmong

	Do you track the number of occurrences when interpretation and/or translation services are required?	In which areas of your department can access be improved for bilingual residents? Which job titles provide those services?	Are there grants, other sources of funding or regulations that require your department to provide services and/or written materials in languages other than English?	Please list the existing titles for which you are requesting a bilingual designation, including the number of positions per title; do not include positions already designated as bilingual.	Please provide additional information regarding your department's needs and priorities in addressing the bilingual needs of the residents served.
Police Department - 2	Yes, only if the Officer submits a translation/interpretation card for payment. Any other member that performs this function cannot be tracked.	<p>Translation from Officers is most commonly needed when assisting residents at call-for-service scenes. Bilingual Officers that perform translation receive interpreter/translator pay for their services.</p> <p>The Department's Technical Communications Division (911 Center) requires outside translation services.</p> <p>The Department's Safety Unit, requires a need for bilingual School Crossing Guards in Police Districts Two & Six. Police Districts 2 & 6 is located in primary Spanish speaking areas, and could possibly benefit by having bilingual Police District Administrative Assistants. As well, Districts 3, 5 & 7 have a large population of Hmong speaking residents. Job titles include Police Officer, Police Sergeant, School Crossing Guard, Police District</p>	40	<p>Emergency Communications Operator – promptly engages with the residents and requires immediate translation for calls for service.</p> <p>Police District Administrative Assistant – Districts 2, 3, 5, 6, & 7 could use bilingual Assistants to assist with residents that call or come into the Districts seeking assistance. This would decrease the amount of time it takes to find a translator and provide more efficient customer service, which in some instances could be emergency situations needing rapid dialog.</p> <p>Community Service Officer – readily engages</p>	

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Port of Milwaukee	Providing information regarding programs, policies or procedures Answering inquiries on the phone	No operational functions of Port Milwaukee currently require interpretation of translation.	Not applicable.	While only written and spoken English is currently needed for the Port's day-to-day operations, Spanish-speaking Americans are the fastest growing linguistic group in the United States.	Not applicable.

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Port of Milwaukee	No.	The Port's Administrative Assistant III (current incumbent: Donna Luty) is traditionally the employee who answers the Port's public-facing/customer/resident phone number. As multi-language use grows in Milwaukee, this position may benefit from multi-lingual training in the future. That said, the Port has no record of phone, email, or written correspondence received in language other than English.	Not applicable.	Not applicable.	Port Milwaukee receives 40+ international vessels per year travelling from an array of countries each year. The crew of these ships, most of whom never leave the ship while docked in Milwaukee, speak a wide variety of languages. Polish and Hindi are the most commonly spoken. English-translation services are, more often than not, offered to ship crew members by the shipowner; the translator is usually a member of the ship crew as well. As part of its development of its new website www.portmilwaukee.com , the Port required the City's web contractor to develop the site so that its fully compliant with "Google Translate" technology available online, allowing

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Treasurer	Customer Service Representatives, Tax Enforcement Specialists, and Tellers Receiving and processing tax payments Reviewing and completing forms Providing information regarding programs, policies or procedures Answering inquiries on the phone Resolving issues	This office has not utilized an outside translation service in years.	N/A	This office has not needed to utilize an outside translation service in years.	Spanish

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Treasurer	No	This office has one bi-lingual Customer Service Representative position and one bi-lingual Teller position, plus five additional bi-lingual staff that can be utilized and have met the department's needs thus far.	N/A	This office does not see any need for additional bi-lingual positions at this time.	This office has one bi-lingual Customer Service Representative position and one bi-lingual Teller position, plus five additional bi-lingual staff that can be utilized and have met the department's needs thus far.