

**Limited English Proficiency
Translation and Interpretation Services Guide
Farm Production and Conservation
Effective December 9, 2021**

Background: Federal agencies are required to provide meaningful access for Limited English Proficiency (LEP) customers in federally assisted and conducted programs. LEP customers are those who are not proficient in speaking, reading, writing, or understanding the English language. FPAC offers translation and interpretation services to help customers and staff with overcoming language barriers.

Training Requirements: LEP training for FPAC employees is available prerecorded on AgLearn or live, by emailing FPAC.LEP.requests@usda.gov. FPAC employees, supervisors, and managers in customer-facing offices have an annual requirement to complete LEP training.

Resources

1. [FPAC LEP Interpretation Poster](#): This poster must be visibly and prominently posted in all FPAC customer-facing offices. It serves as written notification of translation and interpretation services.
2. [I Speak Card](#): Every service desk should have a copy of the I Speak card, which identifies languages available for interpretation or translation. The I Speak card and the poster help employees identify the language needs of the customer.
3. [LEP Request Knowledge Article](#): Instructions for completing the online intake form.
4. [LEP Translation and Interpretation Services Guide](#) (this document): Every service desk also should have a copy of this one-page Guide, which explains how to request interpretation and translation services.

Procedures: Follow the steps below to request services. The following translation and interpretation services are provided by FPAC at no cost to LEP customers.

1. Telephonic Language Interpretation Service

- Step 1. Identify the customer's language using the I Speak card or the FPAC LEP Interpretation Poster.
- Step 2. Dial 888-331-0185. This service is available 24 hours a day. The operator will ask for the language requested for interpretation, your agency, and your office location.

2. Document Translation Service

- Step 1. Identify the customer's language using the I Speak card or the FPAC LEP Interpretation Poster.
- Step 2. Use this link to submit a request: [Limited English Proficiency \(LEP\) Request](#).
- Step 3. Put rush translation requests or other special requests in the comment box. There is a 20% surcharge for rush jobs. Standard turnaround time is 32 days.
- Step 4. Requests can be tracked in real time through Service Now.

3. In-person Interpretation Service

- Step 1. Identify the customer's language using the I Speak card or the FPAC LEP Interpretation Poster.
- Step 2. Use this link to submit a request: [Limited English Proficiency \(LEP\) Request](#).
- Step 3. Identify location and a local contact person in the comment box.
- Step 4. Requests can be tracked in real time through Service Now.

Questions? Please contact FPAC.LEP.requests@usda.gov or call Charles Russell at 202-720-9413.