



Natural Resources Conservation Service
210 Walnut Street, Room 693
Des Moines, IA 50309-2180

March 28, 2012

IOWA BULLETIN NO. IA230-12-4

SUBJECT: EOP - EMPLOYEE LANGUAGE SKILLS RESOURCE LIST

ACTION BY: APRIL 30, 2012

PURPOSE. To update an Employee Language Skills Resource List to serve as an updated tool for improved communication with non-English speaking or hearing impaired customers.

EXPIRATION DATE. September 30, 2013

Iowa, along with the rest of the United States, is continuing to see changing demographics and an increase of immigrants from a variety of countries. There are a significant number of immigrants in Iowa with an agricultural background from their home country, creating a current and projected change in the Iowa NRCS client base. Additionally, the 2008 Farm Bill includes increased provisions for Socially Disadvantaged customers (American Indian/Alaska Native, Asian/Pacific Islander, Black and Hispanic).

To better serve our customers, the Civil Rights Advisory Committee (CRAC) is requesting the Iowa Natural Resources Conservation Service (NRCS) and partner employees to inform us if you have language skills beyond English, including sign language. The CRAC will update an Employee Language Skills Resource List for use as a reference for Iowa NRCS and partner staff. It will be placed on the Iowa NRCS website. The list will serve internally as a resource of individuals who have the ability and **are willing to assist** in translation and/or interpretation. This could include talking with a non-English speaking customer to explain NRCS assistance and programs or translating simple documents to allow the NRCS to better assist non-English speaking customers and potential customers.

If you possess second (third or fourth) language ability and are **willing to share your skills**, please respond via email to Paul Vondra, Hispanic Emphasis Program Manager, at paul.vondra@ia.usda.gov by April 30, 2012. Please include your name, office location, office telephone number, language(s) you can interpret, and language(s) you can translate. Questions may also be addressed to Mr. Vondra at the email address shown above or at 319-267-2756.

A handwritten signature in black ink that reads "Richard Sims".

Richard Sims
State Conservationist

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