



United States  
Department of  
Agriculture

Risk  
Management  
Agency

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Washington, DC  
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**INFORMATIONAL MEMORANDUM: IS-07-006**

**TO:** All Approved Insurance Providers  
All Risk Management Agency Field Offices  
All Other Interested Parties

**FROM:** William J. Murphy /s/ William J. Murphy 5/7/2007  
Deputy Administrator for Insurance Services

**SUBJECT:** Alternative Language Outreach (ALO)

**BACKGROUND:**

RMA and Multi-Peril Crop Insurance (MPCI) Approved Insurance Providers (AIPs) are continuing efforts to ensure that all producers have equal access to crop insurance products and services.

**Improving Program Access**

To improve access to government services and programs for persons with limited English proficiency, RMA and the National Crop Insurance Services (NCIS) Public Relations and Education Committee have launched the Alternative Language Outreach (ALO) initiative to capture, disclose, and increase awareness of agents who speak multiple languages, including reaching the hearing impaired and blind.

The Agent Locator on the RMA website ([www.rma.usda.gov/tools/agent.html](http://www.rma.usda.gov/tools/agent.html)) will include an option for customers to select "Locate a Multi-lingual Service Agent or Agency." This option will identify the non English languages or hearing impaired and blind services an agent or agency is able to provide. The Library of Congress' List of Languages will be utilized, and will include codes for the hearing impaired and services for the blind.

**ACTION:**

Participation in the program by agents is voluntary.

Agents wishing to participate should notify their AIP of the alternative language(s) the agent speaks or can arrange for translation.



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The company will be able to report those language capabilities to RMA in the Appendix III agent record. The RMA Agent Locator will identify agents and agencies offering MPCCI services in alternative languages. This initiative will also be highlighted in various formats by both NCIS and by RMA.

For further information at NCIS, please contact Laurie Langstraat, [lauriel@ag-risk.org](mailto:lauriel@ag-risk.org) or call (913) 685-2767. At RMA, contact Eric Edgington, [Eric.Edgington@rma.usda.gov](mailto:Eric.Edgington@rma.usda.gov) or call (202) 690-2539.

**Disposal Date:**

This Information Memorandum is for the purpose of transmitting information and the disposal date is December 31, 2007, or when incorporated into Appendix III.