

**1551-DHFS-SM Written Translations
AMENDMENT 1**

**Wisconsin Department of Health Services
TRANSLATION GUIDELINES AND PROCEDURES**

The purpose of this document is to maintain consistency of terminology and quality of Wisconsin Department of Health Services translated materials.

GENERAL GUIDELINES

1. To the degree possible, the text of translations is to be comprehensible at a 6th grade reading level in order to be understood by a wide reading audience.
2. Spanish translations are to be in what would be considered standard Spanish (in contrast to regionalized Spanish). Hmong translations are to be in White Hmong.
3. Titles of all translated documents are to include both the translated title and the English title.
 - a. For forms (documents with a file number beginning with F), the translated title is to be displayed first using 'Title Case' format. The English title is to be displayed beneath in smaller font using all caps, e.g.,

**Avisos y Consentimientos de Admisión
ADMISSION NOTICES AND CONSENTS**

- b. For publications (documents with a file number beginning with P), the translated title is to be displayed first using 'Title Case' format. The English title is to be displayed beneath in smaller font using all caps or in title case as appropriate.
- c. For translated titles with program names in English that are not translated as indicated under 4 (g) below, only display the English portion that is translated beneath, as shown below for a translated title in Spanish:

Medicaid Qualified Medicare Beneficiary (QMB)
Specified Low-Income Medicare Beneficiary (SLMB)
Aviso de Decisión Negativa
NEGATIVE DECISION NOTICE

4. The following words/phrases are not to be translated:
 - a. Headers, e.g., Department of Health Services
Division of Health Care Access and Accountability
 - b. Names of State units, e.g., Department of Health Services; Division of Public Health; Bureau of Communicable Diseases
 - c. Street and website addresses
 - d. Contact names and telephone numbers
 - e. References to laws and statutes, e.g., Wis. Stat. 543(2)
 - f. Text within the box "For Office Use Only"
 - g. Program names and their acronyms, e.g., Badgercare Plus; HealthCheck; ForwardHealth; Family Care; WIC (Women, Infants and Children)
5. Ensure that all page references are accurate in the translated version.
6. Vendors must proofread all translated documents prior to submittal (per the contract).

7. Vendors must provide a list of any new translated words or phrases that have been used and submit them, along with the translated document (per the contract). The new words/phrases will be reviewed and revised as necessary and included in the DHS Word/Phrase Glossary.

GUIDELINES FOR COMPLETING TRANSLATIONS, REVISIONS AND QUALITY REVIEW

A. Translations

1. Program Staff are to provide the Division Forms/Publication Manager a list of current vital documents of their division or unit that are to be translated. The Division Forms/Publications Manager will provide the list to the Department LEP Coordinator.
2. All vital documents are to be translated into Spanish, Hmong and other non-English languages as appropriate.
3. Translation service requests from Program Staff will be coordinated by the Division Forms/Publications Manager.
4. Translations are to be based on the most recently approved English version.
5. Forms/Publications Managers are to send all translation requests to the Department LEP Coordinator for in-house translations.
 - a. The request is to include the English version that needs to be translated in an unprotected, Word file.
 - b. The request will also include a completion deadline.
6. The Department LEP Coordinator will confirm within 48 hours whether or not the translation can be completed by in-house staff by the deadline indicated. If the deadline cannot be met, the Forms/Publications Manager will work with an approved vendor to complete the translation.
7. Translation Processing
 - a. Translation requests are to be completed by in-house translators whenever possible.
 - b. Translations are to be requested from vendors only if it is not possible for in-house translators to meet the completion deadline.
 - c. Translations are to be requested from approved vendors only, per the contract.

B. Revisions

1. The translated version is to be revised at the time the revised English version is implemented.
2. Forms/Publications Managers are to submit the following with revision requests to the Department LEP Coordinator:
 - a. The new English version with the revisions highlighted or in track changes.
 - b. The most recent translation of the document in an unprotected, Word file.

C. Quality Review

All translations, whether done by an in-house translator or an approved vendor, are to receive a quality review.

PROCEDURES

Tasks by Order of Completion	Staff Responsible
1. Set DHS Translation Guidelines ¹	-Department LEP ² Coordinator, Affirmative Action and Civil Rights Compliance Office -Division Forms/Publications Managers
2. Identify vital ³ documents for Division programs. 3. Decide which language(s) translations are needed.	-Program Staff
4. Coordinate translations of vital English documents into non-English languages. NOTE: See DHS Translation Guidelines	-Division Forms/Publications Managers
5. Contact the Division Forms/Publications Manager with translation requests. DO NOT contact the Department LEP Coordinator, in-house translators or vendors ⁴ directly. 6. Assure that the English version of the document (form or publication) to be translated meets the DHS review and approval standards. 7. Assure that the English version is/was approved and implemented. 8. Confirm with the Division Forms/Publications Manager that the material is prepared at the appropriate reading level; i.e., Kincaid Scale, Fog Index.	-Program Staff
9. Submit all translations needed to the Department LEP Coordinator for in-house translations. 10. Determine deadline for translations. 11. Process order for external translations. 12. Provide a copy of the DHS Translation Guidelines (page one of this document) and the DHS Word/Phrase Glossary with the translation request to the contract vendor.	-Division Forms/Publications Managers
13. Translate the document per DHS Guidelines. 14. Contact the Division Forms/Publications Manager with questions; i.e., explain words that do not exist in the translated language. 15. Ensure that page references are accurate in the translated version.	-Translators

<p>16. Return the translated document to the Division Forms/Publications Manager.</p> <p>17. Provide the Division Forms/Publications Manager any new words that have been used for consideration for addition to the Word/Phrase Glossary⁵</p>	
<p>18. Submit vendor translations to the Department LEP Coordinator for in-house quality review.</p> <p>19. Submit any new words/phrases provided by vendor to the Department LEP Coordinator.</p>	-Division Forms/Publications Managers
<p>20. Check the current Word/Phrase Glossary to determine if the new words/phrases have already been defined and included in the current Word/Phrase Glossary.</p> <p>21. Maintain the Word/Phrase Glossary on the DHS Website.</p> <p>22. Work with Division Forms/Publications Managers to provide other translation reviews as needed.</p>	-Department LEP Coordinator
<p>23. Receive quality review from the Department LEP Coordinator.</p> <p>24. Disseminate translation per request.</p>	-Division Forms/Publications Managers

Note: The DHS Translation Guidelines and Procedures can be found at <http://dhfsweb/hr/aacrc/lep/index.htm>

The DHS Word/Phrase Glossary (Spanish) can be found at <http://dhfsweb/hr/aacrc/lep/index.htm>

¹ Guidelines – Standards that are to be met for each translation to ensure consistency of terminology and quality of all DHS translated materials. They are listed on pages 1 and 2 of this document.

² LEP – Limited English Proficiency – Persons with Limited English Proficiency are those customers who cannot speak, read, write, or understand the English language at a level that permits them to access program services and benefits in a meaningful way.

³ Vital – A vital document is defined as any material that is needed by Limited English Proficient (LEP) participants that will allow them to have meaningful access to the program, e.g., forms, letter of eligibility or non-eligibility, critical information that explains the program. Each program will have its own list of vital documents based on its program goals and objectives.

⁴ Vendors – Approved contractors who had successfully completed the DHS Request For Bid (RFB) for Written Translation Services process.

⁵ Word/Phrase Glossary – A listing of words and phrases that do not exist or are not easily translated into the non-English language. The listed words/phrases become the accepted standard for use in that particular non-English language for DHS materials. The glossary is maintained by the LEP Coordinator.

(November 17, 2009)