

Machine Translation

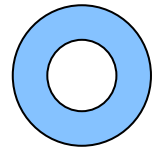
Ensuring Meaningful Access for Limited English Proficient Individuals

Michael Mulé, DOJ
Robin Runge, CRC

**U.S. Department of Labor
Civil Rights Center
June 24, 2014**



Overview



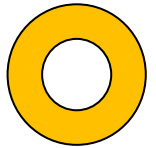
Civil Rights Obligations



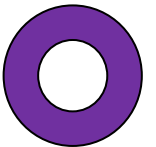
Key Terms



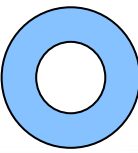
Translation Examples



Transitioning Towards a Multilingual Site

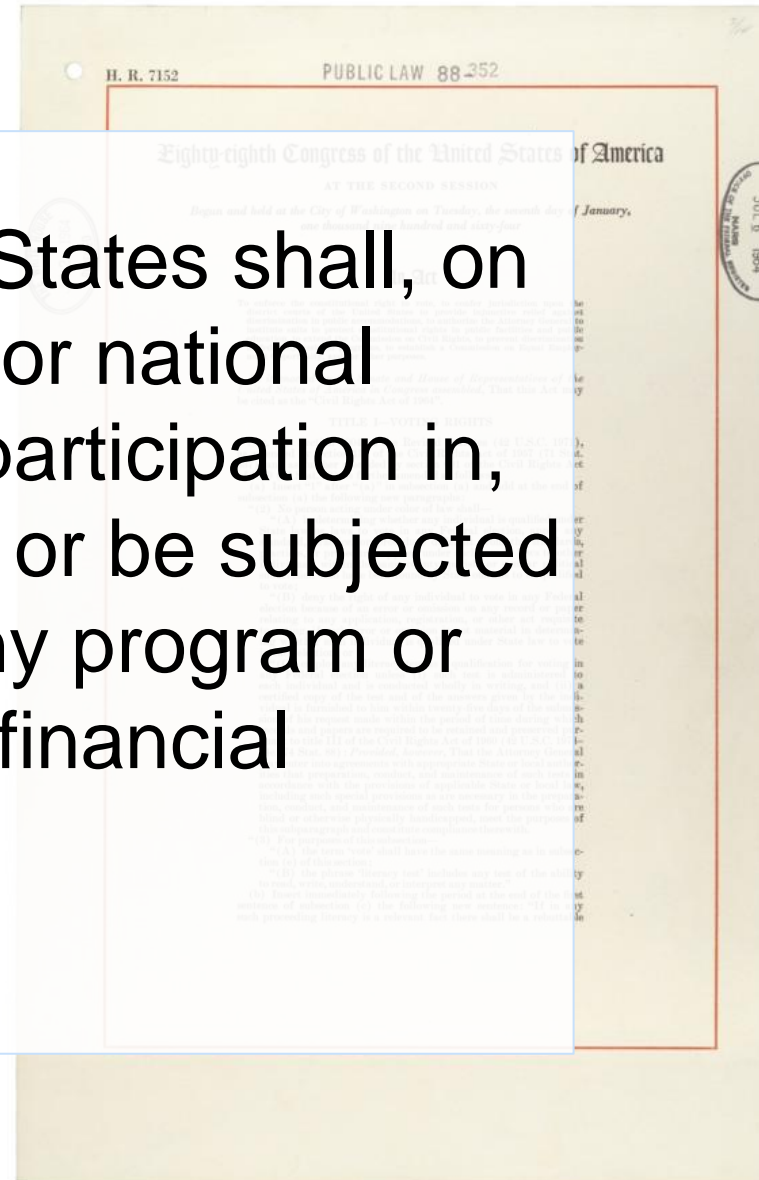


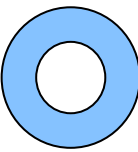
Best Practices



Title VI of the Civil Rights Act of 1964

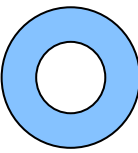
“No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”





Section 188 of the Workforce Investment Act of 1998

“No individual shall be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex (except as otherwise permitted under title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.)), national origin, age, disability, or political affiliation or belief.”



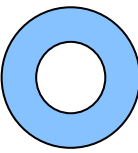
Lau v. Nichols, 414 U.S. 563 (1974)

National origin discrimination includes failing to provide LEP individuals **“meaningful access”** to federally-funded programs.

<http://go.usa.gov/4KVd>

Workforce Investment Act of 1998

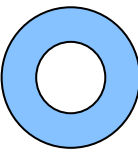
Implementing Regulations 29 CFR 37.35



§37.35 What are a recipient's responsibilities to provide services and information in languages other than English?

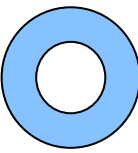
- a. A significant number or proportion of the population eligible to be served, or likely to be directly affected, by a WIA Title I-financially assisted program or activity may need services or information in a language other than English in order to be effectively informed about, or able to participate in, the program or activity.
- b. In circumstances other than those described in paragraph (a) of this section, a recipient should nonetheless make reasonable efforts to meet the particularized language needs of limited-English-speaking individuals who seek services or information from the recipient.

What That Means in Plain English Terms



- a) When there are enough non-English speaking individuals in the community, those individuals should be able to learn about, apply for, and participate in, your program/services - entirely in their own language – using all the avenues you made available (such as in person, phone, and online).

- b) Even for less common languages, you must provide services to individuals in other languages. This includes the use of “Babel Notices” and providing language services to known non-English speaking customers/clients.



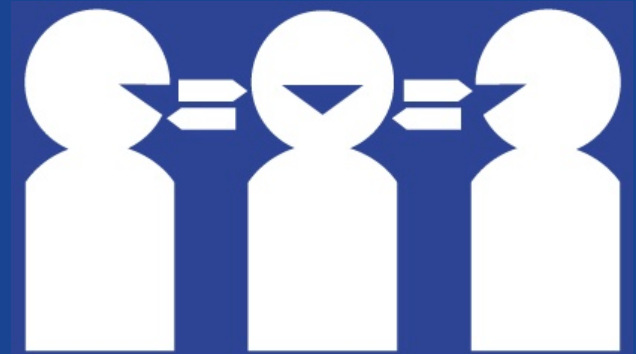
Summary of LEP Obligations

- The obligation to provide language services rests with the recipient and cannot be forced on the individual customer/client;
- Communicate the availability of language services (free of charge);
- Do not depend on family or friends of the customer/client to provide the language services;
- Vital documents are more than just paper documents and can include webpages, online applications, texts, tweets, and other social media;
- Babel Notices cannot replace the obligation to provide individualized translations (but are a good practice to communicate the availability of LEP services).



Interpreter vs. Translator

Interpreter- spoken



Translator- written



<http://go.usa.gov/fL9>



Machine Translation vs. Translator

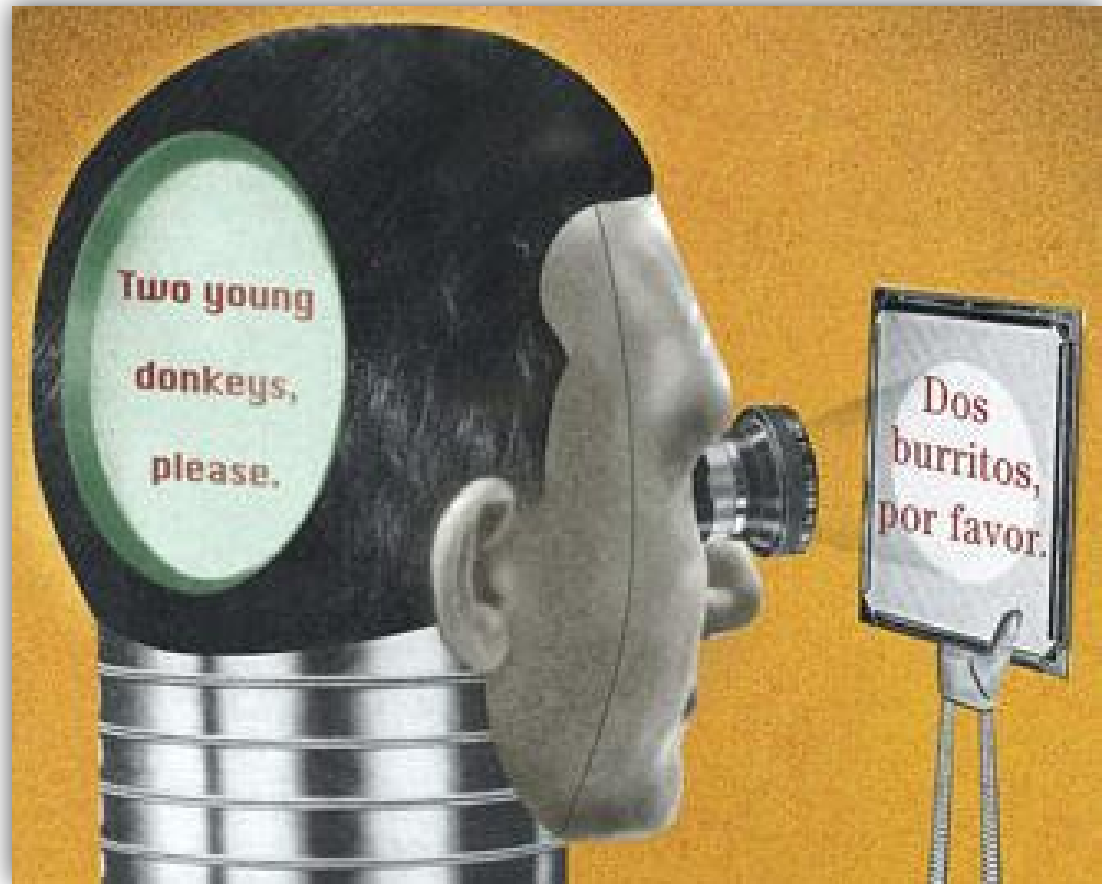
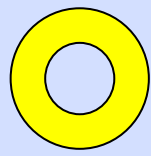
Machine Translation

- Software or online applications that automatically translates written material from one language to another without the involvement of a human translator or reviewer.

Translator

- Must maintain structure of original meaning, keeping ideas and facts accurate.
- Must transmit cultural references, including slang, and other expressions that do not translate literally.

Machine Translations



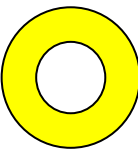
TRANSLATE

Translate Into:

French	German
Spanish	Portuguese
Arabic	Russian
Chinese	Japanese
Korean	Vietnamese
Italian	Greek
Czech	Hindi
Hebrew	Turkish

36 More Languages »

TranslateThis Button

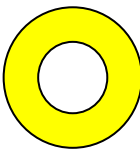


How Machine Translation Works (Google)

When Google Translate generates a translation, it looks for patterns in hundreds of millions of documents to help decide on the best translation for you. By detecting patterns in documents that have already been translated by human translators, Google Translate can make intelligent guesses as to what an appropriate translation should be. This process of seeking patterns in large amounts of text is called "statistical machine translation". Since the translations are generated by machines, not all translation will be perfect. The more human-translated documents that Google Translate can analyze in a specific language, the better the translation quality will be. This is why translation accuracy will sometimes vary across languages.

See http://translate.google.com/about/intl/en_ALL/ for more information including a video explanation

How Machine Translations May Be Accessed (Bing)



Bing Toolbar - Automatically translate any webpage instantly, using the translation features in the new Bing toolbar.

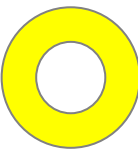
Bing Translator - Instant translations via Bing Translator portal and within Bing search. Bing Translator translates text and web pages between any of the supported languages, automatically detecting the language when needed.

Translator App for Windows Phone - Translate printed language by simply pointing the camera, even when offline, from street signs and posters to transit schedules and restaurant menus.

Translator App for Windows 8 - The app places powerful translation technology at your fingertips by instantly translating content in more than 40 languages, at home, work or on-the-go.

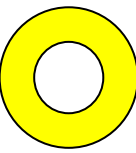
Microsoft Translator in Office - You can translate your Microsoft Office documents with Microsoft Translator —words, phrases, or even your entire document, through the Research task pane.

See <http://www.microsoft.com/en-us/translator/for-users.aspx>



Accurate Translations?





Roundtrip Translation

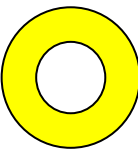
Original text

A respirator shall be provided to each employee when such equipment is necessary to protect the health of such employee.

Machine translation

These devices can be used in the respiratory tract if each employee to protect the health of workers is necessary.

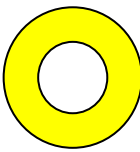
When Not to Use Machine Translation



- To translate vital documents (including webpages) when you do not have a trained, human translator for that language available to review and correct the translation and when you do not have a staff person available to review the translation as well
- It is seldom, if ever, sufficient to use machine translation without having a human who is trained in translation available to review and correct the translation to ensure that it is conveying the intended message



The Proper Role of Machine Translation

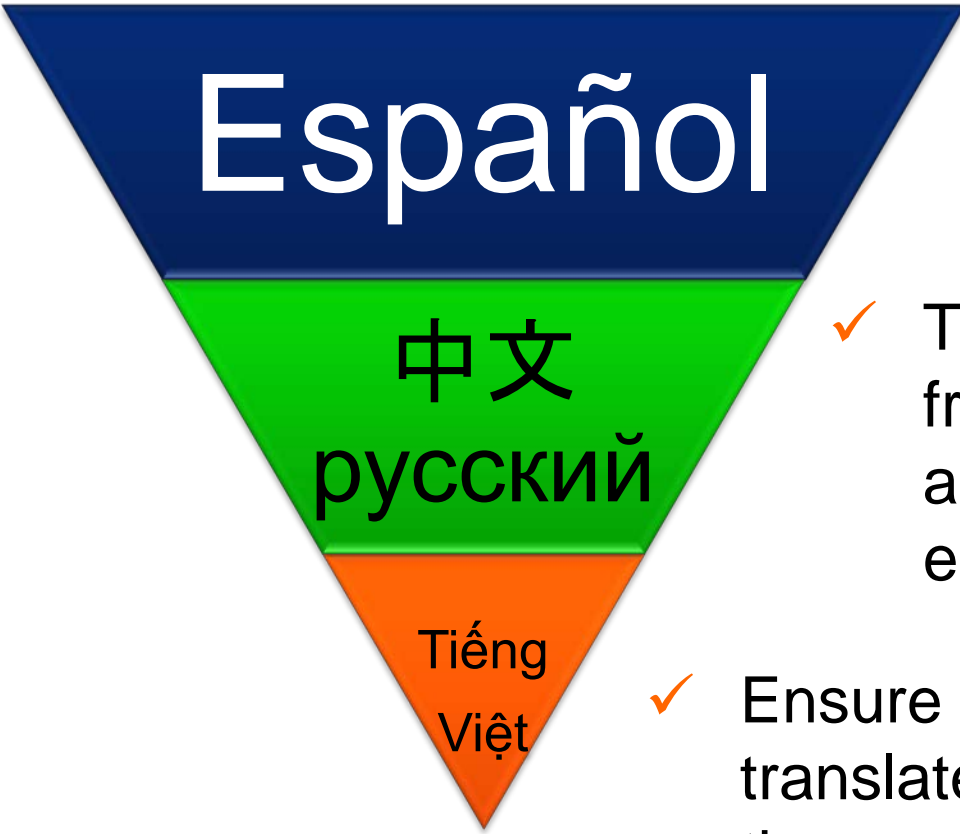
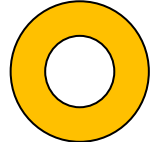


- For emergency situations to translate short sentences, always with a human available who is fluent in that language and trained as a translator.

- As a tool to facilitate further processing – such as using machine translation of an email so it can be forwarded to the correct program office.

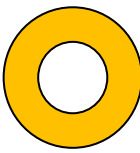


Transitioning Towards A Multilingual Site



- ✓ Assess the size and concentration of LEP populations
- ✓ Translate information into frequently encountered and less frequently encountered languages
- ✓ Ensure the accuracy of the translated materials before they are on your website

Transitioning Towards A Multilingual Site

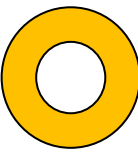



- LEP individuals must “be effectively informed about, or able to participate in, the program or activity”
- Consider alternative methods of providing vital information to LEP populations

The screenshot shows a mobile application interface for 'Frequently Asked Questions'. The title is 'Frequently Asked Questions' and the subtitle is 'Information for non-English speakers translated in 10 high demand languages.' Below the title is a row of 10 small flags representing different languages. The main content area consists of 10 green buttons, each with a play icon, a question mark, and the text of the question in a different language. The languages shown are: Urdu, Arabic, Spanish, Hindi, Tamil, Chinese, and Korean. At the bottom of the screen, there is a large green button with the text 'Frequently Asked Questions' and a question mark icon.

<http://bit.ly/TPB7Zc>

Transitioning Towards A Multilingual Site



 Before you translate, seek the input and advice of LEP communities to help ensure that the English version is:

 Helpful

 In Plain English

 Accessible



www.plainlanguage.gov



Best Practices: Non-English Indicators

Other Languages

Español



Afaan Oromoo

فارسی

फ़ारसी

中文

Русский



Soomaali

عربي

한국어

Tagalog

ភាសាខ្មែរ

Tiếng Việt

مرحباً • 欢迎光临 • Welcome • Bienvenue • Добро пожаловать • Bienvenidos

- American Sign Language	Italiano - Italian
العربية - Arabic	한국어 - Korean
Հայերէն - Armenian	Polski - Polish
中文 - Chinese (Traditional/Long Form)	Português - Portuguese
فارسی - Farsi	Русский - Russian
Français - French	Af Soomaali - Somali
Ελληνικά - Greek	Español-Spanish
Kreyòl Ayisyen - Haitian Creole	Tagalog
Hmong	Tiếng Việt - Vietnamese

1-888-469-7365
Get Free Language Assistance

- Español (Spanish) >
- 中文 (Chinese) >
- Русский (Russian) v

Чтобы получить бесплатные переводческие услуги, позвоните, пожалуйста, по следующему номеру: 1-888-469-7365

- Italiano (Italian) >
- Kreyòl ayisyen (Haitian-Creole) >
- 한국어 (Korean) >
- Polski (Polish) >

More information



Best Practices: Use Audio and Visual

- Choice of language by interactive audio map
- Audio version of content in the non-English language

Flash map of most frequently requested languages:



Russian-language assistance - Русский

Если вам необходимо подать заявление на получение страховых выплат по безработице или задать вопросы о ваших страховых выплатах по безработице, пожалуйста, позвоните по номеру 1-800-318-6022 и нажмите 4. Во время звонка попросите о бесплатных услугах устного перевода, если это необходимо, чтобы поговорить с сотрудником о выплатах по безработице.



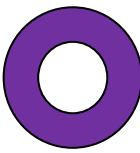
[Return to world map](#)

Добро пожаловать!
Здесь вы найдете информацию о пособии по безработице на вашем языке. Вам потребуется установить на своем компьютере программу Adobe Reader. Вы можете [загрузить программу Adobe Reader бесплатно](#).

Как:

- [Подать заявление о предоставлении пособия по безработице](#)
- [Подавать еженедельное заявление](#)
- [Подать апелляцию](#)
- [ЗАЯВКА НА ПОЛУЧЕНИЕ ПОСОБИЯ ПО БЕЗРАБОТИЦЕ](#)

Best Practices: Create a Similar Experience



- Design and navigation are similar to the English version
- Content is equivalent to the English version

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Ponga su queja por escrito



Si tiene problemas con un producto o servicio este modelo de carta lo ayudará a presentar su reclamo.

EMPIECE AQUÍ

1 2 3



Note: English-only Content

 Indicate if information is not yet available in English

 The indicator needs to be in the non-English language

- [La Casa Blanca](#)
- [Senado de Estados Unidos \(en inglés\)](#)
- [Cámara de Representantes de Estados Unidos \(en inglés\)](#)
- [Corte Suprema de Estados Unidos \(en inglés\)](#)
- [Busque trabajos en el Gobierno federal \(en inglés\)](#)

Encuentre trabajo (en inglés)



(o vea el [video en inglés](#))

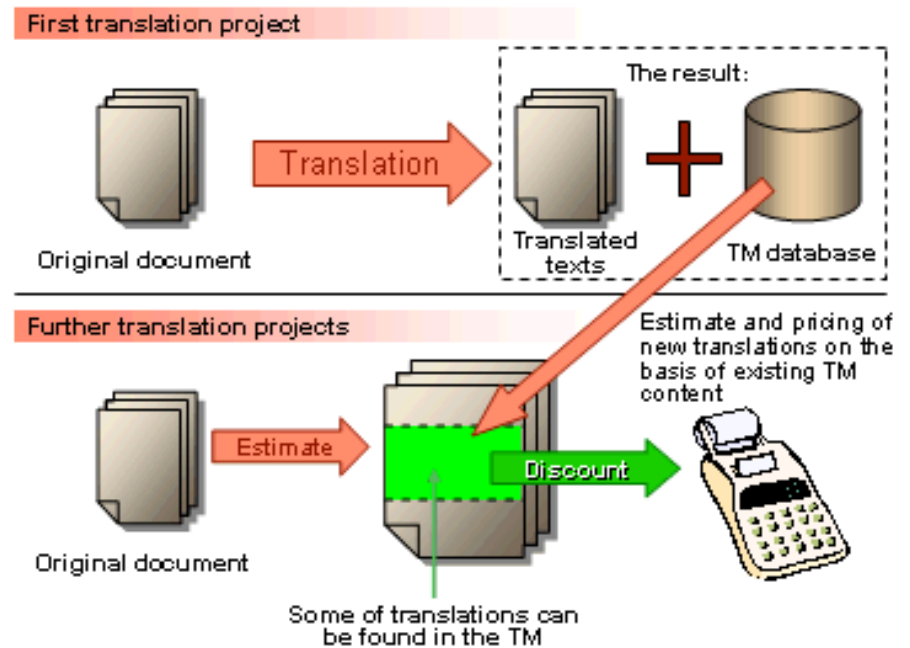
Nouveaux arrivants -
(information en anglais
seulement)



Best Practices: Use Translation Memory

Translation Memory (TM)- Database a translator uses that captures translations for later use

- ▶ Reduces cost
- ▶ Provides consistency
- ▶ Quicker turnaround
- ▶ Easy to make revisions



<http://bit.ly/1hTD9CI>

Resources

- ◇ Civil Rights Center, Department of Labor
<http://www.dol.gov/oasam/programs/crc/external-compliance-assistance.htm>
- ◇ Title VI and LEP Videos, <http://go.usa.gov/EFi>
- ◇ DOJ, *Common Language Access Questions, Technical Assistance, and Guidance for Federally Conducted and Federally Assisted Programs*, page 13,
<http://go.usa.gov/8htm>
- ◇ GSA, *10 Best Practices for Multilingual Websites*,
<http://go.usa.gov/8hzB>
- ◇ GSA, *Automated Translation—Good Solution or Not?*,
<http://go.usa.gov/8hzQ>