



Welcome to Translators in WIC module. This module is the last in the course and will take about 20 minutes to complete.

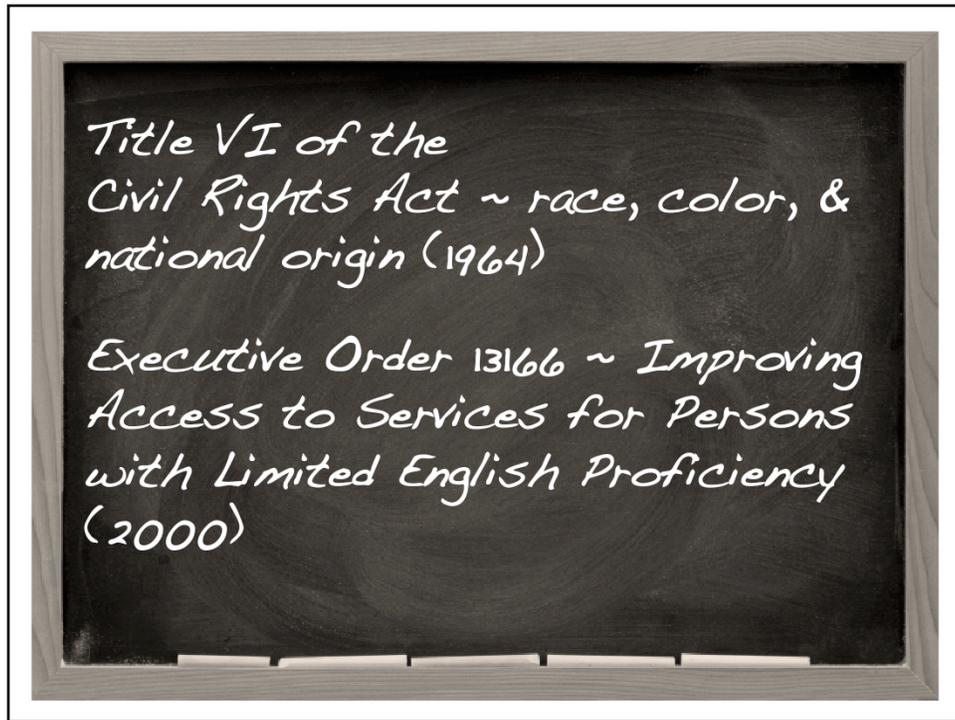
Providing materials translated into the native language of the participant is just good customer service!



The topics covered in this module are the same as those in the Interpretation Module; the difference is that this one addresses ways to avoid discrimination based on national origin by focusing on language barriers in the written form.

At the end of this module you will:

- Understand requirements for translating WIC materials.
- Understand qualities and skills of a qualified translator and
- Be aware of translation resources.



Remember these?

These are regulations and laws that protect individuals from discrimination based on their national origin, which is the country that they come from or ancestry. One way that WIC Projects improve access is by providing written materials translated into languages other than English. Other methods will be discussed further in the module.

The image shows a screenshot of a WIC form titled "Notice to WIC Participants: Identifying Race and Ethnicity Categories" (rev 3-2006). The form has three tabs at the top: "English", "Spanish", and "Hmong". The main text states: "We need to ask all WIC participants to identify their ethnic group and race. This information has no part in the determination of WIC eligibility. The information will be used to produce reports and to monitor the fulfillment of the civil rights laws." Below this is a definition of ethnicity: "Ethnicity refers to a person of a particular country, culture, or origin, regardless of race. Are you Hispanic, Latino, or a person of other Spanish Culture?" A table follows with the heading "Hispanic, Latino, or other Spanish Culture" and lists "Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin." A note at the bottom states: "Note: Many WIC participants who formerly identified themselves as only Hispanic will now..."

To meet anti-discrimination requirements, WIC projects must ensure that written materials are translated into the non-English language of each regularly encountered group of people who don't speak English as their first language. This includes providing translation to WIC applicants, participants, and their parent or guardian. In Wisconsin, the most encountered groups are Spanish and Hmong. The State WIC Program has translated the majority of forms and materials into these languages.

However, there are other communities in Wisconsin that have a large non-English speaking population for which language assistance may be needed.

The image shows a form titled "WIC PROGRAM NOTICE OF INELIGIBILITY" with three language tabs: "English", "Spanish", and "Hmong". The form is set against a light green background with a black border. The text on the form is as follows:

**WIC PROGRAM NOTICE OF INELIGIBILITY**  
This notice may be used for WIC Farmers' Market Nutrition Program (FMNP) purposes. Participation in WIC is voluntary. Personally identifiable information is used to determine WIC eligibility and may be disclosed to others only as allowed by state and federal laws.

Date: \_\_\_\_\_

Guardian/participant name and address  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Dear \_\_\_\_\_

This letter is to notify you that \_\_\_\_\_ is not eligible for WIC because:

It is particularly important that vital documents be translated into the language of each regularly encountered group of people who are limited in their English proficiency. Projects must take reasonable steps to provide language assistance to applicants and participants during the application process, receiving or terminating services, and in the processing of complaints or appeals. The requirements for translating materials into other languages can be tricky. For more guidance, see Policy 10.51.

The image shows a digital form interface with three tabs at the top: 'English' (highlighted), 'Spanish', and 'Hmong'. The main content area is titled 'AFFIRMATION OF IDENTITY, RESIDENCY, AND/OR INCOME'. Below the title is a disclaimer: 'Participation in WIC is voluntary. Personally identifiable information is used to determine WIC eligibility and may be disclosed to others only as allowed by state and federal laws.' The form includes several input fields: 'Date: \_\_\_\_\_', 'Guardian: \_\_\_\_\_', 'Participant Name: \_\_\_\_\_' (two lines), and 'Family ID: \_\_\_\_\_', 'Participant ID: \_\_\_\_\_' (two lines). At the bottom, there are two statements: 'I understand that I must provide WIC with written documentation as proof of the total household income, my identity and residency to determine my eligibility for WIC benefits.' and 'I cannot provide proof of my total household income because: \_\_\_\_\_'.

A document is determined “vital” by the importance of the information, the service involved, and the consequences to persons limited in their English proficiency if the information is not provided in a meaningful manner.

Examples of vital documents include:

- consent forms
- letters or notices containing important information regarding program participation, that is, any thing requiring a response
- notices pertaining to the reduction, denial or termination of services or benefits, or the right to appeal such actions, and
- notifications to the participant and guardian of their rights

*True or False? This is an example of a vital document.*

The Appointment Reminder in the ROSIE Scheduler or one developed by the project staff

{ True } { False }

True or False, The example listed is a vital document. After completing the exercise, click ahead.

#### Documents & Answers:

These are vital documents:

- The Appointment Reminder in the ROSIE Scheduler or one developed by the project staff (The participant needs to know what to bring to the certification appointment. There are consequences to the participant if the information is not provided at the appointment.)
- Notice of Ineligibility in the Hmong language (The notice pertains to the denial or termination of services or benefits, and the right to appeal.)
- WIC Rights and Responsibilities (It informs the participant of their rights and responsibilities as a participant. If participants do not know these, there could be possible sanctions for not following the WIC rules.)
- Hearing Letter (This letter pertains to the denial or termination of services or benefits, and the procedures for appealing such actions.)

These are not vital documents:

- Project newsletters for participants (Usually this information is not critical for participants to know but some information may be critical, such as moving to a new location, change in office hours or a new phone number.)
- WIC Outreach Brochure for Professionals (The Brochure is not for participants. Outreach brochures for participants are available in English, Spanish and Hmong.)
- Breast Pump Order Request (The Breast Pump Order is for staff, not for participants to complete.)
- WIC Federal Regulations (The Federal Regulations are for state and local projects but are not for participants.)

<b>SAMPLE NOTICES</b>	
<p>Kuv xav tau ib tug Hmoob pab txhais lus rau kuv.</p> <p><b>I need a Hmong interpreter</b></p>	<p>Free Interpreter services are available. Please ask someone at the front desk.</p> <p>Вы можете воспользоваться бесплатными услугами переводчика. Попросите об этом в приемной.</p> <p>Tenemos a su disposición servicios de intérpretes gratuitos. Si está interesado, por favor solicítele ayuda a la recepcionista.</p> <p>Adeegyada tarjumaada oo lacag la'aan ah ayaad helayasaa. Fadlan weydii qofka fadhiga miiska soo dhoweynta.</p> <p>ມີລ່າງແປພາສາລາວ ໄດ້ຄ່ອຍບໍ່ຄິດຄ່າ ກະລຸນາ ສອບຖາມນຳ ພະນັກງານຮັບຕອບ ຢູ່ຫ້ອງເຂົ້າ</p> <p>• خدمات ترجمة متوفرة مجاناً فضلاً اسأل الشخص الذي في غرفة الاستقبال.</p> <p>ការជួយបកប្រែភាសាដោយឥតគិតថ្លៃ។ សូមសួរអ្នកអង្គុយនៅតុខាងមុខ</p>
<p><b>Turjumana afan Oromiffa enbarbana.</b></p> <p><b>I need an Oromiffa interpreter.</b></p>	
<p>I speak Cards</p>	<p>Limited English Proficiency Poster</p>

As you know from the Interpreter module, there are tools available to let participants and guardians know their right to free language assistance services, such as posting signs. Once you know that language assistance is needed, record this in ROSIE Languages Challenges.



Besides providing written translation of a document, language support can be given in other ways.

For example, if a participant has not learned to read in her own language the interpreter may read the translated forms and other print materials to her. This is easier than having the interpreter translate the form on the spot.

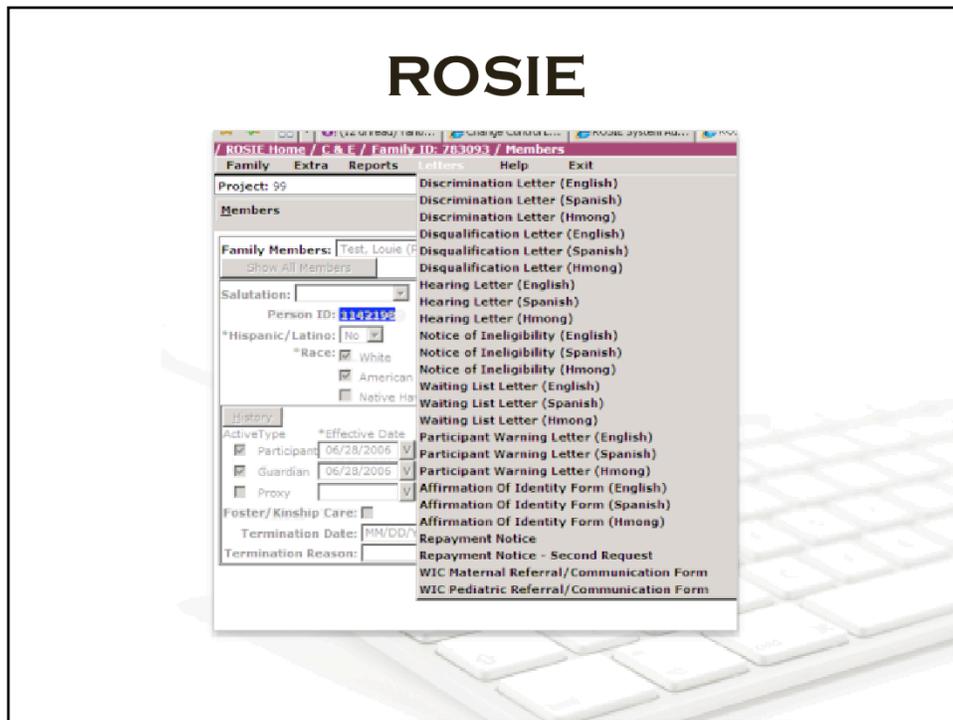
Staff can also give the participant a copy of the printed materials in both English and the other language, for example, in Spanish or Hmong, to take home. Someone at home or in the community may be able to help her understand the information. Another effective method of communicating may be reading the documents to the participant in English. Other methods include audio recordings, photographs or other visual aids.

All types of translation services must be provided to the participants at no cost.



We have talked about groups of individuals who speak a native language other than English. To learn if a participant or guardian has a language challenge, look in the ROSIE Information Tab. Another place to look is in the ROSIE Comments box. You may think that individuals speak English well during a WIC appointment but they may not be able to read documents in English. When we know assistance is needed, we can determine ways to communicate.

# ROSIE



In the ROSIE Module, you saw that there are a range of documents that are vital to participants. They are available in English, Spanish and Hmong. If documents are needed in another language, the local project will need to make arrangements for translation.



To provide accurate and effective communication, translators need to be competent in many ways. Effective translators are competent in English and the other language for which they are translating. If they translate a document for a specific individual, they should also understand the culture of that person. They should also be mindful of maintaining confidentiality.

<b>COMPUTER TRANSLATION</b>		
On the back of the WIC Folder in English	On the back of the WIC Folder in Spanish	The Spanish translation was “translated back” into English using Internet translation service.
During the WIC appointment, we will talk about nutrition needs, health history, the way your family eats, and your concerns.	Durante su cita con WIC, hablaremos sobre las necesidades de nutrición, historia de salud, la manera como se alimenta su familia y sus preocupaciones.	During your appointment with WIC, will talk about the needs for nutrition, health history, the way you feed your family and your concerns.

Sometimes, in place of using a real translator, people turn to computer software and Internet translation services. This is not recommended. By looking at this example, you can see why.

Here is a message on the WIC Folder in English and Spanish. In the first example, the Spanish translation was “translated back” into English using an Internet translation service.

The message was: *During your appointment with WIC, will talk about the needs for nutrition, health history, the way you feed your family and your concerns.* Compare this to the message in English. How do they compare?

Click ahead to continue.

## ANOTHER EXAMPLE

On the back of the WIC Folder in English	On the back of the WIC Folder in Spanish	The Spanish translation was “translated back” into English using computer software translation capability
During the WIC appointment, we will talk about nutrition needs, health history, the way your family eats, and your concerns.	Durante su cita con WIC, hablaremos sobre las necesidades de nutrición, historia de salud, la manera como se alimenta su familia y sus preocupaciones.	During your visit with WIC, highlighting nutrition, health history, needs the way as feeds her family and their concerns.

Here’s another example of a Spanish translation that is “translated back” into English using computer software. *During your visit with WIC, highlighting nutrition, health history, needs the way as feeds her family and their concerns.* Make sense?

Advance to continue.





Remember that translating or ordering translated materials requires time, so plan ahead. Requirements must be met when scheduling an appointment which needs translated materials. Language assistance must be provided in a timely manner and must avoid denial and delay of service, benefit or rights. If there is insufficient time for a translator to complete the translation, a language interpreter should read the materials to the participant until the materials can be translated.

Refer to Policy 2.2 for appointment scheduling requirements for walk-in, telephone, and mail applications.

## WHERE TO FIND A TRANSLATOR

- Collaboration
- Community
- Resources



Agencies within a county or city that receive federal financial assistance have the same requirements for serving individuals who are limited in their English proficiency. These agencies may collaborate to meet the needs of customers and to provide cost-effective translation services, especially for languages that are uncommon in the community.

Arrange for services of voluntary community translators who are trained in the skill of translating and demonstrate competence as translators.

Ask the Health Officer of your agency, Regional Office Nutrition Consultant or neighboring WIC Projects for names of qualified translators. Websites can be found in the resource list provided with this module.

*Mya Lee*  
*What would you do?*



Type in your answer and then press the submit button.

After completing the exercise click ahead to advance.

A Hmong woman participant who is limited in her English proficiency signs the WIC Rights and Responsibilities form in English, acknowledging that she understands her rights and her responsibilities, and she has given accurate information.

Here's a situation to think about...

She nods, smiles, and says yes but you don't think she understands. You sense she is limited in her English proficiency.

Without her understanding the form, if an investigation were to take place for fraud and abuse, she may say, "I didn't understand," or "I didn't understand English." What would you do?

Answer:

- Ask her if she can read the Hmong language. If so, give her the WIC Rights and Responsibilities translated in Hmong for her to read. If not, bring in an interpreter to read this form in Hmong to her and answer any of her questions.
- Another method would be to provide a recording of the form in the Hmong language and play it for her. If she has questions, bring in the interpreter to help.
- In addition, give her the form in English and in Hmong to take home. Family members or friends may be able to help her further understand the content of the form.

## QUESTIONS

- Review policies 2.2, 10.14, 10.51
- Ask Project WIC Director
- Contact Regional Office Nutrition Consultant or Milwaukee County WIC Office
- WIC Operations Coordinator at State WIC Office



This wraps up module 5. Have any questions? Use the resources that are listed here.

