

Informational Report on Translation Services at Milwaukee County



MILWAUKEE
COUNTY

Translation Services Overview

Request to provide a report outlining potential options to equip departments with the necessary resources/training to provide public information, forms, websites, and other communications in relevant languages, upon request, to residents with Limited English Proficiency (LEP)

Spanish is the 2nd most spoken language in the United States, Wisconsin, and Milwaukee.

Hmong is the third most spoken language in Wisconsin and Milwaukee.

According to the 2022 U.S. Census, in Milwaukee County 17.6% of persons 5 years and older speak a language other than English at home¹



¹<https://www.census.gov/quickfacts/fact/table/milwaukeecountywisconsin/PST045222>

Translation Services Overview

Website translation



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Established in 1835, Milwaukee County is home to more than 950,000 residents and is the hub of the 37th largest regional economy in the United States.
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Translation Services Overview

Website translation



The screenshot shows the top section of the Milwaukee County website. At the top center is the Milwaukee County seal. Below it, the text reads: "Established in 1835, Milwaukee County is home to more than 950,000 residents and is the hub of the 37th largest regional economy in the United States." Below this text are links for "About Us", "Municipalities", and "Contact Us". There are also social media icons for Facebook and Twitter for both the "County Executive" and "Board of Supervisors", with a "View All Social Media" link. On the right side, under the heading "CONNECT", there are links for "Sign Up for News Alerts", "Parks & Recreation News", "County Executive News", and "Board of Supervisors News". In the bottom right corner of the main content area, there is a badge for the "CENTER FOR DIGITAL GOVERNMENT GOVERNMENT EXPERIENCE AWARDS OVERALL WINNER 2019". At the bottom of the page, there is a footer with links for "CountyConnect", "System Sitemap", "Website Policies", and "Translation". A red circle highlights the "Translation" link, and a red arrow points from it to a magnified view of the link.

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MILWAUKEE COUNTY
ESTABLISHED 1835

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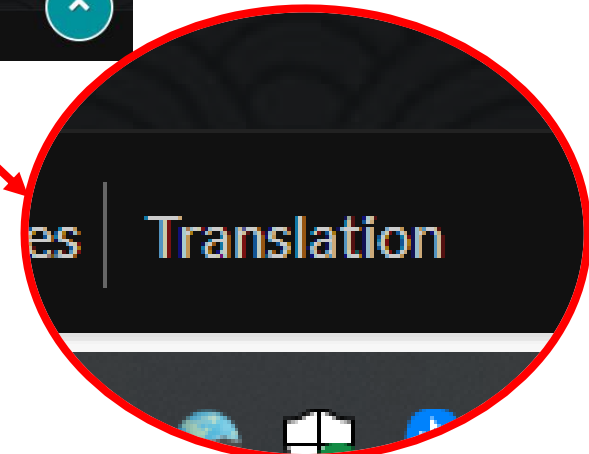
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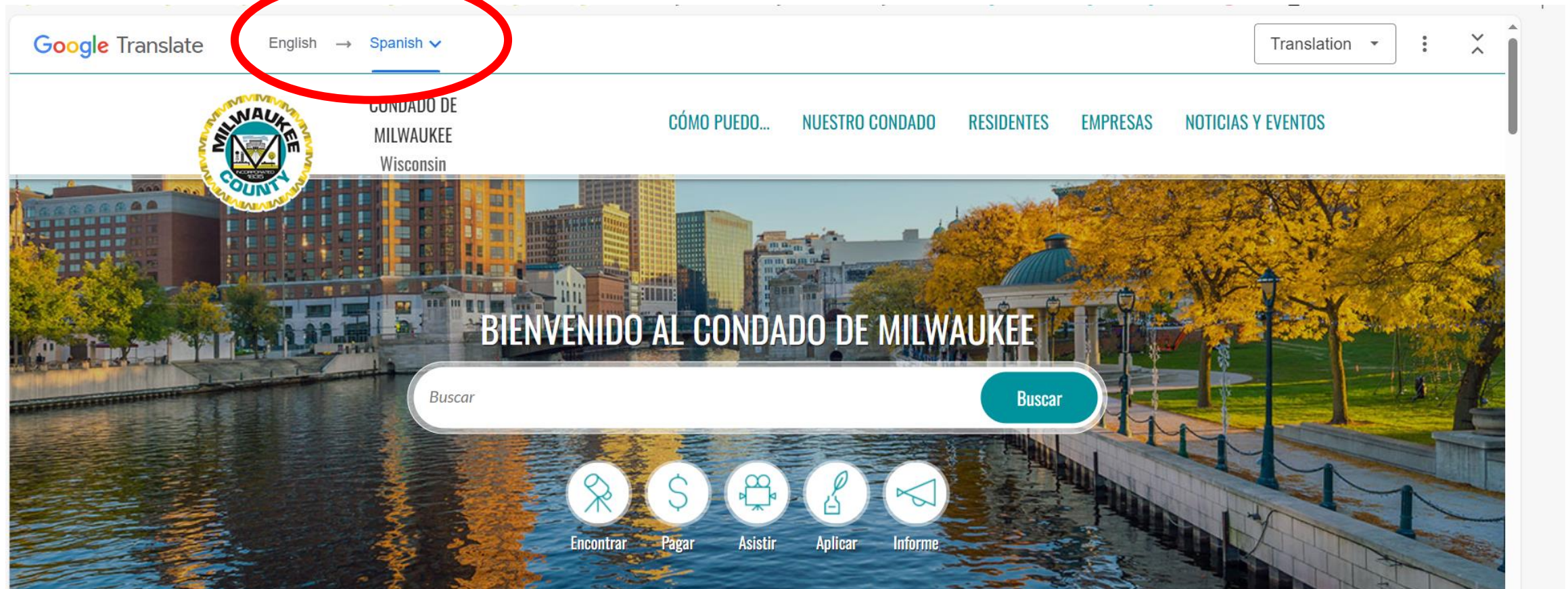
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CountyConnect | System Sitemap | Website Policies | **Translation**



Translation Services Overview

Website translation



The image shows a screenshot of the Milwaukee County website with a Google Translate overlay. The Google Translate interface is at the top, showing the text "English → Spanish" circled in red. Below the overlay, the website header includes the Milwaukee County logo, the text "CONDADO DE MILWAUKEE Wisconsin", and navigation links: "CÓMO PUEDO...", "NUESTRO CONDADO", "RESIDENTES", "EMPRESAS", and "NOTICIAS Y EVENTOS". The main content area features a scenic background image of a city waterfront with the text "BIENVENIDO AL CONDADO DE MILWAUKEE". A search bar with the placeholder "Buscar" and a teal "Buscar" button is present. At the bottom, there are five circular icons representing services: "Encontrar" (location pin), "Pagar" (dollar sign), "Asistir" (video camera), "Aplicar" (leaf), and "Informe" (megaphone).

Translation Services Overview

Other Translation Service Options

Multilingual Captioning Services

- DAS-IMSD is undergoing the contracting process with a vendor to provide closed captioning services
- Closed captioning will be in English to start with the option to add additional languages
- Implementation to be completed in the first half of 2024

Documenting current translation functionality

- DAS-IMSD is in the process of documenting translation functionality that is available within software applications DAS-IMSD supports. Documentation is expected to be completed in 2024 and DAS-IMSD will develop a communication and training plan to educate employees.

Identifying Translation Vendors

- MarComm has been working with departments to identify translation vendors that departments are currently working with. An internal resource identifying the vendors will be available to departments in 2024.



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