




Lost in a digital world?

Finding improved access through technology
with linguistically diverse communities



Speakers



- Emily Yaffe, Language Access Manager
Diversity, Equity, Inclusion, and Accessibility Department,
City of San Antonio, TX



- Peggy Liao, Language Access Program Manager
Office of Immigrant and Refugee Affairs,
City of Seattle, WA



- Rev. Won-Seok Yuh, Pastor
The First United Methodist Church of Honolulu,
Honolulu, Hawai'i

Overview

- Icebreaker
- Panelist Introductions
- Panel discussion
- Q&A

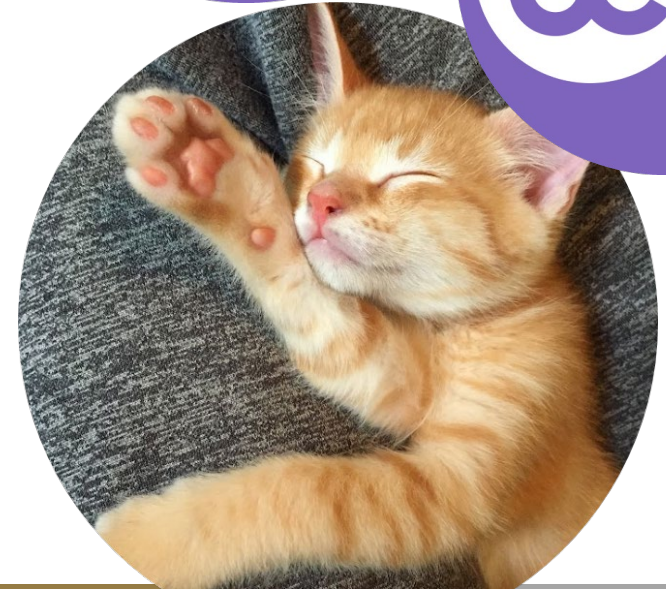
Challenges:

1. Identified issues: Can we use translation software for easy access?
2. How should we organize the language selectors?
3. My website is not compatible with mobile devices.
4. Do we need to translate the entire website to match the English version?
5. We update and add more information very frequently. How do we manage the translation?

Leverage Technology for Better Translation

- **Streamlines** translation workflow with a centralized translation system
- Shortens the turnaround time
- Is accessible to all City departments
- Saves money by **recycling translated content**
- Reduces the cost and complexity of **payment** processes
- Collaborates with **local certified translators**
- Our team reviews English content for plain language before translation
- Can integrate with the website/blog easily

Smartcat



Tips for Digital Engagement

- Consider user experience
 - Test before launch for both desktop and mobile
- Proactively offer language services
 - Make language selector obvious
 - Point people to interpretation services
- Use AI in a smart way
 - Make content machine translation friendly
 - Always review what's machine translated
- Getting a CAT tool? First think about what structure you want!
 - Set a goal
 - Ask how, what, who, when




Stolen Goods?

Google  Translated to: [Chinese \(Traditional\)](#)

博客統計：1,350 字 | 10 分鐘閱讀

想讓您的街區成為今年夏天的社區聚會場所嗎？您現在不僅可以在無需許可的情況下將現有的健康街道變成遊戲街道，而且我們還提供免費的“在您的健康街道上玩耍”套件！它們包括標誌、**贓物**等，可幫助您將健康街道轉變為適合街區派對、騎自行車、現場表演等的無車輛空間！

Google  Translated to: [English](#)

Blog Stats: 1,350 words | 10-minute read

Want to make your block a community gathering place this summer? Not only can you now turn existing Healthy Streets into Play Streets without a permit, but we're offering free Play on Your Healthy Street kits! They include signs, **swag**, and more to help you transform your Healthy Street into a vehicle-free space for block parties, bike riding, live performances, and more!

Notice of Tenants' Rights

- [Notice of Tenants' Rights](#) (PDF, 178KB)
 - [Other Languages](#) 文A
- [Notice of Tenants' Rights: Frequently Asked Questions](#) (PDF, 247KB)
- [Notice of Tenants' Rights Ordinance](#) (PDF, 372KB)

Notice of Tenants' Rights

- [English](#) (PDF, 178KB)
- [español \(Spanish\)](#) (PDF, 240KB)
- [العربية \(Arabic\)](#) (PDF, 503KB)
- [ဗမာစကား \(Burmese\)](#) (PDF, 128KB)
- [中文 \(Chinese-Simplified\)](#) (PDF, 381KB)

Recipe

Grape & soda flavors

- Wash your hands well.
- Prepare a glass of water.

Enjoy making pastries only using the packing pouch as a prep sheet!



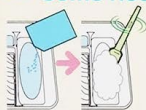
▶ check out !

QR Translator



日本語 簡体中文 한국어
 繁體中文 Français Русский
 English Português Español
 ภาษาไทย

1 Make some rice!



Fill the oval depression 1 with water, then add powder from the blue packet. Stir until thick like cooked rice.

2 Make Omelette!



Add water up to line on the side in spiral section then add powder from the yellow packet. Mix. Spread and flatten.

※ Wait for 3 minutes until firm.

3 Make tuna!



Add water up to line on side in wavy section then add powder from the red packet. Mix. Spread and flatten.

※ Wait for 3 minutes until firm.

4 Make Dried Seaweed!



Spread out the black candy to match shape and size of the packing pouch.

5 Make Salmon roe!



Add water up to lines on sides in sections A and B. Add powder from the green packet to section A. Add powder from the orange packet to section B. Mix well. Use dropper to slowly add mixture B to mixture A.

※ Be careful not to mix liquids together.

How to make omelette sushi and tuna sushi



Form a rice ball

Cut omelette and tuna in half

Flip halves over and put on rice balls

How to make salmon roe sushi



Form a rice ball

Wrap the rice ball in dried seaweed.

Put salmon roe on it.

Make soy sauce

Fill dropper half-full of water and add to section 1. Add powder from the brown packet and mix well. Enjoy dipping sushi in soy sauce.



Produced by Kracie Foods, Ltd. Tokyo, Japan

▶ check out !

QR Translator



日本語 簡体中文 한국어
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 English Português Español
 ภาษาไทย

o line
ravv

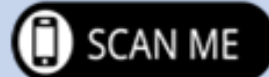
5 Make Salmon roe!



Español-Spanish

中文繁體-Chinese

Tiếng Việt-Vietnamese



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