



Should you translate documents for outreach?

Office of Access, Inclusion, and Compliance

Translated materials are always helpful

- No matter what, the translation of materials is always helpful when it is conducted by trained professionals. Translating documents shows the efforts that organizations have towards working with non-English dominant groups. However, consider that some non-English dominant groups may be non-literate and may not be able to read your materials.

Consider creating multilingual forms of outreach

- If community members are unable to read the document in their respective language, they have the ability to take it to a vetted person to have the message communicated to them. Having documents in English as well as their dominant language helps the vetted person better communicate the message to the recipient.

Consider other forms of outreach

- As some communities may be non-literate, consider other forms of communication methods. This may include using videos, sound recordings, QR codes, in-person recruiting, and more. The availability of these other forms of outreach expand access to programming beyond those who are literate.

Build relationships in the community

- By building relationships with community members, organizations can better understand how to reach out and communicate to different communities based on that community's needs. For any questions on relationship building beginning steps, please reach out to the OAIC.