

# **New VA.gov**

## **Providing benefits content in Spanish**

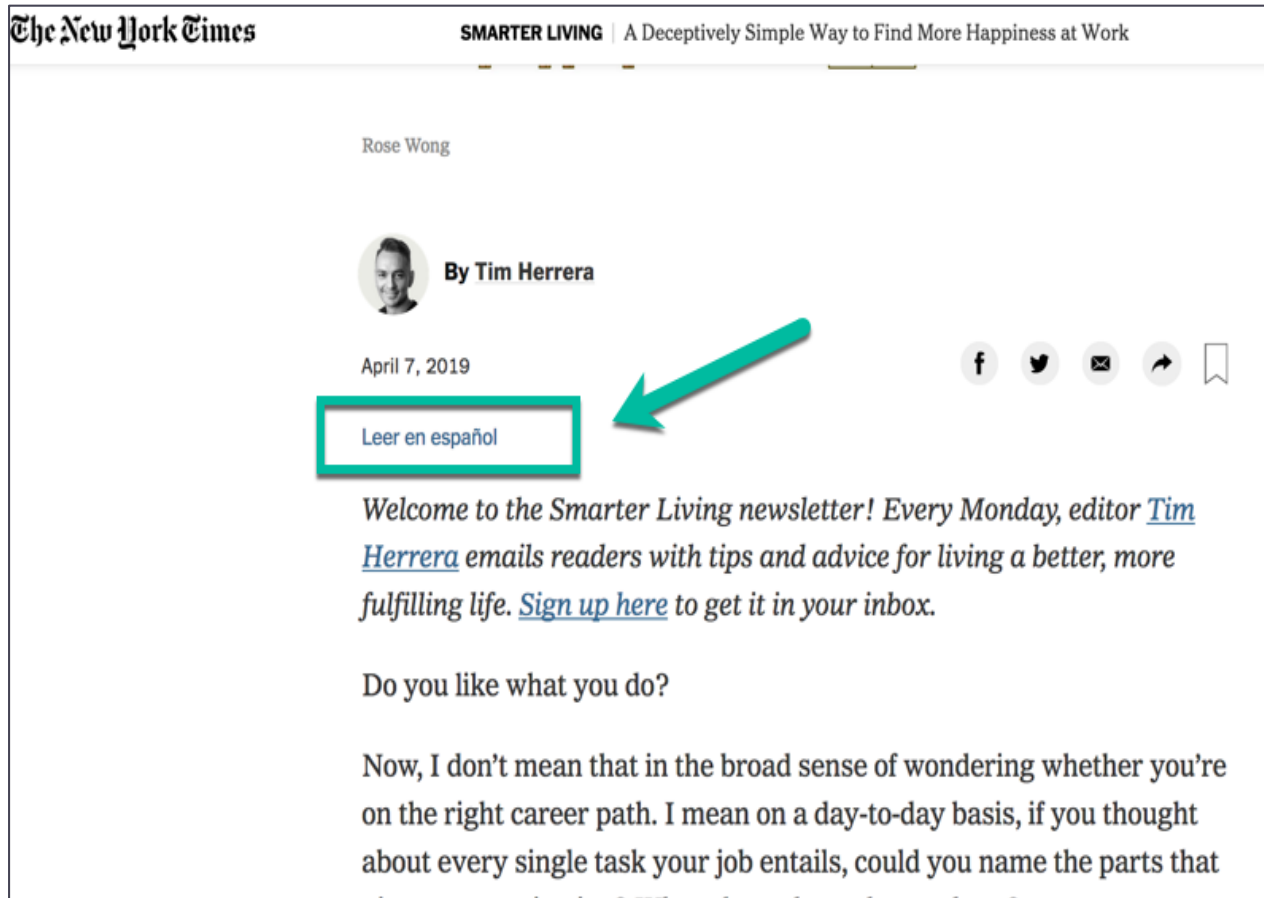
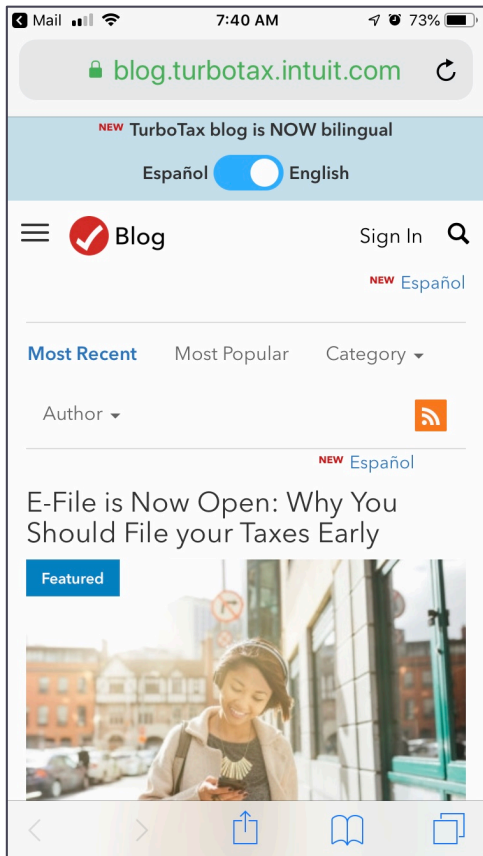
May 2019



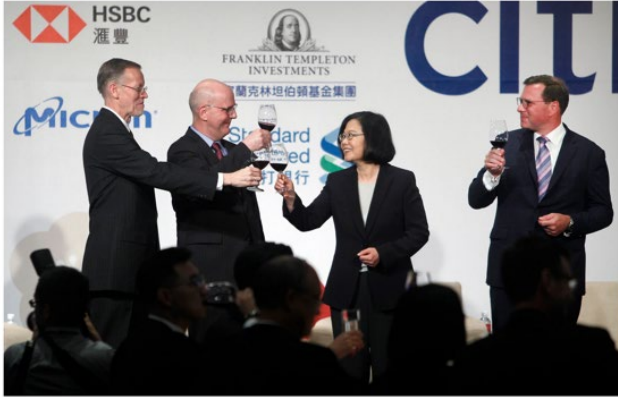
# Github repo – background and context

- Repo: <https://github.com/departament-of-veterans-affairs/va.gov-team/issues/60>
- VBA's current Spanish pages (and proposed new VA.gov benefit pages to translate): [https://github.com/departament-of-veterans-affairs/va.gov-team/files/3070983/All Translated Contents-VBA-SandyTadeo-040319-jlee.xlsx](https://github.com/departament-of-veterans-affairs/va.gov-team/files/3070983/All%20Translated%20Contents-VBA-SandyTadeo-040319-jlee.xlsx)
- Top organic search pages for Spanish language benefits (VBA benefits): [Analytics-organic-Spanish-benefits-April 2018-2019-042919.xlsx](#)
- Top traffic pages - VBA benefits in Spanish: [Analytics-top-all-traffic-Spanish-benefits-April 2018-2019-042919.xlsx](#)

# The good, the bad, and the ugly—examples



## Taiwan's President Welcomes U.S. Officials as Tensions With China Escalate



From left, William Brent Christensen of the American Institute in Taiwan; David Meale, a deputy assistant secretary of state; President Tsai Ing-wen of Taiwan; and Leo Seewald of the American Chamber of Commerce on Wednesday in Taipei.

Chiang Ying-Ying/Associated Press

By Chris Horton

April 10, 2019

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TAIPEI, Taiwan — President Tsai Ing-wen of Taiwan welcomed American dignitaries on Wednesday in the face of rising tensions with China, saying the self-ruled island needed to protect itself “from new, sophisticated threats coming from across the strait.”

Ms. Tsai made the remarks at a dinner at the American Chamber of

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# It's the law—executive order 13166

<https://www.lep.gov/13166/eolep.htm>

Executive order 13166: Improving access to services for persons with limited English proficiency

(There's no hard requirement on number of pages or languages; it's more about the idea of providing meaningful, equal access for important information.)

# Identify new Veteran-facing benefit pages for translation

## Veterans Benefits Administration

### Pensiones de Veteranos

#### Ingreso Suplementario para los Veteranos en Tiempos de Guerra

El VA ayuda a los Veteranos y sus familias a superar desafíos financieros, proporcionando ingresos a través del beneficio de Pensiones de Veteranos. Pensiones de Veteranos es un beneficio monetario, pagado a Veteranos en tiempos de guerra de bajos recursos monetarios.

### Elegibilidad

Generalmente, un Veterano debe tener por lo menos 90 días de servicio activo, con al menos un [tiempo de guerra](#) para tener derecho a una pensión de VA. Si usted entró en servicio activo después de septiembre de 1980, generalmente debe haber servido al menos 24 meses o el período completo ordenado al servicio activo (con algunas excepciones), con al menos un día durante un [tiempo de guerra](#).

Además de satisfacer los requisitos de servicio mínimo, el Veterano debe ser:

- Mayor de 65 años, O
- Total y permanentemente discapacitado, O

## Veterans Pension Eligibility

If you're a wartime Veteran who meets certain age or disability requirements, and your income and net worth are within certain limits, you may qualify for monthly payments through our Veterans Pension program. Find out if you can get this benefit.

### Can I get Veterans pension benefits from VA?

You may be able to get pension benefits if you meet the requirements listed below.

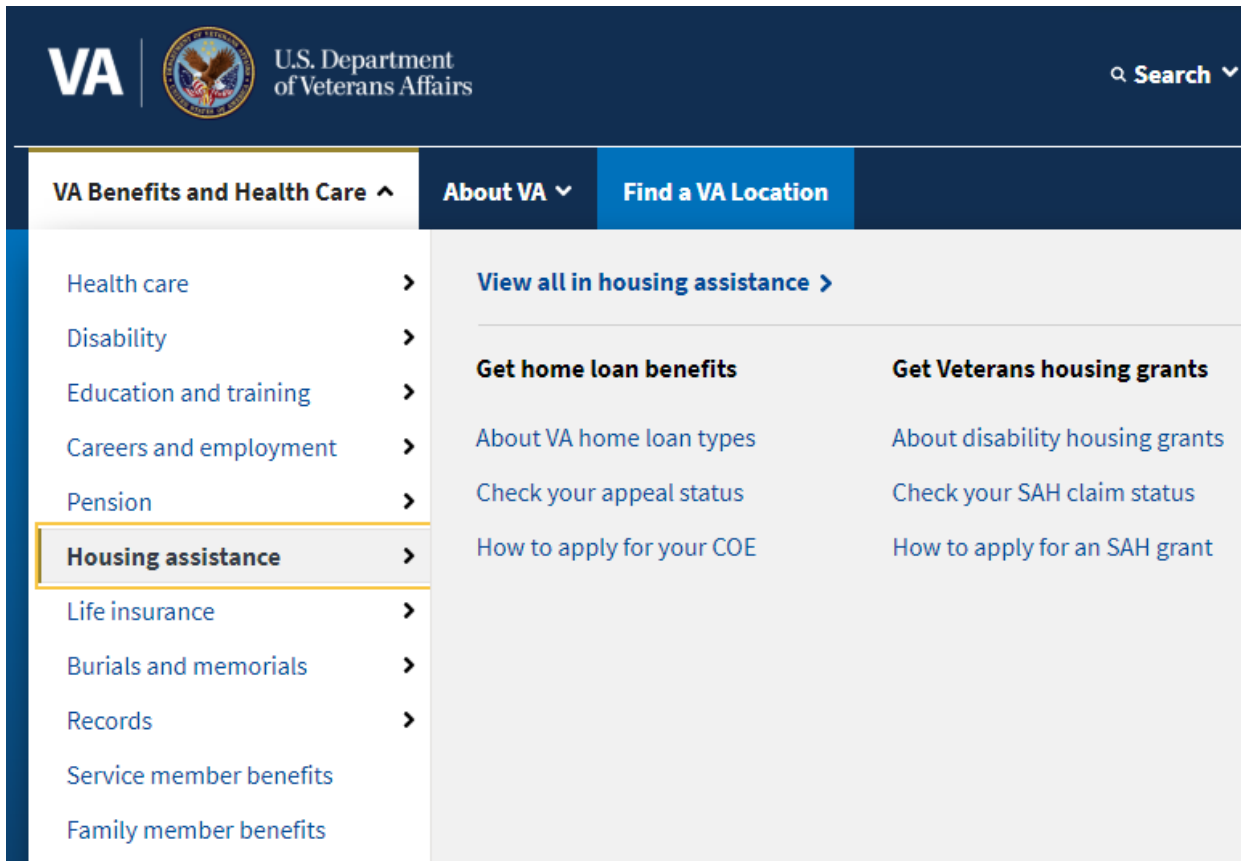
#### Both of these must be true:

- You didn't receive a dishonorable discharge, **and**
- Your yearly family income and net worth meet certain limits set by Congress. Your net worth includes all personal property you own (except your house, your car, and most home furnishings), minus any debt you owe. Your net worth includes the net worth of your spouse. [Find out about Veterans pension rates.](#)

#### And at least one of these must be true about your service. You:

- Started on active duty before September 8, 1980, and you served at least 90 days on active duty with at least 1 day during wartime, **or**
- Started on active duty as an enlisted person after September 7, 1980, and served at least 24 months or the full period for which you were called or ordered to active duty (with some exceptions).

# Across VA benefit products



Right now, working with Sandy Tadeo, we're identifying VBA benefit pages for translation.

We would like to work with VHA and NCA to do the same for other top benefits.

# With localized, search optimized urls (and meta)

En source page: <https://www.nytimes.com/2019/04/07/smarter-living/how-to-be-happier-at-work.html>

EN source page: <https://www.usa.gov/military-assistance>

## Like this:

ESP page: <https://www.nytimes.com/es/2019/04/10/como-ser-feliz-en-el-trabajo/>

ESP page: <https://www.usa.gov/espanol/beneficios-familias-militares>

# Usability test with Spanish LEP/ESL Veterans, caregivers, and family members

**Goal:** To provide English-as-a-second-language (ESL) or limited-English-proficiency (LEP) Veterans, beneficiaries, or caregivers access to plain language, single source of truth, benefits content, so they have equal access to the benefits they have earned.

## User archetypes

Veterans, family members, and caregivers. *Other possible archetypes, but not likely:* Power of attorney, attorney, contestant claimant (could be a family member or an attorney).

## Where can we look for users?

Without having the actual data on the number of Veteran populations, these are the U.S. regions with greater Spanish speaking populations: Puerto Rico, Southern California, New York, New Jersey, Long Island, Miami, Fort Lauderdale, Pompano Beach, FL, Texas, Bay Area CA, DC metro area, Chicago. [A good reference to Spanish speaking regions](#)

# Top 5 organic search pages for Spanish language benefits (VBA benefits)

- [benefits.va.gov/benefits/espanol/pension\\_veteran.asp](https://benefits.va.gov/benefits/espanol/pension_veteran.asp)
- [benefits.va.gov/benefits/espanol/homeloans\\_purchase\\_certificate.asp](https://benefits.va.gov/benefits/espanol/homeloans_purchase_certificate.asp)
- [benefits.va.gov/benefits/espanol/compensation\\_types.asp](https://benefits.va.gov/benefits/espanol/compensation_types.asp)
- [benefits.va.gov/benefits/espanol/homeloans\\_purchase\\_eligibility.asp](https://benefits.va.gov/benefits/espanol/homeloans_purchase_eligibility.asp)
- [benefits.va.gov/benefits/espanol/compensation\\_types-disability.asp](https://benefits.va.gov/benefits/espanol/compensation_types-disability.asp)



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- [benefits.va.gov/benefits/\*\*espanol\*\*/pension\\_veteran.asp](https://benefits.va.gov/benefits/espanol/pension_veteran.asp)
- [benefits.va.gov/benefits/\*\*espanol\*\*/homeloans\\_purchase\\_certificate.asp](https://benefits.va.gov/benefits/espanol/homeloans_purchase_certificate.asp)
- [benefits.va.gov/benefits/\*\*espanol\*\*/compensation\\_types.asp](https://benefits.va.gov/benefits/espanol/compensation_types.asp)
- [benefits.va.gov/benefits/espanol/homeloans\\_purchase\\_eligibility.asp](https://benefits.va.gov/benefits/espanol/homeloans_purchase_eligibility.asp)
- [benefits.va.gov/benefits/espanol/compensation\\_types-disability.asp](https://benefits.va.gov/benefits/espanol/compensation_types-disability.asp)



MVP: Page-level translation

Some day: Enterprise site-wide localization?

**Let's start small.**

**Gather user feedback. Collect data.**