

DEEOIC FY23 Spanish Language Hub

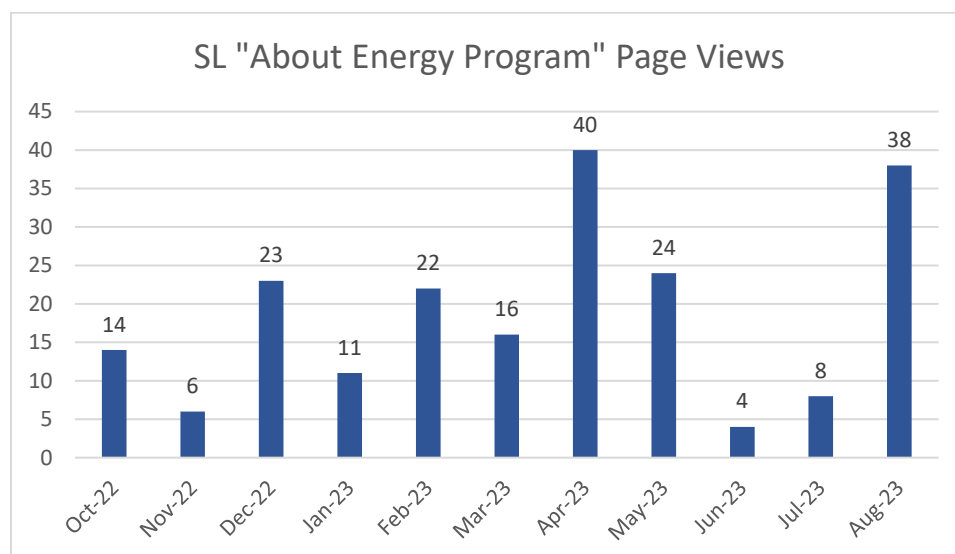
Background

Division of Energy Employees Occupational Illness Compensation (DEEOIC) has historically provided essential forms (including claims forms, employment history forms, and a medical requirement form) to stakeholders in Spanish. Beyond that, DEEOIC maintained several brochures in Spanish but did not have a central repository for these translated documents. In an effort to acknowledge and aid our Spanish speaking stakeholders, DEEOIC made it a priority to translate our most frequented content. In FY22, DEEOIC created a Spanish language hub on our website that provided vital program information in Spanish. The pages that were translated were identified after a thorough review of the website statistics and internal discussions. The information that was translated provides information on the various parts of the claims process. Additionally, ten different fact sheets – covering topics like eligibility, medical benefits, wage loss, and home health care - were translated and added to these Spanish language pages to provide further information on benefits available through DEEOIC.

In an effort to gather customer feedback from our Spanish-speaking stakeholders, DEEOIC launched a Spanish language web survey in April 2023. The survey was intended to solicit feedback on what web content those users currently access, what web content they wish to be translated into Spanish and provide an overall idea of how well we serve our Spanish speaking stakeholders.

Results

Since the launch of the Spanish language hub, the Outreach and Customer Experience Unit (OCXU) has been monitoring the number of unique users and page views on the Spanish language pages. The webpage that received the most traffic continues to be the “About Energy Program” webpage with 206 page views and 146 unique page views. The chart below shows the distribution of page views by month. The least viewed page is the “Roles of the EEOICP” with 34 page views and 27 unique page views from October 2022 – August 2023. By comparison, the home page for the DEEOIC website had 82,970 page views and 61,158 unique page views during the same time period.



The table below contains the number of page views and unique page views for each of the Spanish language pages or fact sheets between October 2022 and August 2023.

Page	Page Views	Unique Views
About Energy Program	206	146
Claimant/AR How-To	110	74
Contact Us	76	58
Roles of EEOICP	34	27
Eligibility Factsheet	13	12
Home and Residential Healthcare Factsheet	10	8
Medical Benefits Factsheet	9	9
Claims Processed Factsheet	8	6
Impairment Factsheet	7	5
Wage Loss Factsheet	7	6
Recommended Decision Factsheet	6	5
Beryllium Disease Factsheet	6	5
Massage Therapy Factsheet	3	3
Authorized Representative Factsheet	2	2

The Spanish language survey was made available as a link on all five of the Spanish translated pages on the DEEOIC website on April 10th, 2023. As of mid-September, OCXU has yet to receive any responses.

Recommendations

Given the lack of engagement with the Spanish language survey and the low amount of page views on the Spanish language pages, OCXU does not see a need to translate additional resources into Spanish at this time. However, the low web engagement with our Spanish speaking customers is an area of concern. OCXU will work with the Resource Centers, DOL Office of Public Affairs, and DOL Civil Rights Center team to develop a marketing strategy to better reach our Spanish speaking stakeholders. Resources promoting the Spanish language hub will be made available at Resource Centers and outreach events during FY24. Additionally, in conjunction with other Branch of Outreach and Technical Assistance staff, OCXU will work to ensure that existing Spanish language resources are updated as changes to existing information occur. OCXU will continue to monitor the website traffic and any responses to the Spanish language survey, reassessing plans for translated information on a regular basis.