



House Bill 6477

AN ACT REQUIRING A PLAN FOR THE TRANSLATION AND REVIEW OF ALL FORMS AND APPLICATIONS REQUIRED TO ACCESS STATE AGENCY SERVICES OR BENEFITS BY LIMITED-ENGLISH PROFICIENT INDIVIDUALS

Testimony of the Department of Administrative Services

Government Administration and Elections Committee

March 21, 2025

Senator Flexer, Representative Blumenthal, Senator Sampson, Representative Mastrofrancesco, and distinguished members of the Government Administration and Elections Committee. We thank you for the opportunity to submit testimony on **House Bill 6477: An Act Requiring a Plan for the Translation and Review of all Forms and Applications Required to Access State Agency Services or Benefits by Limited-English Proficient Individuals**, which would require the Department of Administrative Services (DAS) develop a plan for the translation and review of certain forms and applications into language spoken by limited-English proficient individuals in the state.

We appreciate the intent behind the proposal; however we are concerned that DAS is not well suited to develop such a comprehensive plan. DAS's limited role in translation services has primarily focused on our digital government initiatives to ensure that our websites comply with federal accessibility standards. Below are examples of how DAS supports our partner agencies in meeting their specific translation needs:

DAS Procurement:

The DAS Procurement Services division has ensured the availability of three state-wide contracts for interpretation and translation services that client agencies may utilize. They are:

- [19PSX0042](#) for virtual / on-demand interpreting and document translation services
- [21PSX0065](#) for in-person translation and document translation services
- [19PSX0008](#) for interpreting services for deaf, deafblind or hard of hearing individuals

DAS Bureau of Information Technology Solutions (BITS):

Each state agency sets its own requirements around translation needs for both digital and analog content. The State's recommendation to agencies has always been to adopt the enterprise machine translation service for most public-facing content and to include manual translations for any critical content (eligibility, application, legal, financial, safety, emergency, etc.). DAS-BITS provides translation into eight primary languages through machine translation (e.g. Google Translate or similar tools) when improving agencies' public-facing websites. Agencies may request additional languages outside the standard eight; we will work to accommodate those requests when possible.

DAS suggests that Connecticut's Chief Equity and Opportunity Officer is better situated to develop the comprehensive plan identified in the proposal, as one of the position's responsibilities is to partner with state agencies to ensure that communications with residents are culturally and linguistically appropriate and accessible. Given the complexity of this issue, we also recommend that the due date for the plan be moved back to provide more time for the CEOO to complete the plan. We also recommend removal of the requirement that the plan be revised every two years.

We appreciate the continued discussions with the bill's proponents and thank the Committee for allowing us to submit our testimony and share our thoughts.