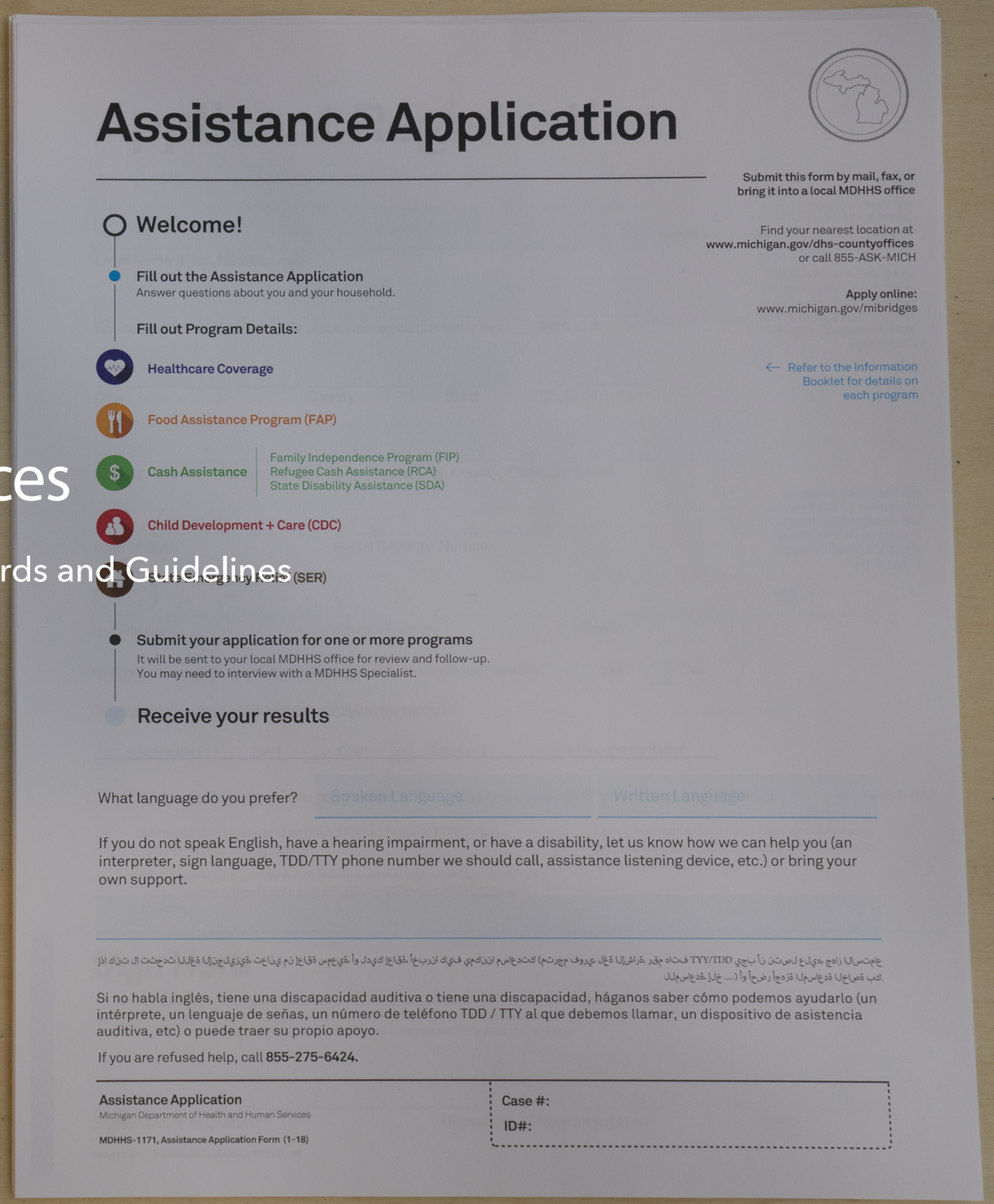
Michigan Department of Health and Human Services

MDHHS-1171 Assistance Application Standards and Guidelines



Assistance Application

Submit this form by mail, fax, or bring it into a local MDHHS office

Find your nearest location at www.michigan.gov/dhs-countyoffices or call 855-ASK-MICH

Apply online: www.michigan.gov/mibridges

← Refer to the Information Booklet for details on each program

Welcome!

Fill out the Assistance Application
Answer questions about you and your household.

Fill out Program Details:

- Healthcare Coverage
- Food Assistance Program (FAP)
- Cash Assistance — Family Independence Program (FIP); Refugee Cash Assistance (RCA); State Disability Assistance (SDA)
- Child Development + Care (CDC)
- State Emergency Relief (SER)

Submit your application for one or more programs
It will be sent to your local MDHHS office for review and follow-up.
You may need to interview with a MDHHS Specialist.

Receive your results

What language do you prefer? Spoken Language | Written Language

If you do not speak English, have a hearing impairment, or have a disability, let us know how we can help you (an interpreter, sign language, TDD/TTY phone number we should call, assistance listening device, etc.) or bring your own support.

إذا كنت لا تتحدث اللغة الإنجليزية، تعاني من إعاقة سمعية، أو لديك إعاقة، أخبرنا كيف يمكننا مساعدتك (مترجم فوري، لغة الإشارة، رقم هاتف TYY/TDD يجب أن نتصل عليه، جهاز السماع للمساعدة، إلخ ....) أو أحضر أجهزة المساعدة الخاصة بك.

Si no habla inglés, tiene una discapacidad auditiva o tiene una discapacidad, háganos saber cómo podemos ayudarlo (un intérprete, un lenguaje de señas, un número de teléfono TDD / TTY al que debemos llamar, un dispositivo de asistencia auditiva, etc) o puede traer su propio apoyo.

If you are refused help, call **855-275-6424.**

Assistance Application
Michigan Department of Health and Human Services
MDHHS-1171, Assistance Application Form (1-18)

Case #:
ID#:

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Context

CONTEXT

Background + Purpose

The goal of this style guide is to provide a detailed overview of the content and design standards that underpin Michigan's Assistance Application, the MDHHS-1171. These standards were informed by thousands of hours of research and rigorous user-testing with Michigan frontline staff and residents.

About the MDHHS-1171 Assistance Application

The MDHHS-1171 is the application completed by 2.5 million Michigan residents each year to access Healthcare, Food Assistance, Cash Assistance, Child Development and Care, and State Emergency Relief. In January 2018, a new version of the form rolled out statewide. It was the product of a two-year redesign process conducted by MDHHS in partnership with Civilla, a Detroit based design studio. Working together, the team focused on designing for the needs of residents and caseworkers. The process resulted in a shorter, simpler, faster application that works better for everyone – especially the millions of Michiganders who use the application each year.

Who is this style guide for?

This style guide is for anyone responsible for making updates or changes to the Assistance Application moving forward. It is our hope that the MDHHS-1171 sets the bar for clarity, simplicity, and beautiful design across the country. While we focus on the anatomy of a specific application, we suspect anyone designing multi-benefit forms or government applications will find the content in this guide useful and inspiring.

> "I feel like I can breathe again. It was so simple, it made me feel comfortable.
>
> **–Michigan Resident**

CONTEXT

Design Tenants

Short
Brevity is the #1 priority for applicants and staff. The form should collect what is necessary and no more.

Simple
Design and copy should be intuitive and easy to understand.

Relevant
Only ask for information necessary to the programs that residents are applying for.

> I thought I was going to be here all day – but this one was simple and easy to understand.
>
> **–Michigan Resident**

CONTEXT

Anatomy of the Application

One application, five programs, three components

This application integrates five separate benefits programs (Healthcare, Food Assistance, Cash Assistance, Child Care + State Emergency Relief) into a single application. The content is separated into three components that give residents the flexibility to complete only the necessary information for the programs to which they are applying. This strategy streamlines MDHHS' processes and anticipates a future when additional programs may be added to the application.

General Application | Every applicant completes a "core" application with information that is shared across programs.

Program Supplements | Applicants complete supplements only for the programs that they are applying for.

Information Booklet | This contains residents' rights and responsibilities as well as important program information.

> "It feels sharp. I can see what I'm looking for. It feels easier to navigate.
>
> **–MDHHS Caseworker**

Voice + Tone

Why It Matters

Applying for public benefits is an inherently vulnerable experience: A person is asking for help in a time of need. The voice that greets an applicant on the page can go a long way in providing assurance and peace of mind. Here are some important guidelines.

Write like a human.

- Government applications are often centered around the needs of policy, legal, audits, and fraud prevention. The result is that questions end up written in "legal speak" rather than in normal words that people can understand.
- The application's content is grounded in policy, but the questions are designed to channel the voice of real people. In this case, the voice of MDHHS caseworkers. This ensures that the language is simpler and easier to understand for those reading it.

Trim the excess.

- The voice of the new Assistance Application aims to respect the gravity of the situation clients are in by stripping out all language that isn't absolutely necessary.
- Kindness is conveyed through brevity and the design of the page itself, rather than the voice or words that are used.

Write for a universal audience.

- Using plain language does not mean dumbing the application down. Readability of government forms is often referenced by grade levels (ex: "This is written at a third grade reading level"). The intent of this metric is positive, but the result is that clients can end up feeling treated like children.
- The MDHHS-1171 is written to be universal rather than elementary. This means that the words have been carefully chosen and tested to ensure that they resonate with a wide audience – including people with low literacy and language barriers – while respecting people's abilities.

> "I loved the rights and responsibilities page. I feel like I understood the questions and information. It made me feel good.
>
> **–Michigan Resident**

Tips + Examples

	OLD LANGUAGE	NEW LANGUAGE	THE TAKEAWAY
Mailing + Primary Address	Address where you live, or address of facility (number, street, rural route, apartment/lot number	Household Street Address – the place where you currently live.	*Ask for what you want. The intention is to know where the applicant currently lives.*
Self Employment	Is anyone in your household self-employed or will anyone be self-employed before the end of the next calendar month?	Is anyone in your household self-employed?	*People rarely read entire questions. Make the search for keywords easier by keeping it short.*
Assets	Does anyone in your household have any assets(include assets owned with another person)?	Does anyone in your household have money or accounts?	*The word "assets" was not well understood in testing, and the vast majority of assets consisted of money or accounts. This slight wording change led to higher completion rates.*
Household Members	Answer for ALL persons in your household (everyone living in your home). Include persons who are not there all the time, even if you are not applying for them. LIST YOURSELF FIRST.	List everyone who lives in your home, including yourself and anyone who is not there all the time.	*Get to the point and refrain from yelling. You want them to list everyone in the home.*

Typography

TYPOGRAPHY

Primary Typeface

Akkurat

Pragmatic and contemporary, Akkurat is a sans serif typeface that is known for its clean and crisp character. With a variety of weights that read easily at all sizes, it provides clear headers as well as highly readable body text.

A B C D E F G H I J K L M N
O P Q R S T U V W X Y Z

abcdefghijklmnopqrstuvwxyz

0123456789

!”#$&%’()*=+?@

Why It Works
It’s easy to read. Fonts for government applications should be clear. Sans-serif fonts should always be used, since they provide increased readability and are ADA compliant.

It feels human. Beyond readability, government applications should select a typeface with warmth. We chose an engaging font that amplifies the personalities of the caseworkers we met.

AKKURAT THIN

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin tellus quam, vulputate id varius convallis, pretium ut erat. Vivamus elementum urna a libero sagittis tristique.

AKKURAT REGULAR

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin tellus quam, vulpu id varius convallis, pretium ut erat. Vivamus elementum urna a libero sagittis tristique.

AKKURAT BOLD

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Proin tellus quam, vulpu id varius convallis, pretium ut erat. Vivamus elementum urna a libero sagittis tristique.

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TYPOGRAPHY

Hierarchy + Scale

The Assistance Application is designed with clear hierarchy in mind, allowing users to read efficiently and take in information in a structured and sensible way.

Many government forms struggle with inconsistent hierarchy. This puts a greater strain on clients to determine what information is important and what is not. It also puts a greater strain on office staff, as they end up manually highlighting the sections clients need to fill out to ensure critical elements aren't missed.

Hierarchy and scale are particularly important for improving accessibility, allowing individuals who are visually impaired or legally blind, have a low proficiency in English, or are not highly literate to fill out the application confidently.

H1 TITLES AKKURAT BOLD & REGULAR 16PTS

Additional Details

Help Me Register to Vote

H2 TITLES AKKURAT BOLD & REGULAR 12PTS

Are you currently employed?

I release my information

FORM FIELD TITLES AKKURAT BOLD & REGULAR 10PTS

Are you currently employed?

I release my information

TOOL TIPS AKKURAT BOLD & REGULAR 8PTS

Are you currently employed?

I release my information

OFFICE NOTES AKKURAT BOLD & REGULAR 8PTS

Are you currently employed?

I release my information

PAGE NUMBERS AKKURAT BOLD 68PTS

12345

PAGE TITLES AKKURAT BOLD 38PTS

Your Rights

SIGNATURE CALLOUTS AKKURAT BOLD 24PTS

Sign Here

TYPOGRAPHY

Sample Page

PAGE TITLES AKKURAT BOLD 38PTS

PAGE NUMBERS AKKURAT BOLD 68PTS

OFFICE NOTES AKKURAT BOLD & REGULAR 8PTS

FORM FIELD TITLES AKKURAT BOLD & REGULAR 10PTS

TOOLTIPS AKKURAT BOLD & REGULAR 8PTS

H2 TITLES AKKURAT BOLD & REGULAR 12PTS

SIGNATURE CALLOUTS AKKURAT BOLD 24PTS

Applicant Registration

1

If you are unable to finish the entire application today, you may complete this page and return it to MDHHS to protect your application date.

For Food Assistance (FAP), you are only required to fill in your name, address (unless homeless), and signature. For all other programs include date of birth.

Homeless

Legal Name (First, Middle, Last)

Household Street Address - the place where you currently live

Apt/Lot #

City

County

State

Zip Code

Mailing Address - if different from above (Street, City, County, State, Zip)

/ /

Date of Birth

- -

Social Security Number

SSN is optional for people who are not applying. See Info Booklet (Pg 24) for more details on who must provide a SSN and why.

( ) -

Cell Phone #

( ) -

Home Phone #

@

Email

Have you received assistance in Michigan in the past (or currently)? **Yes** **No**

What programs are you applying for today?

Healthcare **Food** **Cash** **Child Care** **State Emergency Relief**

Check any that apply: (You may qualify for 7 day processing of your food assistance)

- My monthly income is less than $150 and I have $100 or less in cash/accounts right now
- My household's combined monthly income and cash/accounts are less than my household's combined monthly rent/mortgage and utilities
- I am a migrant or seasonal farmworker whose income has stopped and I have $100 or less in cash/accounts right now

Sign Here

Under penalties of perjury, I state that I have reviewed this application, and to the best of my knowledge and belief, the answers I give within this application are true. If I am declaring an Authorized Representative, by signing below, I allow this person to sign my application, get official information about this application, and act for me on all future matters with this agency.

Signature of Applicant

Signature of Representative

Date

DHS-1171 Form (Reimagined using Human Centered Design Revision 7-050917)

Color Palette

The Case for Color

The cost of printing is frequently brought up as a reason for not designing government forms in color. As a result, most applications are gray-scale. This leads to boring, bureaucratic forms where information blurs together and accuracy of client information is low. The MDHHS-1171 Assistance Application leverages color to demonstrate respect for clients, improve accessibility, and ultimately decrease administrative costs.

Color demonstrates respect. When clients go into a government office to apply for benefits. They expect the process to be slow, confusing, and disrespectful. Color immediately signals to clients that thought and care was put into the design of the application.

Color improves accessibility. Color improves the accessibility of the application, helping those who are visually impaired to distinguish between different programs and pages.

Color improves accuracy. Our research shows that color adds value through increased accuracy of information provided – resulting in fewer errors and more complete applications. In other words, a higher quality application results in lower administrative costs for processing.

> “The color made it feel easier to understand. I knew the blue shadow boxes meant I had to fill something in. It didn’t feel daunting.
>
> **–Michigan Resident**

COLOR PALETTE

Core Color

“Benefits Blue”

The MDHHS-1171’s primary color is Benefits Blue. Blue is commonly associated with trust, confidence, and sincerity; it also represents calmness and responsibility.

In the core application, the blue provides a sense of relief in the midst of a stressful situation. After testing many different colors with hundreds of clients, we heard time and again this blue was just the right hue.

GENERAL APPLICATION

CMYK: C=76 M=23 Y=2 K=0

COLOR PALETTE

Program Colors

One color per program

This five-color palette ensures each program is distinct and easily recognized. We chose colors that could be uniquely identified as a common color on the color wheel, with no close matches (e.g. teal vs. blue). When possibile, program colors draw upon associations (e.g. green for the Cash Assistance program). All program colors meet ADA standards for readability and contrast.

HEALTHCARE

CMYK: C=86 M=96 Y=1 K=0

CASH ASSISTANCE

CMYK: C=81 M=25 Y=87 K=10

FOOD ASSISTANCE

CMYK: C=0 M=73 Y=89 K=0

CHILD DEVELOPMENT + CARE

CMYK: C=3 M=100 Y=92 K=0

STATE EMERGENCY RELIEF

CMYK: C=40 M=65 Y=90 K=35

COLOR PALETTE

Secondary Colors

Designed to guide, then disappear

The secondary colors are lighter versions of the program colors. These colors serve two purposes.

They act as a guide. Secondary colors are utilized for the background of input fields, adding a touch of color to the page while guiding residents on where to write. This allows clients to scan the page quickly to see where answers are required and ensure that they haven't missed any questions, while remaining light enough to avoid interference with client handwriting.

They disappear. Secondary colors are designed to disappear like magic ink when applications are scanned into case management systems. For staff who are looking through thousands of applications, this is a tremendous asset that allows them to review client information with a minimum level of distraction.

CMYK: C=0 M=0 Y=0 K=100

CMYK: C=0 M=0 Y=0 K=80

CMYK: C=0 M=0 Y=0 K=20

CMYK: C=10 M=0 Y=0 K=0

CMYK: C=5 M=5 Y=1 K=0

CMYK: C=6 M=0 Y=5 K=0

CMYK: C=0 M=4 Y=4 K=0

CMYK: C=0 M=8 Y=2 K=0

CMYK: C=4 M=4 Y=5 K=0

Form Elements

FORM ELEMENTS

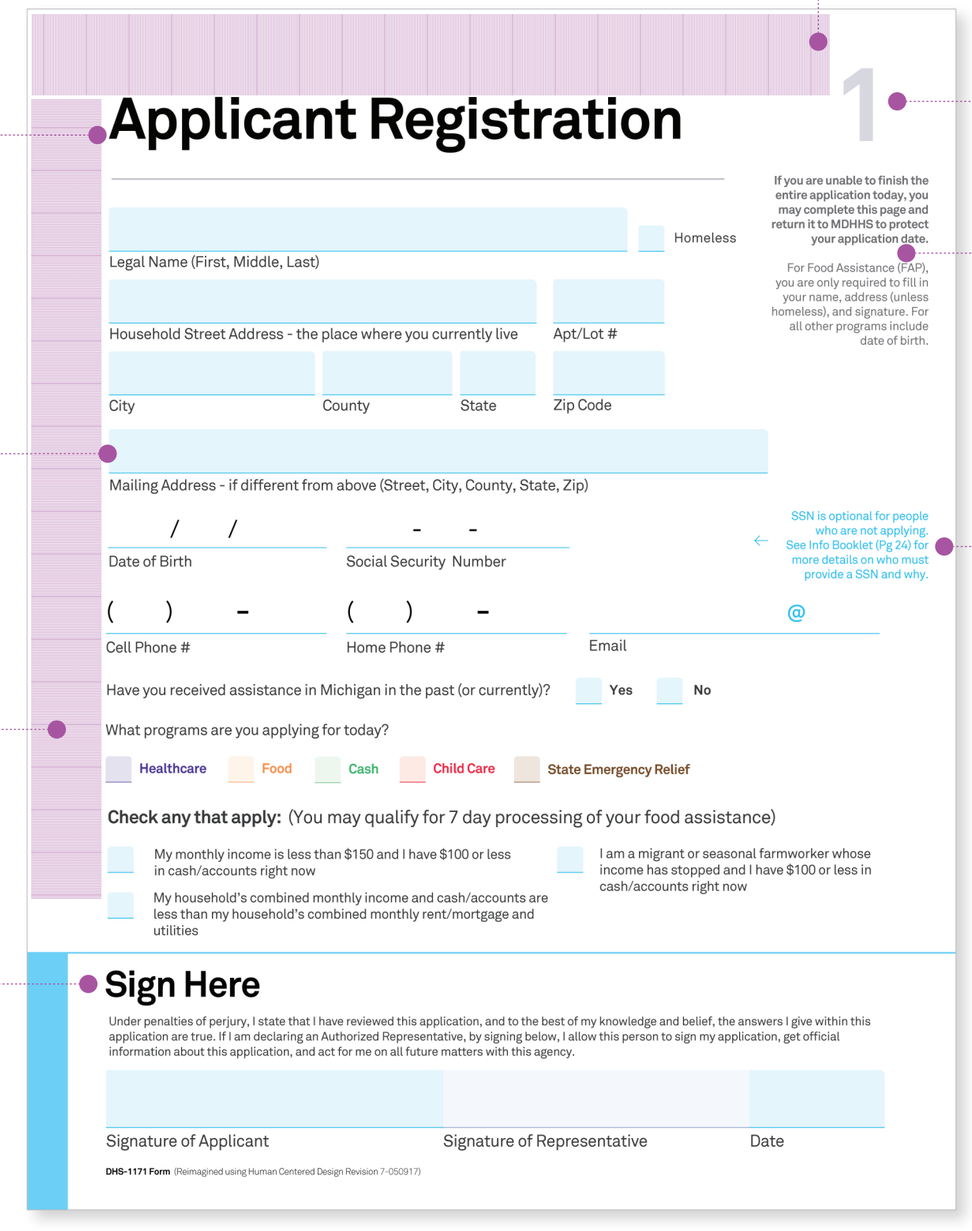
Overview

Clear headers that are direct

Form fields engineered to meet client and caseworker needs

Margins designed for uniformity and breathability

Signatures that you can't miss



Form Fields

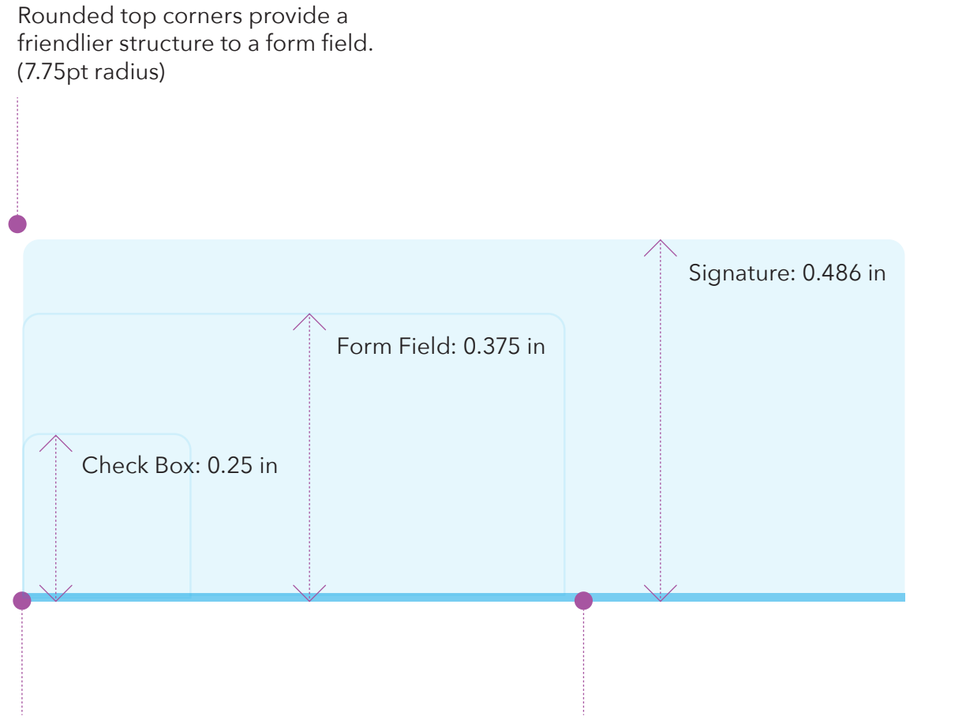
Government forms often utilize boxy, black and white form fields to collect client information. In user testing, we heard this sentiment repeated: "My life just doesn't fit into these boxes." Form fields are now designed to help users more fully express their story.

Simply a backdrop. The form fields are designed to provide guidance for clients on where to write without dominating the page. The primary focus then becomes the client's handwritten responses. This allows clients to easily review their application to ensure it is accurate, and allows caseworkers to process applications more quickly.

Oversized. The form fields on the new application are designed to be big – providing ample space for residents to write their information.

Soft and hard edges. The boxes are designed to have sharp 90-degree corners on the bottom. These hard edges lend an appropriate feeling of formality to a serious government service. The top corners of the boxes are rounded, subtly softening the interaction so it feels a touch more friendly.

Accessibility-minded. The dark line along the bottom of the form field is essential. Not only does this line help stabilize handwriting for individuals with disabilities - but it also helps MDHHS workers process applications. When scanned into case management software, the background of the boxes disappears leaving the form field lines and client handwriting clear for caseworkers to review.



FORM ELEMENTS

Primary + Secondary Boxes

Two styles of boxes

Check boxes are extremely useful on applications. They enable clients to respond to questions quickly by marking an option rather than providing a hand-written response. This is particularly helpful for applicants with language barriers, low vision, and low literacy.

The Assistance Application separates primary and secondary check boxes. Primary boxes are utilized to highlight the most common responses for clients. Secondary responses are utilized to provide less common options. This hierarchy helps clients navigate choices quickly and clearly.

Old

N. Other Income
Do you need more pages? ☐ *Yes* ☐ *No*

1. Does anyone in your household receive, or expect to receive (has applied for), any income other than earnings?
☐ **Yes** ▸ ***Check all boxes that apply and complete the table below.*** ☐ **No**

☐ Social Security benefits (RSDI)	☐ Supplemental Security Income (SSI)	☐ Disability benefits
☐ Pension/retirement benefits	☐ Refugee Resettlement Income (FAP only)	☐ Unemployment benefits
☐ Railroad retirement benefits	☐ Workers' compensation	☐ Rental income
☐ Veterans benefits	☐ Money from friends or relatives, etc.	☐ Room and/or board income
☐ Military allotments	☐ Interest/dividend income	☐ Refugee matching grant

☐ Land contract, mortgage, or other notes payable to a household member
☐ Income/payments from a tribe (tribal general assistance, land claims, casino profit sharing, per capita, etc.)
☐ Other (tax refund, mineral rights, in-kind monies/benefits, etc.)
☐ Child support/court order docket # _____

Person receiving/ expecting money	Income source/type	How often received	Amount received	Expected to continue?	Date expecting if not yet received
				☐ Yes ☐ No	
				☐ Yes ☐ No	
				☐ Yes ☐ No	
				☐ Yes ☐ No	

VS.

New

Additional

Does anyone in your household have additional income? ☐ **If yes, list below.** ☐ **No** ← For Healthcare, only include taxable income (unemployment, pensions, social security, alimony, etc.)

☐ **Unemployment** ☐ **Disability (SSI)** ☐ **Alimony** ☐ **Workers' Compensation**
☐ **Child Support** ☐ **Social Security (RSDI)** ☐ **Pension/Retirement**
☐ **Other:** Rental Income · Foster care/ Adoption Subsidy · Loans/Gifts · Interest/Dividends · Tribal Income/Benefits · Net Farming/Fishing · Veterans Benefits/Military Allotments · Refugee Resettlement/Match Grant · Short Term/Long Term Disability

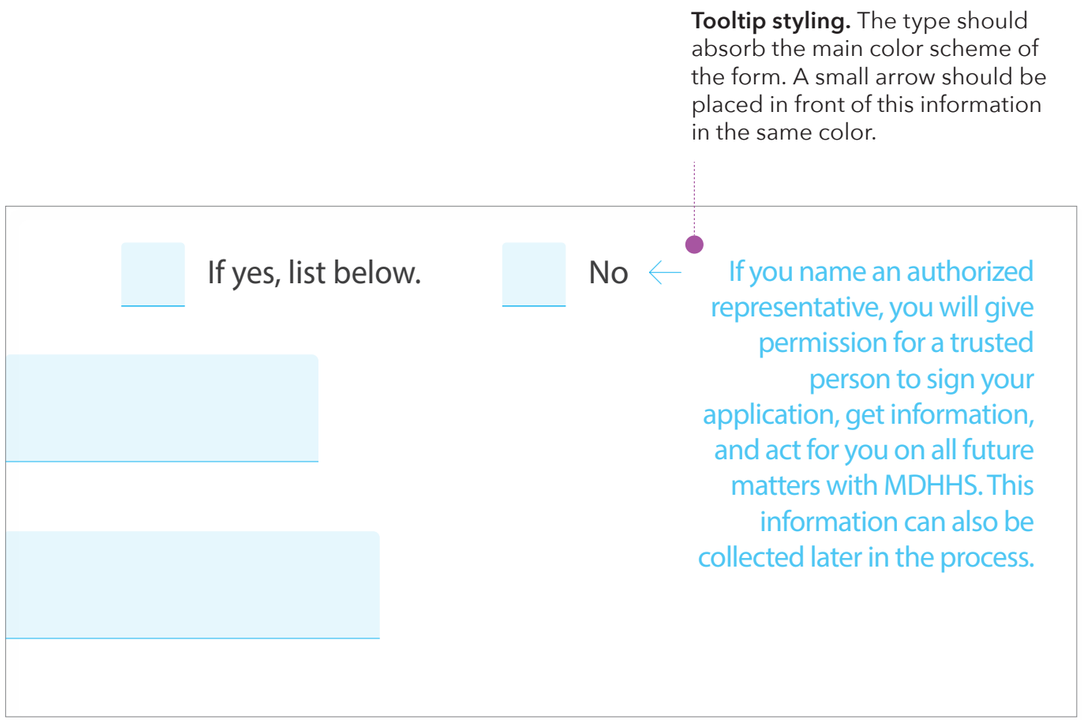
Who?	Type of Income	Amount Received
		$ per Wk 2Wks 2x/Mo Mo Yr
		$ per Wk 2Wks 2x/Mo Mo Yr

Tooltips

Tooltips vs. asterisks

Government forms must include language that meets a variety of policy, legal, and audit needs. Most often, this language is included either in-line with form text, or as asterisks along the margins of the page. In-line text creates a lot of noise and makes it hard for clients to pull out the most important information. Asterisks break up the reading flow – sending clients all over the page to search for the relevant information.

Instead, the Assistance Application utilizes color-printed tooltips in the right margin to provide space for notes. These notes are used for two purposes: A) to anticipate client questions with clarifying notes that mitigate confusion and B) to provide space for more formal text required by policy and legal.



Form Layout

FORM LAYOUT

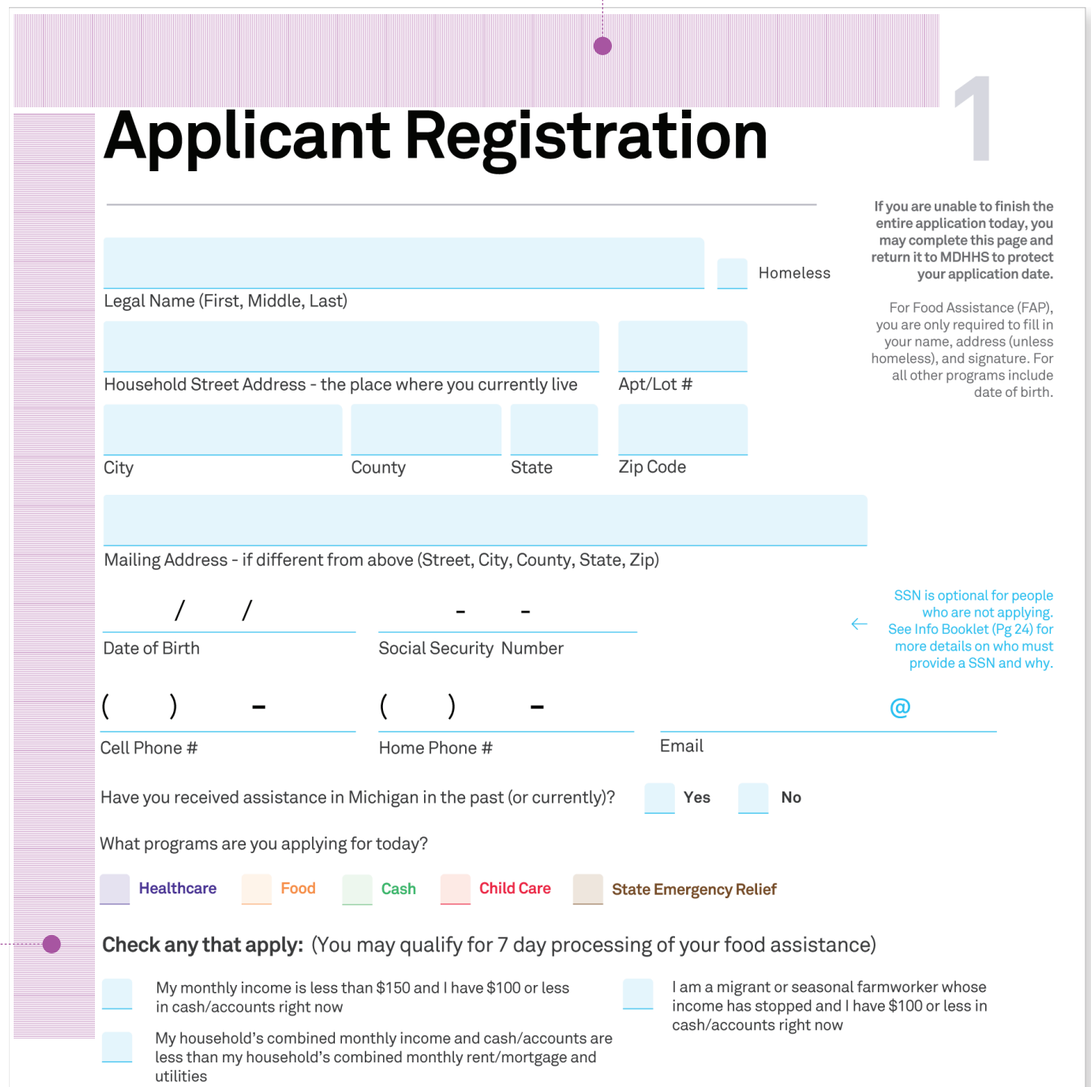
Margins

Designed to breathe

The Assistance Application is designed to provide as much white space as possible via page margins. The primary margins on the top and left side of the page are fixed at 0.75 inches.

Margins create a feeling of spaciousness and should never be utilized for content. At the same time, a smaller margin on the right hand side provides space and flexibility for content such as tooltips and legal text, when needed.

Upper Margin. Must have 0.75 inches of space (from left to right; for at least 85% of the page)



Left Margin. Must have 0.75 inches of space (from top to bottom; for at least 75% of the page)

FORM LAYOUT

The Power of One Page

One page = one topic

The Assistance Application's layout leverages the constraints of every 8.5'' x 11'' page. Each page is organized around a single topic (ex: Household Members, Assets, Income, Expenses). This simplicity allows for residents to focus on one part of their life at a time. Clear page distinctions also help staff scan through applications quickly and navigate to the correct section while reviewing PDFs.

Additionally, the focus on a single, unified topic per page makes it easy for clients and caseworkers to jump back into the flow of the application if their attention is pulled away momentarily.

> The big header on each page let's me know what's coming next. As someone who has low vision these context clues are extremely helpful.
>
> **–Michigan Resident**

FORM LAYOUT

Grouping Questions

When designing the form's content, much consideration went into question grouping to optimize clarity and flow. Three clear considerations are at the forefront of the content strategy and reflected in the layout.

Thematic relationships. The application groups questions around key themes. Grouping by topic helps clients quickly orient to each section and contextualize questions within it.

Online transferability. Grouping also helps in the transference of questions from the paper application to an online format. Sensible groupings and smooth transitions between questions become even more important online to deliver a simple and coherent application experience.

Difficult questions. Rather than sprinkling potentially abrasive questions throughout the application (such as "Has anyone ever been disqualified from public assistance due to welfare fraud or an intentional program violation in any state, including Michigan?") the form groups these types of triggering questions together, into a single moment.

> "It's good to just get all the tough questions done with at once. It's like ripping the bandaid off.
>
> **—Michigan Resident**

Additional Materials

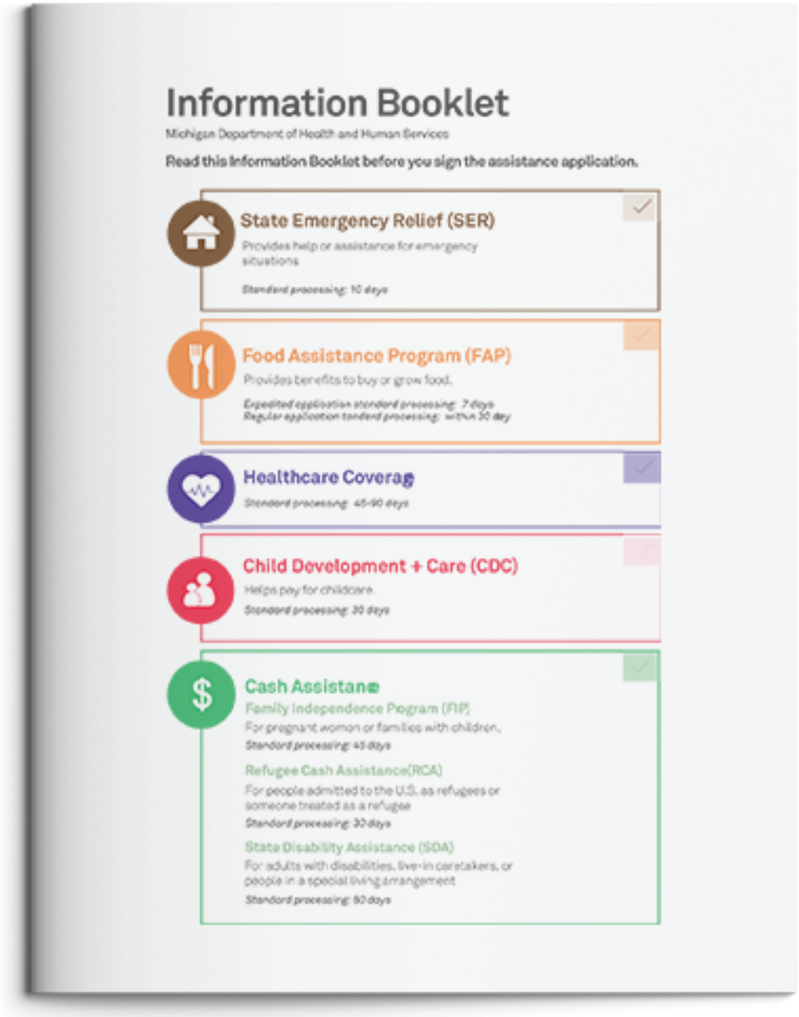
ADDITIONAL MATERIALS

Information Booklet

A resource for clients

The 2018 redesign separated the application and information booklet. This separation ensures there is dedicated space for relevant policy and legal information that isn't needed directly in the application. The information booklet contains all of the required program and policy information for clients.

The information booklet is designed to be smaller than the application. This provides clients with a portable resource to take home with them when they have finished completing their application. It also shifts the sentiment of the booklet – making the information feel less intimidating and more approachable.



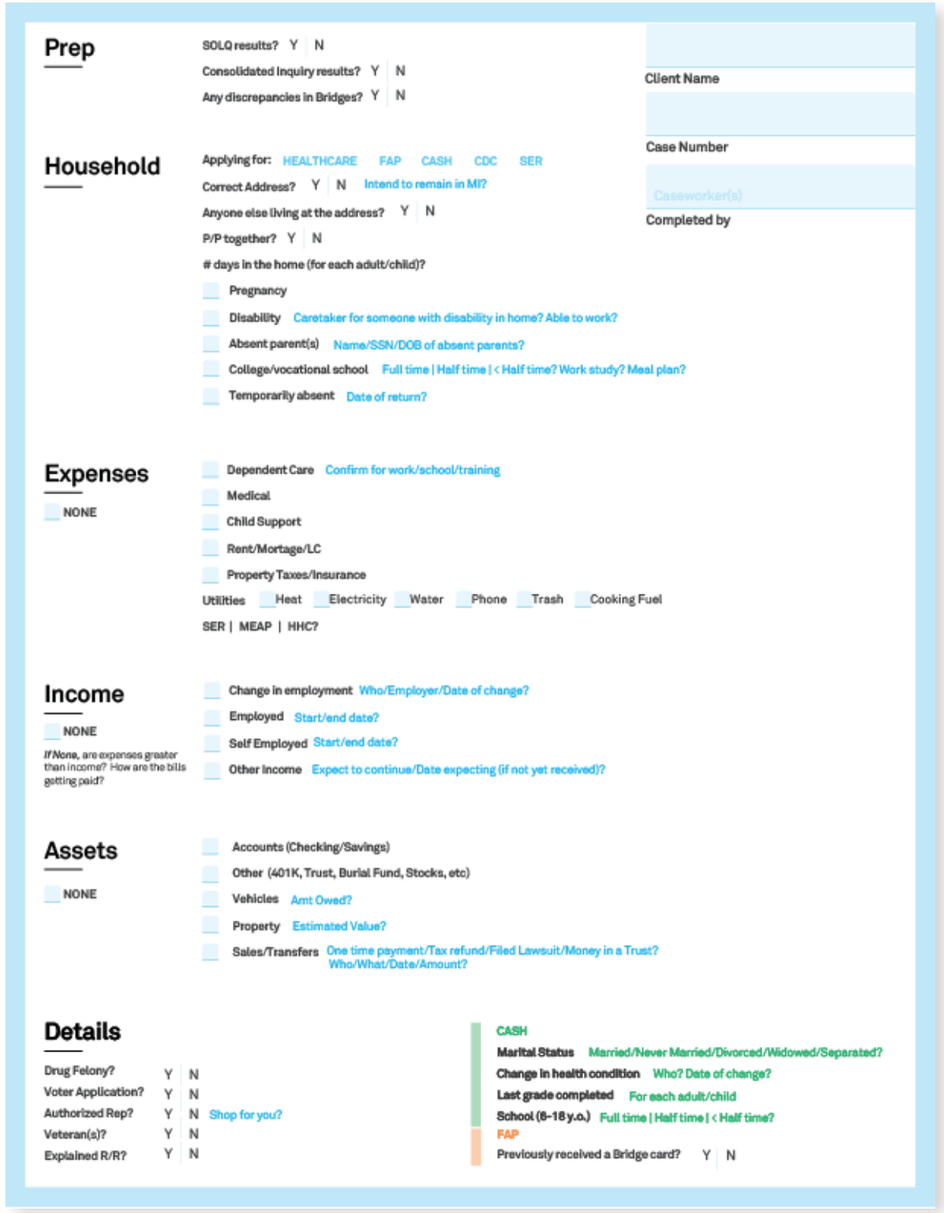
ADDITIONAL MATERIALS

Interview Guide

A tool for caseworkers

The interview guide, utilized in cases requiring an interview, is designed to pair with the application and ensure that all federal, state, and departmental policies are covered.

It provides a standard tool for caseworkers and creates a more consistent experience across the state for clients. It also allows for the more complicated and confusing questions to be asked during the interview, rather than loaded into a one-size-fits-all application.



Prep

SOLQ results? Y | N
Consolidated Inquiry results? Y | N
Any discrepancies in Bridges? Y | N

Client Name
Case Number
Caseworker(s)
Completed by

Household

Applying for: HEALTHCARE FAP CASH CDC SER
Correct Address? Y | N Intend to remain in MI?
Anyone else living at the address? Y | N
P/P together? Y | N
days in the home (for each adult/child)?
Pregnancy
Disability Caretaker for someone with disability in home? Able to work?
Absent parent(s) Name/SSN/DOB of absent parents?
College/vocational school Full time | Half time | < Half time? Work study? Meal plan?
Temporarily absent Date of return?

Expenses

NONE

Dependent Care Confirm for work/school/training
Medical
Child Support
Rent/Mortage/LC
Property Taxes/Insurance
Utilities Heat Electricity Water Phone Trash Cooking Fuel
SER | MEAP | HHC?

Income

NONE

If None, are expenses greater than income? How are the bills getting paid?

Change in employment Who/Employer/Date of change?
Employed Start/end date?
Self Employed Start/end date?
Other Income Expect to continue/Date expecting (if not yet received)?

Assets

NONE

Accounts (Checking/Savings)
Other (401K, Trust, Burial Fund, Stocks, etc)
Vehicles Amt Owed?
Property Estimated Value?
Sales/Transfers One time payment/Tax refund/Filed Lawsuit/Money in a Trust? Who/What/Date/Amount?

Details

Drug Felony? Y | N
Voter Application? Y | N
Authorized Rep? Y | N Shop for you?
Veteran(s)? Y | N
Explained R/R? Y | N

CASH
Marital Status Married/Never Married/Divorced/Widowed/Separated?
Change in health condition Who? Date of change?
Last grade completed For each adult/child
School (6-18 y.o.) Full time | Half time | < Half time?
FAP
Previously received a Bridge card? Y | N

Important Requirements

IMPORTANT REQUIREMENTS

Printing, ADA Compliance, Translations

Printing

Assistance Applications should be printed on 8.5" x 11" paper, double-sided, with only the signature pages needing a full-bleed. MDHHS is committed to printing in color based on evidence that color can provide benefits to the service, quality, and organization of applications.

Program supplements can be ordered separately from the general application and information booklet.

ADA Compliance

Colors have been set to meet ADA contrast compliance guidelines (WCAG 2.0 Level AA requires a contrast ratio of at least 4.5:1 for normal text and 3:1 for large text). The InDesign source file has been tagged and a reading order has been set to allow for the tags to be exported to PDF. From the PDF, a person using a screen reader will be able to navigate and understand the document.

From user testing, we have learned how good design for sighted users translates into good design for people with low vision. Clear, large headers give important context clues to what is coming next. Plenty of white space ensures that text isn't bleeding together. The use of color is helpful in identifying what must be completed.

Translations

The application is currently available in English, Arabic, and Spanish versions. When translating this application (or any application), a few key questions needed to be considered:

Is it understandable?
Does the tone match the English version?
Does the dialect align with the region?

The translation of the application should not be word for word. Literal translation can misrepresent the form design and tone, lead to a lack of understanding for applicants, and create confusion. Symbols should be considered before directly bringing them over to the translated application. For example, slashes (/) in Spanish do not have the same "or" connotation that they do in English.

Selecting dialect was also important to consider when designing for the population in Michigan. For example, the majority of Spanish speakers in Michigan are from Latin America. Therefore, the form was translated using Latin American Spanish instead of the Spanish spoken in Spain.