



WCPSS
Language Assistance
Services

January 2014






Language Assistance Plan

KEY COMPONENTS

- Identifying Parents With Needs
- Access to Free Translation Services for Parents
- Ensure the Quality of Language Assistance Services






Coordination of Language Services

Department of Translation Services

- ◆ Tom Huffstetler, Director
 - Ángela Mills, Translation Services Coordinator
 - Zeyda Zurbarán, Bilingual Specialist-Interpreter







Contracted Services

WCPSS Contracts with local Interpreters and Translators for Top 7 Languages:


--Spanish	--Vietnamese
--Arabic	--French
--Chinese	--Korean
	--Hindi






Identifying Parents in Need of Language Assistance


- ◆ Spring 2013 Parent Survey (Top 7 languages)
- ◆ Future need via Home Language Survey
- ◆ Information captured in OASIS
- ◆ Quarterly printouts for teachers





Access to Free Translation Services

- ◆ Language Assistance Statement
 - Posters in all Main Offices
 - Included on letterhead for district communication
- ◆ Interpreter Phone line



Access to Free Translation Services

- ◆ "I Speak" language menu with access to telephone interpreter service, *LanguageFon* (100+ languages)
- ◆ WCPSS Website in multiple languages
- ◆ Families can request an interpreter or a written translation via Interpreter Phone line

Access to Free Translation Services

- ◆ School personnel secure an interpreter or translation by emailing request form
- ◆ Requests made 5 days in advance of when the service is needed

Access to Free Translation Services

Provide Interpreters for Parent/Teacher Conference Nights with LEP families
(ex. Hodge Road ES--10 interpreters, 10 conferences each)

Interpreters provided for Curriculum Nights, Open Houses, Meet the Teacher, Family Partnership Days

Ensure Quality of Services

- Discourage use of younger siblings or friends to interpret
- WCPSS Interpreters or Contracted Interpreters required for IEP, Section 504, and Due Process Hearings



Ensure Quality of Services

Requirements for Interpreters and Translators

- 2 years of Higher Ed
- High degree of Language Proficiency
- Knowledge of School Systems (local/abroad)
- Interview and Written Exam
- Professionalism and Integrity



Ensure Quality of Services

- Annual Evaluation by D & A
- Parent Satisfaction Survey
- Survey of School-based Personnel





Plans for 2014

- Seek grant funding to provide additional contracted interpreters
- Provide training for school-based personnel on how to work with an interpreter
- Establish a repository of translated documents for school-based personnel
- Consult with other districts serving a large LEP population to improve our services