



Language Access Services Training

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Language Access Manager, Office of EL Services

School Year 2023-2024





Today's goal

- **Background Information**
 - **Our team**
 - **Interpretation Services**
 1. Requesting Interpretation Services
 2. Canceling Interpretation Services
 3. Providing Feedback
 4. Using the Language Line
 5. How to Identify a Language
 - **Vital Documents Translation Services**
 1. Requesting Vital Documents Translation Services
 2. Examples of Vital Documents
 3. Providing Feedback
 - **Services for the families**
- **Conclusion**
 - **Contact Information**





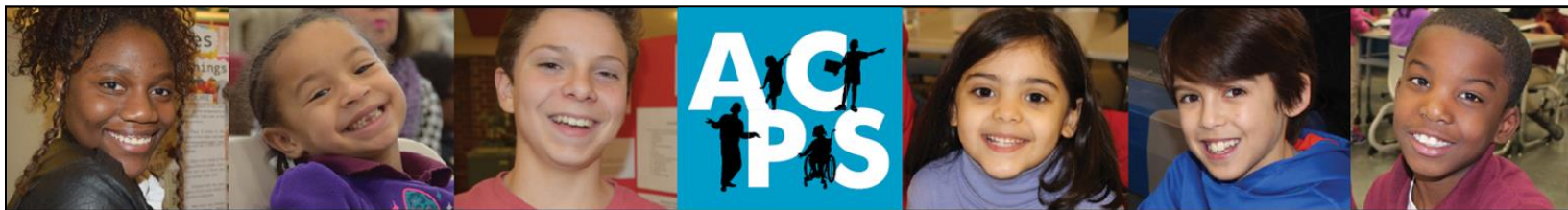
Icebreaker

In a small group (4-5 people)
Can you find one thing you all have in common?



Background Information

- Over 50%¹ of **ACPS students** belong to families who have a Primary Home Language Other Than English.



- More than 100 languages** are spoken in the homes of our students.
- The languages most spoken (not including English) are Spanish (30.6%), Amharic (4.88%), Dari/Farsi (3.62%) and Arabic (2.94%)¹.

¹ Based on K-12 students enrolled in ACPS schools per PowerSchool as of August 9, 2022.



Our team

Victor Espinosa Sanchez: Language Access Manager

Fermin Lares: Senior Spanish translator

Menbi Awoke: Amharic Translator/Interpreter

Ali Alkhanak: Arabic Translator/Interpreter

Aziz Ansary: Dari/Farsi/Pashto Translator/Interpreter



Please give us a feedback about our services!

<https://acpsweb.wufoo.com/forms/q1dug4c71b11mza/>



Connecting to our why?

Why is it important to interpret and translate for our non-English speaking families?



Interpretation and Translation Services

- ACPS offers interpretation and translation services to support families who have a Primary Home Language Other Than English.
- As stated by the Office of Human Rights “Each covered entity shall provide written translation of vital documents into any non-English language spoken by a limited-English proficient or non-English proficient (LEP) population that constitutes 3% or 500 individuals, whichever is less, of the population served or encountered, or likely to be encountered by the covered entity

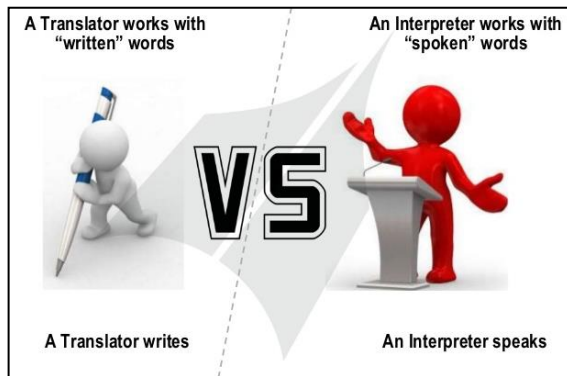
Office of Human Rights, Notice of final Rulemaking, Chapter 12 Language Access Act, Roles of covered entities, September 2014, page 4

- The policies and procedures outlined in this presentation are designed to ensure the most efficient, cost-effective, and equitable use of services as well as to ensure high-quality.



Interpretation and Translation Services

- **Interpretation** is the use of **spoken or signed language** to facilitate communication between users of different languages.
- **Translation** is **written communication** of meaning from one language to another.





Interpretation Services



- There are 2 types of Interpretation Services:

Face-to-Face Interpretation

-can be consecutive or simultaneous

Interpretation using the Language Line

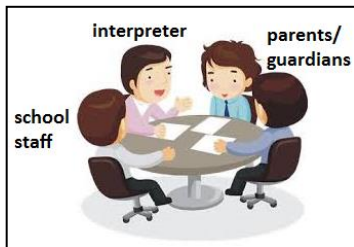
- 2 ways: Traditional Language Line and
Direct Response



Interpretation Services

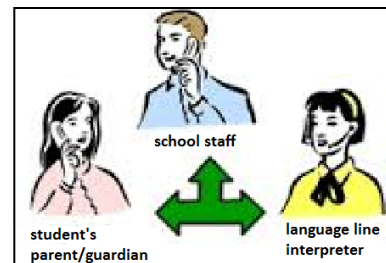
Face-to-Face Interpretation

- Face-to-face interpretation, which requires the interpreter to be present.
- Two types of interpretation:
 1. Consecutive
 2. Simultaneous



Language Line

- Interpretation is over the phone.
- Available 24 hours/day.
- Over 200 languages available.
- Easy to use!





Interpretation Services

Consecutive Interpretation



- The speaker **pauses every few sentences**, allowing the interpreter to interpret what has just been said.
- Better for small groups (Ex. IEP meetings).

Simultaneous interpretation



- **Interpreter listens** and interprets the message instantaneously.
- **This requires the use of a transmitter and headsets**, which the audience and interpreter must wear.
- **Sign Language** is always provided simultaneously



Requesting Interpretation Services

Face-to-Face Interpretation

- Must be requested **at least 5 school days** in advance.
- Requests for prescheduled, large-scale events, such as **Back-to-School Nights and Parent/Teacher Conferences**, must be sent with **more time in advance** due to higher demand.
- Must be requested via **online form**.
- Must be **canceled at least 2 school days in advance (48 hours)**.

Language Line

- **No advanced scheduling required.**
- **No cancellation necessary.**



Requesting Face-to-Face Interpretation Services

- Place the request using the ACPS online form at least **5 school days in advance**.
- You can find the “Interpreter Request Form” through the links under ACPS staff:
- <https://www.acps.k12.va.us/acps-staff-portal>**
- Complete all fields.**

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Interpreter Request Form
All requests must be made at least five (5) school days in advance of the service date. Requests for pre-scheduled events, such as Back-to-School Nights and Parent/Teacher Conferences, must be sent with more time in advance due to higher demand.

Date Service Required *
MM / DD / YYYY

REQUESTER INFORMATION
Name of Requester *
First: Last:
School/location *

SERVICE REQUEST
Type of Service *
Language requested *
Number of Interpreters needed *
Comments
Place service to be delivered *
Address *
Street Address
City State / Province / Region
United States
Country
Time of meeting *
MM / DD / YYYY
Simultaneous? (Only request simultaneous if you want the interpreter to listen and interpret at the same time. This requires the use of a transmitter and headset, which the audience and interpreter must wear) *
Yes
No
Number of hours needed *



Requesting Face-to-Face Interpretation Services

- Please be sure to double-check the information (i.e. date, time, location, #) before submitting.
- **Check the box** to confirm that you are aware and acknowledge the following policies:
 - Interpretation requests must be made **at least FIVE (5) SCHOOL DAYS** (not including weekends or student holidays) in advance of the service date to ensure availability.
 - an interpreter **may not be available** if this interpretation request is being submitted with less than FIVE (5) SCHOOL DAYS in advance of the service date.



Requesting Face-to-Face Interpretation Services

- Once the online form is properly submitted, a confirmation message will appear in your browser to verify that your application was successfully forwarded.
- If you provided a valid e-mail address, you will also receive a confirmation by e-mail that your application was received.
- **If you do not receive a confirmation e-mail** within an hour of placing the request, please contact Víctor Espinosa Sánchez (victor.espinosa.sanchez@acps.k12.va.us) to ensure that the request went through properly.
- If your interpretation request is fulfilled you will receive confirmation no later than 48 hours before the meeting date.



Interpreters request Limitations for Large School Events

Requesting Face-to-Face Interpretation Services

Interpreter Request Limits for Large Scale School Events						
% of Student Enrollment per Home Language	≤19%	20-29%	30-39%	40-49%	50-59%	≥60%
PreK-5 Elementary Schools	1 Interpreter	2 interpreters	3 interpreters	4 interpreters	5 interpreters	6 interpreters
Gr 6-8 Middle Schools	2 interpreters	4 interpreters	6 interpreters	8 interpreters	10 interpreters	12 interpreters
Gr 9-11 High Schools	3 interpreters	6 interpreters	9 interpreters	12 interpreters	15 interpreters	18 interpreters

**Applies per Home Language*



Parent-Teacher Conference Interpretation Request Comparison

Which school below requested services in the most efficient and effective way?

Sample School	# of interpreters	Time(s)	Total Hours	Cost (\$60/hr)	# of Parent-Teacher Conferences (~ 15 min)
A	10	12:35-6:35	60	\$3,600	240
B	10 6 5 3 6 4	1:00-2:30 2:30-3:30 3:30-4:30 4:30-5:45 5:45-6:45 6:45-7:45	39.75	\$2,385	159

- School B planned for conferences by knowing how many families were coming at specific times and then placed/adjusted the requests.
- School B was able to interpret more conferences and spent less money.
- School A ultimately used less hours than requested spending \$1,260 spent on services that were not utilized per invoices received.



Small group discussion

What factors should be considered when coordinating parent-teacher conferences with interpretation?



Providing Feedback

- After the service is rendered, please submit your feedback using the ACPS online “**Interpretation Feedback Form**” found at: <https://www.acps.k12.va.us/acps-staff-portal>
- All fields must be completed.**

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Interpretation Feedback Form

In an effort to improve our services, please take two minutes to complete this evaluation form after the interpretation services are completed. Your feedback will be used to improve and frequently update our interpretation services. Thank you for your contribution.

Request details

Please fill in the information related to your request. Thank you.

Name of Requester *

Phone *

Email *

Number of requests (if available)

Date of service rendered *

Time of request *

Referral Location *

Type of Service *

Language requested *

Interpretation Feedback

Please fill in service and interpreter information. Thank you.

Name of the Interpreter *

Interpretation Company *

Interpretation Feedback

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Answer
Was the interpreter gendered?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the interpreter knowledgeable about the subject matter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the interpreter exhibit a professional manner throughout the service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the interpreter fluent in the language?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the interpreter use proper facial expressions and proper body language?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the family appear satisfied?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments



Canceling Face-to-Face Interpretation Services

- Cancel the request using the ACPS online form at **least 2 school days in advance** of the service date/time (ex. If service is for Tuesday at 2pm, service must be cancelled no later than the prior Friday at 2pm).
- You can find the “Interpreter Cancellation Form” through the link under ACPS Staff:
<https://www.acps.k12.va.us/acps-staff-portal>
- **Complete all fields.**

The screenshot shows the 'Interpreter Cancellation Request' form from Alexandria City Public Schools (ACPS). The form is titled 'Interpreter Cancellation Request' and includes a sub-header 'Use this form to cancel a request previously made for translation services.' The form is divided into two main sections: 'CONTACT PERSON' and 'MEETING INFORMATION'. The 'CONTACT PERSON' section includes fields for 'Name' (with sub-fields for 'First' and 'Last'), 'Email', and 'School/department'. The 'MEETING INFORMATION' section includes fields for 'Date' (with sub-fields for 'MM', 'DD', and 'YYYY'), 'Time of meeting' (with sub-fields for 'HH', 'MM', and 'AM/PM'), 'Language requested', 'If other, please indicate language', 'Number of interpreters requested', and 'Comments'. A 'Submit' button is located at the bottom right of the form.



Canceling Face-to-Face Interpretation Services

SCHOOL DELAYS/CANCELATIONS



- **When school opening is delayed due** to the weather conditions or any other unforeseeable incident, interpretation services **will be automatically canceled** for the period of time during which school is delayed.
 - For example, if there is a 2-hour delay, any elementary school any interpretation scheduled before 10am will be automatically cancelled. With a 2-hour delay at GW, FCH, TC, and Minnie Howard, any interpretation before 10:30 will be automatically cancelled. Interpretations after that time will remain as scheduled
- **Schools must submit a new online request form to reschedule** the interpretation.



Questions about Face-to-Face Interpretation Services?





Using the Language Line



- Language Line is a service paid by the Office of EL Services.
- The **school access code** protects your school from unauthorized users making calls.
- It also help us to be sure that the bills that come in for each school are only for calls made by personnel at school.



Using the Language Line

1. When all parties are present, **dial the Language Line number:**
1-866-874-3972
2. **Enter** on your telephone keypad or provide the representative with:
 - 6-digit client ID:
 - Press 1 for Spanish.
 - Press 2 for all other languages and, when prompted, say the name of the language needed.
 - Enter your **4 -digit School Access Code** (each school has a unique code).
3. **Brief the Interpreter**
 - Summarize what you wish to accomplish and give any special instructions.
4. **Add** the Limited English Speaker to the line.
5. Once the call is complete, say **“End of Call”** to the Interpreter.



Using the Language Line

- For conference calls (e.g. a phone call to/from a parent who would like an interpreter over-the-phone):
 - Make sure you have the caller's phone number in case you get cut off.
 - Place the incoming requestor call on “conference hold” pressing the hold button.
 - On another outside line dial up Language Line until connect with an interpreter.
 - When the interpreter is on the line, tap the “conference hold button” again and you will all be connected.



Hands on Activity

Let's practice using Language Line together



How to Identify a Language

- If someone needs help and speaks a language other than English, there are tools available to assist in identifying the language spoken:
 - “Interpretation Services Available” poster (includes the top 20 languages spoken in ACPS)
 - “Language Identification Guide” (includes 100 languages)
- After identifying the language, call the Language Line using the “Quick Reference Guide”.





Questions about using the Language Line?





Translation Services for Vital Documents

- Written Translation Services are available for documents, forms, letters and any other materials that are considered vital.



- Must be requested **at least 10 school days** in advance.
- Documents must be submitted in an editable format (**not pdf, google docs or specialized software**).
- The documents should indicate **which text should and should not** be translated.
- For documents that have been previously translated and just require some updating, the **new information to be translated must be highlighted in the English version and also the previous translations must be attached.**
- Must be requested **via the online form.**



Translation Services for Vital Documents

Examples of vital documents/information may include:

- Division/school policies, rules and regulations
- Emergency information
- Registration/enrollment forms
- Health and safety information
- Disciplinary letters, notices and procedures
- Parent handbooks and fact sheets
- Student achievement and performance on academic assessments
- Information related to providing children with disabilities with a free appropriate public education (FAPE) under the Individuals with Disabilities Education Act (IDEA) and Section 504 of the Rehabilitation Act of 1973 Academic options and planning (ex. TAG)
- Information regarding access to functions or co-curricular activities
- Information related to school and parent programs, meetings and other activities and notifications as related to the parental involvement policy



Requesting Translation for Vital Documents

- Must be submitted **at least 10 school days in advance** of the needed date using the online system (delivery date may vary depending on the length and complexity of the document).
- You can find the “**Vital Documents Translation Request Form**” through the link under ACPS Staff:
- <https://www.acps.k12.va.us/acps-staff-portal>

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Vital Documents Translation Request Form
Please only submit documents, forms, letters or other materials that are considered vital. The request must be sent via this online form at least 7 school days in advance of the date needed. Please keep in mind that depending on the length of the document(s), the processing time can vary.

CONTACT INFORMATION

Name *
First: Last:

Position *

Email *

Department or School Location *

Phone Number *
--- - --- - ----
MM / DD / YYYY

Date Translation is needed (Documents must be submitted at least 7 school days in advance to ensure enough time for translation) *

DOCUMENT(S) INFORMATION

Document's Title *

Number of Pages *

Languages needed *

☐ Spanish
☐ Arabic
☐ Amharic
☐ Other

If other, please indicate the language below

Additional Comments
(Please include in this field any additional information that the company should have prior to beginning the translation)

Please upload the document(s) to be translated. Documents must be submitted in a format that can be edited (no pdf) *

no file selected

Attach a File
 no file selected

Attach a File
 no file selected

Attach a File
 no file selected

Attach a File
 no file selected

Attach a File
 no file selected

Attach a File
 no file selected



Requesting Translation for Vital Documents

- Please be sure to double-check the information before submitting.
- **Check the box** to confirm that you aware and acknowledge the following policies:
 - translation requests must be made **at least TEN(10) SCHOOL DAYS** (not including weekends or student holidays) in advance of the translation need date to ensure feasibility.
 - the translation **delivery date will vary** depending on the length and complexity of the document(s) and division demand.



Requesting Translation for Vital Documents

- Once the online form is properly submitted, a confirmation message will appear in your browser to verify that your application was successfully forwarded.
- If you provided a valid e-mail address, you will also receive a confirmation by e-mail that your application was received.
- **If you do not receive a confirmation e-mail** within an hour of placing the request, please contact Víctor Espinosa Sánchez (victor.espinosa.sanchez@acps.k12.va.us) to ensure that the request went through properly.
- Once the translation project is finished, it will be sent via e-mail address submitted on the form.



Providing Feedback

- After the written translation project has been delivered, please submit your feedback using the online
“Translation Feedback form” found at:
 - <https://www.acps.k12.va.us/acps-staff-portal>
 - All fields must be completed.**

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Translation Feedback Form
In order to ensure that our services are accessible to all students, we need your feedback. The feedback you provide will help us improve our translation services. Thank you for your contribution.

CONTACT INFORMATION

Name *

Phone *

Position *

Email *

Department or School Location *

Phone Number

DOCUMENT INFORMATION

Document's title *

Languages you are providing the feedback *
☐ English
☐ Spanish
☐ Chinese
☐ Vietnamese
☐ Other

If others of your language the language is better:

FEEDBACK FORM

1. Were the sentences used in the translation clear and easy to read?
☐ Yes ☐ No

2. Were the sentences reworded in a way that the student can easily understand?
☐ Yes ☐ No

3. Was the punctuation used in the translation correct?
☐ Yes ☐ No

4. Was the language used simple and easy to understand for all student groups?
☐ Yes ☐ No

5. Was there a reason or effect on your side in the translation?
☐ Yes ☐ No

6. Were the sentences reworded and translated in an accurate way?
☐ Yes ☐ No

7. Was the language used in the translation understandable?
☐ Yes ☐ No

8. Was the structure of the document grammatically correct?
☐ Yes ☐ No

9. Did the student understand the document?
☐ Yes ☐ No

10. Comments



Questions about Vital Document Translations?

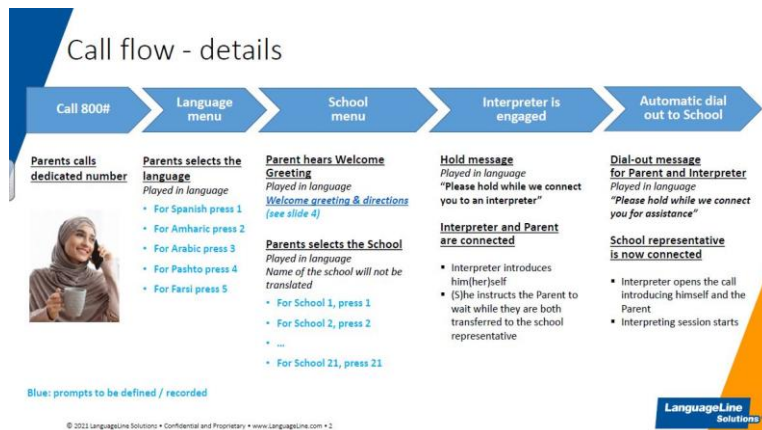




Services for families

- Information regarding translation and interpretation for families is located under:
<https://www.acps.k12.va.us/families/translation-and-interpretation-services>
 - Language Line Direct Response:** Families can call and connect with an interpreter and the school
 - Family feedback form**

Language Line Direct Response: Dial xxxxxxxx.





Conclusion

- Thank you for all that you do!
- By managing your school's requests and working together, we can provide better services to our students and families while also increasing fiscal responsibility.



Thank You!



Questions?

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