Beyond the Language Barrier
Facilitating immigrant and refugee access to early intervention services in Philadelphia through interpreting, translation, and quality control

Presenter Disclosure

Jorge Navarrete
The following personal financial relationships with commercial interests relevant to this presentation existed during the past 12 months:

No relationships to disclose.

The context

ChildLink
- A PHMC program under contract from the City of Philadelphia
- Early intervention coordination
- Geographic and demographic scope
The challenges and opportunities

- County-wide need for interpreting / translation services
- Multiple languages
- No formal internal process
- No tracking / recording of requests
- No organization-wide training of staff
- No designated point person(s)

- Commitment and will among internal / external leadership
- Available funding
- Increased participation of target population
- Increased trust and credibility among participant households

Table 4: Top Ten Places of Origin: Philadelphia, Pennsylvania

<table>
<thead>
<tr>
<th>Rank</th>
<th>Country</th>
<th>Number of Immigrants</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>China, excluding Hong Kong and Taiwan</td>
<td>13,924</td>
</tr>
<tr>
<td>2</td>
<td>India</td>
<td>13,699</td>
</tr>
<tr>
<td>3</td>
<td>Vietnam</td>
<td>12,554</td>
</tr>
<tr>
<td>4</td>
<td>Dominican Republic</td>
<td>8,993</td>
</tr>
<tr>
<td>5</td>
<td>Jamaica</td>
<td>6,735</td>
</tr>
<tr>
<td>6</td>
<td>Haiti</td>
<td>6,606</td>
</tr>
<tr>
<td>7</td>
<td>Mexico</td>
<td>6,396</td>
</tr>
<tr>
<td>8</td>
<td>Ukraine</td>
<td>6,269</td>
</tr>
<tr>
<td>9</td>
<td>Cambodia</td>
<td>5,296</td>
</tr>
<tr>
<td>10</td>
<td>Liberia</td>
<td>4,868</td>
</tr>
</tbody>
</table>

The response

✓ New Coordinator of Interpreting and Translation Services position established.
✓ Internal, systematic process designed and implemented.
✓ Telephonic interpreting provided.
✓ New / existing staff routinely trained.
✓ Interpreting and translation usage tracked and recorded.

● Top five languages requested
● Awareness of lesser-known languages
● 580 requests for interpreters in FY 2014, versus 368 in FY 2013
● Total number of LEP households served: 302

58%
Increase in usage of interpreters.
Total number of documents translated: 189
Documents translated into Spanish: 152
Increase in usage of translation services from FY 2013: 28%

Potential next steps

- Expanded role of language services across PHMC
  - health care centers
  - Head Start programs
  - simultaneous interpreting in conference rooms
- Marketing initiative
  - targeted marketing/outreach to LEP communities
  - ChildLink and PHMC materials translated into top languages

Replicable strategies

**Internally**
- Conduct assessment
- Identify point-person
- Hire bilingual/bicultural staff
- Train existing staff

**Externally**
- Negotiate rates with local vendor
- Establish telephonic interpreting
- Consider local universities as resources
  - for interpreting / translation
  - for graphic design of materials
And remember, no matter what...