Beyond the Language Barrier

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

Presenter Disclosure

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

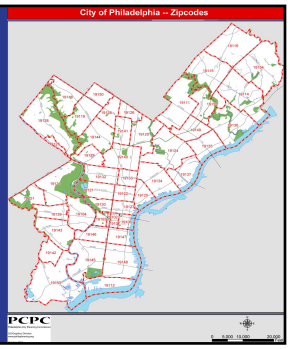
No relationships to disclose.

The context

ChildLink

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

- Est. population as of 2013 Census: 1,553,165
- Most populous county/municipality in U.S.
- 6th most populous metropolitan area in U.S.



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

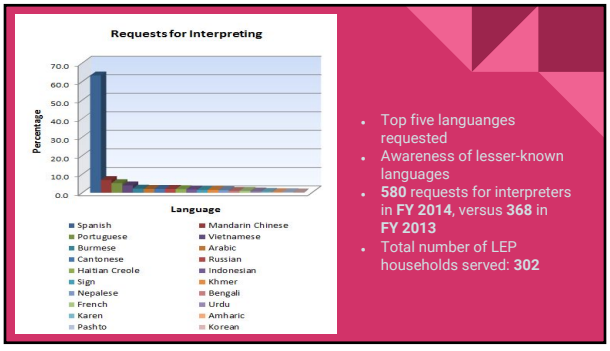
Table 4: Top Ten Places of Origin: Philadelphia, Pennsylvania

Rank	Country	Number of Immigrants
1	China, excluding Hong Kong and Taiwan	13,924
2	India	13,869
3	Vietnam	12,864
4	Dominican Republic	8,993
5	Jamaica	6,735
6	Haiti	6,406
7	Mexico	6,396
8	Ukraine	6,359
9	Cambodia	5,296
10	Liberia	4,655

Source: U.S. Census Bureau, *2010 American Community Survey 5-year Estimates*, B05006 (Washington, DC: Bureau of the Census, 2012a).

The response

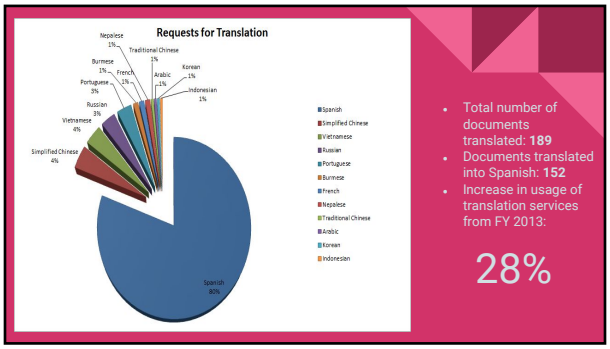
- ✓ New Coordinator of Interpreting and Translation Services position established.
- ✓ Internal, systematic process designed and implemented.
- ✓ Telephonic interpreting provided.
- ✓ New / existing staff routinely trained.
- ✓ Interpreting and translation usage tracked and recorded.



- Top five languanges 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...

NEVER TRUST GOOGLE TRANSLATE