



National Center on
Immigrant Integration Policy

***Language Access
Teleconference/Webinar II:
December 17, 2008***

***Developing Partnerships to
Provide Interpreter Training and
Language Referrals***



Logistics for Call

- **Problem with webinar interface?**
Please call 202.266.1929
or email ldixon@migrationpolicy.org
- **Call will be recorded**
- **Documents sent out prior to call**
- **Powerpoint presentations will be available to participants after the call**



Logistics for Call

- **Presenters will answer questions after the presentation**
 - Chat questions accepted throughout presentation
 - Voice questions accepted during Q&A portion (we will unmute you)
- **Please answer the post-call confidential survey**



Agenda for Call

- Introduction to the National Center on Immigrant Integration Policy's work on language access

Featured Speakers:

- Alaska Model
- DC Model



About MPI

Independent, nonpartisan, nonprofit, think tank dedicated to the study of the movement of people worldwide

MPI Program Areas:

- U.S. Immigration Policy
- The National Center on Immigrant Integration Policy
- Borders, Security and Migration
- Migration & Development
- Transatlantic Task Force on Immigration and Integration



NATIONAL CENTER ON IMMIGRANT INTEGRATION POLICY

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- Search and Policy Areas
- Language & Literacy
- Children & Family Policy
- Citizenship & Civic

Language Portal: A Translation and Interpretation Digital Library

Search our database to find resources used to provide services to Limited English Proficient (LEP) Individuals

[Click here to enter the database](#)

What is the Language Portal?

The *Language Portal* is a searchable digital library of close to 600 resources relating to the use of language access services in social services and public safety agencies. (And within the next few months, we will be adding language access services in health care and education.) Geared towards government administrators who want to make their services accessible to limited English proficient (LEP) individuals, the *Portal* provides relevant documents and guidance so agency staff can avoid recreating the wheel when providing translation and interpretation services.

The *Portal* allows users to download and share legal guidelines, service models, master contracts for service providers, hourly translation and interpretation rates for different languages in key areas of the United States, pay differentials for multilingual staff, and sample translated documents. Our hope is the *Portal* becomes the place for sharing best practices. **Click here** to launch a search of the *Language Portal*.

What Are Language Access Services?

Hot Topics in Translation/Interpretation Service Provision

- ▶ Pay Differentials for Bilingual Employees
- ▶ Pricing Schedules
 - ▶ Translation
 - ▶ Interpretation

Featuring a New Film for Practitioners and Policymakers





Robin Bronen is the Executive Director of the Alaska Immigration Justice Project (AIJP), the only non-profit statewide agency in Alaska that provides comprehensive immigration legal services. AIJP serve approximately 600 Alaskans each year in need of low-cost immigration legal assistance. The AIJP also houses the first statewide Language Interpreter Center that will provide an interpreter training and certification program in Alaska and also a statewide interpreter registry and referral system. The Alaska Bar Association awarded her the 2007 Robert Hickerson Public Service Award. The Municipality of Anchorage awarded the Alaska Immigration Justice Project the 2007 non-profit/community Diversity Award.

Robin Bronen

Executive Director

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Brenda Aiken is the Resource Development Officer for the Alaska Court System. Brenda has worked with community leaders and court administration to establish the Language Interpreter Center located at the Alaska Immigration Justice Project. She also is the Alaska Court System's representative to the Consortium for State Court Interpreter Certification.

Brenda has a B.S. in Education and an M.S. in Administration from Loyola University. She has lived in Alaska since 1977.

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The Language Interpreter Center



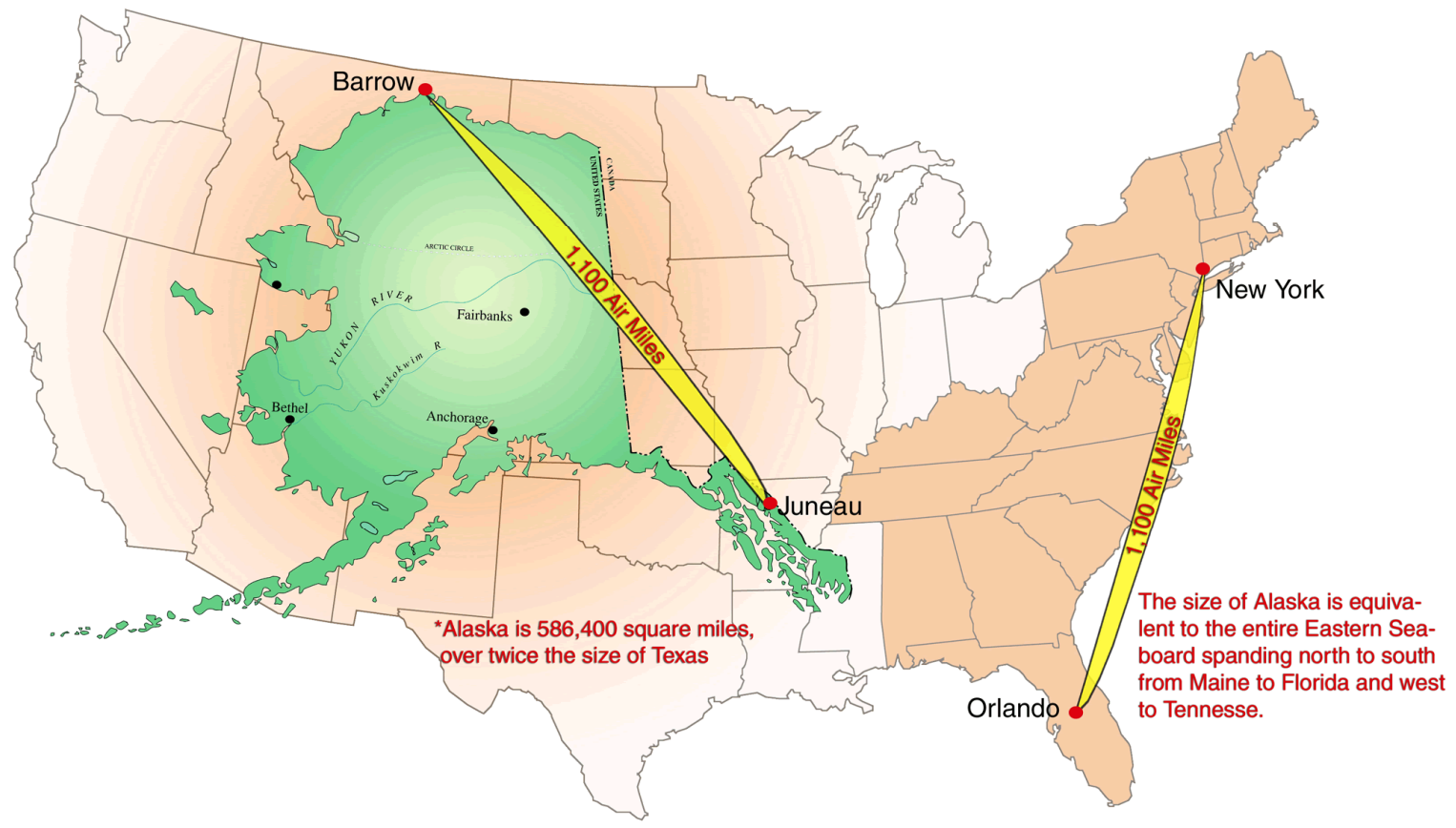
AN ALASKAN EXPERIENCE

The Mudflats: Problems & Challenges



Scope of the Problem: Geography

SIZE AND DISTANCE COMPARISON



Population density of Alaska = 1.1 persons/square mile

LEP

- 663,000 residents
- 14.3% of households speak a language other than English at home
- 4.2% LEP residents
- Many different languages spoken



Supply and Demand

- Inadequate supply of qualified interpreters
- Diffuse and sporadic demand for interpreter services



Photo credit John Hyde Ak Div. Tourism

Steps to Establishing the Center



Surveys and Summits



- Summit I
 - Define and agree on problem
- Survey
 - Fact finding
- Summit II
 - Survey Results & Next Steps
- Commitments
 - Individual invitations
- Summit III
 - Results and next steps

Involve Everyone/Cross Disciplines



Photo credit: E. Schneider Ak Div. Tourism

BUILD SOLID FOUNDATION

■ Needs Assessment

- Survey documenting need for interpreters
- Resources to provide
- Decision-makers who make funding allocations and Front-line staff

■ Business Plan

Stay on Top: Sustainability Factors



LEAD AGENCY

- Has the ability to bring people together
- Identify Key People in Different Sectors
- Keep people involved and informed

Interpreter Training

Recruitment * Training * Professional Development

■ Recruitment:

■ 255 interested applicants in 35 languages.

■ Training: 72 TRAINED since March 2008.

■ Community/Social Service/Legal

■ Professor Holly Mikkelson

■ Medical Interpreter Training – spring 2009

■

WORKFORCE DEVELOPMENT

- Provide bi-lingual Alaskans with work opportunities
 - Anchorage School District
 - Municipal Prosecutor's Office
 - Alaska Legal Services
 - HDR
 - Alaska Department of Health and Social Services
 - Private law firms
 - Alaska Network on Domestic Violence and Sexual Assault
 - Alaska Commission on Human Rights

Top 10 Critical Success Factors

- Community Connections
- Survey Findings
- Business Plan
- Funding for Capacity Building and Workforce Development
- Program Manager/Grant Writer
- Mission/Goals
- Sustaining Stakeholders
- Community Presence
- Community Building with Interpreters
- Publicity/Communication
- Established Nonprofit



Sunil Mansukhani is the Executive Director of the District of Columbia Access to Justice Commission, which was established by the D.C. Court of Appeals in 2005 to address the civil legal needs of low-income District residents and to reduce barriers preventing equal access to justice.

A graduate of Yale Law School, Sunil worked as an associate at Crowell & Moring, clerked for Chief Judge Edward Cahn in the Eastern District of Pennsylvania, and served as a teaching fellow at Georgetown University Law Center's Institute for Public Representation (IPR).

Following his fellowship, Sunil worked for six years in the United States Department of Justice's Civil Rights Division, where he litigated education-related federal civil rights cases, implemented the Division's policy initiatives, and was an active member of the Division's National Origin Working Group.

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Jean Bruggeman is the Director of the Community Legal Interpreter Bank, a project of Ayuda in Washington DC. The Bank, supported by an appropriation from the DC Council, provides trained legal interpreters to civil legal service providers in the District.

Prior to her tenure at Ayuda, Jean was the Survivor Services Department Director for Boat People SOS, a national Vietnamese community-based organization. Jean led the development and implementation of the Community Against Domestic Violence and Victims of Exploitation and Trafficking Assistance Programs. She supervised the legal and social service staff, conducted outreach and education within the Vietnamese community, and provided training and technical assistance to service providers around the country.

She graduated from the Georgetown University Law Center and was awarded a Women's Law and Public Policy Fellowship to serve as the VAWA Attorney at Ayuda. Jean also holds an AB (Sociology/Anthropology) from Bryn Mawr College.

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Forming a Community Legal Interpreter Bank: The Washington DC Experience

Migration Policy Institute Webinar

December 12, 2008

Sunil Mansukhani, Executive Director

DC Access to Justice Commission

Jean Bruggeman, Director

Community Legal Interpreter Bank

Needs Presented- DC

- Large, growing LEP population
 - 39,000 LEP residents
 - 66% of LEP residents speak Spanish
 - 15% speak another Indo-European language
 - 12% speak an Asian or Pacific Island language
 - 7% other
- Large Community of Residents who are Deaf or Hard of Hearing



Available Resources

- Interpreter programs and training in other subject areas (e.g., health, community)
- Diverse, bilingual, bicultural student and professional population
- Local government commitment to language access
- Strong coalition of community based organizations focused on needs of LEP population

Development

- April 2004 – DC Language Access Act enacted
- March 2005 - Formation of DC Access to Justice Commission
- September 2005 - Consortium of Legal Services Providers' recommendations to the Commission
- November 2005 - Language Access Roundtable
- Spring 2006 - Funding request to DC Council
- Summer 2006 - Listening session
- March 2007 - Grant awarded to legal services organization to implement

Initial Decision Points

- Who will be allowed to use the bank?
- What is the scope of the bank?
- Where will the bank be housed?
- What should be included in the budget?
- How do you keep stakeholders engaged in the process?

Interpreter Bank Priorities

- Goal
 - Provide **equal access to justice** for Limited English Proficient and Deaf community members
- Objectives
 - Increase the pool of trained legal interpreters
 - Decrease the cost of language access for non-profit providers



Advisory Board

- Law School Clinical Professors
- Non-profit Community Interpreter Program
- Non-profit Medical Interpreter Program
- Non-profit Legal Services Providers



Year One

- May 2007 to April 2008
- Objectives:
 - Develop Interpreter Training Curriculum
 - Develop Policies and Procedures
 - Complete Project Staffing
 - Conduct Research and Review
 - Conduct Pilot Project

Pilot Project

- Objectives:
 - Test policies and procedures
 - Develop baseline data
 - Improve services for LEP clients
 - Serve 4 providers
 - Provide interpreters in 7 languages

Year Two

- May 2008 – April 2009
- Objectives:
 - Finalize Interpreter Training Curriculum
 - Conduct Provider Training
 - Serve 10+ Providers (Phase I)
 - Address Sustainability

Phase I Implementation

- Objectives:
 - Train 20 spoken language interpreters
 - Add Sign Language interpreters
 - Add translation services
 - Add telephonic interpretation
 - Serve 10 providers

Phase I Languages

- Spanish
- French
- Mandarin
- Cantonese
- Vietnamese
- Amharic
- Tigrinya
- Korean
- Arabic
- Hindi
- Urdu
- Indonesian
- Croatian
- Yoruba
- Sign Language

Interpreter Qualifications

- Court Certified (NAJIT, Federal Court, State Court)
- State Department Conference Level Accreditation
- MA Interpreting (Monterey Institute, U of Charleston, U of Hawaii, U of Arizona)
- 40+ hour training PLUS language skill test

Interpreter Training

- Mandatory
- 3 days
- Free for interpreters
- Topics covered:
 - Interpreter and Attorney Ethics
 - Interpreter skills (Linguistic mediation)
 - US Legal system

Interpreter Pay Scale

- Scaled to promote professional development
 - Court Certified Interpreters \$50/hour
 - Advanced Training/Experience \$45/hour
 - Qualified Interpreters \$40/hour



Next Steps: Year Two

- Provider trainings
 - Language Access Plans
 - Working with Interpreters
- Provide services to all non-profit, civil legal services providers in DC
- Provide fee for service sliding scale to address sustainability

**If you have questions or comments
about today's call or ideas for future
topics, please contact:**

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