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**Language Access in the
NYC Department of Education**

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Overview of the DOE

- 1.1+ million students
- 1800+ schools
- 180+ languages spoken
- Approximately 40% of DOE households speak a language other than English at home

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DOE Priority: Parental Engagement

When parents and school staff work together, students:

- Earn higher grades and test scores
- Enroll in higher-level programs
- Are promoted more and earn more credits
- Adapt better to schools and attend more regularly
- Have better social skills and behavior
- Graduate and go on to higher education

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DOE's Top Ten Languages

	Count	Percentage
ENGLISH	588,257	59.4
SPANISH	232,751	23.5
CHINESE/ANY	55,041	5.55
BENGLI	20,166	2.03
RUSSIAN	14,766	1.49
ARABIC	12,307	1.24
URDU	8,861	0.89
HAITIAN CREOLE	5,778	0.58
KOREAN	4,703	0.47
FRENCH	4,461	0.45
	947,088	95.5

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DOE Translation & Interpretation Unit

Goals:

- Provide DOE offices and schools with language service resources
- Provide training on and raise awareness of language access requirements and available resources
- Monitor language access compliance and oversight of provision of services
- Inform the limited-English-proficient parent population about the availability of language services

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Resources available to DOE Offices and Schools

- Translation services in 9 languages through the T&I Unit
- Access to over-the-phone interpretation services in over 200 languages
- On-site interpretation services for select DOE offices
- Contracted language services provider
- Earmarked school-based translation funds

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Resources available to DOE Offices and Schools

- Archive of translated critical documents
- Archive of templated school letters and forms
- Multilingual signage
- Parent language data for all schools
- DOE bilingual glossaries, best practices, industry tips, etc.

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Training and Awareness of DOE Staff

Every school has a *Language Access Coordinator* designee to support the school's language access efforts.

- Monitor parent language access needs
- Assist in the development of a language access plan
- Assist with the proper allocation of earmarked funding
- Support school staff in providing language assistance services to parents
- Inform parents of the availability of and access to language assistance services

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Training and Awareness of DOE Staff

Language Access Coordinators:

- Receive training
- Receive a quarterly newsletter
- Have direct access to the T&I Unit and are updated on new resources
- Receive an annual Language Access Kit:
 - Multilingual Welcome Poster
 - Language Identification Guide

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Citywide Language Access Coordinators

- 9 full-time Field Language Access Coordinators
 - Determine whether schools are exceeding or meeting expectations in delivering quality translation and interpretation services
 - Determine whether schools need regular monitoring and/or support

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Language Access Kit



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Parents' Guide to Language Access



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Takeaways...

- Assess your agency for the number and types of entry points you have for limited-English-proficient individuals
- Connect language access to the mission of your agency and to any relevant legal mandates
- Identify or create an infrastructure to support language access throughout the agency
- Expect to have an ongoing need to continuously push to change your agency's culture

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