Interpreter Bank Model

David Steib – Language Access Director at Ayuda, Washington, DC

Today's Agenda

Definitions

- Introduction to Ayuda
  - Organization
  - Language Access Program
  - Demographics of area
- Description of Ayuda's Interpreter Banks
  - History
  - Funding
  - Interpreter qualifications and training
  - Usage/ Staffing / Coverage
  - Other services
  - Challenges / Benefits / Alternatives
- Questions

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Definitions

Language Access

Language Access consists of ensuring that persons who:

- *Have limited or no English language proficiency, or*
- *Are Deaf or Hard of Hearing*

…are able to access information, programs, and services at a level equal to English-proficient, hearing individuals.

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

What do we mean by Interpreter Bank?

- A free, shared resource, created for the good of an entire sector, to meet language access needs with:
    - Document translation
    - Telephonic and video interpretation*
    - In-person interpretation by specially-trained interpreters*

    *Sign and spoken language interpreters

Ayuda

Ayuda - Mission

Mission - Ayuda envisions a community where all immigrants overcome obstacles in order to succeed and thrive in the United States. We Mission - Ayuda envisions a community where all immigrants overcome obstacles in order to succeed and thrive in the United States. We realize our vision by advocating for low-income immigrants through direct legal, social, and language services; training; and outreach in the Washington, DC, metropolitan area.

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Ayuda - Services

- Services
  - Immigration law
  - Domestic violence and family law
  - Case management
  - Therapy
  - Interpretation and translation
- Populations served – Immigrants from anywhere in the world living in Maryland, Virginia, and Washington, DC

Language Access Program

Meets the language access needs of:

- 94 legal and victim services organizations for free (using grant funding)

- paying clients (law firms and nonprofits not covered by a grant)

Services are delivered through:

- Victim Services Interpreter Bank

- Community Legal Interpreter Bank

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Washington DC's Community

About 40,800 people, or more than 6 percent, of DC residents age 5 and older are limited-English proficient or non-English proficient (LEP/NEP)

- 65% of these individuals are Spanish-speakers
- Other top languages are Amharic, French, and Chinese
- Other languages include Vietnamese, Russian, and Filipino/Tagalog

About 7,094 people in Washington, DC have hearing

difficulty (ages 18-64)

The National
RESOURCE CENTER
for REACHING VICTIMS
Helping those who help others

Maryland's Community

About 398,407 people, or about 7 percent, of Maryland residents age 5 and older are limited-English proficient or non-English proficient (LEP/NEP)

Among them:

- 211,311 speak Spanish
- 32,467 speak Chinese
- 20,436 speak Korean
- 12,989 speak French
- 10,458 speak Amharic, Somali or other Afro-Asiatic languages

About 56,628 people in Maryland have hearing

difficulty (ages 18-64)

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others
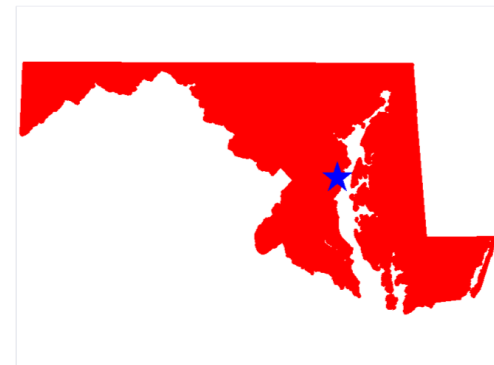
Virginia's Community

- About 472,781 people in Virginia (age 5 and older) speak English less than "very well"

- About 6% of the population

- Among those LEP/NEP individuals, many languages are spoken:
  - 244,190 speak Spanish
  - 32,552 speak Korean
  - 21,626 speak Vietnamese
  - 27,988 speak Chinese
  - 15,704 speak Arabic

In the United States

- **More than 25,600,000 US residents ages 5 and older, or 8.5%, speak English less than "very well"**

- **64% of these individuals are Spanish-speakers**

- **Other top languages are Chinese and Vietnamese**

- **More than 11 Million people in the US have hearing difficulty**

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

13

Ayuda's Interpreter Banks

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

History

2004 – DC passes Language Access Act

2007 – DC commits to Access to Justice Initiative Funding

2007 – Community Legal Interpreter Bank is created

2013 – Legal Bank expands into Montgomery County, MD

2014 – Victim Services Interpreter Bank is created

2018 – Legal and Victim Banks expand into Virginia

2019 – Victim Bank expands into Maryland

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Funding – Community Legal Interpreter Bank

DC Bar Foundation

- Access to Justice Program Initiative

- DC Council Funded

- DC Code ("shared legal interpreter bank")

Montgomery County Maryland

- County Council and County Executive

Unrestricted funding

- Fee for service revenue

- Law Firms

- Nonprofits

- Corporate donations

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Funding – Victim Services Interpreter Bank

DC Office of Victim Services and Justice Grants

- Local funding - initially
- Victims of Crime Act (VOCA) funding - currently

**Maryland Governor's Office of Crime Control & Prevention**

- VOCA funding

Unrestricted funding

- Fee for service revenue
  - Conferences or trainings
  - Nonprofits
- Corporate donations

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

17

Program Funding

Montgomery County 4%

Maryland Governor's Office on Crime Control and Prevention 30%

DC Bar Foundation 31%

Corporate Donations 4%

Earned Revenue 4%

DC Office of Victim Services and Justice Grants 27%
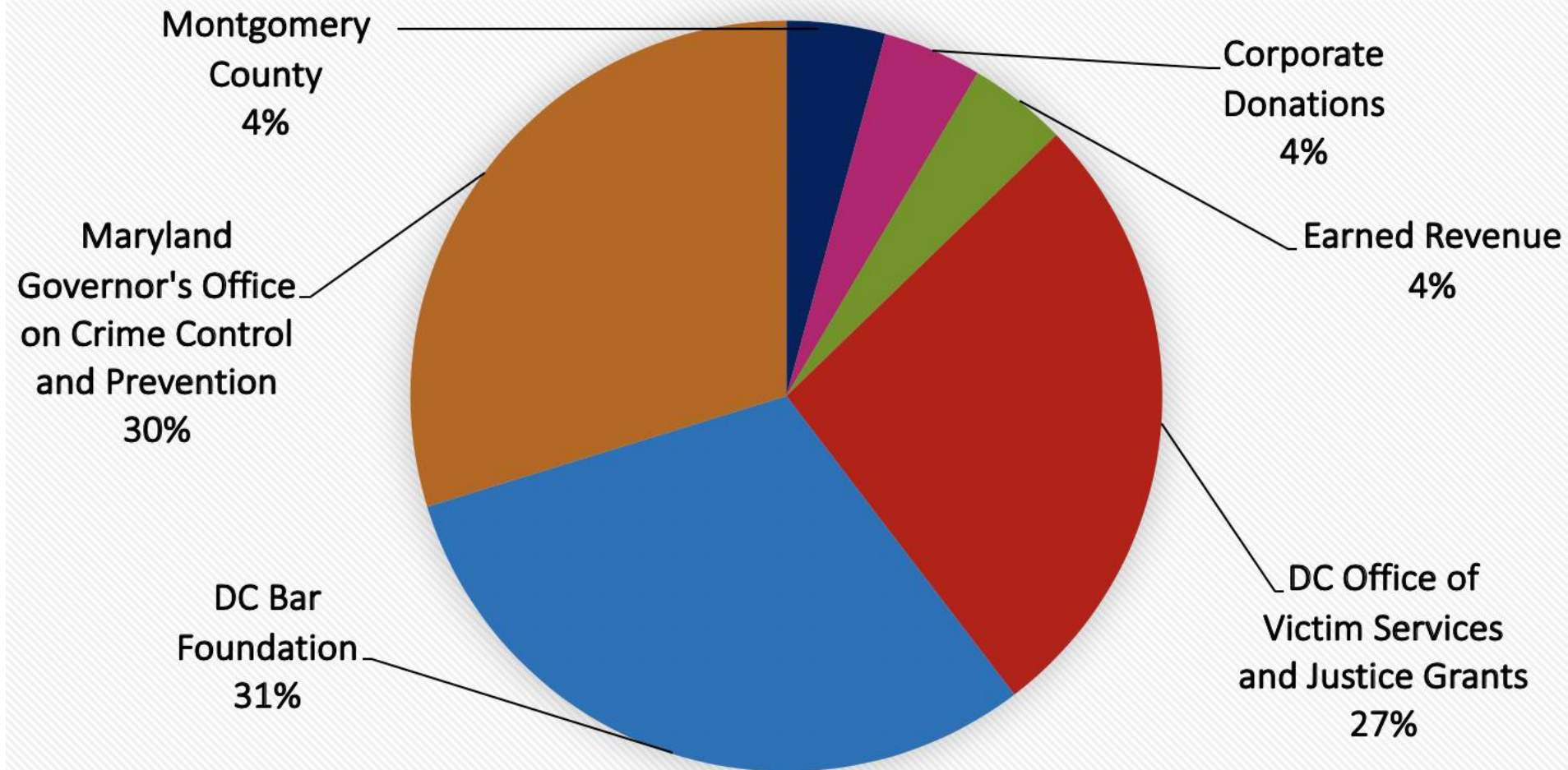
What makes this model unique? Specially-trained Interpreters

- Interpreters accepting assignments have:
  - At least 40 hours of foundational training in how to be an interpreter (or extensive working experience)
  - Indicia of proficiency (testing or certification)
  - Specialized training in victim services (for victim bank) or in working with lawyers and their clients (for legal bank)

The National
RESOURCE CENTER
for REACHING VICTIMS
Helping those who help others

Indicators of Proficiency and Training in Basic Skills

- Federal Court Certification

- Bachelor or Master's Degree in Interpreting

- State Department Rating as a Conference-level Interpreter

- State Court interpreter

- Certified with the Registry of Interpreters for the Deaf

- **Proficiency only: Qualifying score on nationally recognized language skills test**

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Trainings offered by Ayuda, free of charge

The National
RESOURCE CENTER
for **REACHING VICTIMS**
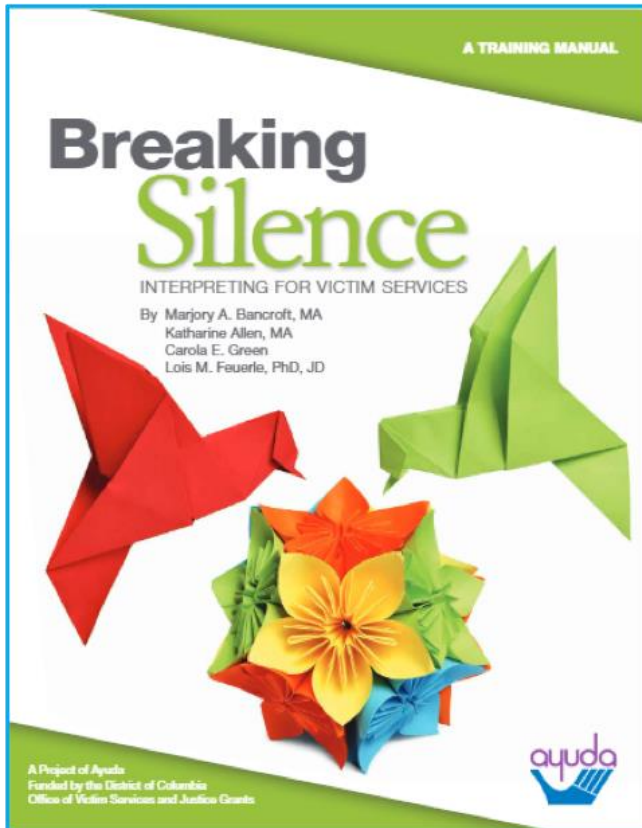Helping those who help others

The Language of Justice

The "Language of Justice," developed by Ayuda and Cross-Cultural Communications, is a three-day training that covers:

- Attorney/Client Privilege

- Confidentiality

- How to Avoid the Unauthorized Practice of Law

Interpreting in court is different than interpreting in an out-of-court setting.
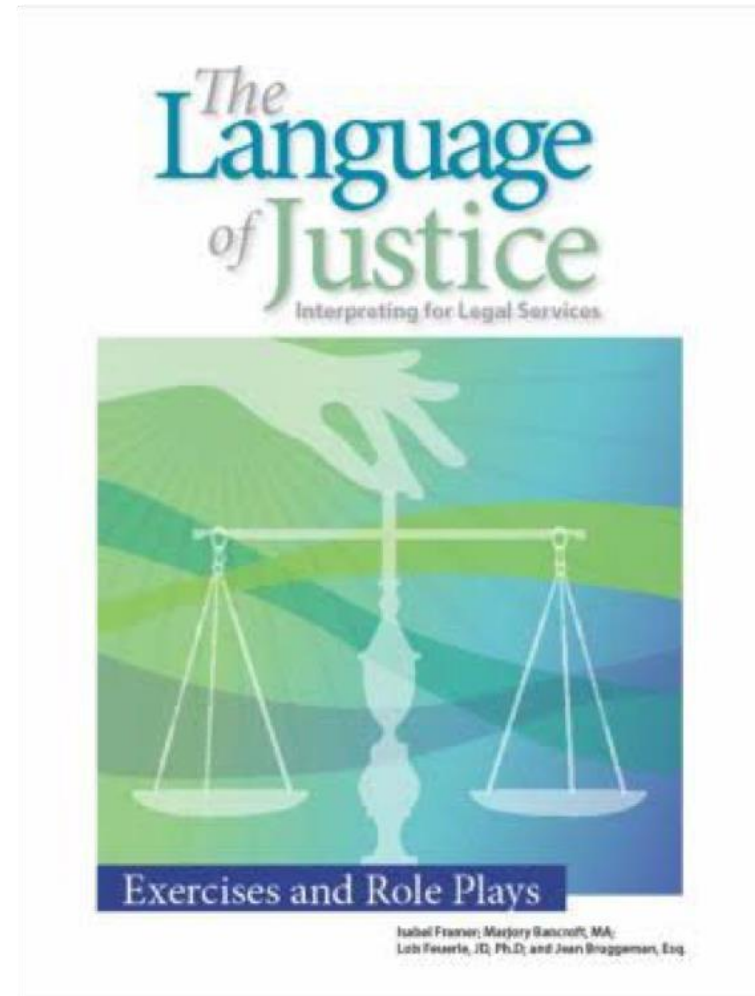
Breaking Silence

"Breaking Silence" is a four-day training, developed by Ayuda and Cross-Cultural Communications, that covers:

◦ Working with victims of crime

◦ What it means to be victim-centered

   and trauma-informed

◦ Vicarious trauma

◦ Victim services vocabulary

Role playing and completing exercises ahead of time is essential in preparing an interpreter for the heavy nature of victim services work.

We Also Offer Training to Lawyers and Victim Advocates

- Let the interpreter make his or her introduction

- If the interpreter uses a dictionary, that is not (necessarily) a bad thing

- Interpreters need breaks

- Don't ask the interpreter to help the client fill out forms alone

- Considerations with regard to placement in the room

- The interpreter will interpret everything

- Don't ask the interpreter to provide cultural background

- When to use a Certified Deaf Interpreter

The National
RESOURCE CENTER
for REACHING VICTIMS
Helping those who help others

Support / Education

- Annual provider training for each interpreter bank
    - Nonprofits send one or two representatives
    - 2-hour training
        - Importance of language access
        - How to access Ayuda's services

- Webinars

- Help over email / phone

- Visits to the staff meetings of nonprofits / on-site trainings

- Speaking at conferences

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Usage / Staffing / Coverage

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Victim Services Interpreter Bank

In a given year, the Victim Services Interpreter Bank will arrange interpretation (telephonic and in-person) for approximately:

- 1,021 sessions in Washington, DC

- 144 in Northern Virginia (all in-person)

- Maryland Bank is brand new

In order (telephonic and in-person):

- Spanish

- Amharic

- American Sign Language

- French

- Vietnamese

- Ethiopian Sign Language

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Victim Services Interpreter Bank (2)

- More than 60 interpreters accept assignments from the bank

- Interpreters work in 14 different languages

- More than 40 victim service providers serving Washington, DC; 20 serving Maryland; and 8 serving Northern Virginia

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Community Legal Interpreter Bank

- In a given year, the Community Legal Interpreter Bank will arrange interpretation (telephonic and in-person) for approximately:

- 3,103 sessions in Washington, DC

- 94 in Montgomery County (all in-person)

- 36 in Northern Virginia (all in-person)

In order (telephonic and in-person):

- Spanish

- Amharic

- American Sign Language

- Mandarin

- French

- Vietnamese

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Community Legal Interpreter Bank (2)

- More than 95 interpreters accept assignments from the bank

- Interpreters work in nearly 25 different languages

- 40 legal service providers serving Washington, DC; 24 serving Montgomery County, MD; and more than 10 serving Northern Virginia
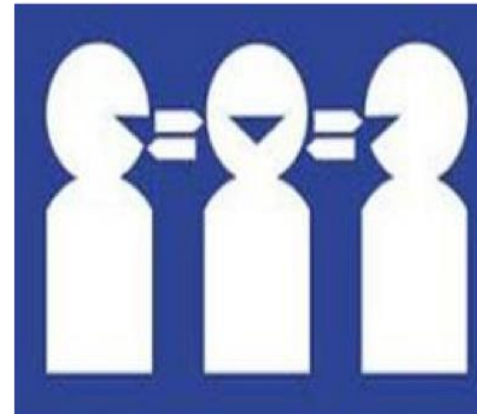
Interpreters
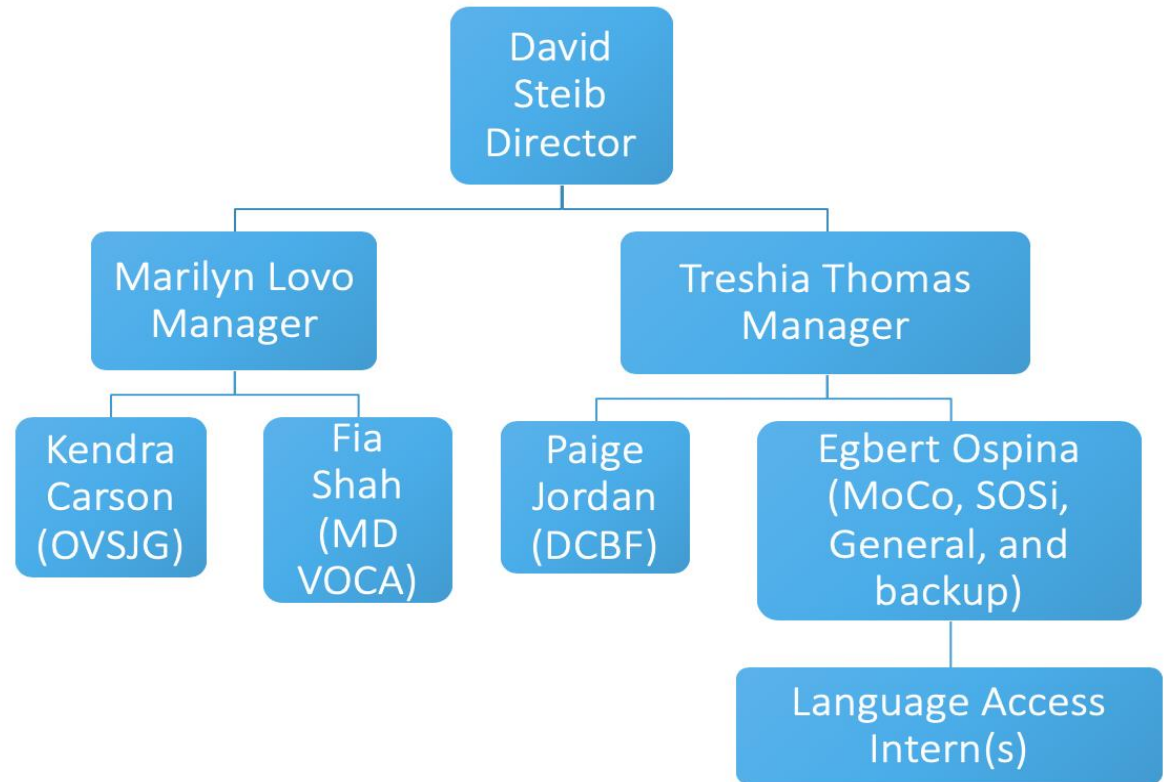
Independent Contractors

- Contracts
- W-9s

Application

- Resumes
- Trainings
- Rates
- Services

- Background checks
- Proficiency tests
- Salesforce profiles
- Payment through Bill.com

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Language Access Program (2)

David Steib
Director

Marilyn Lovo
Manager

Treshia Thomas
Manager

Kendra Carson (OVSJG)

Fia Shah (MD VOCA)

Paige Jordan (DCBF)

Egbert Ospina (MoCo, SOSi, General, and backup)

Language Access Intern(s)

Advisory Board

Meets every four months

Members:

- Legal service providers

- Interpreter services

- Subject matter experts

Salesforce

Data:

- Collection

- Uploading

- Storage

- Reporting

Automation:

- Interpreter Scheduling

- Invoicing

- Uploading documents to be translated

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Salesforce (2)

Users

- Interpreters

- Requesters (lawyers/victim advocates)

- Ayuda staff

Cost

- Salesforce developer

- Community licenses

Other Services

Document translation

- Third-party agencies

Simultaneous interpretation

- Equipment

- Skills of interpreters

Telephonic

- LanguageLine

Video Remote Interpreting

- LanguageLine

- InSight

Challenges

Funding:

- Some clients are not covered by the grants that we have

- The demand is greater than the supply

- Grantors are not usually considering language access as a necessary/important cost

Sign language:

- Interpreters are in high demand

- Must schedule far in advance

- A team is often required

- Higher rates / more expensive

The National
RESOURCE CENTER
for REACHING VICTIMS
Helping those who help others

Challenges (2)

Technology:

- Problems with Salesforce

- Relying on machines is impersonal

- Expensive

Fulfillment:

- Must interpreters have special training?

- Languages of lesser diffusion

- Geography

Benefits

- Victim advocates and lawyers can focus on their vocations

- Language Access Program handles:
  - Interpreter training
  - Interpreter vetting
  - Interpreter contracting
  - Interpreter scheduling
  - Budgeting (financial resources easily moved between organizations)

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Benefits (2)

- Cross-sector data

- Centralized payment of costs that need not be paid by multiple organizations
  - Creating an online interpreter scheduling system
  - Running background checks / proficiency tests
  - Annual Salesforce licenses

Alternatives

- Court interpreter lists

- Maintaining a list shared with other providers in the area

- Mini-trainings

- Vetting volunteers

- Bilingual staff

- Line items in budgets

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Resources

- [Ayuda's Website](#)

- [Language Access Program on Facebook](#)

- [Breaking Silence](#) : Language Services

- [Language of Justice Training Manual](#)

The National
RESOURCE CENTER
for **REACHING VICTIMS**
Helping those who help others

Contact

David Steib

- Language Access Director

- **david.steib@ayuda.com**