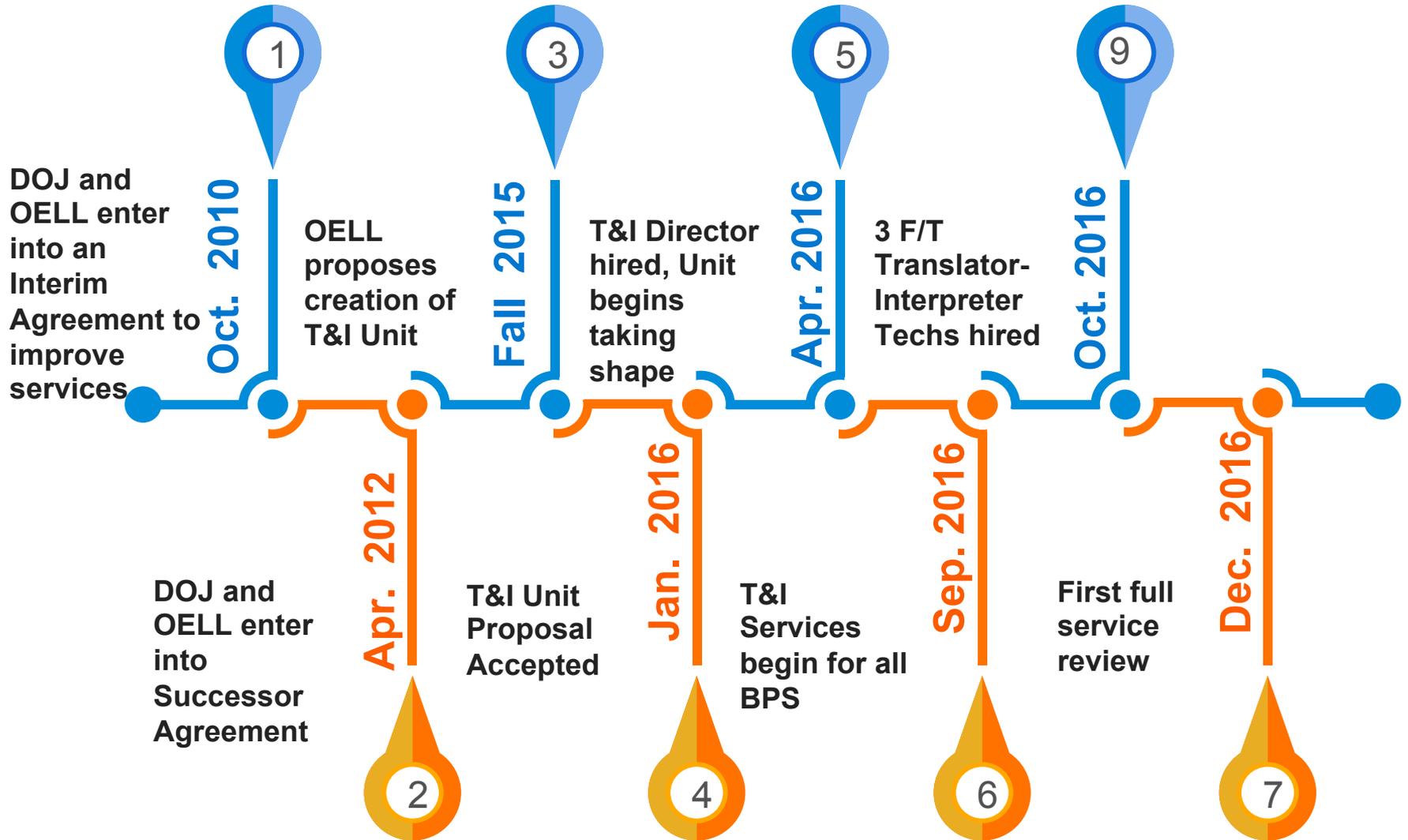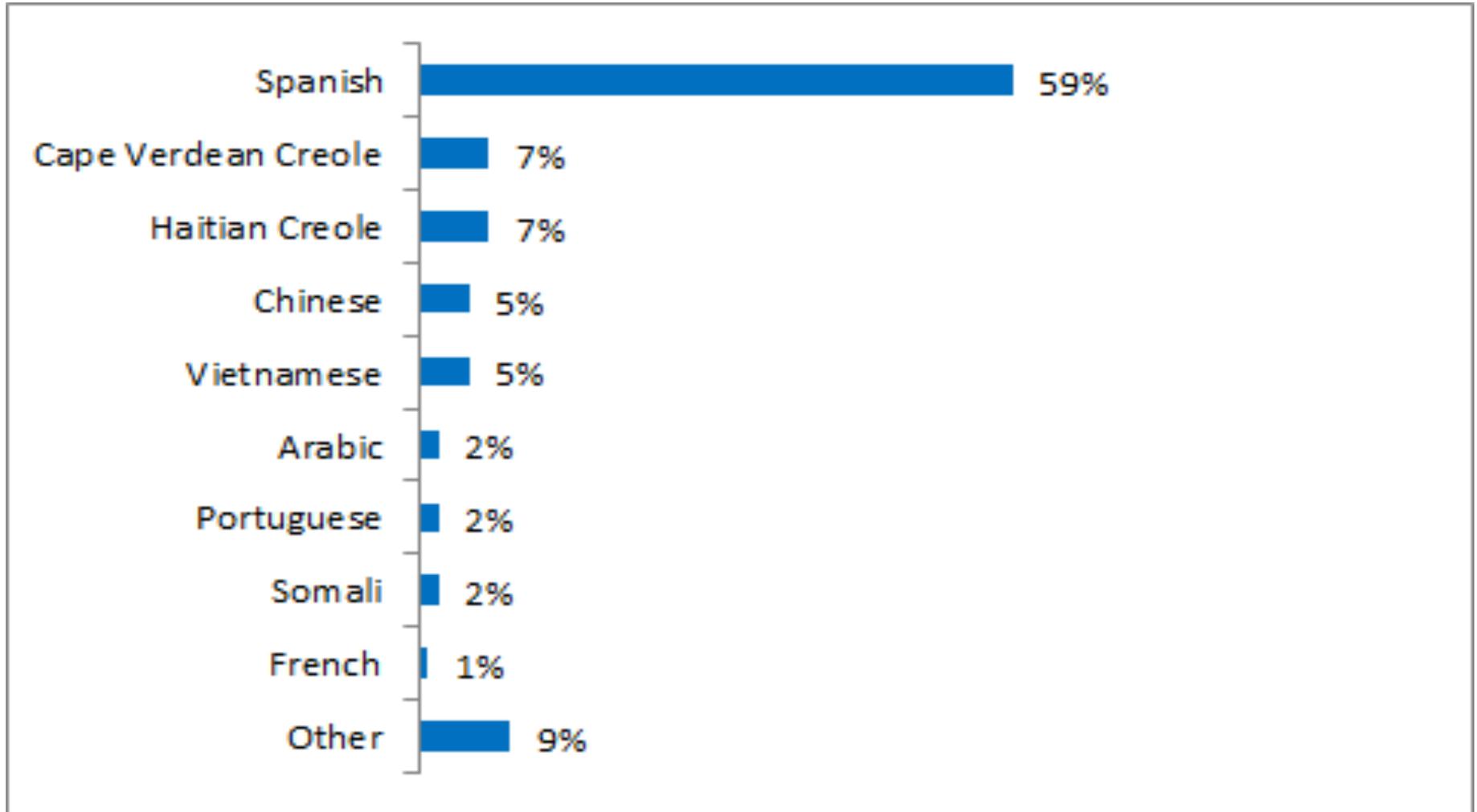BOSTON Public Schools
Focus on Children

Office of English
Language Learners (OELL)

Translation & Interpretation (T&I) Updates

Genesis of the Translation & Interpretation Unit

1 — **Oct. 2010**
DOJ and OELL enter into an Interim Agreement to improve services

OELL proposes creation of T&I Unit

3 — **Fall 2015**
T&I Director hired, Unit begins taking shape

5 — **Apr. 2016**
3 F/T Translator-Interpreter Techs hired

9 — **Oct. 2016**

Apr. 2012
DOJ and OELL enter into Successor Agreement

2 — T&I Unit Proposal Accepted

Jan. 2016
4 — T&I Services begin for all BPS

Sep. 2016
6 — First full service review

Dec. 2016
7

SY 2015-2016 ELL Students by First Language

Date includes BPS K0-12 students as of April 4, 2016 Aspen SIS. Chinese includes speakers of Cantonese, Mandarin, and Toishanese.

Special Education Translations 2015-16

SY 2014-2015	IEP	N1	PL1	PL2	N2	EE	IEP AMD	TPF	Assess PR	Total
Russian	2	3	2							7
Somali	25	43	25				6	8	19	126
Korean	1	1	1							3
Arabic	42	77	39	5	1	1	4	11	25	205
French	33	54	33	1			5	13	20	159
Portuguese	86	159	87	5		2	6	17	48	410
Other	35	59	33	2		1	6	13		149
Cape Verdean	88	132	88	7		2	2	42	60	421
Vietnamese	113	179	104	6		4	15	40	94	555
Chinese	100	165	100	4		2	10	43	74	498
Haitian Creole	190	316	191	15		8	7	72	78	877
Spanish	2305	3672	2262	135	10	73	126	769	450	9802
TOTAL	**3020**	**4860**	**2965**	**180**	**11**	**93**	**187**	**1028**	**868**	**13212**

4

Personnel Upgrades

- **April 2016:** T&I Director hired
- **May 2016:** Translations Coordinator leveraged into OELL
- **July 2016:** SPED T&I Coordinator joins T&I Unit
- **October 2016:** 3 T&I Techs (Spanish, Haitian Creole/French, Cape Verdean Creole/ Portuguese) come on board
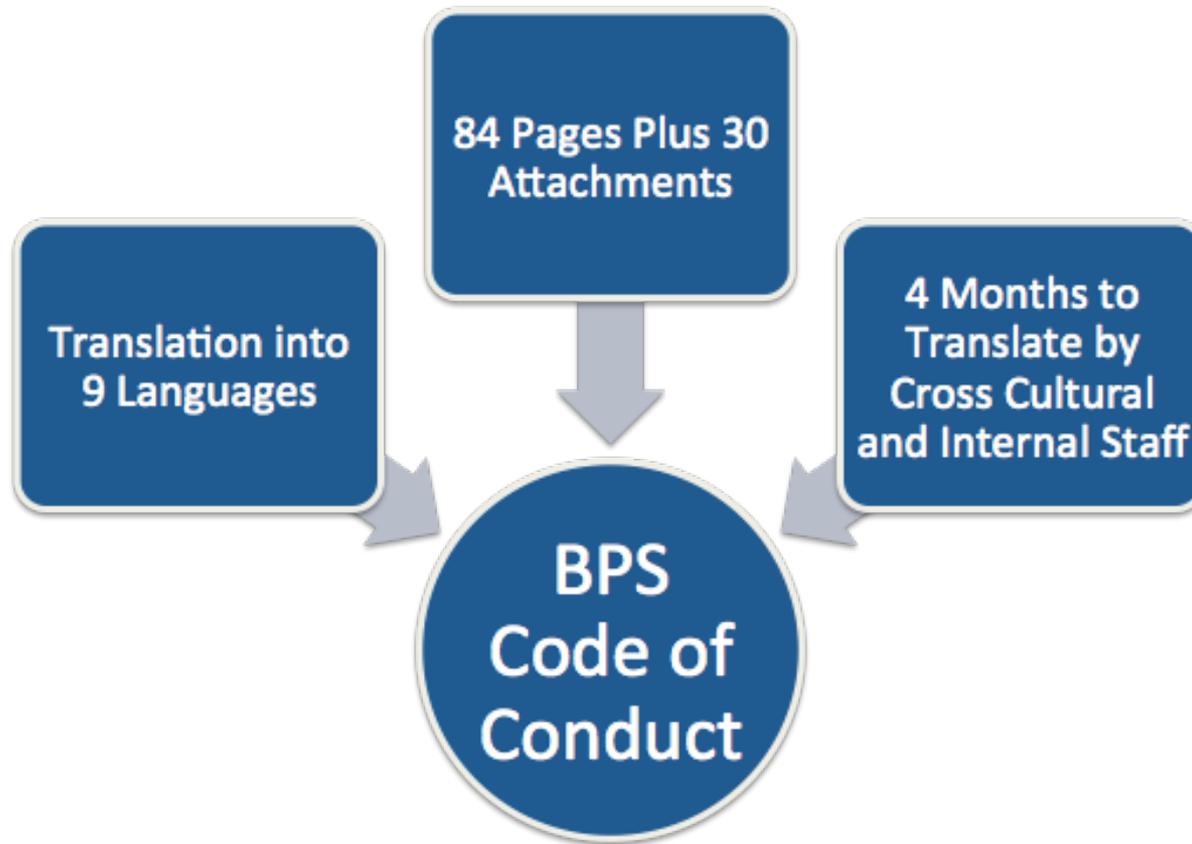

Technological Upgrades

July 2016: T&I Unit received its first set of simultaneous interpretation audio equipment for providing language access during events like budget hearings, town hall meetings, and more.

Spectrum of Services

Service Offering		Timeline	Artifact
In Person	In-Person Interpretation	Ongoing	Quarterly Service Metrics
Written	Written Translations of Essential Information	Ongoing	Translations Bank, Repository, SEIMS
Editing Support	Editing/Revising of Previously Translated Documents	10/1/2016	Translations Bank, Repository, SEIMS
Telephonic	Telephonic Interpreters	10/24/16	Specialized BPS Line
Video Remote	Video Remote Interpreting	11/1/16 Pilot	Quarterly Service Metrics
Quality Assurance	Monitoring and Evaluation	Ongoing, every three months	Reports and Reviews on T&I Website
Procurement	Reevaluation of Contracts and Need	2/2017 and 5/2017	Quarterly Service Metrics

6

Code of Conduct Translations

84 Pages Plus 30 Attachments

Translation into 9 Languages

4 Months to Translate by Cross Cultural and Internal Staff

BPS Code of Conduct

As the T&I Unit handles projects of various lengths, the minimum 2 week request lead time is crucial to providing services.

7

Streamlining T&I Services via Website

The website **centralizes translation & interpretation services**, from initial requests to service delivery, quality control and feedback.

Every school has one requester who manages all the school's requests through the website and serves as the **point-person** for translation & interpretation at that site which **prevents duplicate requests and redundancies.**

Instead of central office staff attempting to procure services individually, all services will be procured by the T&I Unit. This eliminates the time spent by staff members to individually utilize the procurement process (i.e. obtain quotes, submit requisitions) and it **allows for BPS to capitalize on economies of scale.**

The plan is for COSES to put in their requests via the Website instead of calling for interpreters on their own.

Website for T&I Requests and Data Trends

Submit Translation/Interpretation Request

Workflow Submission

Boston Public Schools' Form for Requesting Written Translation Services or Interpretation.

Please fill out this form fully.

Who is requesting this?
- ○ District-Level/Central Office
- ○ School/Center/Office Department

Name of Request

[   ]

Type of Request *
- ○ Written Translation
- ○ Oral Interpretation

Priority *
- ○ Standard
- ○ Urgent
- ○ Emergency

Website for T&I Requests and Data Trends (cont.)

Screen shot of dynamic internal dashboard to track tech assignments and open/closed requests.

Website for T&I Requests and Data Trends

T&I Service Projections: SY16-17; SY17-18

T&I Unit Currently Processes

- Over 117 translation & interpretation requests for 3 weeks
- From BPS Central Offices, Schools and City Hall

T&I Unit Continues Processing

- Around 1,200 SPED requests for translation & interpretation per month
- From SPED Coordinators, BPS Schools and Private and Residential Schools

T&I Unit Projects Processing

- For SY16-17: 28,000 Requests [SPED & Non-SPED]
- For SY17-18: 35,000 Requests [SPED & non-SPED]