

Interpreting and Translation Services to International Families:

Students in Howard County Public School System come from over 80 countries speaking over 70 languages. Limited English proficient (LEP) families who immigrate to Howard County with children in the school system need the language and cultural support in order to become actively involved in the schooling of their child/children. In order to provide the needed support to these families, **the Office of International Student Services (OISS)** offers a number of language, cultural, and educational programs for the LEP families.

In order to provide interpreting and translation services, the guidelines have been developed by the OISS. For questions related to interpreting and translation services, please contact the Office of International Student Services at 410-313-1549.

Interpreting Requests

Since HCPSS contracts only certified interpreters, all interpreter requests for **non-special education meetings** must be sent to Claire Kang, Liaison for Interpreting and Translation Services, via the CLC (Claire_kang@hcpss.org). Requests must be submitted on the Interpreter Request Excel Spread Sheet with the following information:

Name of school, name of student, grade, home or cell phone number, date of the meeting, nature of the meeting (parent/teacher conference, orientation meetings, Back-to-School Night, etc).

Requests should be placed at least **one week** in advance for Korean, Spanish, and Chinese languages in order to guarantee timely service. For all other languages, the office requires at least **two weeks** advance notice.

For all interpreter requests related to **special education meetings** (IEP, Infant and Toddler Home Visits, etc.), the requests must go through the Special Education Team Leader at each school. Special Education Team Leaders have a list of certified special education interpreters that can be contacted directly for assignments. Meetings related to special education are processed through the Department of Special Education (County Diagnostic Center).

Translation Requests

1. The most frequently requested languages for translation are Korean, Spanish, and Chinese, followed by Vietnamese and Urdu. HCPSS currently employs a certified in-house translator for Spanish. Other languages may require longer turn-around time.

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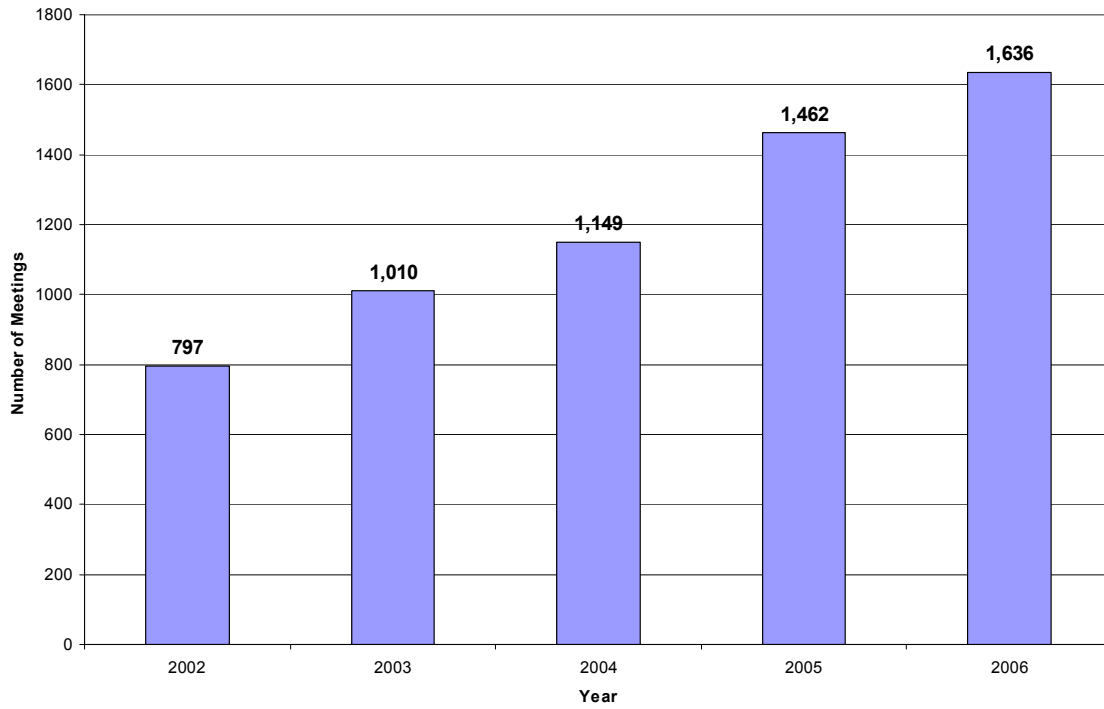
2. Type of assignments accepted **in order of priority**:
 - a. All documents from Central Office disseminated to the Public Schools for parent communication.
 - b. All documents and notices within a specific school sent out annually to the entire school or grade-level.
 - c. Other documents, notices or flyers necessary to communicate between parents and school that cannot be communicated orally (see *phone calls* below).
3. Special Education documents are translated on a case-by-case basis. The preferred method of communication with families is face-to-face conversation about their child/children, with an interpreter present. Contact the Department of Special Education (County Diagnostic Center, #410-313-7046) with questions.
4. All documents must be sent to the Translation Office (Claire_kang@hcpss.org, ext 1549) and include the following information:
 - a. Due date
 - b. Number of pages requested
 - c. Title of the document
 - d. Languages needed
 - e. Original document in English as an attachment to the e-mail
5. Depending on the length and technical difficulty of the document, turn-around time can vary from three days to four weeks.
6. School –based Bilingual Community Liaisons are available **on a limited basis** to translate flyers, simple notices and announcements for communication that is not used from year to year or has limited dissemination within the school building. Schools without Bilingual Community Liaisons may forward their requests to the Translation Office for consideration on an individual basis.
7. ***Phone calls in place of translated notices***: For families that may have low-literacy skills in their native language, OISS staff is available to make phone calls on a limited basis to individual families to relay written messages orally from the staff to the families. Depending on the length, content, and technicality of the message, a meeting with the parent may be suggested by the liaison for effective communication.
8. HCPSS takes pride in providing accurate and professional translations. Therefore, please **DO NOT** request a translation from a non-certified translator who has not been approved by OISS.
9. Since software or on-line translation services are extremely unreliable and inaccurate, please **DO NOT** use these tools to translate ANY document. These translation tools are very literal and cannot distinguish meaning. Besides being inaccurate and confusing, they can be extremely comical and at worse, disrespectful to our families.

Translation Request From Interpreting and Translation Services (410-313-1549)

School or Office:	
Contact Person:	Phone Number:
Title of the Document:	
Language Requested (check all that applies): ___ Spanish ___ Korean ___ Chinese ___ Vietnamese ___ Urdu _____ Others	
Due Date: ** Depending on the length of the document, translations can take anywhere from three days or more. Any lengthy document may take as long as 3-4 weeks to complete.	
Number of Pages Requested:	
Document Attached (WORD.doc preferred): Yes <input type="checkbox"/> No <input type="checkbox"/>	
Comments:	

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Interpreter Requests for November P/T Conferences (2002-2006)



2001 -2006 Interpreter Requests from Schools

