The impact of true empowerment
Established in 1978 as a result of the community initiative to serve the needs of new Hispanic/Latino immigrants in the Midwest, the Center is a safe haven for new comers and has been instrumental in finding ways to bridge local resources with talent and opportunity, intentionally developing positive leadership among ethnic specific populations.
WHAT WE DO...

Today the Center has three programs:

**Family Support**
- Civil and Human Rights
- Health and Wellness
- Resource Navigation and Advocacy

**Language Services**
- Translations
- Interpretations
- Language Acquisition
- Training

**Youth and Education**
- La Escuelita
- Youth and Parent Services
- College/Career Preparation
WHY WE DO IT...

Because we believe in:

- Equity
- Sustainability
- Community Development
HOW WE DO IT...

Workforce Development

Obtain

Retain

Professional Development

Leadership and Entrepreneurship Development

Advance
OUR MULTI-IMPACT MODEL

- LANGUAGE ACCESS & ACQUISITION
- PROFESSIONAL SKILLS TRAINING
- SUSTAINABLE FUNDING MODELS
WHO BENEFITS?

- Your Limited English Person – service and resource accessibility
- Your organization – equity practices
- The interpreter – financial stabilization
- The community – sustainability
VIDEO: WHAT ARE LANGUAGE SERVICES?

Strategies to facilitate communication across languages and tools to promote cross cultural understanding.
FINDING THEIR VOICE... USING OURS.

Are you multilingual?

Have you ever felt the need of an interpreter?

Have you ever served as an interpreter?
“Your investment in any type of Language Services will eventually come back to you in the form of savings, liability protection or increased accessibility”
LANGUAGE ACQUISITION: THE MEANING OF THE WORD

• Basic Spanish for health and social services staff
• Basic English for new immigrants
• Advance Language Skills for Multilingual Professionals
TRANSLATIONS: THE WRITTEN WORD

WHICH OF THESE DO YOU THINK SHOULD BE TRANSLATED?

- Informational materials
- Consent forms
- Pre/Post Treatment Instructions
- Release of Information
- Recipient Rights
INTERPRETATIONS: THE VERBAL OR SIGN WORD

- OPI - Over-the-phone interpreting
- OSI - On-site-interpreting
- VRI - Video Remote Interpreting
- Conference Interpreting
ACTIVITY: WHEN AND HOW TO USE LANGUAGE SERVICES?
What will happen if you are not there?

- Educate your patient and help them practice how to access language services on their own.
- Bring translated documents with you or know how to access them.
- Bring relevant resources in formats they can relate to.
- Listen to their concerns with a culturally sensitive ear.
- Advocate for direct access through Language Services in your own organization.
COME PREPARED: YOUR ELEVATOR SPEECH
ACTIVITY: WHAT YOU’RE TAKING HOME!
¡MUCHAS GRACIAS Y FELIZ TARDE!

Voice, word and number recognition software and apps are now available. Some of the challenges include: facing rare languages, illiteracy, strong accents and liabilities.