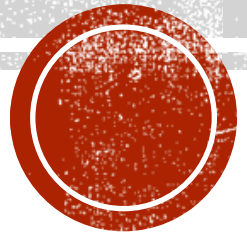


LANGUAGE SERVICES & COMMUNITY DEVELOPMENT

The impact of true empowerment



PRESENTED BY THE HISPANIC CENTER OF WESTERN MICHIGAN – NCFH- SEPTEMBER 2017

ABOUT OUR ORGANIZATION



Stablished 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...

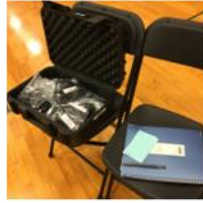
Today the Center has three programs:

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:

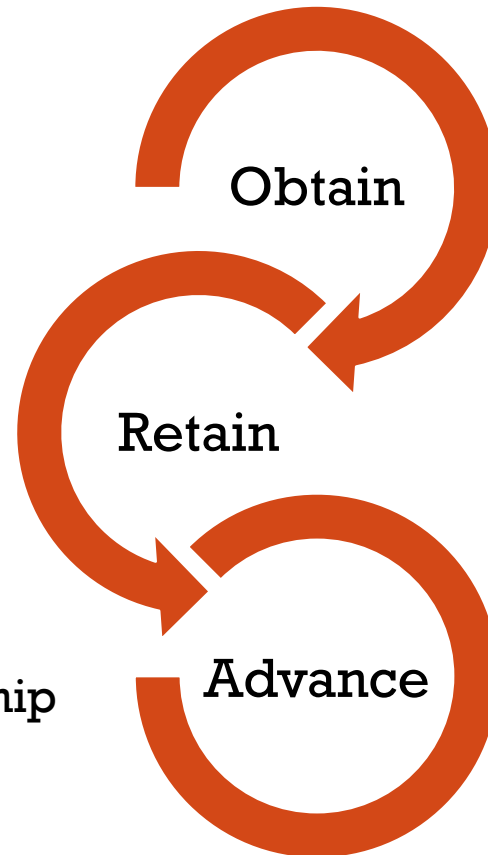
- Equity
- Sustainability
- Community Development



HOW WE DO IT...

Workforce Development

Leadership and Entrepreneurship
Development

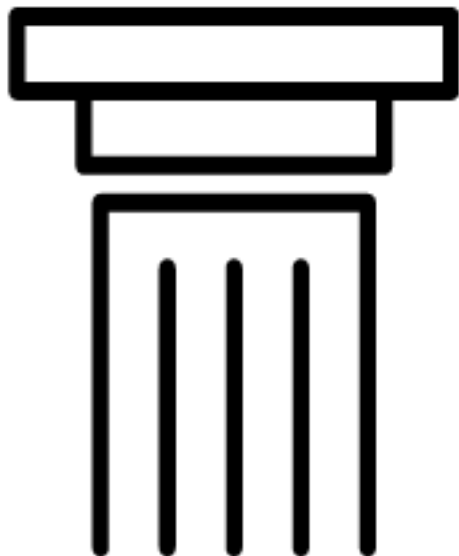


Professional Development

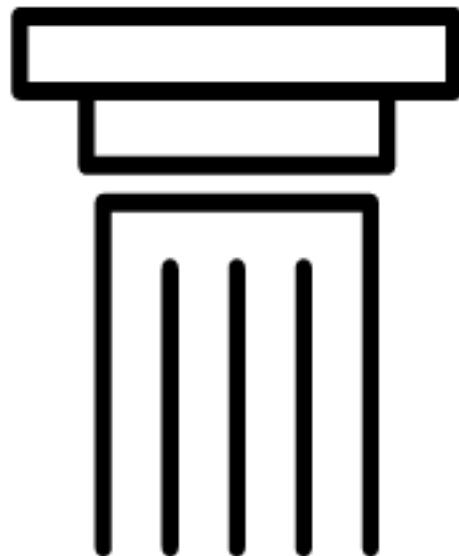


OUR MULTI- IMPACT MODEL

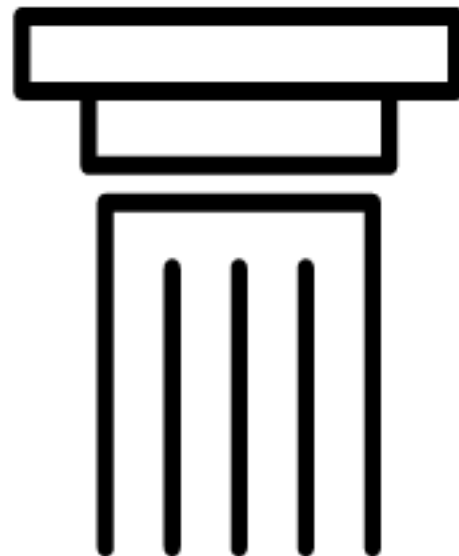
LANGUAGE ACCESS
& ACQUISITION



PROFESSIONAL
SKILLS TRAINING

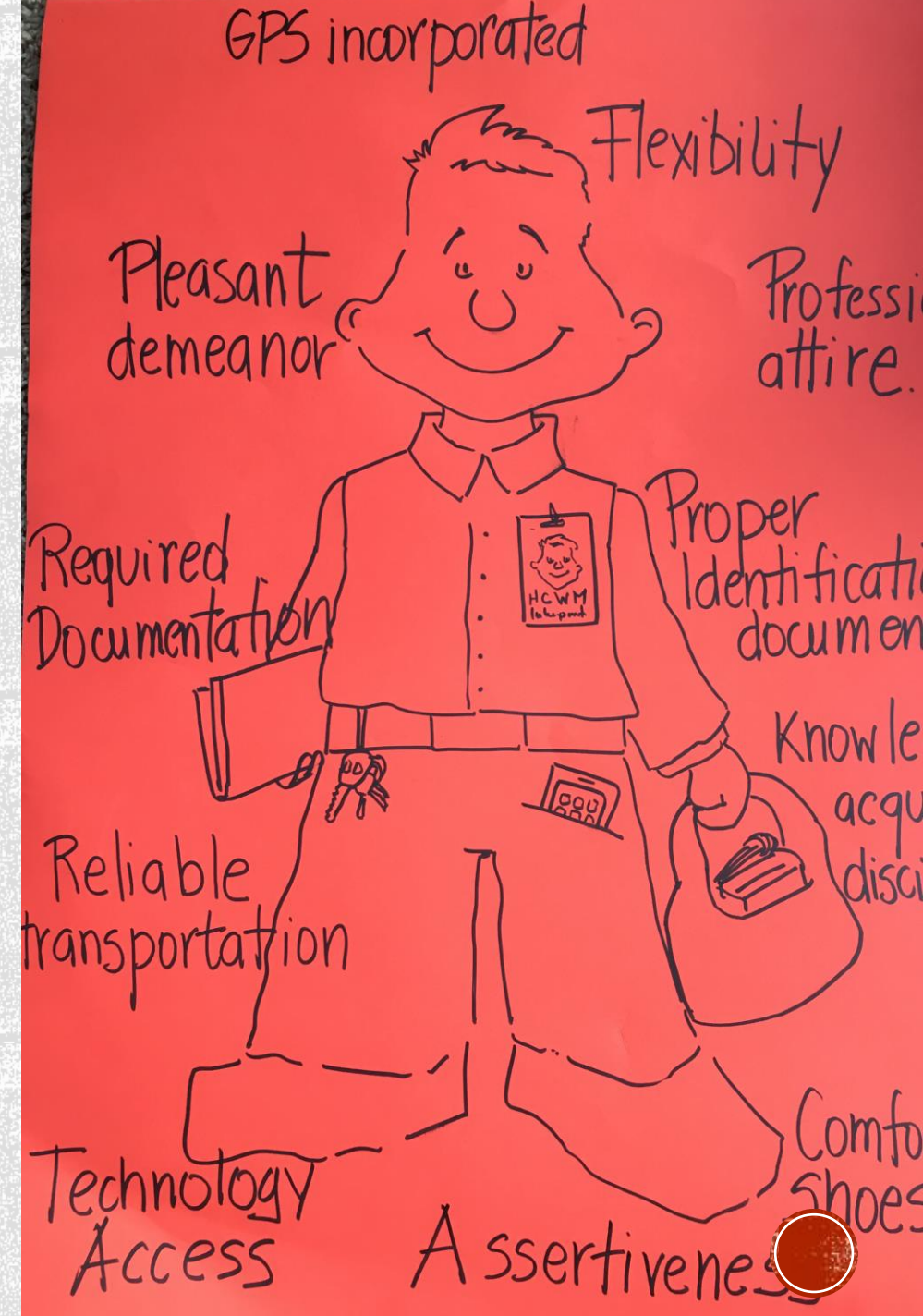


SUSTAINABLE
FUNDING MODELS



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?



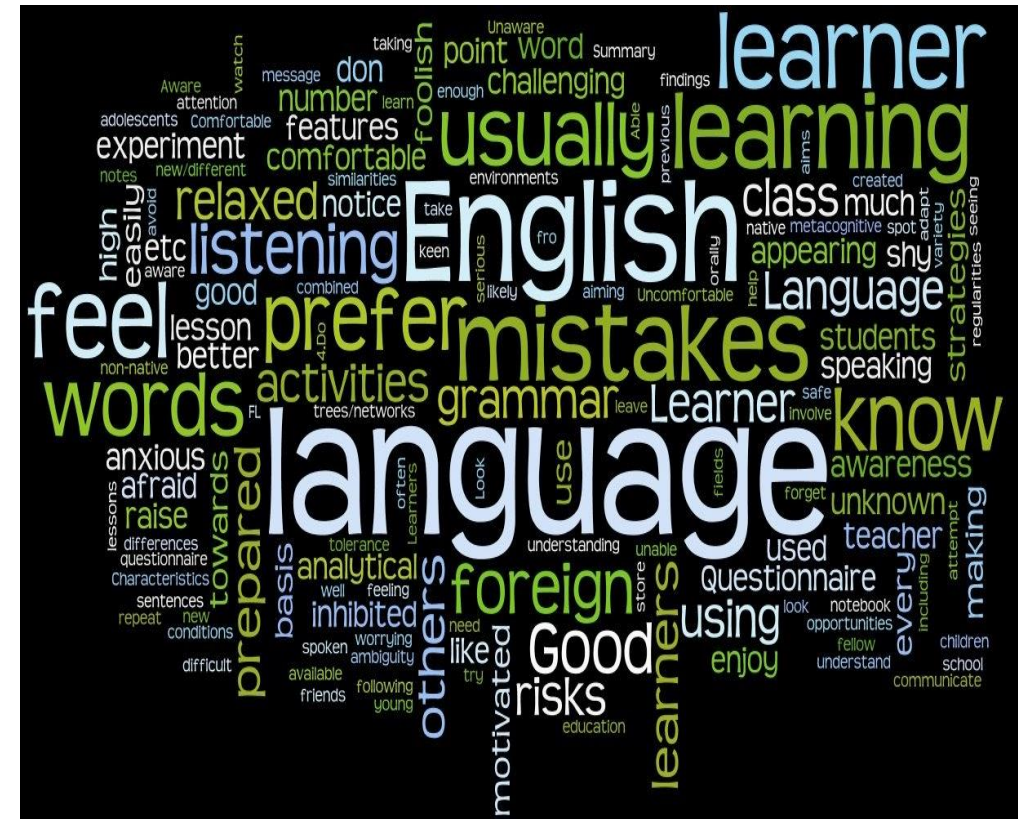
THE MODEL

“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?



EMPOWERMENT VS. DEPENDENCY

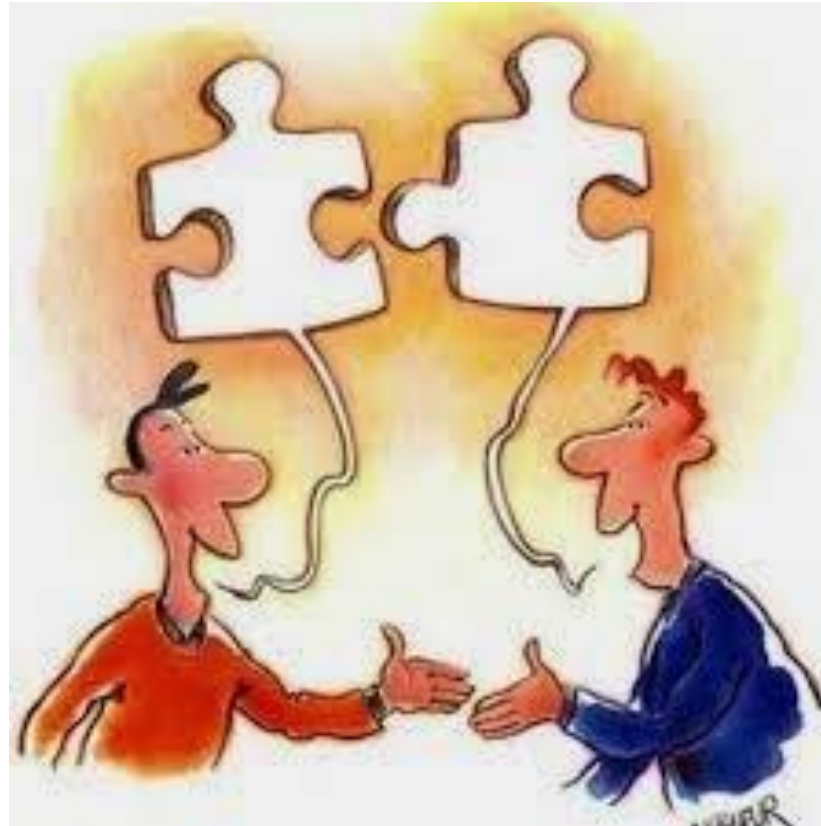


What will happen if you are not there?

- 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!



Google Translate,

Itranslate,

Waygo

Ihandy

Voice translator

UniSpeech for Google Glass

Skype Translator

AppTek

Bing Translate

WeChat

Kinect Sign Language Translator

SpeechTrans

Amazon's Fire Phone

USEFUL TECH RESOURCES?

Voice, word and number recognition software and apps are now available.

Some of the challenges include: facing rare languages, illiteracy, strong accents and liabilities.

