



# **INCREASING ACCESS TO COMMUNITY BASED SERVICES FOR LATINO/HISPANIC OLDER ADULTS THROUGH COMMUNITY INTERPRETERS**

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**2014 HOME AND COMMUNITY BASED SERVICES CONFERENCE**

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# SENIOR SERVICE AMERICA, INC.

SSAI is :

- A national nonprofit organization that provides civic engagement and employment opportunities to low-income older adults.
- Based in Silver Spring, Maryland
- Network of 81 local partner organizations in 16 states.



# SENIOR SERVICE AMERICA, INC.

SSAI Programs :

- Service Employment Program (SCSEP)
- Senior Environmental Employment (SEE) Program
- Agriculture Conservation Experienced Services Program (ACES)
- Digital Inclusion Initiative



# VIDEO CLIP

Breaking Down the Language Barrier



# COMMUNITY INTERPRETER PROJECT

## THE GOAL:

To demonstrate that training 50+ adults as Community Interpreters is an effective, scalable approach that can:

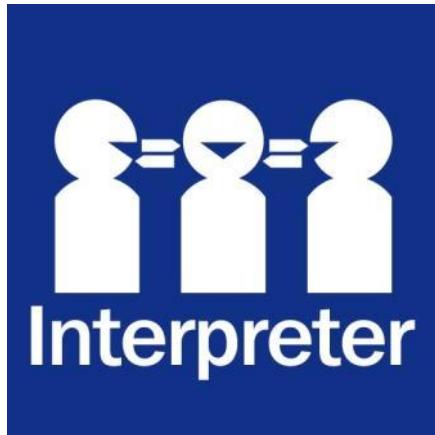
- Increase access of older adults with limited English proficiency to social, workforce development, and other services.
- Broaden non-traditional employment options



# INTERPRETING VS. TRANSLATING

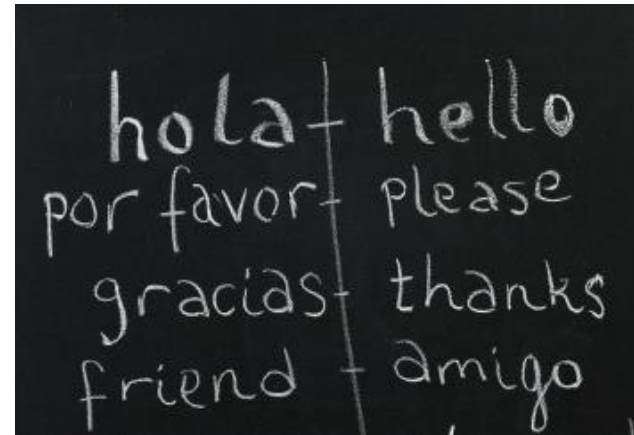
INTREPRETATION

VERBAL



TRANSLATION

WRITTEN



# WHAT IS COMMUNITY INTERPRETING?

- ❖ Community interpreting is a profession that facilitates access to community services for linguistically diverse clients who do not speak a common language.
- ❖ Community interpreting includes medical, educational and social services interpreting.



# OLDER LATINO/HISPANIC POPULATION IN THE U.S.

- ❖ In 2020, Latinos/Hispanics will account for about 13% of the U.S. population 50-69 (up 9% from 2007)
- ❖ By 2050, Latinos/Hispanics will account for about 24% of the ages 50-69 U.S. population.

Source: 50+ Hispanic Workers: A Growing Segment of the U.S. Workforce – AARP 2009





# **U.S. LANGUAGE ACCESS LAW**

“No person in the United States shall on ground of race, color, or national origin, be excluded from participation in, or be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

*Title VI of the Civil Rights of 1964 – Language Access Law*



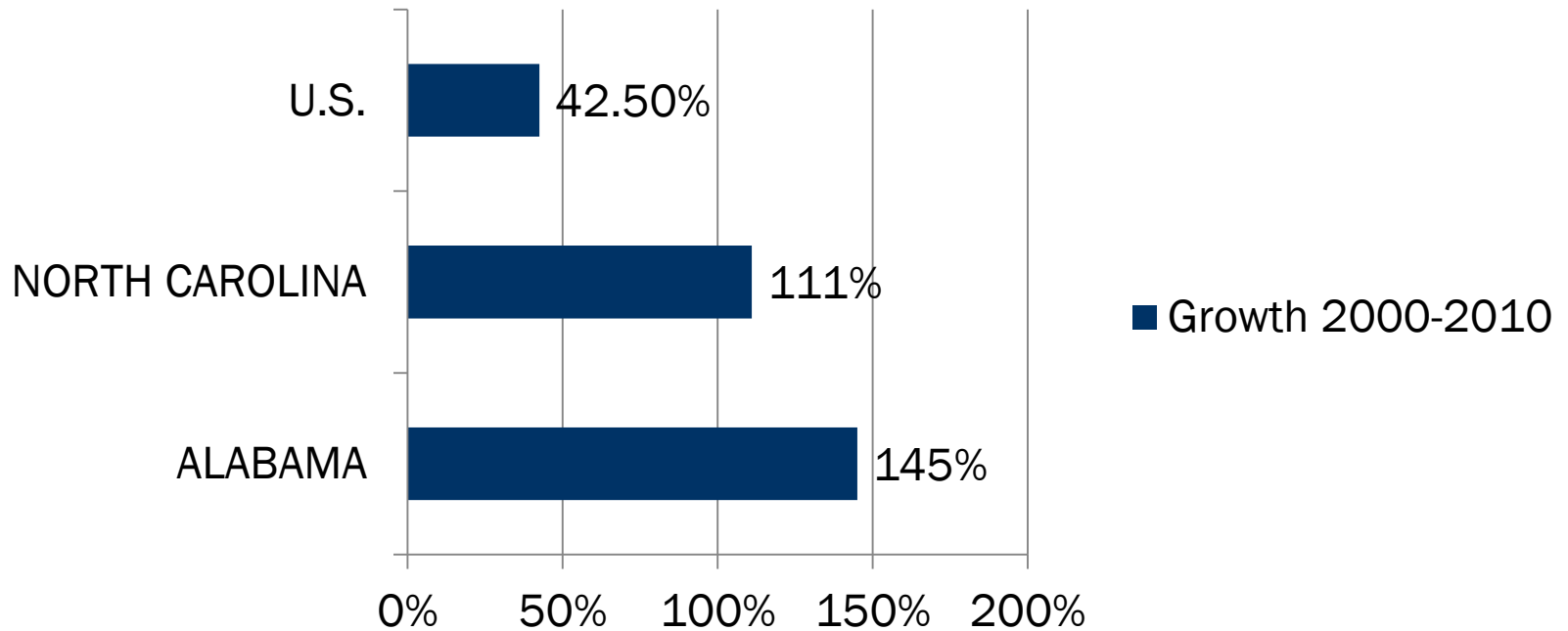
# COMMUNITY INTERPRETER PILOT PROJECT

- ❖ Two Year Pilot – 2012 – 2013  
with funding from AARP Foundation
- ❖ Geographic Area:
  - Alabama – Greater Birmingham Area
  - North Carolina – Charlotte Metro Area
- ❖ Additional Funding 2014 - Maryland



# LATINO/HISPANIC POPULATION IN TARGET AREA

## Growth 2000-2010



Source: Hispanics Account for More than Half of the Nation's Growth in Past Decade, Pew Research Center 2011



# PROJECT PILOT SITES

## ALABAMA

- Middle Alabama Area Agency on Aging
- Jefferson County Commission

## NORTH CAROLINA

- Charlotte Mecklenburg Senior Centers



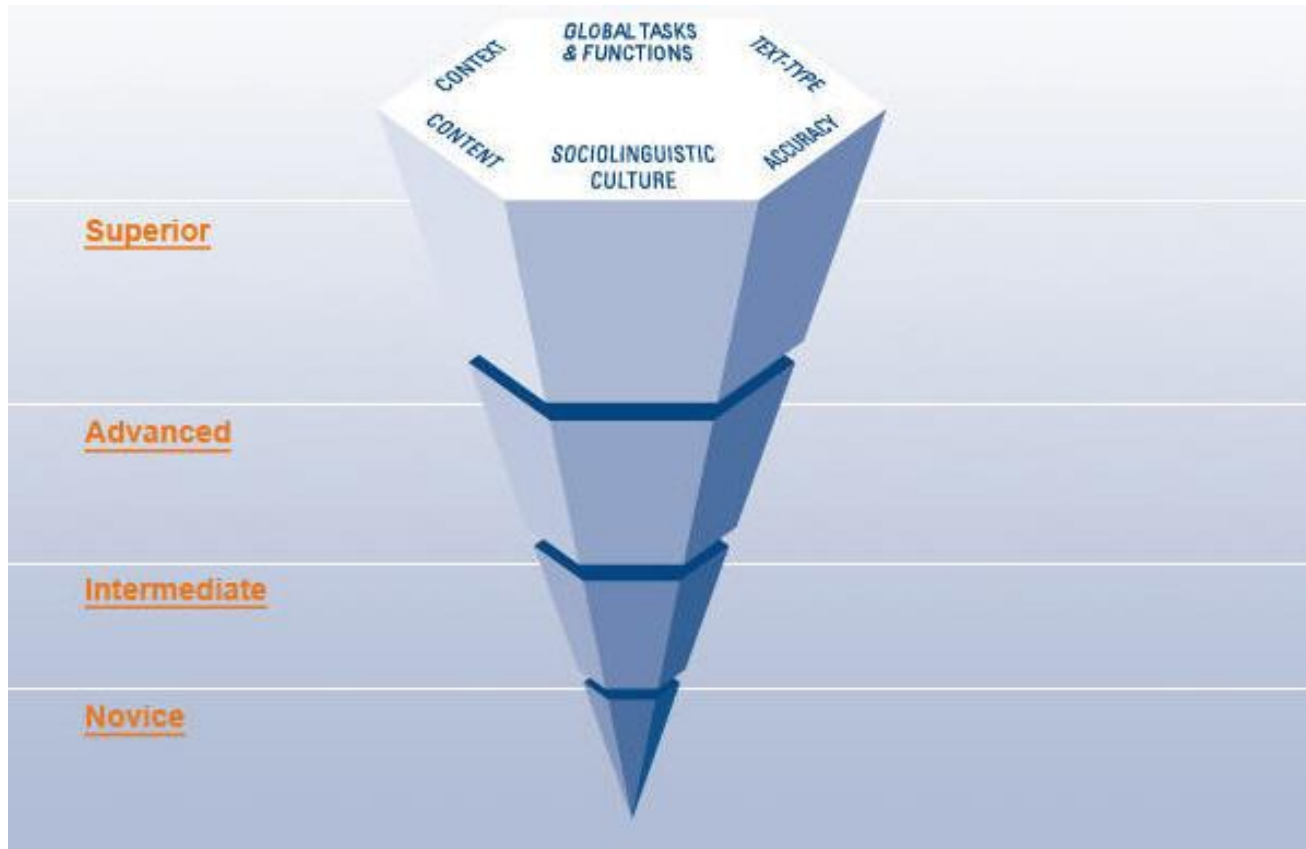
# COMMUNITY INTERPRETER TRAINING

Minimum Pre-Requisites:

- ❖ 50 years or older
- ❖ Bilingual (English/Spanish)
- ❖ High School Education
- ❖ Language Test (non-native) through Language Testing International



# ACTFL LANGUAGE TESTING



# COMMUNITY INTERPRETER TRAINING CURRICULUM

- ❖ Cross Cultural Communications – Columbia, MD
- ❖ 40 Classroom Hours
- ❖ Expanded curriculum to include:
  - Shadowing Experience
  - Internship



# TRAINING AT-A GLANCE

## WEEK 1:

20 Hours of Classroom Instruction



## WEEK 2:

8-10 Hours of Shadowing



## WEEK 3:

20 Hours of Classroom Instruction



## WEEK 4 - 13: (10 Weeks)

10 Week Internship - 10 - 20 Hours per week





# PROJECT PILOT: PARTNERSHIPS

- ❖ Project had a total of 18 partners in both states
- ❖ Partners included:
  - Local non-profits, and
  - Local government agencies
  - Local Hispanic organizations
  - Local Hispanic Media (newspaper and radio)



# PROJECT PILOT: TRAINING RESULTS SUMMARY

- ❖ A total of 4 trainings were conducted – two per project geographic area (AL and NC)
- ❖ A total of 41 low-income Hispanic/Latino adults 50 years and older were recruited
- ❖ 30 completed 40 hours of classroom training, passed the written test and were awarded certificates
- ❖ 15 trainees obtained employment related to interpreting and 3 found employment related to their bilingual skills



# PROJECT PILOT: TRAINING RESULTS SUMMARY

- ❖ During internships, the community interpreters provided:
  - 21,150 interpretation sessions to provide direct assistance to LEP persons.
  - 3,138 sessions to provide direct assistance to LEP persons age 50+.
- ❖ All LEP persons were seeking access to social, health or immigration services for themselves or a family member.
- ❖ A significant percentage were receiving assistance for the first time or had not received prior interpreter services.



# PROJECT PILOT: TRAINING RESULTS SUMMARY

- ❖ The pilot demonstrated that low income 50+ Hispanics trained as community interpreters can augment the capacity of various human services agencies to serve persons with LEP.
- ❖ 8 of the 10 local agencies hosting internships reported that their community interpreter intern increased their service to Spanish speaking clients.



# PROJECT PILOT: TRAINING RESULTS SUMMARY

- ❖ Training for the occupation of Community Interpreter can be a career pathway appropriate for interested 50+ Hispanics who have little or no formal postsecondary education.
- ❖ One participant in NC obtained the legal interpreter certification.
- ❖ 3 participants were trained as trainers to continue to conduct local Community Interpreter trainings.



# PROJECT PILOT: KEY LEARNINGS

- ❖ National standards and certification systems are not finalized in the U.S.
- ❖ Keep in mind language and culture nuances.
- ❖ Involve a larger number and wider range of local agencies to serve as hosts for shadowing and internships.
- ❖ There may be increased attention to language access laws such as Title VI of the Civil Rights Act.



# PROJECT PILOT: SCALABILITY OF PILOT PROJECT

- ❖ Growing number of LEP immigrants will heighten the need and demand for language services.
- ❖ Diversity of the community interpreters should be considered.
- ❖ Training curriculum can be used to train a variety of language interpreters
- ❖ Community Interpreters vs. Professional Interpreters



## Quick Facts: Interpreters and Translators

<b>2012 Median Pay</b>	\$45,430 per year \$21.84 per hour
<b>Entry-Level Education</b>	Bachelor's degree
<b>Work Experience in a Related Occupation</b>	None
<b>On-the-job Training</b>	Short-term on-the-job training
<b>Number of Jobs, 2012</b>	63,600
<b>Job Outlook, 2012-22</b>	46% (Much faster than average)
<b>Employment Change, 2012-22</b>	29,300





# CONCLUSION

- ❖ Language access laws mean that nobody can be denied access to services based on language.
- ❖ Agencies need to be able to support multiple languages
- ❖ Improved access to community services may result in independence and less isolation.



# VIDEO CLIP

Community Interpreting Services



# PRESENTERS

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