

# Ohio Department of Job and Family Services

## Bureau of Civil Rights

### Basic Interpreters Training program description

The Ohio Department of Job And Family Services (ODJFS), together with its county partners and contractors, are committed to full compliance with Title VI of the Civil Rights Act of 1964 (Title VI). One important element of Title VI is the non-discrimination on the basis of national origin, including the provision of language access service to persons with Limited English Proficiency (LEP). The absence of qualified Interpreters may result in serious misunderstandings, denial or delay of services and benefits, as well as discouraging LEP customers from seeking services or benefits when needed.

Language interpretation involves specific skills that help ensure that the communication between the service provider and the customer who speak a different language is as effective as if both parties were speaking the same language.

The topics covered include ethical standards of interpreting, different modes of interpretations, professional conduct, basic immigration concepts and others. Application activities include role playing, observation and group discussions.

### Training Goals

By the end of this training the participant will:

1. Understand the definition of LEP customer and language assistance in the context of Title VI of the Civil Rights Act of 1964
2. Learn some basic immigration definitions
3. Understand basic terminology pertaining to language interpretation and translation
4. Identify the different modes of interpretation, their uses, advantages and disadvantages
5. Understand the goals and the components of the interpreter's role in a social service setting
6. Apply techniques to overcome barriers to successful communication in a interpreted encounter
7. Understand and apply ODJFS' ethical standards of interpretation

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## Interpreters training ODJFS and County Agency Staff

Day One	
09:00-09:15 AM	Introductions Training Goals and Pre-test
09:10-10:00 AM	Terminology
10:00- 10:15	Break
10:00-11:15 AM	Title VI of Civil Rights Act, LEP population, and Culturally and Linguistically Appropriate Services
11:00-Noon	The role of the interpreter
Noon- 01:00 PM	Lunch
01:00-03:00 PM	Interpreter’s ethical standards
03:00-03:15 PM	Break
03:15-04:15 PM	Interpreter’s behavior and professional conduct
04:15-05:00 PM	Ethical Dilemmas I
Day Two	
08:30-10:30	Cultural Sensitivity and Immigration Definitions
10:30-10:45	Break
10:45-11:30	Ethical Dilemmas II
11:30-noon	Managing the interpreting process
Noon-01:00 PM	Lunch
01:00-03:30 PM	Barriers to quality interpreting
03:30-03:45	Break
03:45-05:00 PM	Interpreting in the field of human and social services Post-test

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