00:00:54:15 - 00:01:38:12

Moses Perez (Open Doors for Multicultural Families)

Hello. How's everybody doing today? Thank you, Brandi, for those excellent instructions. Especially taking time out to slow down a little bit to give the interpreters time to interpret in a simultaneous fashion I personally, on behalf of Open Doors and the families and individuals of color we serve, want to thank you guys for making this event accessible to more populations

00:01:38:21 - 00:02:20:03

Moses Perez (Open Doors for Multicultural Families)

than just those that speak English as their first language. So thank you for that. I also want to thank the attendees today for investing your time to be here to continue on that continuum of learning how to make your services, your organization, and even documents that you provide to your service clients more accessible than they currently are. So thank you for that investment and that commitment to your communities.

00:02:22:10 - 00:02:39:17

Moses Perez (Open Doors for Multicultural Families)

I also just want to take a quick moment and thank our interpreters, Michael, Fannie, and Inez Thank you for making this event possible and more accessible to various communities.

00:02:42:08 - 00:03:37:20

Moses Perez (Open Doors for Multicultural Families)

I would be remiss to also not think our subject matter experts who are our parents of multicultural...that are that are representing multicultural families here today. Liliana thank you so thank you, Angela. And thank you, Wendy, for the investment that you have made, making this the third session that you help us as community subject matter experts. And I also just want to thank everybody for working together the team that has been working behind the scenes. Thank you for investing the extra time for the prep sessions.

00:03:39:16 - 00:04:14:07

Moses Perez (Open Doors for Multicultural Families)

We know that they make these events not only more accessible, but a better experience for everyone involved. So thank you to the team working behind the scenes And so today we're going to we're going to really touch on the topic of making your documents more accessible to multicultural populations. Populations could include parents or individuals you serve that do not utilize English as their first language.

00:04:16:10 - 00:05:16:13

Moses Perez (Open Doors for Multicultural Families)

And so many of the times I believe Fannie can and the interpreters can attest to this many times the word interpreter and translator are often used interchangeably, incorrectly. It happens eight out of ten times maybe when we when I've, you know, discussed this topic or have heard this topic discussed in the community. Translators are specific...are specifically people who work in the field of translating documents the written word. Interpreters are professionals who interpret verbally, or the spoken word. And so when we talk about interpretation, we're talking about vocal or spoken word.

00:05:17:22 - 00:06:04:00

Moses Perez (Open Doors for Multicultural Families)

When we use the word translator, translation or translating something, we're talking about a document. So all organizations, or service-based organizations, they have to look at language access, really in three ways. One, interpreting interpretation services, meaning you're going to contract an interpreter to interpret the spoken word or or the conversation. Organizations can also contract translators, organizations that translate documents.

00:06:05:08 - 00:06:43:09

Moses Perez (Open Doors for Multicultural Families)

So sometimes many service-based organizations utilize both of these services. Sometimes they find an interpreter that can do both, that can interpret the conversation and prior to the meeting, help you to translate that document, to make that information and meeting more accessible, both verbally as well as visually. But many times you'll find that interpreters, they focus specifically on interpreter services.

00:06:45:02 - 00:06:56:11

Moses Perez (Open Doors for Multicultural Families)

And then you might have to contract someone else that will help you in the translation of that document or documents that you provide to your clients.

00:07:00:02 - 00:07:39:06

Moses Perez (Open Doors for Multicultural Families)

So today we want to we want to focus on the topic of translation and the translation of the documents that you provide the individuals you serve and their families. Documents have to be viewed in two different ways, I believe. They have to be viewed in the sense of is the document being translated appropriately to gain the information you need, but also it has to be looked at...

00:07:40:01 - 00:08:21:23

Moses Perez (Open Doors for Multicultural Families)

Who is the audience that you're providing this document to? And that's where simple translation techniques might not be enough. Even if you take one document and translate it word-for-word accurately, you can still be missing a big piece of the puzzle that you need to make that document more accessible. Word-to-word translation is good for legal purposes, but it's not always good for accessibility purposes.

00:08:23:04 - 00:08:54:20

Moses Perez (Open Doors for Multicultural Families)

And this is where it is very helpful to have either a translator who has cultural understanding so they can express to you that the document they they're able to translate that word for word. However, it might not be accessible to the cultures or populations you're trying to outreach to. And we will go deeper in this topic as we go further along here.

00:08:56:02 - 00:09:41:00

Moses Perez (Open Doors for Multicultural Families)

I do want to provide an example today of a document that could be widely used in the state by organizations like yourselves. And for that, I was going to ask Shaun since he provided this great example, if he could talk a little bit about the document itself, where he pulled the document from what the purpose of the document is and maybe some of the flexibilities that organizations have when they translate this document and how that can help them make the document more accessible to multicultural populations.

00:09:41:20 - 00:09:48:24

Moses Perez (Open Doors for Multicultural Families)

So, Shaun, if you don't mind, if you can give us a quick background. I don't know if you have the document there. If not, I can share it.

00:09:49:17 - 00:10:34:01

Shaun Wood (Wise)

Yeah. Could you...Shaun her. Hello. Nice to see you Moses. Could you share? That would be great. Yeah. You know, Moses, when you start us thinking and talking about plain language and how plain language works with the documents that agencies services engage families with, we thought about this employment plan, this progress report. So, of course, the the services, unemployment and these communities type services are all, you know, focusing on inclusion, status and contribution, relationships, power and choice, health and safety, competence.

00:10:34:12 - 00:10:57:17

Shaun Wood (Wise)

And that is to be cataloged in these employment plans that document what services are going to look like for an individual and what the state and for most communities with the what their access to for this document is that they either can use this document in their services or they can create their own document that has the same language.

00:10:58:05 - 00:11:09:07

Shaun Wood (Wise)

So there's opportunity here to be flexible and when you had asked us about... I see your comment about sign up interpreters. Thank you.

00:11:11:13 - 00:11:42:17

Shaun Wood (Wise)

And when you asked us for a document that the whole state could look at, this is the first one that came to mind for us because everyone, (A) has access to this document in that community, and (B), most people have the flexibility to change it and adapt it to their needs. So is that a good. Is that a good starting place, Moses, for thinking about forms that agencies can adapt to the plain language conversation that we're having today?

00:11:44:10 - 00:12:30:09

Moses Perez (Open Doors for Multicultural Families)

Yes, that's exactly it. Shaun, thank you so much. I cannot tell you how many times I walked in with multicultural parents or multicultural youth that did not speak English as their first language, and many of the times in those interactions I saw that they were handed forms that were very complicated and had terminology that I had trouble pronouncing or understanding And so when you ask an interpreter to come in into that situation, you're really making your services and the document even more inaccessible, as you probably think.

00:12:31:19 - 00:13:40:19

Moses Perez (Open Doors for Multicultural Families)

And many of the times the organizations did not know that they could adjust some of the words to have more common kind of common spoken language listed versus technical jargon or industry known jargon. But for the families that sometimes can walk into your organization, it could you could take two to 3 minutes to just have to explain one word if you include the time that the interpreter is utilizing for them to get the full understanding of this document, However, if you take this document or your orientation documents and you access a firm or individuals who do translation and you give them the flexibility to make the document more accessible first in English before you translate into another

00:13:40:20 - 00:14:22:11

Moses Perez (Open Doors for Multicultural Families)

language. So the forms or documents that your organization might that you have, it might be very beneficial for you to read through that document. Maybe even with your eighth grader or your ninth grader that lives at home and say, "Can you understand this form?" Many of the families we serve at Open Doors did not have that privilege to go on to graduate from high school or college or the university or be employed in this field that we're employed.

00:14:23:18 - 00:15:16:13

Moses Perez (Open Doors for Multicultural Families)

So looking through your documents to make sure that they are accessible in English first, really helps to set up the translator for success when they go to translate that document, they don't have to translate it so technically. So, (1) the translator will thank you and (2) the interpreter, when the interpreter comes in or and receives this document, hopefully prior to the interview or prior to your orientation meeting, they will they will have a much funner time translating a document that is verbally and text-wise, accessible than they would if they had to translate technical jargon and text and technical terms.

00:15:17:00 - 00:15:17:20

Moses Perez (Open Doors for Multicultural Families)

Simply put.

00:15:20:21 - 00:15:51:09

Fannie

All right. So you've done your homework. You are have a great mission statement and values. And you're reaching you're doing the outreach and you have staff that's committed that respectful and ready to serve the community. But here's where, like Moses already did, part of my my presentation, which is great... You need a translator, someone who has experience translating.

00:15:51:23 - 00:16:32:13

Fannie

And if your budget is so limited that you cannot afford to hire a translator, what you should do is consider hiring what's called a post M.I... here's some jargon, post machine interpretation or empty post machine translation editor and that is someone who will take a document that has been interpreted...translated by Google or by some machine,

00:16:33:02 - 00:17:18:00

Fannie

And that person who is and you should find out are they certified as a translator or if they are not certified, what work have they done? Don't just take their word for I'm a translator. No, ask them what have you translated? What experience do you have? That person will then will know how to look at the document and and immediately find out what the what the red flags are. So okay, that person should be either a native speaker or nearly fluent.

00:17:18:07 - 00:17:48:18

Fannie

They should know the population as Moses has said, you know...if that person is, for example, from Puerto Rico like I am, they need to know Mexican Spanish, okay? Because you could a Puerto Rican person, I'll pick on myself, could use a word that's perfectly fine in Puerto Rico, but it's inappropriate for Mexican Spanish.

00:17:48:23 - 00:18:29:10

Fannie

Okay. That is just what happens. You have to know your audience. An eighth grade. The top. The top because we have indigenous Mayan people from Mexico and Guatemala whose first language is not Spanish. So they will have some if they went to school, you know, maybe they'll have some school. So it's really important to follow that register for education because not everyone is literate.

00:18:30:07 - 00:19:03:23

Fannie

So. Okay, one thing that you should have in mind is that in Spanish, we have more text, Spanish and German. These are two languages where if you take content, you will have from the English to the the the target language, German or Spanish, you will have 20% more text. So I want to put on the screen.

00:19:04:18 - 00:19:19:16

Fannie

Let me see. Okay. So I'll show this, this document but I want to talk about the document, Shaun, that you talked about. Can you put the document on the employment on the screen?

00:19:21:03 - 00:19:23:00

Shaun Wood (Wise)

...Moses you have...

00:19:23:06 - 00:19:24:01

Moses Perez (Open Doors for Multicultural Families)

Yeah, I can do it.

00:19:24:10 - 00:19:50:00

Fannie

Okay. And then I want you to take it away, but I want you to see it now. Okay. In one of the problems with this is that and I see this all the time. Number three, the word skills What does that mean? Do you mean what are you, what are you good at at work or what are your work skills?

00:19:50:15 - 00:20:15:01

Fannie

Or what are your home abilities? That is very unclear. I always get a lot of every time I try to interpret this work. What are your skills? I get like, what are you talking about? So I have to make an example, you know, like, are you good with gardening? Are you able to fix cars? You know, it's not at all clear.

00:20:15:05 - 00:20:39:17

Fannie

It might be good to say, what are some of your work skills or what are you what do you like to do in your spare time? Something like that. And then the other one, gifts, that is confusing. Like what are my gifts? Am I giving something to somebody? Do I have to give you something that is very it just doesn't make sense.

00:20:40:01 - 00:20:56:15

Fannie

Maybe you could say change that, to, "What are some of the things that I'm really good at and can help people with?" I mean, I don't know. I don't even know what it means. But what is my gift that I can see that I can use my hands? That is a gift.

00:20:58:18 - 00:21:33:00

Fannie

Number six, action steps and supports. Okay. All right. That word supports is a blanket term in English that can mean 20 different things. What does that mean? Just, you know, maybe in that first line where it says action steps and support. Give an example is an action step. I wrote a resume. I, you know. Or what does that mean?

00:21:33:00 - 00:21:50:20

Fannie

Is it like you have to do something or something has to happen? To you? Is it might be good to to just consider one line where there's a sample? Okay. How many minutes do I have left to present how am I doing on time?

00:21:53:21 - 00:22:04:22

Fannie

Or. Okay, we have 7 minutes until breakout rooms. Okay. I am going to share. I'm going to share with you a document that I want you to look at. It's excellent.

00:22:07:17 - 00:22:33:04

Fannie

The first thing I want you to notice in the English section, look at it. And this is a real document from the Seattle Office of Labor Standards. They have done a lot of work to try to have documents that are accessible under English. Gig worker page, sick and safe time fact sheet. Look at this, Spanish to the right.

00:22:34:20 - 00:23:13:17

Fannie

Do you see what I'm talking about? Gig worker. That is a catchall word for many, many things. Look at the second column. And look at the amount of text that's needed to norm to have meaningful translation of what is being said in the English part. And if we go down this is an excellent document. I wish this was true for all of Washington state, but this is coming from the city of Seattle.

00:23:16:10 - 00:23:57:09

Fannie

So you can just see, you know, I'm just coming going down that you can see if you want I can put the link in the chart of this document, but it gives you a good idea that you will have to allow more space in your document for the Spanish. You will have more text This is a kind of a nice little short presentation of ten common mistakes in Spanish translation that you could share with your staff or you could share with other people.

00:23:57:24 - 00:24:19:13

Fannie

And again, the problem of translating word for word, it will get you in trouble It will, you know, you put in all that work to, to to have your staff ready for people and then you you don't invest in this last step of the translation. And it just it, it, it reflects kind of poorly, you know, like.

00:24:20:13 - 00:24:33:14

Fannie

And it's there for everybody to see. So anyway, just take that extra time and make sure that that the translation is is something you're going to be proud of. And that's it. Thank you.

00:24:35:18 - 00:25:04:11

Moses Perez (Open Doors for Multicultural Families)

Brandi, before we go out to breakouts, I know you're going to have some instructions. I believe there's a slide. I just wanted to take 90 seconds. First of all, thank you Fannie. Excelente, great work. You spoke of time Fannie and I just wanted I had that on my notes to share. Please allot the proper amount of time for you for the interview.

00:25:04:17 - 00:25:45:12

Moses Perez (Open Doors for Multicultural Families)

Or meeting where you're contracting an interpreter to come in and help you if your meeting is normally 45 minutes with someone who, whose language, first language, primary languages, English without an interpreter you take 45 minutes, then you need a plan for an hour and a half minimum what Fannie just displayed in text that you can have seven words in English and about 40 words in Spanish.

00:25:46:01 - 00:26:14:24

Moses Perez (Open Doors for Multicultural Families)

Be prepared for the same thing verbally speaking sometimes, but at least you want to double your allotted time because you're repeating somebody is repeating what you're saying. So it's mathematical sense, but you'd be surprised how many organizations forget that and they get into a hurry because they only had an hour. And so usually it's a bad experience for everyone involved.

00:26:16:07 - 00:26:43:20

Moses Perez (Open Doors for Multicultural Families)

The second thing is if you did not translate the document prior to the meeting and you bring the document to the meeting, you need to be prepared for extra time. So the interpreter can help you translate that document verbally. And if that's not part of your time allotment, then that's going to be extra time that you have to deal with.

00:26:44:12 - 00:27:02:14

Moses Perez (Open Doors for Multicultural Families)

Again, putting pressure on yourself as well as the person who's receiving your services as well as the interpreter that went to interpret it, not to help you translate it, document real time. So yeah, with that, Brandi, I'll go ahead and turn it over. Thank you.

00:27:03:10 - 00:27:31:22

Brandi Monts (Wise)

Great, thank you Moses. This is Brandi with Wise. If you folks can between now and April 20th, be considering how would your services look different if you had the resources you needed to serve people in your community? Would you serve different people? Would you serve more people? Like Moses said, would you have an interpreter at a meeting? Would your documents be translated?

00:27:32:04 - 00:27:58:19

Brandi Monts (Wise)

What would that mean? And we'd like you to come next month with some ideas about how you could make an impact in your work. We're hoping to have some folks come talk about what resources already exist. So, for example, if you go to the division of vocational rehabilitation, what translating services are available and what interpretation services are available.

00:27:59:03 - 00:28:21:12

Brandi Monts (Wise)

How do you get that information? We're hoping to give some information, but also have conversations about what we hope the future will hold and how we want things to look different and different from they do now. Thank you so much, everyone, for coming. Thank you to our interpreters. Thank you to our subject matter experts. We really appreciate your time.