

**DeKalb-Approved Vendors Providing Interpretation and Translation Services**  
**Summary of Interpretation and Translation Services**  
**From July 1, 2021 to May 30, 2022**

\*Interpretation services are provided for, but not limited to, IEP meetings, 504 meetings, parent meetings, P/T conferences, curriculum nights, phone calls, conference calls, MTSS meetings, hearings, open house, and parent involvement conferences.

The tables below represent the three types of Interpretation and Translation services provide to DCSD parents for the 2021-2022 school year by language:

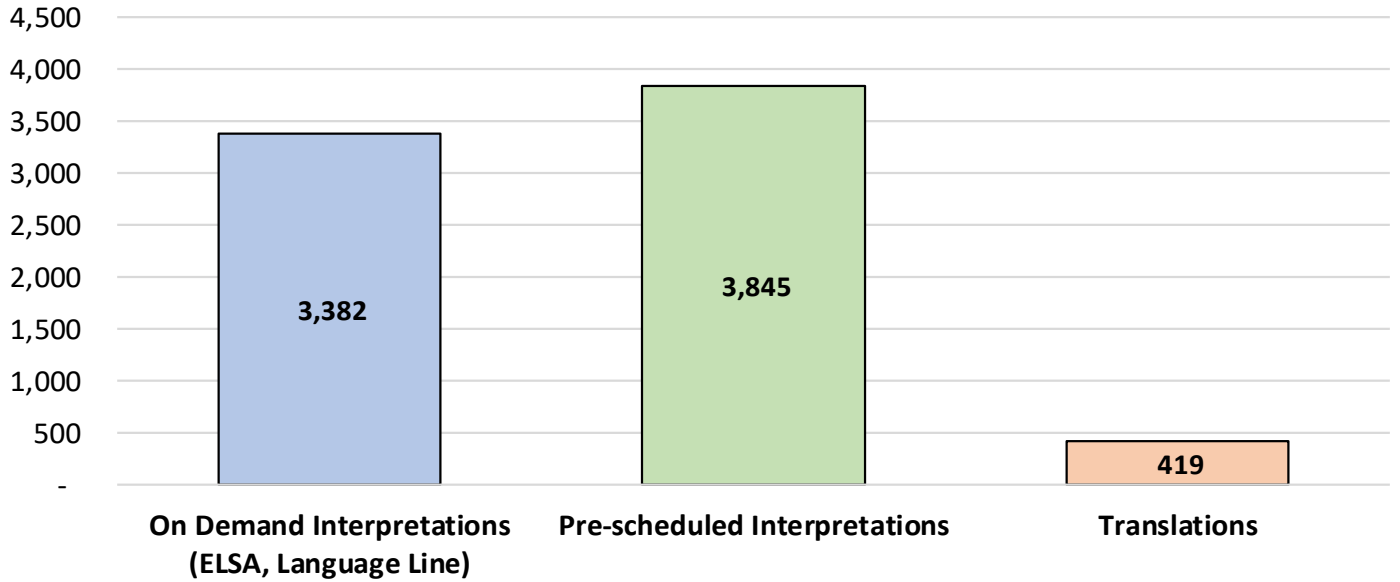
- On Demand interpretations are for brief unscheduled or emergency calls using a telephone interpretation service or ELSA app.
- Pre-scheduled interpretations are requests for face-to-face or phone meetings with parents at a pre-determined time and place.
- Document Translations are requests for written documents to be translated into a language other than English.

2021-2022 On Demand Interpretations Services (DCSD Help Line, ELSA Landline, ELSA App, Language Line)	
Language	Total Calls Per Language
Albanian	5
Amharic	79
Arabic	112
Bantu	1
Bengali	57
Burmese	175
Chaldean	6
Chin	6
Chinese	7
Creole	4
Dari	57
Ethiopian	1
Farsi	71
French	39
French Creole	1
Gujarati	5
Hebrew	1
Hindi	16
Japanese	3
Kanjobal	1
Karen	65
Kayah	3
Kinyarwanda	57
Kirundi	5
Kunama	11
Kurdish	6
Malay	1
Mam	2
Mandarin	8
Nepali	166
Oromo	2
Pashto	43
Persian	9
Portugese	1
Portuguese	4
Rohingya	9
Rundi	1
Somali	48
Spanish	1,983
Sudanese Arabic	2
Swahili	161
Swedish	1
Tamil	4
Thai	2
Tigrinya	84
Turkish	5
Urdu	2
Vietnamese	49
Zo	1
<b>Grand Total</b>	<b>3,382</b>

2021-2022 Pre-scheduled Interpretation Services	
Languages Assigned for Interpretation	Number of Interpretations Per Language
Amharic	51
Arabic	54
Bengali	80
Burmese	140
Chinese (Simplified)	22
Croatian	1
Dari	17
Dinka	1
English (USA)	5
Farsi	4
French	38
Gujarati	8
Haitian Creole	4
Hebrew	5
Hindi	20
Igbo	1
Indonesian	2
Italian	1
Japanese	2
Karen	53
Karenni	9
Kinyarwanda	4
Kirundi	6
Kunama	9
Kurdish	2
Mam	9
Mandingo	1
Marathi	8
Nepali	82
Oromo	10
Persian, Farsi	5
Portuguese (Brazil)	4
Pushto	7
Russian	2
Somali	13
Spanish (US)	2,886
Swahili	71
Tamil	2
Telugu	2
Thai	4
Tigrinya	31
Turkish	2
Urdu	2
Vietnamese	28
Yoruba	4
Zo	1
Zomi	4
<b>Grand Total</b>	<b>3,845</b>

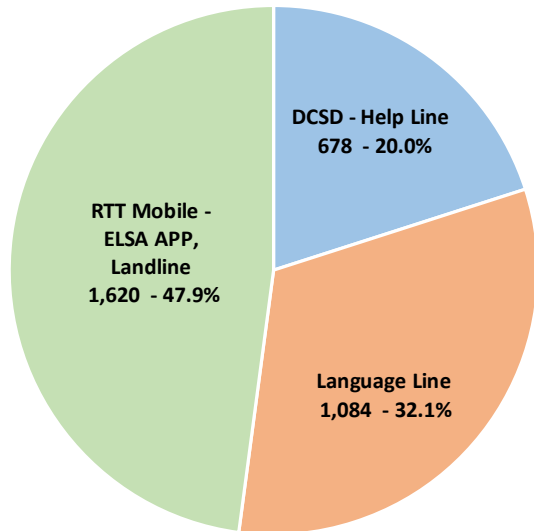
2021-2022 Document Translations		
Languages for Translation	Number of Translations Per Language	Number of Parents Impacted Per
Amharic	24	1,081
Arabic	20	448
Bengali	20	353
Burmese	25	883
Chinese (Simplified)	18	152
Dari	1	303
English (USA)	2	2
French	21	276
Haitian Creole	1	17
Hindi	17	287
Karen	21	360
Kinyarwanda	2	126
Nepali	24	501
Persian, Farsi	1	7
Pushto	1	257
Somali	19	316
Spanish (US)	118	15,599
Swahili	29	745
Telugu	17	193
Tigrinya	20	204
Vietnamese	18	311
<b>Totals</b>	<b>419</b>	<b>22,421</b>

## 2021 - 2022 Interpretation and Translation Services



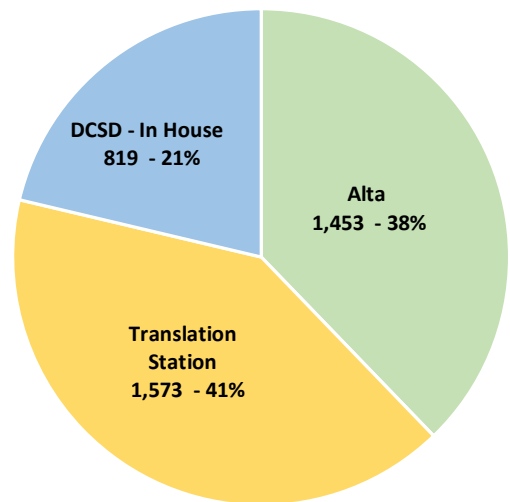
The graph above shows the number of each type of interpretation and translation service requested for the 2021 - 2022 school year

### 2021-2022 On Demand Interpretations



The graph above shows the number and percentage of On Demand Interpretations (ELSA App & landline, DCSD Help Line and Language Line) handled by each provider during the 2021 - 2022 school year

### 2021-2022 Pre-scheduled Interpretations



The graph above shows the number and percentage of Pre-scheduled Interpretations (Face to Face or Over the Phone) handled by each provider during the 2021 - 2022 school year

2021-2022 Pre-scheduled Interpretations				
Language	ALTA	DCSD - In house	Translation Station	Total Interpretations
Amharic	39	12		51
Arabic	11	11	32	54
Bengali	10	1	69	80
Burmese	17	54	69	140
Chinese (Simplified)	6		16	22
Croatian			1	1
Dari			17	17
Dinka			1	1
English (USA)		5		5
Farsi			4	4
French	7	12	19	38
Gujarati			8	8
Haitian Creole			4	4
Hebrew			5	5
Hindi	5		15	20
Igbo			1	1
Indonesian			2	2
Italian			1	1
Japanese	1		1	2
Karen			53	53
Karenni			9	9
Kinyarwanda			4	4
Kirundi			6	6
Kunama			9	9
Kurdish		1	1	2
Mam		8	1	9
Mandingo			1	1
Marathi			8	8
Nepali		12	70	82
Oromo			10	10
Persian, Farsi			5	5
Portuguese (Brazil)		1	3	4
Pushto			7	7
Russian			2	2
Somali			13	13
Spanish (US)	1,352	670	864	2,886
Swahili		24	47	71
Tamil			2	2
Telugu			2	2
Thai		1	3	4
Tigrinya		6	25	31
Turkish			2	2
Urdu			2	2
Vietnamese	5	1	22	28
Yoruba			4	4
Zo			1	1
Zomi			4	4
<b>Grand Total</b>	<b>1,453</b>	<b>819</b>	<b>1,573</b>	<b>3,845</b>

2021-2022 On Demand Interpretations Calls (DCSD Help Line, ELSA Landline, ELSA App, Language Line)				
Language	DISC Help Line	ELSA	Language Line	Total Calls
Albanian		5		5
Amharic	42	21	16	79
Arabic	42	57	13	112
Bantu		1		1
Bengali	39	18		57
Burmese		117	58	175
Chaldean		6		6
Chin		4	2	6
Chinese		7		7
Creole		4		4
Dari		44	13	57
Ethiopian		1		1
Farsi		47	24	71
French	7	14	18	39
French Creole		1		1
Gujarati		3	2	5
Hebrew		1		1
Hindi		5	11	16
Japanese		3		3
Kanjobal		1		1
Karen		49	16	65
Kayah			3	3
Kinyarwanda	51	5	1	57
Kirundi	4	1		5
Kunama		8	3	11
Kurdish		6		6
Malay			1	1
Mam		2		2
Mandarin		4	4	8
Nepali	95	37	34	166
Oromo		2		2
Pashto		42	1	43
Persian		9		9
Portugese		1		1
Portuguese		4		4
Rohingya		8	1	9
Rundi			1	1
Somali		8	40	48
Spanish	272	952	759	1,983
Sudanese Arabic			2	2
Swahili	70	57	34	161
Swedish		1		1
Tamil		3	1	4
Thai		2		2
Tigrinya	56	16	12	84
Turkish		5		5
Urdu		1	1	2
Vietnamese		37	12	49
Zo			1	1
<b>Grand Total</b>	<b>678</b>	<b>1,620</b>	<b>1,084</b>	<b>3,382</b>

2021-2022 On Demand Interpretations ELSA Landline, ELSA App and Language Line	
Languages Assigned for Interpretation	Total Minutes used per Language
Albanian	170
Amharic	472
Arabic	960
Bantu	16
Bengali	282
Burmese	2,073
Chaldean	107
Chin Hakha	44
Chinese	80
Creole	26
Dari	803
Ethiopian	23
Farsi	1,049
French	389
French Creole	7
Gujarati	79
Hebrew	6
Hindi	140
Japanese	50
Kanjobal	12
Karen	779
Kayah	99
Kinyarwanda	70
Kirundi	7
Kunama	100
Kurdish	98
Malay	3
Mam	100
Mandarin	99
Nepali	864
Oromo	15
Pashto	447
Persian	117
Portugese	21
Portuguese	32
Rohingya	133
Rundi	9
Somali	591
Spanish	17,956
Sudanese Arabic	7
Swahili	1,074
Swedish	19
Tamil	29
Thai	42
Tigrinya	272
Turkish	149
Urdu	52
Vietnamese	461
Zo	3
<b>Grand Total</b>	<b>30,436</b>

2021-2022 TRANSLATIONS				
Language	DCSD - In house	Translation Station	ZAB	Total Translations
Amharic	3	4	17	24
Arabic	1	2	17	20
Bengali		2	18	20
Burmese	4	4	17	25
Chinese (Simplified)		1	17	18
Dari		1		1
English (USA)	1		1	2
French	1	2	18	21
Haitian Creole		1		1
Hindi			17	17
Karen		2	19	21
Kinyarwanda		2		2
Nepali	3	4	17	24
Persian, Farsi		1		1
Pushto		1		1
Somali		2	17	19
Spanish (US)	115	1	2	118
Swahili	3	5	21	29
Telugu			17	17
Tigrinya	1	1	18	20
Vietnamese		1	17	18
<b>Total Translations</b>	<b>132</b>	<b>37</b>	<b>250</b>	<b>419</b>

