

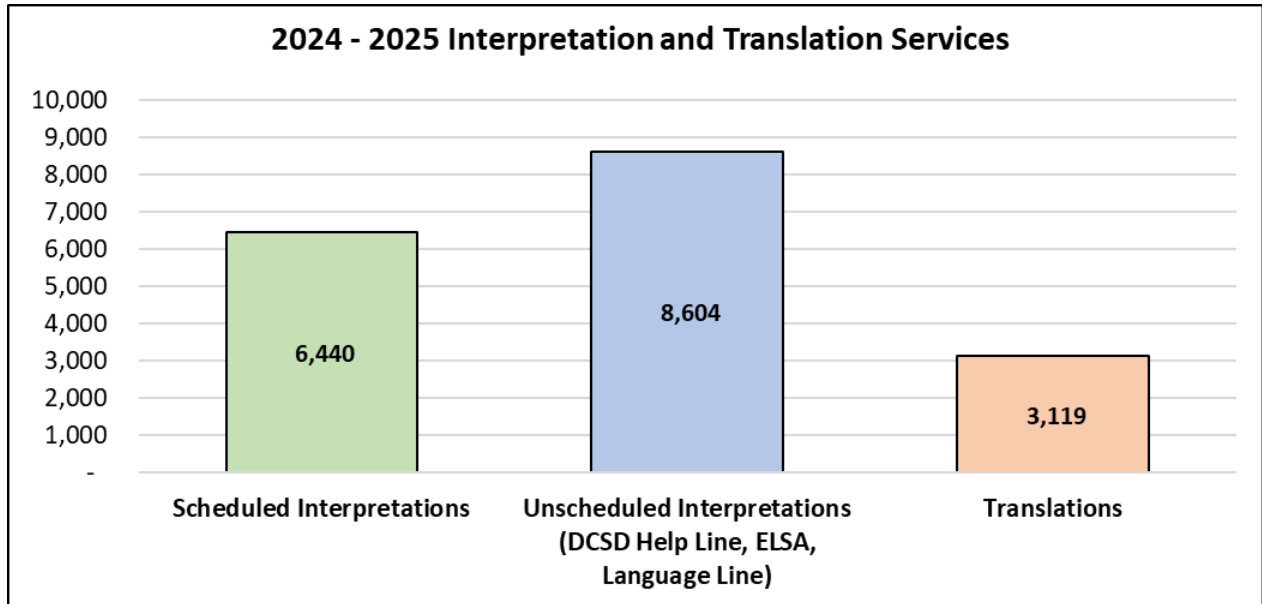
DeKalb Approved Vendors Providing Interpretation and Translation Services
Summary of Interpretation and Translation Services
From July 1, 2024, to May 30, 2025

To address the language access needs (per the Office of Civil Rights guidelines) of Primary Home Language Other than English (PHLOTE) families, DCSD provides both unscheduled and scheduled interpretation and translation services. Unscheduled interpretations respond to immediate needs, requests, and/or urgent situations using the International Student Screening Center (ISSC) Help Line, or the ELSA app. Scheduled interpretations require a live interpreter for face-to-face and planned phone meetings with parents. The translation of documents is processed from requests received through Plunet from school or district-based stakeholders to be translated into a language other than English. Plunet is a web-based platform that enables the English Learners Department to manage and monitor interpretation and translation requests.

DCSD’s PHLOTE families speak about 170 languages and dialects. Below are the top fifteen languages spoken by the in-house interpreters.

Language	In-House Interpreters	Top 15 PHLOTE Languages	
Spanish	26	Language	Students
Amharic	3	Spanish	17,187
French	3	Amharic	1,164
Karen	3	Swahili	992
Nepali	2	Dari	792
Swahili	2	Burmese, Hakka Chin	785
Arabic	1	Arabic	626
Burmese	1	Pashto/Pashtu	485
Dari	1	Karen	423
Kinyarwanda	1	Bengali	376
Kirundi	1	Nepali	357
Lingala	1	French	287
Mam	1	Rohingya	281
Tigrinya	1	Somali	251
Zuluba	1	Hindi	241
		Tigrinya	236
		Total PHLOTEs	28,303

Highly qualified and certified interpreters provided interpretation and translation services for but not limited to Parent/Teacher conferences, Curriculum Nights, International Student Screening Center (ISSC) Help Line, conference calls, MTSSs, 504 meetings, Reclassification meetings, ESOL Waiver conferences, hearings, Open House, parent engagement opportunities, and more.



The graph above shows the number of each type of interpretation and translation service requested for the 2024 - 2025 school year

The tables below represent the three types of interpretation and translation services provided for each language spoken by DCSD parents during the 2024-2025 school year.

2024-2025 Scheduled Interpretation Services	
Languages Assigned for Interpretation	Number of Interpretations Per Language
Albanian	2
Amharic	299
Arabic	206
Bengali	63
Burmese	258
Chin	8
Chinese (Simplified)	8
Dari	201
Dinka	1
English (USA)	1
Ewe	1
Farsi	6
French	61
French Creole	3
Fulani	1
Gujarati	7
Haitian Creole	7
Hebrew	1
Hindi	9
Japanese	1
Karen	166
Karenni	5
Kinyarwanda	27
Kirundi	8
Korean	2
Kunama	22
Kurdish	1
Lingala	1
Malay	1
Mam	11
Nepali	108
Oromo	25
Persian, Farsi	2
Portuguese (Brazil)	2
Portuguese (Portugal)	1
Pushto	53
Rohingya	37
Russian	4
Sango	4
Somali	47
Spanish (US)	4,385
Sundanese	1
Swahili	274
Tamil	2
Telugu	5
Tigrinya	57
Urdu	5
Vietnamese	30
Yoruba	3
Zo	1
Zomi	6
Grand Total	6,440

2024-2025 Unscheduled Interpretations Services (DCSD Help Line, ELSA Landline, ELSA App, Language Line)	
Language	Total Calls Per Language
Afar	3
Albanian	7
Amharic	140
Arabic	563
BAHDINI	1
Bengali	98
Burmese	499
Cambodian	2
Cantonese	3
Chin	2
Chin Hakha	6
Chin Tedim	1
Chinese	1
Creole	2
Dari	648
Dinka	17
Ewe	1
Farsi	97
French	89
French Creole	1
Fulani	1
Gujarati	1
Haitian Creole	10
Hakka	2
Hakka Chin	2
Hindi	9
Indonesian	6
Japanese	2
Kaba	1
Karen	156
Karenne	1
Karenni	10
Kinyarwanda	115
Kirundi	7
Kirundu	1
Korean	3
Koren	1
Kunama	29
Kurmanji	1
Kurdish	10
Lao	1
Lingala	5
Lion	1
Maay	1
Malay	37
Man	3
Mandarin	8
Mandingo	1
NA	9
Nepali	165
Oromo	14
Pashto	294
Persian	20
Portuguese	14
Punjabi	4
Quiche	1
Rohingya	255
Romanian	9
Rundi	2
Russian	7
Sango	7
Sierra Leone	2
Somali	130
Sorani	2
Spanish	4,353
Sudanese Arabic	4
Sudanese	2
Swahili	571
Tamil	4
Thai	1
Tigrinya	64
Turkish	14
Ukranian	1
Urdu	8
Uzbek	2
Vietnamese	35
Zo	2
Zomi	2
Grand Total	8,604

2024-2025 Translations		
Languages for Translation	Number of Translations Per Language	Potential PHLOTE Families Impacted per Language
Amharic	210	1,164
Arabic	207	626
Bengali	179	376
Burmese	220	785
Chin	1	120
Chinese (Simplified)	2	101
Dari	233	796
Dinka	1	52
Farsi	4	81
French	174	287
Hindi	168	241
Karen	190	423
Kinyarwanda	5	175
Kunama	4	78
Mam	5	59
Nepali	178	357
Oromo	6	104
Persian, Farsi	1	96
Pushto	193	485
Rohingya	13	281
Russian	2	42
Sango	7	60
Somali	180	251
Spanish (US)	327	17,187
Swahili	207	992
Thai	1	12
Tigrinya	181	236
Urdu	3	82
Vietnamese	170	232
Zo	1	64
Grand Total	3,119	25,845

These tables show what percentage each Area accounts for of total services provided for the three service categories.

Scheduled Interpretations	
Area 1 ES	20.4%
Area 2 ES	18.6%
Area 3 ES	2.6%
Area MS	15.6%
Area HS	11.5%
Area Horizon	27.0%
Area Specialty	4.4%

Unscheduled Interpretations	
Area 1 ES	12.2%
Area 2 ES	27.0%
Area 3 ES	2.9%
Area MS	12.5%
Area HS	8.6%
Area Horizon	28.5%
Area Specialty	8.1%

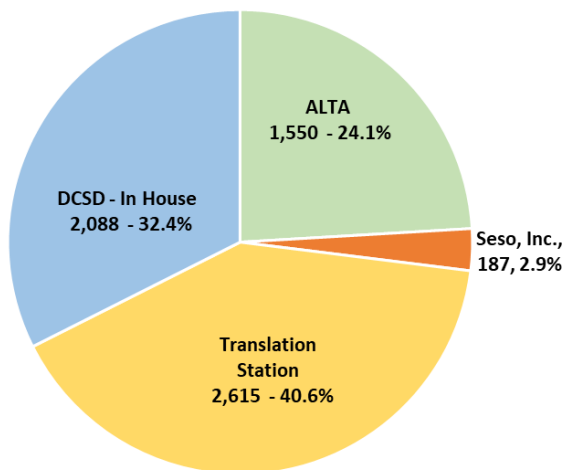
Translations	
Area 1 ES	10.8%
Area 2 ES	11.5%
Area 3 ES	4.6%
Area MS	9.4%
Area HS	16.7%
Area Horizon	36.5%
Area Specialty	10.6%

District Level Scheduled Interpretations	
Access and Opportunity	0.03%
Area Horizon Schools	0.1%
Choice Programs & Student Assignment	0.4%
Community Engagement and Innovative Partnerships	3.9%
Curriculum & Instruction	0.2%
DCSD Board of Education	0.6%
DeKalb International Student Center	1.6%
Department of Communications	0.03%
Department of Facilities & Operations	0.1%
Department of Family and Community Empowerment	2.1%
Department of Student Relations	0.03%
Division of Human Resources	0.3%
Division of Information and Instructional Technology	0.0%
Division of Student Services	0.1%
Early Childhood Education Department	0.1%
English Learners Department	0.8%
Gifted and Talented Department	0.4%
Innovation/Governance	0.1%
Mentoring and Support	0.03%
MTSS Department	13.9%
Office of Continuous Improvement, Research, Data and Evaluation	0.4%
Office of Federal Programs	0.5%
Special Education Department	74.3%
Student Advancement Department	0.1%

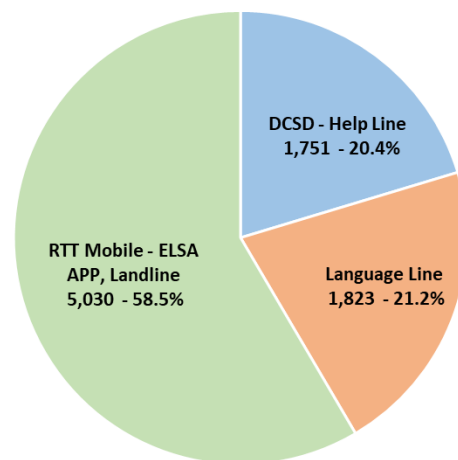
District Level Unscheduled Interpretations	
Area 1 Elementary	0.1%
Department of Student Relations	0.5%
Family Engagement	0.9%
International Student Screening Center	43.9%
Social Worker Services	46.0%
Special Education Department	8.6%

District Level Translations	
504 Section-Hospital Homebound	1.12%
Assessment Administration	19.51%
Athletics Department	0.03%
Choice Programs & Student Assignment	1.43%
Community Engagement and Innovative Partnerships	1.57%
Curriculum & Instruction	3.15%
DeKalb International Student Center	3.11%
Department of Communications	26.12%
Department of Educational Media	0.03%
Department of Facilities & Operations	0.17%
Department of Family and Community Empowerment	0.07%
Department of Student Relations	4.58%
Division of Human Resources	0.56%
Division of Information and Instructional Technology	2.66%
Early Childhood Education Department	2.27%
English Learners Department	10.35%
Equity and Student Empowerment	0.52%
Gifted and Talented Department	2.27%
Innovation/Governance	1.61%
MTSS Department	1.61%
Nutrition Department	0.52%
Office of Continuous Improvement, Research, Data and Evaluation	13.95%
Office of Federal Programs	0.70%
Social Work Department	0.10%
Special Education Department	1.43%
Wrap Around Support & Intervention	0.52%

2023-2024 Scheduled Interpretations



2024-2025 Unscheduled Interpretations



The graph above shows the number and percentage of Scheduled Interpretations (Face to Face or Over the Phone) handled by each provider during the 2024 - 2025 school year

The graph above shows the number and percentage of Unscheduled Interpretations (ELSA App & landline, DCSD Help Line and Language Line) handled by each provider during the 2024 - 2025 school year

This table shows the number of interpretations completed per language for each of our service providers.

2024-2025 Scheduled Interpretations					
Language	ALTA	Seso, Inc.	Translation Station	DCSD - In House	Grand Total
Afar			1		1
Amharic	7		158	82	247
Arabic	8	2	66	71	147
Bengali			72		72
Bosnian			1		1
Burmese	11	24	217	2	254
Chin			5		5
Chinese (Simplified)			14		14
Dari			90	42	132
Dinka			2		2
English (USA)	1		2		3
Ewe			5		5
Farsi			18		18
French	4	1	29	7	41
Fulani			6		6
Haitian Creole			5		5
Hindi	1		16		17
Igbo			1		1
Indonesian			1		1
Japanese		3	8		11
Karen		1	62	90	153
Karenni			1		1
Kinyarwanda			12	7	19
Kirundi			1	3	4
Kunama			8		8
Kurdish			2		2
Lao			1		1
Mabaan			2		2
Mam				2	2
Mandingo			1		1
Nepali			55	73	128
Oromo			34		34
Portuguese (Brazil)		1	13		14
Pushto			48		48
Rohingya			6		6
Russian			2		2
Somali			41		41
Spanish (US)	1,511	77	1,081	1,181	3,850
Sundanese			2		2
Swahili			73	100	173
Tagalog			1		1
Tamil			2		2
Telugu			1		1
Thai			1		1
Tigrinya			31	10	41
Urdu			1		1
Vietnamese		2	18		20
Yoruba			2		2
Zo			6		6
Grand Total	1,543	111	2,225	1,670	5,549

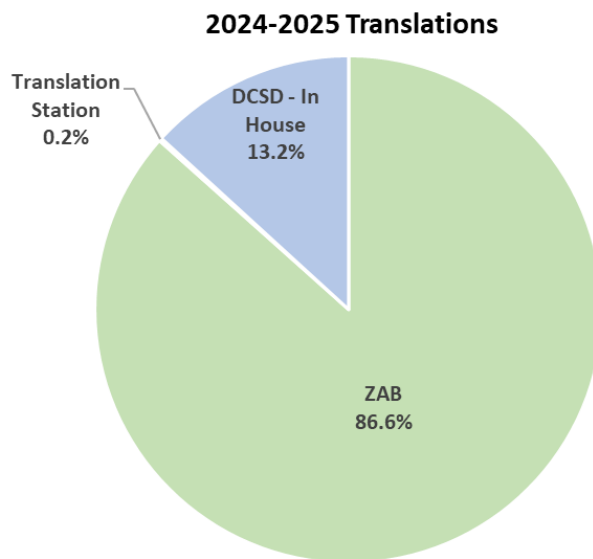
These tables show the number of interpretation calls per language performed by each of our service providers and the total duration in minutes used per language.

2024-2025 Unscheduled Interpretations Calls (DCSD Help Line, ELSA Landline, ELSA App, Language Line)				
Language	DCSD Help Line	ELSA	Language Line	Total Calls
Afar		3		3
Albanian		5	2	7
Amharic	10	79	51	140
Arabic	7	441	115	563
BAHDINI			1	1
Bengali		80	18	98
Burmese	167	191	141	499
Cambodian		2		2
Cantonese		3		3
Chin		2		2
Chin Hakha			6	6
Chin Tedim			1	1
Chinese		1		1
Creole		2		2
Dari	96	370	182	648
Dinka		17		17
Ewe		1		1
Farsi		66	31	97
French		72	17	89
French Creole		1		1
Fulani		1		1
Gujarati		1		1
Haitian Creole		8	2	10
Hakka		2		2
Hakka Chin		2		2
Hindi		8	1	9
Indonesian		5	1	6
Japanese		2		2
Kaba		1		1
Karen	43	75	38	156
Karenne		1		1
Karenni		8	2	10
Kinyarwanda		101	14	115
Kirundi		7		7
Kirundu		1		1
Korean		3		3
Koren		1		1
Kunama		29		29
Kurmanji			1	1
Kurdish		10		10
Lao		1		1
Lingala		3	2	5
Lion		1		1
Maay			1	1
Malay		9	28	37
Man	3			3
Mandarin		5	3	8
Mandingo		1		1
NA		9		9
Nepali	78	50	37	165
Oromo		11	3	14
Pashto		238	56	294
Persian		20		20
Portuguese		14		14
Punjabi		3	1	4
Quiche		1		1
Rohingya		241	14	255
Romanian		7	2	9
Rundi			2	2
Russian		6	1	7
Sango		7		7
Sierra Leone		2		2
Somali		107	23	130
Sorani			2	2
Spanish	1,346	2,206	801	4,353
Sudanese Arabic			4	4
Sudanese		2		2
Swahili		385	186	571
Tamil		3	1	4
Thai			1	1
Tiginrya	1	45	18	64
Turkish		11	3	14
Ukranian		1		1
Urdu		7	1	8
Uzbek		2		2
Vietnamese		28	7	35
Zo			2	2
Zomi		2		2
Grand Total	1,751	5,030	1,823	8,604

2024-2025 Unscheduled Interpretations ELSA Landline, ELSA App and Language Line	
Languages Assigned for Interpretation	Total Minutes used per Language
Afar	26
Albanian	95
Amharic	1,838
Arabic	7,253
BAHDINI	29
Bengali	1,166
Burmese	3,861
Cambodian	49
Cantonese	30
Chin	42
Chin Hakha	73
Chin Tedim	5
Chinese	8
Creole	15
Dari	7,094
Dinka	342
Ewe	10
Farsi	1,237
French	1,100
French Creole	15
Fulani	41
Gujarati	6
Haitian Creole	121
Hakka	18
Hakka Chin	30
Hindi	174
Indonesian	98
Japanese	23
Kaba	26
Karen	1,399
Karenne	7
Karenni	143
Kinyarwanda	1,848
Kirundi	102
Kirundu	11
Korean	39
Koren	6
Kunama	347
Kurmanji	127
Kurdish	5
Lao	5
Lingala	31
Lion	11
Maay	5
Malay	486
Mandarin	74
Mandingo	4
NA	138
Nepali	1,009
Oromo	339
Pashto	3,600
Persian	253
Portuguese	166
Punjabi	62
Quiche	27
Rohingya	3,999
Romanian	120
Rundi	19
Russian	96
Sango	95
Sierra Leone	55
Somali	1,624
Sorani	17
Spanish	35,610
Sudanese Arabic	51
Sudanese	24
Swahili	6,977
Tamil	48
Thai	6
Tiginrya	809
Turkish	114
Ukranian	19
Urdu	60
Uzbek	14
Vietnamese	460
Zo	37
Zomi	26
Grand Total	85,349

This table shows the number of translations completed per language by each of our service providers.

2024-2025 Translations				
Languages for Translation	DCSD - In House	Translation Station	Zab Translation	Total Translations
Amharic	11	1	198	210
Arabic	12		194	206
Arabic (Egypt)			1	1
Bengali			179	179
Burmese	8		212	220
Chin			1	1
Chinese (Simplified)			2	2
Dari	15	2	216	233
Dinka			1	1
English (USA)	1	1	44	46
Farsi			4	4
French	6		168	174
Hindi			168	168
Karen	8	1	181	190
Kinyarwanda	1		4	5
Kunama			4	4
Mam			5	5
Nepali	5		173	178
Oromo			6	6
Persian, Farsi	1			1
Pushto	1	1	191	193
Rohingya			13	13
Russian			2	2
Sango			7	7
Somali			180	180
Spanish (US)	322		5	327
Swahili	13		194	207
Thai			1	1
Tigrinya	8		173	181
Urdu			3	3
Vietnamese			170	170
Zo			1	1
Grand Total	412	6	2,701	3,119



The graph above shows the number and percentage of translation requests handled by each provider during the 2024 - 2025 school year