

DeKalb Approved Vendors Providing Interpretation and Translation Services

Summary and Data Usage of Translation and Interpretation Services

From July 1, 2025, to April 30, 2026

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.

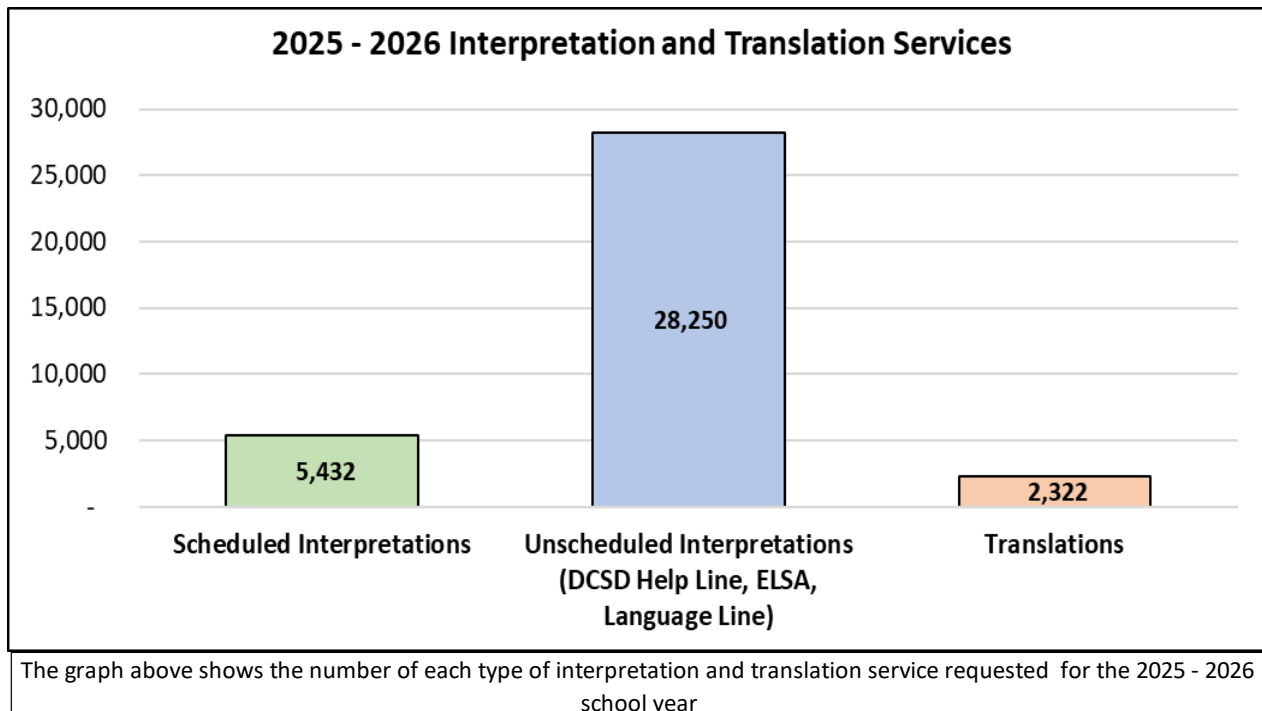
DCSD's PHLOTE families speak about 170 languages and dialects. Below are the top fifteen languages spoken by the in-house interpreters.

Language	In-House Interpreters
Spanish	26
Amharic	3
French	3
Karen	2
Nepali	2
Swahili	2
Arabic	1
Burmese	1
Dari	1
Kinyarwanda	1
Kirundi	1
Lingala	1
Mam	1
Tigrinya	1
Zuluba	1

DCSD Top 15 Languages

Language	Students	Percent of Total
Spanish	16,193	60.3%
Amharic	1,164	4.3%
Swahili	970	3.6%
Burmese, Hakka Chin	753	2.8%
Dari	748	2.8%
Arabic	536	2.0%
Pashto/Pashtu	444	1.7%
Karen	416	1.5%
Bengali	372	1.4%
Nepali	335	1.2%
Rohingya	310	1.2%
French	268	1.0%
Tigrinya	231	0.9%
Hindi	212	0.8%
Vietnamese	198	0.7%
Total PHLOTEs	26,853	

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 tables below represent the three types of interpretation and translation services provided for each language spoken by DCSD parents during the 2025-2026 school year.

2025-2026 Scheduled Interpretation Services	
Languages Assigned for Interpretation	Number of Interpretations Per Language
Afar	1
Albanian	1
Amharic	245
Arabic	173
Bengali	61
Burmese	230
Chin	6
Chinese (Simplified)	7
Dari	178
Farsi	11
French	16
Fulani	2
Gujarati	17
Haitian Creole	5
Hindi	15
Japanese	3
Karen	106
Karenni	9
Kinyarwanda	21
Kirundi	2
Korean	4
Kunama	10
Malayalam	1
Mam	3
Mandingo	3
Mandinka	1
Mara	2
Nepali	119
Oromo	20
Portuguese (Brazil)	3
Portuguese (Portugal)	1
Punjabi	1
Pushto	42
Rohingya	54
Russian	2
Sango	5
Somali	42
Spanish (US)	3,681
Sundanese	1
Swahili	251
Tamil	1
Telugu	9
Tigrinya	41
Urdu	11
Vietnamese	11
Zo	1
Zomi	3
Grand Total	5,432

2025-2026 Unscheduled Interpretations Services (DCSD Help Line, ELSA Landline, ELSA App, Language Line)	
Language	Total Calls Per Language
Albanian	4
Amharic	801
Arabic	1,040
Bengali	137
Bosnian	2
Burmese	1,053
Cambodian	2
Cantonese	3
Chin	8
Chinese	4
Creole	1
Czech	1
Dari	800
Dinka	1
Farsi	55
French	181
French Creole	2
Fulani	4
Gujarati	6
Haitian Creole	16
Hakka Chin	1
Hindi	9
Hmong	1
Japanese	8
Karen	710
Karenni	1
Kinya	5
Kinyarwanda	184
Kir	1
Kirundi	1
Korean	5
Kunama	7
Kurdish	4
Kurmanji	1
Lingala	1
Malay	19
Mandarin	14
Negreni	1
Nepali	738
Oromo	10
Pashto	253
Pashtu	18
Persian	27
Polish	1
Portuguese	6
Pujabi	6
Rohini	9
Rohingya	200
Romanian	8
Rundi	2
Russian	7
Samoan	2
Serbian	1
Somali	111
Sorani	5
Spanish	20,697
Sudanese	4
Sudanese Arabic	2
Swahili	818
Tagalog	1
Tamil	1
Telugu	1
Tigrinya	188
Turkish	2
Uganda	1
Urdu	9
Vietnamese	24
Wolof	1
Zo	3
Grand Total	28,250

2025-2026 Translations		
Languages for Translation	Translations Per Language	Families Impacted per Language
Afar	1	15
Albanian	2	9
Amharic	153	1,164
Arabic	141	536
Bengali	118	372
Burmese	146	753
Chinese (Simplified)	1	94
Dari	154	748
English (USA)	3	3
Farsi	2	79
French	121	268
Gujarati	3	83
Hindi	115	212
Karen	129	416
Kinyarwanda	8	151
Korean	1	54
Kunama	1	75
Malay	1	24
Nepali	118	335
Portuguese (Brazil)	1	47
Pushto	120	444
Rohingya	124	310
Russian	3	38
Somali	119	194
Spanish (US)	461	16,193
Swahili	145	970
Tigrinya	121	231
Urdu	1	84
Vietnamese	9	198
Grand Total	2,322	24,097

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

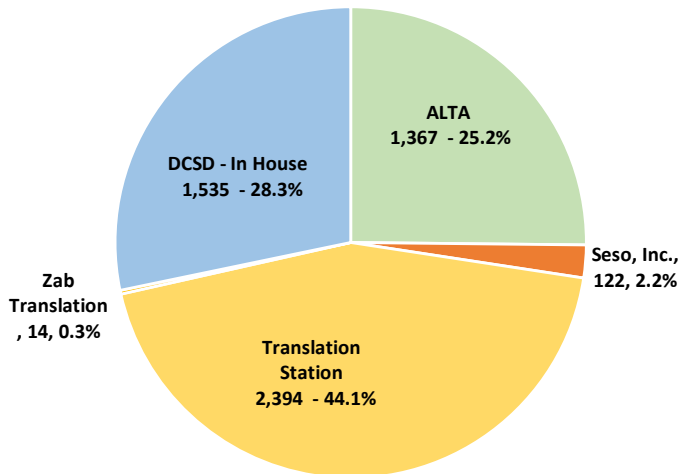
Scheduled Interpretations	% of Total	Unscheduled Interpretations	% of Total	Translations	% of Total
Area 1 Elementary Schools	8.9%	Area 1 Elementary Schools	22.7%	Area 1 Elementary Schools	2.3%
Area 2 Elementary Schools	9.7%	Area 2 Elementary Schools	17.0%	Area 2 Elementary Schools	0.5%
Area 3 Elementary Schools	1.5%	Area 3 Elementary Schools	2.7%	Area 3 Elementary Schools	1.4%
Area Middle Schools	5.4%	Area 4 Middle Schools	13.7%	Area 4 Middle Schools	2.3%
Area High Schools	6.2%	Area 5 High Schools	18.1%	Area 5 High Schools	4.2%
Area Horizon Schools	3.6%	Area 6 Horizon Schools	15.3%	Area 6 Horizon Schools	2.6%
Area Specialty Schools	2.8%	Area 7 Specialty Schools	4.8%	Area 7 Specialty Schools	5.6%
District Office	61.9%	District Office *	5.7%	District Office *	81.1%

* District Level Scheduled Interpretations	
Community Engagement and Innovative Partnerships	0.7%
DCSD Board of Education	0.6%
Department of Communications	0.7%
Department of Family and Community Empowerment	1.0%
Department of Student Relations	0.03%
Division of Human Resources	0.2%
Early Childhood Education Department	0.1%
English Learners Department	0.7%
Gifted and Talented Department	0.3%
MTSS Department	13.5%
Office of Continuous Improvement, Research, Data and Evaluation	0.4%
Office of Federal Programs	0.5%
School Choice Programs & Student Assignment	3.5%
School Innovation/Governance	0.03%
Special Education Department	77.7%
Wrap Around Support & Intervention	0.03%

* District Level Unscheduled Interpretations	
504/HHB	0.1%
AIC	0.1%
Area High School Office	0.1%
Area Middle School Office	0.2%
Department of Public Safety	0.3%
Department of School Nutrition Services	3.7%
Department of School Relations	0.1%
Department of Student Relations	0.8%
Department of Transportation and Fleet Services	0.2%
Division of Access and Opportunity	0.2%
Division of Human Resources	0.7%
Early Childhood Education Department	0.1%
Early Learning and PreK	0.1%
Early Learning Center	0.1%
English Learners Department	39.7%
International Student Screening Center	17.5%
Preschool Diagnostics	0.1%
School Innovation/Governance	0.2%
School Social Work	31.3%
Special Education Department	0.1%
State Reporting	0.1%

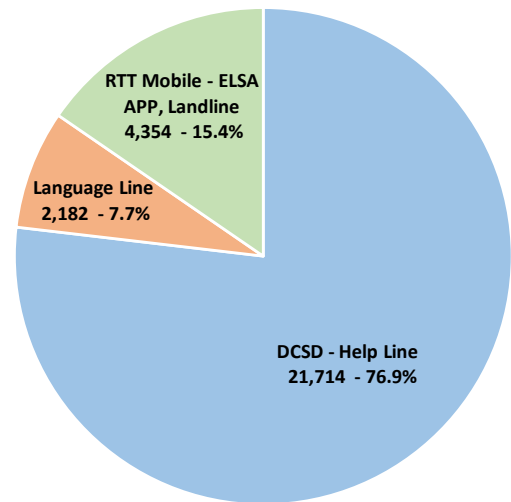
* District Level Translations	
Assessment Administration	22.6%
Community Engagement and Innovative Partnerships	1.8%
Curriculum & Instruction	2.5%
Department of Communications	7.6%
Department of Educational Media	0.2%
Department of Family and Community Empowerment	0.1%
Department of Student Relations	8.4%
Department of Transportation and Fleet Services	0.8%
Division of Access and Opportunity	3.6%
Division of Information and Instructional Technology	0.9%
Early Childhood Education Department	1.9%
English Learners Department	9.8%
Gifted and Talented Department	4.0%
MTSS Department	2.4%
Office of Continuous Improvement, Research, Data and Evaluation	22.0%
Office of Federal Programs	0.4%
School Choice Programs & Student Assignment	3.5%
School Innovation/Governance	2.4%
School Social Work	1.1%
Special Education Department	2.7%
Strategic Planning	0.8%
Superintendent's Office	0.4%

2025-2026 Scheduled 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 2025 - 2026 school year

2025-2026 Unscheduled Interpretations



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 2025 - 2025 school year

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

2025-2026 Scheduled Interpretations						
Language	ALTA	Seso, Inc.	Translation Station	Zab Translation	DCSD - In House	Grand Total
Afar			1			1
Albanian			1			1
Amharic	42		114	1	86	243
Arabic	27	13	69	1	63	173
Bengali	5		54	1		60
Burmese	10	2	146	1	71	230
Chin			6			6
Chinese (Simplified)	1		6			7
Dari			125	1	51	177
Farsi	2		8		1	11
French	5		5	1	5	16
Fulani			2			2
Gujarati			17			17
Haitian Creole			5			5
Hindi	3		11	1		15
Japanese	1		2			3
Karen			62	1	43	106
Karenni			9			9
Kinyarwanda			8		12	20
Kirundi			1		1	2
Korean			4			4
Kunama			10			10
Malayalam			1			1
Mam			1		2	3
Mandingo			3			3
Mandinka			1			1
Mara			2			2
Nepali			70	1	48	119
Oromo			20			20
Portuguese (Brazil)		1	2			3
Portuguese (Portugal)	1					1
Punjabi			1			1
Pushto			39	1	1	41
Rohingya			53	1		54
Russian			2			2
Sango			5			5
Somali			41	1		42
Spanish (US)	1,268	105	1,303		1,015	3,691
Sundanese			1			1
Swahili			119	1	128	248
Tamil			1			1
Telugu			9			9
Tigrinya			31	1	8	40
Urdu			11			11
Vietnamese	2	1	8			11
Zo			1			1
Zomi			3			3
Grand Total	1,367	122	2,394	14	1,535	5,432

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.

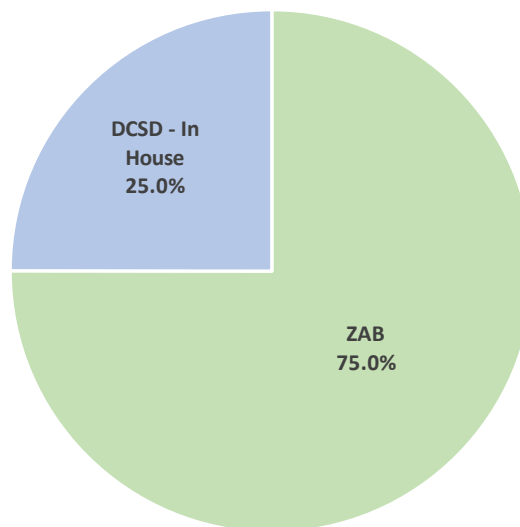
2025-2026 Unscheduled Interpretations Calls (DCSD Help Line, ELSA Landline, ELSA App, Language Line)				
Language	DCSD Help Line	ELSA	Language Line	Total Calls
Albanian			4	4
Amharic	643	85	73	801
Arabic	604	267	169	1,040
Bengali		118	19	137
Bosnian		2		2
Burmese	676	224	153	1,053
Cambodian		2		2
Cantonese		3		3
Chin		2	6	8
Chinese		4		4
Creole		1		1
Czech			1	1
Dari	262	276	262	800
Dinka			1	1
Farsi		29	26	55
French	40	90	51	181
French Creole		2		2
Fulani			4	4
Gujarati		2	4	6
Haitian Creole		16		16
Hakka Chin		1		1
Hindi		7	2	9
Hmong		1		1
Japanese		8		8
Karen	616	48	46	710
Karenni		1		1
Kinya		5		5
Kinyarwanda	90	53	41	184
Kir		1		1
Kirundi		1		1
Korean		2	3	5
Kunama		1	6	7
Kurdish		4		4
Kurmanji			1	1
Lingala		1		1
Malay			19	19
Mandarin		14		14
Negreni		1		1
Nepali	599	42	97	738
Oromo		5	5	10
Pashto		175	78	253
Pashtu		18		18
Persian		27		27
Polish		1		1
Portuguese		6		6
Pujabi		1	5	6
Rohini		9		9
Rohingya		158	42	200
Romanian		8		8
Rundi			2	2
Russian		7		7
Samoan			2	2
Serbian		1		1
Somali		87	24	111
Sorani			5	5
Spanish	17,881	2,092	724	20,697
Sudanese		1	3	4
Sudanese Arabic		2		2
Swahili	205	378	235	818
Tagalog			1	1
Tamil			1	1
Telugu			1	1
Tigrinya	98	40	50	188
Turkish		1	1	2
Uganda		1		1
Urdu		5	4	9
Vietnamese		16	8	24
Wolof		1		1
Zo			3	3
Grand Total	21,714	4,354	2,182	28,250

2025-2026 Unscheduled Interpretations ELSA Landline, ELSA App and Language Line	
Languages Assigned for Interpretation	Total Minutes used per Language
Albanian	63
Amharic	1,984
Arabic	6,141
Bengali	1,628
Bosnian	13
Burmese	4,863
Cambodian	30
Cantonese	59
Chin	76
Chinese	42
Creole	31
Czech	3
Dari	6,776
Dinka	7
Farsi	637
French	1,893
French Creole	37
Fulani	25
Gujarati	54
Haitian Creole	337
Hakka Chin	22
Hindi	56
Hmong	15
Japanese	116
Karen	1,171
Karenni	4
Kinya	93
Kinyarwanda	1,280
Kir	6
Kirundi	14
Korean	38
Kunama	106
Kurdish	58
Kurmanji	7
Lingala	5
Malay	208
Mandarin	167
Negreni	25
Nepali	1,388
Oromo	169
Pashto	3,232
Pashtu	257
Persian	326
Polish	6
Portuguese	97
Pujabi	35
Rohini	224
Rohingya	2,790
Romanian	91
Rundi	109
Russian	68
Samoan	21
Serbian	7
Somali	1,581
Sorani	76
Spanish	37,497
Sudanese	16
Sudanese Arabic	43
Swahili	7,087
Tagalog	3
Tamil	6
Telugu	12
Tigrinya	1,175
Turkish	13
Uganda	8
Urdu	58
Vietnamese	443
Wolof	8
Zo	81
Grand Total	85,017

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

2025-2026 Translations			
Languages for Translation	DCSD - In House	Zab Translation	Total Translations
Afar		1	1
Albanian		2	2
Amharic	22	131	153
Arabic	13	128	141
Bengali		118	118
Burmese	19	127	146
Chinese (Simplified)		1	1
Dari	17	137	154
English (USA)		3	3
Farsi		2	2
French	6	115	121
Gujarati		3	3
Hindi		115	115
Karen	16	113	129
Kinyarwanda	6	2	8
Korean		1	1
Kunama		1	1
Malay		1	1
Nepali	2	116	118
Portuguese (Brazil)		1	1
Pushto	1	119	120
Rohingya		124	124
Russian		3	3
Somali		119	119
Spanish (US)	456	5	461
Swahili	15	130	145
Tigrinya	7	114	121
Urdu		1	1
Vietnamese		9	9
Grand Total	580	1,742	2,322

2025-2026 Translations



The graph above shows the number and percentage of translation requests handled by each provider during the 2025 - 2026 school year