TUCSON UNIFIED SCHOOL DISTRICT

Language Acquisition Department Memorandum

DATE: July 25th, 2014

TO: Ignacio Ruiz, Director

Language Acquisition Department

FROM: Luis Orantes,

Meaningful Access Coordinator

SUBJECT: Annual Report of Interpreter/Translator Services (OCR #08011157)

As originally required under the corrective action agreement noted above, the following report details the results from 2013-2014 School Year of TUSD's efforts to meet the goals established for each of the six compliance areas specified in the agreement:

I NOTICE TO LIMITED ENGLISH PERSONS (LEPs)

II IDENTIFICATION OF LEPS

III PROVISION OF INTERPRETATION/TRANSLATION SERVICES TO LEPS

IV DOCUMENTATION OF INTERPRETER/TRANSLATOR SERVICES TO LEPS

V TRAINING

VI MONITORING

I NOTICE TO LIMITED ENGLISH PERSONS (LEPs)

Goal: To provide notice to all TUSD Limited English Persons of their right to English Interpretation/Translation services

Report: All TUSD schools were once again required to post an enlarged version of the *Notice to LEPs Rights to Interpretation/Translation Services*. Nearly all principals asserted through an affidavit that the notice was posted and was clearly visible in or near the school office, that registrars and school office staff kept extra copies of the notice to hand out to newcomers and LEP parents, and that copies of the following documents translated are available for parents and students as necessary and as follow:

•	Notice of Legal Rights	Multi languages (77 Languages)
•	FERPA Notice	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese
•	PPRA	Arabic, Chinese, Nepali, English, Somali, Spanish and Vietnamese
•	Registration Form	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese
•	Emergency Card	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese
•	Guidelines for Student Right	S
	& Responsibilities (GSRR)	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese
•	Multiple Health Forms	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese
•	Procedural Safeguard	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese
•	Student Equity and	
	Intervention Brochure	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese
•	Family Community	
	Outreach Brochure	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese
•	TUSD Preschool Brochure	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese
•	Open Enrollment and	
	Magnet Application	Arabic, Chinese, English, Nepali, Somali, Spanish and Vietnamese

II. IDENTIFICATION OF LEPs:

Goal: To identify those LEP families who have requested or have been identified as needing interpreter/translation services.

All schools appear to be using appropriate forms to identify those parents needing to receive school communications in languages other than English and all schools submitted affidavits indicating that Legal Notices to Limited English Proficient Persons had been mailed out after the regular registration period was concluded at the beginning of the school year.

> Total number of identified Limited English Proficient families per school as of May 23, 2014: 4899

			% LANG PREF
School	PHLOTE	Lang_Pref List	vs PHLOTE
Tucson Magnet	516	344	67%
Pueblo Magnet	344	412	120%
Rose	301	170	56%
Cholla Magnet	297	313	105%
Lynn/Urquides	287	242	84%
McCorkle PreK-8	258	128	50%
Naylor	249	148	59%
Catalina Magnet	242	226	93%
Grijalva	234	84	36%
Hollinger	221	101	46%
Rincon	210	211	100%
Valencia	181	179	99%
Doolen	166	154	93%
Wright	164	131	80%
Fickett Magnet	160	101	63%
Miller	154	58	38%
Cavett	152	126	83%
Myers-Ganoung	148	97	66%
Pistor	148	132	89%
Mansfeld	144	128	89%
Roskruge Bilingual Magnet	142	88	62%
White	141	27	19%
Safford Magnet	139	104	75%
Bonillas	136	89	65%
Sahuaro	134	61	46%
Utterback Magnet	134	145	108%
University	126	42	33%
Maldonado	120	38	32%
Van Buskirk	119	33	28%
Mission View	117	52	44%
Pueblo Gardens	115	54	47%
Robison	115	39	34%
Vesey	115	18	16%
Morgan Maxwell	114	72	63%
Manzo	113	53	47%
Tully	112	59	53%
Tolson	111	58	52%
Henry (Hank) Oyama	108	39	36%
Palo Verde Magnet	108	136	126%
Davis	102	22	22%
Blenman	99	27	27%
Ochoa	81	81	100%
Holladay	80	46	58%
Borton	76	31	41%

		Lang_Pref	% LANG PREF vs
School	PHLOTE	List	PHLOTE
Cragin	74	35	47%
Drachman	73	24	33%
Howell	73	46	63%
Vail	72	87	121%
Robins	70	9	13%
Davidson	69	54	78%
Warren	69	25	36%
Santa Rita	66	39	59%
Dietz	65	35	54%
Erickson	65	22	34%
Johnson	65	15	23%
Wheeler	65	15	23%
Laura N Banks	63	37	59%
Hughes	61	13	21%
Whitmore	60	25	42%
Kellond	59	18	31%
Lineweaver	59	23	39%
Sabino	54	17	31%
Sewell	52	33	63%
Carrillo	51	6	12%
Magee	51	27	53%
Lawrence	49	37	76%
Dodge Magnet	40	32	80%
Secrist	40	28	70%
Gale	37	8	22%
Steele	37	11	30%
Bloom	36	6	17%
Gridley	34	21	62%
SolengTom	32	8	25%
Hudlow	28	7	25%
Ford	27	10	37%
Fruchthendler	27	1	4%
Marshall	23	6	26%
Henry	22	3	14%
Borman	18	2	11%
Alternative	16	18	113%
Dunham	14	4	29%
Miles - E. L. C.	14	19	136%
Project MORE	14	9	64%
Collier	12	4	33%
Meredith	5	4	80%
Direct Link I	3	7	233%
Total	7333	4899	67%

III. PROVISION OF INTERPRETATION/TRANSLATION SERVICES TO LEPS

Goal: To provide quality interpretation and translation services to LEP clients.

Distribution of Oral Interpretations (all languages/all events):

TUSD continued to provide interpretation/translation services to LEPs on an individual and group basis. Each time that service is provided, the interpreter or translator fills out an event form, which is then entered in Mojave program database by the school's office manager or by central office staff.

LANG	Interpretation Events	Type of Events	No. Events
Spanish	1366	IEP Meetings/Assessments	647
Arabic	145	P/T Conferences	421
Kirundi	91	Teacher Conferences	235
Somali	83	MET-Evaluations	163
		Phone Call - Academic	153
American Sign Language	72	No Show (Parent/Guardian)	87
Swahili	60	Summer Events	63
Nepali	47	Registration Events	41
Vietnamese	41	Student Discipline Hearings	41
Chinese	33	Phone Call - Legal	24
Marshallese	32	Counselor Meetings	20
Russian	32	MET-Permission to Evaluate	20
French	26	Phone Call - Administrative	19
Farsi	12	504 Meetings/Assessments	18
Tigrigna	10	Emergency, Health/Medical	18 12
		Child Study Extra-Curricular Activities	12
Af-MayMay	9	Social Service Programs	9
Thai	7	Evaluations	8
Croatian	5	Grades and Report Cards	8
Korean	3	Home Visits – Administrative	8
Laotian	6	Alternative Language Program	7
Portuguese	3	Home Visits - Academic	, 7
Japanese	2	Public Meetings Event	7
Bengali	1	Policies and Procedures	6
- 0-		Home Visits - Legal	5
Total Events 2013-14SY	2,086	Tutoring/Supplemental Svcs	5
10tal Events 2013 1431	2,000	Advanced Placement	3
		Permission to Evaluate	3
		Translations	3
		Attendance Issues	2
		Discrimination Complaints	2
		Expulsion Hearing	2
		Law Enforcement/CPS	2
		MET-Psych Evaluation	2
		General Information Meeting	1
		Psych Evaluation	1
		Transportation Issues	1
		Total	2,086

^{*}Data availability upon request

Total number of Interpretations Events were 2,086; an average of 11.6 Interpretations Events per day.

Recommendation: The greatest number of interpretation events involved Exceptional Education Meetings, Parent/Teacher Conferences, Phone Calls and Student Discipline Meetings. It was necessary to set up new minimum requirements for our Interpreters. In order to provide quality Interpretations services where legal terminology is involved, it was necessary a certification from four main sources: Agnes-Haury Institute Certification, National Center for Interpretations through University of Arizona Certification, Interpretations/Translations Program through Pima Community College Certification or a minimum of four years of experience through our Court Legal System.

IV. DOCUMENTATION OF INTERPRETER/TRANSLATOR SERVICES TO LEPs.

Goal: To document the quantity of interpreter/translator services provided to LEP clients.

Total times in minutes, all events for 2013-14 School Year were 94,977 minutes or 1,582 hours.

SCHOOL	Total Minutes
Alt Prog	120
Blenman	550
Bloom	591
Bonillas	2,894
Borman	120
Borton	790
Carrillo	485
Catalina Magnet	5,359
Cavett	1,206
Cholla Magnet	3,345
Collier	300
Cragin	1,520
Davidson	2,378
Davis	60
Dietz	335
Direct Link I	149
Direct Link II	90
Dodge Magnet	434
Doolen	3,908
Drachman	415
Dunham	360
Erickson	580
Exceptional Education	580
Fickett Magnet	1,055
Ford	1,370
Gale	505
Gridley	640
Holladay	345

SCHOOL	Total Minutes
Hollinger	1,525
Howell	315
Hudlow	460
Hughes	762
Johnson	1,310
Kellond	541
Laura N Banks	280
Lawrence	825
Lineweaver	1,085
Lynn/Urquides	3,095
Magee	465
Maldonado	395
Mansfeld	1,355
Manzo	670
Marshall	35
Maxwell	100
McCorkle PreK-8	45
Meredith	90
Miles - E. L. C.	2,476
Miller	926
Mission View	435
Morgan Maxwell	1,184
Myers-Ganoung	3,214
Naylor	2,840
Ochoa	310
Palo Verde Magnet	2,000
Pistor	615
Pueblo Gardens	150
Pueblo Magnet	4,568

SCHOOL	Total Minutes
Rincon	2,398
Robins	120
Robison	1,597
Rose	665
Roskruge Bilingual Magnet	1,305
Sabino	265
Safford Magnet	510
Sahuaro	570
Santa Rita	525
Secrist	511
Sewell	780
Steele	900
Tolson	330
Tucson Magnet	3,340
Tully	2,262
University	240
Utterback Magnet	3,100
Vail	2,443
Valencia	150
Van Buskirk	1,795
Vesey	200
Warren	550
Wheeler	735
White	975
Whitmore	1,295
Wright	4,861
Total	94,977

Recommendation:

As it has been recommended during the previous five years, it is again strongly recommended that school-based, TUSD-trained interpreters performing interpreter/translator services receive some type of compensation or stipend for those added services. I am hopeful that once compensation becomes available, the provision and documentation of services will markedly improve. Also, it is recommended to make the OCR Training for Interpreters available online. Some changes should be made in order to have this plan completed.

^{*}Data availability upon request

Distribution for Spanish Translations:

We have two categories of Translations: One is official documents originated from our *District Departments or* from our schools; the second category originated exclusively from Exceptional Education Staff.

Total number of Spanish Translations for *District's Department and our Schools*: 1,016

School/Dept.	No. Translations Requests
McCorckle K-8	106
Utterback Middle	55
Robison Magnet	43
Elementary Title 1 Program	41
Bonillas	36
GATE	35
USP	33
Desegregation	32
MASS	31
POLICIES	26
Lang. Acquisition Dept.	24
Miller Elementary	24
Lawrence	22
Intermediate Cholla Magnet	20
Safford K-8 Magnet	20
Comm. & Media Relations	19
OMA	19
Legal Dept.	18
Mansfeld MS	18
Carrillo K-8 Magnet	17
Planning and	15
Assessment Banks Elementary	13
Pueblo High	13
Tucson High	13
Magnet Bonillas	12
Accountability &	11
Research Dietz elementary	11
Policies	11
Health Services	10
Student Equity	10
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Lineweaver	9
Superintendent's Office	9
Pueblo Gardens	8
Transportation	8
Booth-Fickett	7
Borton	7
Cavett	7
Davidson	7
Elementary	
Drachman	7
Vail MS	7
Elementary Schools	6
High Schools	6
Operations	6
ALE	5
Doolen Middle	5
Magee Middle School	5
TAPP	5
UHS	5
Wheeler	5
Catalina High	4
Governing Board	4
Governing Board	4
Gridley Middle	4
Hughes	4
Morgan Maxwell k- 8	4
Pistor M. S.	4
Policies	4
Tolson	4
Transportation	4
Decegregation	3
Desegregation	

GATE	3
Johnson Elem.	3
Maldonado	3
Maxwell	3
Naylor	3
Policies /WEB site	3
School Community	3
Services	
THMS	3
Wright	3
21st CCLC Program	2
CE Rose	2
Dodge	2
Exc. Educ.	2
Family Engagement	2
Food Services	2
Guidance &	2
Counseling	
Hollinger	2
Mexican American Studies	2
Myers Gonoung	2
Sahuaro	2
School Comm. Wel.	2
Center	
University High School	2
ADE	1
African American Studies	1
C. E. Rose	1
Career and	1
Technical	
Education	
Core Plus	1
Cragin	1
Davis	1
Direct Link	1
Financial Services	1

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- Total number of documents translated 1016; average approx. 6 documents per day.
- Total number of pages all documents 2335; average pages approx. 13 pages per day.

Recommendation: We currently have three Translators but one of our Spanish Translators is in Medical Leave. It is necessary to substitute this person with a Temporary position; however, this will impact our Budget. Also, this person might work a minimum of 20 hours per week and the new Affordable Medical Care Plan Act suggests any person who works more 20 hours per week for 20 weeks consistently, the District is obligated to pay this person benefits.

^{*}Data availability upon request

Distribution for Spanish Translations:

> Total number of Spanish Translations for Exceptional Education Department: 294

Documents Requested for Translation	No. Documents
IEP	225
Grad Plan	12
Prg Rep	11
Eval/MET summ	6
Goals	5
Eval/Met Summary	4
MET PWN	3
Prog Rep	3
IEP Rev	2
Progress Report	2
4th qt prog	1
4th qt prog	1
active IEP	1
Goals 2012-13	1
Goals/old IEP	1
Grad Plan 12/6/13	1

Documents Requested for Translation	No. Documents
IEP & Progress Report	1
IEP 2/5/14	1
IEP -active	1
IEP Amendment	1
IEP ammend	1
IEP goals	1
IEP initial	1
IEP Rev - 11/6/13	1
IEP/PWN	1
IEP/Reeval	1
Last IEP goals	1
Prg Rep & IEP	1
Prog Rep 2012-13	1
PWN	1
RoD/MET - PWN	1
Total	294

• Total number of documents translated was 294; the average per day was approximately 1.6 documents. Each document has an average of 18 pages per document.

Recommendation: Based on data analysis, we discovered our program has been providing Interpretations and Translations services to parents/families that are not part of our Mojave-Based Language Preference List Report or it is not accurate. It will be necessary to implement a plan in order to make sure the requests for Interpretations/Translations services matches each sites' Language Preference List.

^{*}Data availability upon request

V TRAINING

Goal: To have a minimum of one trained interpreter at each site designated by an Administrator at the site in order to avoid the provision of our services provided by non-certified staff member.

We do have two types of trainings:

- 1. The first type of trainings is for new hired TUSD employees. This training has been presented at each Orientation class by Human Resources staff. We created this training only for employees that are in full contact with ELL students or LEPs.
- 2. The second training has been created for Bilingual staff (mostly in Spanish) at each site that might provide only basic interpretations services to our LEPs which might involve basic communication, Parent/Teacher Conferences or phone calls. This staff members are not authorized to provide interpretations services were legal terminology is involved such as Suspension Hearings, Medical Emergencies, Group Meetings or Execptional Ed. Meetings.

The second Training is an essential instrument for our Bilingual staff working at the sites. In order to target this group of staff members, it is recommended to create and develop an Online Training either through North Logic or through Intranet. This option needs to be done as soon as possible due to number of requests on the Parent/Teacher conferences week scheduled the months of September 2014 and February 2015.

Recommendation:

The Bilingual staff has not been compensated due to lack of budget. Back in 2010, Mr. Sal Gabaldon created a stipend plan to pay for these services according to the number of LEPs at each site but it has not been implemented due to budget constraints.

VI MONITORING

Goal: Make sure all our services have been intended for our LEP according and aligned with our corrective action agreement Case No. 08011157 signed in 2002. Also, identify and analyze gaps that might be happening in our schools and our staff due to the lack ok knowledge or lack of training.

Recommendation: Plan two visits per year to each site and take notes, make observations and compare data against previous visits or through the year. However, only one person is fully in charge coordinating all Interpretations/Translations events and this plan has not been implemented due to the lack of time and resources.

Finally, we have been experiencing financial difficulties in our district and our program has been impacted due to this situation. We do have a legal obligation and a legal federal requirement to provide accurate and qualified interpretations and translations services, to the extent feasible, to our LEPs. This provision has been also part of the USP and it is extremely important not to limit our resources or our budget. We acquired four Temporary Translators that have been providing written translations in our most predominant languages in our district and their positions/services are fundamental. If we keep experiencing more changes, limitations or cuts to our program, we might face some OCR violations in a near future. We cannot omit this federal obligation. I've included some links at the bottom related to our services in order to present a better scale about Meaningful Access.

Respectfully,

Luis C. Orantes Meaningful Access Coordinator Language Acquisition Department Tucson Unified School District

OCR Agreement

http://intranet/interpreter/documents/commitment.pdf

Department of Education-Departmental Directive http://www2.ed.gov/policy/gen/leg/foia/acsocroco1102.pdf

Board Policy

http://www.tusd1.org/contents/govboard/SectK/KBF-R.html

USP Requirements, Page 52, Section D http://168.174.252.75/usp/Documents/uspfinal.pdf

Procedural Safeguard, Native Language 34 CFR§300.29 http://www.tusd1.org/contents/depart/exced/Documents/Procedural Safeguards.pdf

cc Julie Tolleson, General Counsel

cc Sam Brown, Director Desegregation

cc Maggie Leonard, Legal Assistant

cc Richard Foster, Director Professional Development