The Translation and Interpretation Unit provides limited English proficiency (LEP) parents with equal access to information and services by maintaining and expanding translation interpretation services at school sites and central office.

**Program Goal**

Balanced Score Card:
- Access & Equity
- Academic Achievement
- Accountability

**What we invest:**
- PEEF Funding: 4.5 FTE - Translators/Interpreters coordinator
- Extended hours for interpretation services/pool of community interpreters
- Language service for minority languages
- Equipment and supplies for translation and interpretation services

**Working in partnership:**
- San Francisco Educational Funds
- Chinese Affirmative Action (CAA)
- Parent for Public Schools (PPS)

**What we do:**
**TRANSLATION SERVICES**
- Translations provided to school sites and central office (records available)
- Number of pages translated (archival)
- Updated an on-line of translated documents (records available)

**INTERPRETATION SERVICES**
- Number of school requesting interpretation services (Records available)
- Number of LEP Parent participation (Records available)
- Extended hours of operation (Records available)
- Number of workshops for LEP parents (Records available)
- Number of training for interpreters (Records available)

**What the results are:**
- Increased LEP parent participation (records available)
- Increased of appreciation for services (records available)
- Increased sense of welcoming and desire to become more involved in their children's education.
- Increased student achievement due to parent involvement.
- Decreased of student truancy and dropout rates.

**Measurements of outcomes:**
- SURVEYS and RECORDS
  - LEP parents surveys
  - School site administrators' needs assessment (paper & online survey)
  - Central office departments that communicate with parents directly or indirectly needs assessment (paper & online survey).
  - Feedback from parents at every community meeting where services are rendered on the interpretation quality (survey).
  - Rating service satisfaction from LEP parents, administrators and staff (online survey).
  - Test results and attendance records.

**Results of measurements:**
- Goal 1 - Access & Equity: 1.3) Create an environment for students to flourish
- Goal 3 - Accountability: 3.2) Create a culture of service and support
- Increased LEP parent participation have positive effects on student achievement

**Assumptions**
- LEP Parents want to be informed
- LEP parents want the best for their children, therefore want to be involved in their children education.
- LEP parent involvement is linked to student behavior, truancy and dropout rates.

**External Factors**
- Inconsistent Funding
- Lack of technology skills to use our online resources
- School/district lack of understanding about the needs of LEP parents

**External Factors**

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Research, Planning, & Accountability
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