



Department of  
Job and Family Services

Ted Strickland, Governor  
Douglas E. Lumpkin, Director

MEMORANDUM

**TO:** County ODJFS, PCSA and CSEA Directors and ODJFS Deputy Directors

**FROM:** Carolyn Borden-Collins, Chief *CBCL*  
Bureau of Civil Rights

**DATE:** March 2<sup>nd</sup>, 2009

**SUBJECT: COUNTY & STATE STAFF INTERPRETERS TRAINING SESSION**

In our efforts to continue making our services accessible to Limited English Proficiency (LEP) communities, the Ohio Department of Job and Family Services is sponsoring its annual Interpreters Training for state and county staff. The Bureau of Civil Rights is again offering this two-day training, which will be held at the Riffe Tower, 77 South High Street, 31<sup>st</sup> Floor North Room, Columbus, Ohio 43215, on Tuesday, April 14 and, Wednesday, April 15, 2009.

The training will address the department's ethical standards of interpreting and will help continue the development of a pool of qualified interpreters within the ranks of our agencies' bilingual staff. The training is part of the department's response to the recommendations of its process action team, which identified 47 languages as being spoken in Ohio, to ensure compliance with Title VI of the Civil Rights Act of 1964.

ODJFS will cover the training fees. County agencies are asked to cover their staff overnight and travel expenditures. For hotel accommodations you may contact the hotels in the vicinity listed on the Registration Form.

With this memorandum we are including an agenda and registration form. We are asking that you return this form no later than **April 2, 2009**. Registrations received after this date, will not be considered. There is a limited registration for this session, so we encourage early registration.

Please send your registration forms by mail to the Bureau of Civil Rights, Cultural Diversity & LEP Section, 30 East Broad Street, 37<sup>th</sup> Floor, Columbus, Ohio 43215 or fax them to (614) 752-6381. If you have any questions about this training, please contact Julia Arbini-Carbonell at (614) 387-0310 or e-mail her at [Julia.arbini-carbonell@jfs.ohio.gov](mailto:Julia.arbini-carbonell@jfs.ohio.gov)

cc: Sonetta Sturkey

30 East Broad Street  
Columbus, Ohio 43215  
[jfs.ohio.gov](http://jfs.ohio.gov)

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# Interpreters Training for ODJFS and County Agency Staff

## Agenda

9:00 – 9:10 a.m.	Introductions and Goals of Training
9:10 – 10:00 a.m.	Terminology ( Interpreting vs. translating, different kinds of interpreting)
10:00 – 11:00 a.m.	Goals of Interpreting
11:00 – Noon	Basic Interpreter Standards
Noon – 1:00 p.m.	Lunch
1:00 – 3:00 p.m.	Code of Conduct and Ethics
3:00 – 3:15 p.m.	Break
3:15 – 4:15 p.m.	Appropriate Behavior / Professional Conduct
4:15 – 5:00 p.m.	Interpreter Role and Personal Limitations

### **Day Two: 8:30 a.m. - 5:00 p.m.**

8:30 – 10:30 am.	Cultural Sensitivity and Immigrant Definitions
10:30 – 10:45 am	Break
10:45 – Noon	Ethical Dilemmas
Noon – 1 p.m.	Lunch
1:00 – 3:30 p.m.	Barrier to Quality Interpreting
3:30 – 3:45 p.m.	Break
3:45 – 5:00 pm	Training will focus on the specifics of interpreting in the field of human and social services. Vignettes, social service terminology and Post Test.

**OHIO DEPARTMENT OF JOB AND FAMILY SERVICES**

**REGISTRATION FORM  
Interpreters Training**

April 14, 15, 2009

The Riffe Tower Conference Center  
77 South High Street, North Room, 31<sup>st</sup> Floor  
Columbus, Ohio 43215

Name: \_\_\_\_\_ Phone: (    ) \_\_\_\_\_

Agency Name: \_\_\_\_\_ Agency Address: \_\_\_\_\_

City: \_\_\_\_\_ State: OH Zip: \_\_\_\_\_ County: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

*Please print clearly*

Primary Language: \_\_\_\_\_ Secondary Language: \_\_\_\_\_

**Note: This training is not for supervisors or contract managers, but rather for bilingual personnel functioning as interpreters for their agencies.**

**LODGING AND MEALS WILL BE THE RESPONSIBILITY OF EACH COUNTY AGENCY**

Although no previous arrangements have been made, you may call the following hotels in the vicinity to make your own reservations:

*Hyatt on Capital Square, 75 E. State Street (on walking distance) at 614 228-1234  
Doubletree Downtown 50 S. Front St. (connected to the Riffe Tower) at 614 228-4600  
Both hotels have government rates. Early registration is best to access this rate.*

**Send Registration Form to:**

Julia Arbini-Carbonell  
Ohio Department of Job and Family Services  
Bureau of Civil Rights' Cultural Diversity & LEP Section  
30 East Broad Street, 37<sup>th</sup> Floor  
Columbus, Ohio 43215  
(614) 387-0310 or

**Fax Registration to:**

**Julia Arbini Carbonell at (614) 752-6381**

## Evaluation Form

Course Title: Interpreters Training	<u>Ranking Legend:</u> <b>5-Strongly Agree</b> <b>4-Agree</b> <b>3-Neutral</b> <b>2-Disagree</b> <b>1-Strongly Disagree</b>				
Presenter: Julia Arbin Carbonell					
Date: April 14, 15, 2009					
<b>ITEMS</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
1. The <b>course</b> covered items relevant to my job.					
Please Comment:					
2. The <b>course</b> increased my knowledge/skill in the subject matter.					
Please Comment:					
3. The <b>course</b> was structured in an organized and logical manner.					
Please Comment:					
4. The <b>course</b> provided me suitable training materials.					
Please Comment:					
5. The <b>presenter(s)</b> was prepared and organized.					
Please Comment:					
6. The <b>presenter(s)</b> kept discussions focused on relevant topics.					
Please Comment:					
7. The <b>presenter(s)</b> created a positive learning environment.					
Please Comment:					
8. The <b>facilities</b> were conducive to learning.					
Please Comment:					
9. My <b>overall training experience</b> was <b>positive</b> .					
Please Comment:					
How can ODJFS <b>improve</b> this course?					

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 Print Name (Optional)

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 Signature (Optional)

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 Phone Number (Optional)