



TRANSLATION & INTERPRETATION SERVICES POLICY

(Revised August 2021)

School Level Translations & Interpretations Process

The CMSD policy for providing parents bilingual interpreter/ translation support by district employees is as follows as per Ohio Civil Rights action OCR Docket 15-08-1276:

Parents in need of interpreter/translation support can also be identified on E-School Plus on the summary page and the Cle-LEP screen. Please pay close attention to both the Home and Native Language sections. If either one is not English, then an oral interpreter is required.

Translations or Interpretations are provided by bilingual administrators, teachers, and or bilingual classified instructional aides. Parents identified on the LEP Parents Assistance Roster will be provided interpretation support during all parent conferences, IEP or ETR conferences, and parent meetings.

Principals with Multilingual Education Support Staff should ensure that staff assigned to the school is available to support parents during all conferences, or meetings. Principals of other schools should coordinate conferences or meetings with LEP parents, whenever possible, during dates and times itinerant bilingual education support staff are scheduled to the school.

All schools that need an interpreter of a language not spoken among the current school employees available, or do not have bilingual assigned staff at the school or office must contact the Multilingual Education Office to request services for an in-person or virtual interpreter at least ***10-15 business days prior to meetings for IEP's, ETR's, 504's, Behavioral, and SST.*** For all other interpretation needs please refer to the District Phone Interpretation System.

Considering the complexity of providing and receiving interpretation services during a meeting please refer to the Oral Interpretations Meeting Guidelines under the School Level Translations and Interpretations Guide to accommodate all parties involved (school, parent, and interpreter).

For translations requests, Spanish and Arabic, services will be completed within 15-30 days upon date received. Please note that Low Incident Language Translation Requests will have a longer turn-around. In case of an emergency, email or call the Multilingual Office and we will make every effort to accommodate your needs. All requests need to be submitted to our subdivision email Translations_Interpretations@ClevelandMetroSchools.org. If you have any questions, please contact Maribelle Guzman, Translations & Interpretations Manager at 216-838-6981 or our Translations & Interpretations Specialists, Mr. Kaleb Garcia 216-838-6979 or Mrs. Kimberly Berrios 216-838- 6977.

All documentation related to requesting or providing interpretation services are in a hybrid and bilingual format (*e.g. Spanish/Eng., Arabic/Eng., Swahili/Eng.*); forms can be completed electronically for virtual meetings or printed out and completed by hand for meetings that are held in person. ***A signature is REQUIRED on ALL forms by the Principal, Administrator, Department Administrator.***



Please note that all forms are available at www.clevelandmetroschools.org/multilingual under the **Translations and Interpretation Services link**.

IEP Amendments

The Multilingual Multicultural Translations and Interpretations Subdivision will translate Amendments for IEP's that are sent and received to our Translations and Interpretations Sub-Division 30 days prior to the IEP expiration date.

- IEP Amendments occurring on or after 10/01/2020 with an IEP expiration date that is within 30 days (Ex. IEP Amendment Date: 10/01/2020, IEP Exp. Date: 11/3/2020) will not be translated due to the fact that a new IEP will be created within 30 days and sent for translations thereafter.

When the Individual Education Plan is amended the following protocols must occur to assure that the family is aware of the amendments:

- An Interpreter must be provided at the time of the Amendment Meeting
- The Intervention Specialist will assure that the family understands the services under the amendment.
- ***If*** the parent wants the amended section of the IEP translated parent must complete the Written Translation Request form.
- The intervention Specialist must highlight the added information an email it along with the Parent Written Translations Request Form to the Translations.Interpretations@ClevelandMetroSchools.org

District Level Written Translations Request Process

In order to assure efficient and concise communication for our Multilingual families, the Multilingual Multicultural Education Department alongside the Translations & Interpretations Subdivision has created a Request Form for District Level Written Translations for Low Incidence Languages, to be used in collaboration with the Chief Engagement Office.

- Requests should be sent 15 days prior to the Publication Date
- Complete the District Level Written Translations Request Form thoroughly <https://tinyurl.com/yxwn3hhk>
- Attach the document needing to be translated (***Please be sure that all information on the requested document has been revised and updated to reflect correct dates, names, locations, etc.***)
- **Please make sure all documents are sent on Word Format**

If you have any questions and or concerns, please contact Maribelle Guzman, Translations and Interpretations Manager at 216-838-6981 or via email Maribelle.Guzman@ClevelandMetroSchools.org



Cleveland Metropolitan School District

Multilingual Multicultural Education Office
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School Level Translations & Interpretations Guide



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Procedures for Oral Interpretation for Schools with Multilingual Education Support Staff

Buhrer Dual Language, Clark, Joseph M. Gallagher, Marion Seltzer, Luis Muñoz Marin, Scranton, Walton, Thomas Jefferson, Lincoln-West Academies, John Marshall Academies, Max Hayes, James Ford Rhodes Academies, New Tech West, Orchard, Charles Mooney, R. G. Jones, Clara Westropp, Wilbur Wright, Bard High School-West, Newton D. Baker, Riverside, Artemus Ward, Halle, Garrett Morgan, Facing History, & Garfield.



Procedures for Oral Interpretation for Schools with Itinerant Multilingual Education Support Staff

Campus International K-8, Almira, Paul Dunbar, Louis Agassiz, William C. Bryant, Case, Tremont, Luisa May Alcott, Sunbeam, Denison, Douglas Mac Arthur, Valley View, John Hay Campus, Washington Park, MC2 STEM, John Hay Early College



Schools & Departments with No Multilingual Education Support Staff

All requests are made through department email (Translations_Interpretations@ClevelandMetroSchools.org)			
Staff will complete, scan, and e-mail the Oral Interpretation Request Form 10-15 business days prior to the event.	Translations Manager will coordinate bilingual staff to perform interpretation.	Bilingual staff will complete the Oral Interpretation Documentation Form with all signatures.	Bilingual Staff will scan and e-mail the completed form with all required signatures within 24 hours of the service.

Oral Interpretation Meeting Guidelines

The Translations and Interpretations Subdivision provides interpretation services for in-person and/or virtual meetings. The following serve as a guide in the planning and performing of meetings.

- Cultural Sensitivity is imperative
 - Being aware of and addressing the Parent's cultural needs as well as the social, emotional, and cognitive needs and abilities to better serve the individual and integrate them in the education of their child.
- When deciding on how to perform the meetings (**online app vs phone call**) consider the resources of the Parents. Not all families are able to use online apps and video calls. Standard phone calls are the easiest way.
- Send a draft of the document prior to the meeting to aid the interpreter.
- All members of the meeting team must be prepared at the time of the meeting. Time spent waiting equals resources wasted.
- Keep information to the point and simple
- Summarize main points
- Remember to pause and allow for interpretation
- Only one person at the time should speak and avoid side conversations that interfere with the interpretation.
- Direct all information to the parent
- Keep the duration of the meeting to a reasonable time (during high demand seasons meetings should limit to a 45 min timeframe); two-time limit warnings will be provided.
- Translations/Interpretation specialist can intervene if the interpretation services are abused or improperly used (2 warnings will be given)



*Procedures for Written Translations
IEPs, ETRs, 504s, and other documentation pertaining Hearings and Appeals*

Step 1

- **Parent Request Form for Translation will be completed at the school site.**
 - Note - Translations will not be performed without the completed form
 - **An Administrator Signature is Required [including virtual meetings]**

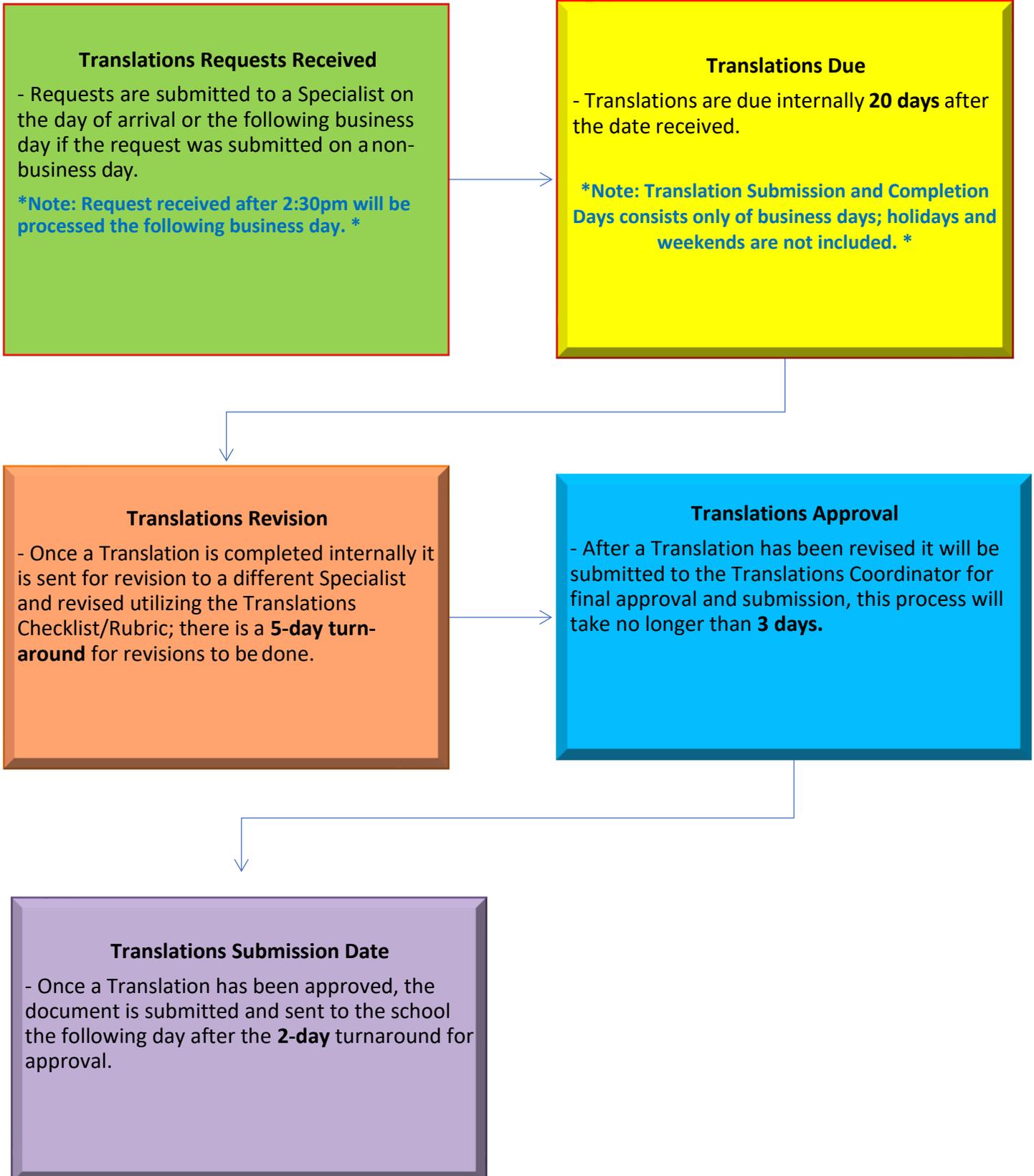
Step 2

- Please scan and e-mail the completed & signed form along with the document needing to be translated to Translations.Interpretations@ClevelandMetroSchools.org

Step 3

- The Translations Manager will e-mail the completed translation back to the principal/manager and designee.
- Please allow **15-30 business days** for completion of Arabic & Spanish translations; Low Incidence Languages will require a longer period of time.
- Next day translations will not be an option.

Translations Workflow





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Translations & Interpretations Forms



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Oral Interpretation Request Form

This Form Is Required for Oral Interpretation of any source, especially IEP, ETR, 504, and Hearings & Appeal Meetings
Este formulario es requisito para traducciones orales, especialmente para reuniones de PEI, Evaluaciones, Plan 504 y audiencias y apelaciones

Student's Name _____ Student ID#: _____

School / Department: _____ Grade: _____

Reason for Meeting: _____ Language Needed: _____

Name & Title of the Person Requesting Oral Interpretation: _____

Date Oral Interpretation Needed _____ Time _____

Please check all ones that apply:

Virtual Meeting

Zoom ID Information _____

Face to Face Meeting

Name and Address where Meeting will take Place: _____

Please specify any other Pertinent Information: _____

"The translation of these particular forms is being offered as a good faith means of supporting parent engagement and understanding in the IEP/ETR/Hearing process and is not a requirement under 34 CFR 300.322. Timelines for translations will depend upon availability of translators" ("La traducción de estas formas particulares es ofrecida como un medios de buena fe en apoyo a los padres comprometidos y comprendiendo el proceso del PEI y no es un requisito bajo 34 CFR 300,322. Las fechas para las traducciones dependerán de la disponibilidad de los traductores")

Scan/email this form with the completed document to
Translations_Interpretations@clevelandmetroschools.org

OFFICE USE ONLY

(PARA USO DE LA
OFICINA SOLAMENTE)

Assigned Interpreter: _____

Translation completion Date: _____

Name of Translator: _____

Verified by: _____ Date _____



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Parental Request for Written Translation

Translation of Individualized Education Plan (IEP) or Evaluation Team Review (ETR)

(Solicitud de Padres para la traducción del Programa Educativo Individualizado (PEI) o del Informe del Equipo de Evaluación (IEE))

Student's name (Nombre del Estudiante): _____ Student ID # (#ID Estudiante) _____

School (Escuela): _____ Grade (Grado): _____

I (Yo) _____ request the translation of my child's (solicito la traducción del)

IEP ETR PR-01 to be translated into (para ser traducido al) _____ Language (idioma)

Parents/Guardian (Padre o Guardián): _____

Address (Dirección): _____

Phone (Teléfono): _____

Relationship to the student (Relación con el estudiante): _____

Please check all ones that apply:

- I wish to have this document translated
- I do not wish this document to be translated
- Virtual Meeting (If meeting is virtual, type in signatures)
- Face to Face Meeting (If meeting is face to face, please print and sign)

Parent/Guardian Signature (Firma): _____ Date (Fecha): _____

Intervention Specialist/Psychologist Signature: _____ Date: _____

Principal Signature: _____ Date: _____

"The translation of these particular forms is being offered as a means of good faith for supporting parent engagement and understanding in the IEP process and is not a requirement under 34 CFR 300.322. Timelines for translations will depend upon availability of translators" ("La traducción de estas formas particulares es ofrecida como un medio de buena fe en apoyo a los padres comprometidos y comprendiendo el proceso del PEI y no es un requisito bajo 34 CFR 300,322. Las fechas para las traducciones dependerán de la disponibilidad de los traductores")

Scan/email this form with the completed document to Translations_Interpretations@clevelandmetroschools.org

MULTILINGUAL OFFICE USE ONLY
(PARA USO DE LA OFICINA SOLAMENTE)

Name of Translator/Company _____

Received Date: _____

Submission Date for Translation: _____

Translation Completion Date: _____

Submission to the Requesting School/Department Date: _____



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Parental Request for Written Translation

Translation of Individualized Education Plan (IEP) or Evaluation Team Review (ETR)

(Solicitud de Padres para la traducción del Programa Educativo Individualizado (PEI) o del Informe del Equipo de Evaluación (IEE))

Student's name (أسم الطالب): _____ Student ID # (هوية الطالب #) _____

School (المدرسة): _____ Grade (الصف): _____

I (أنا) _____ request the translation of my child's (أطلب ترجمة تقرير طفلي)

IEP ETR PR-01 to be translated into (أن تترجم الى) _____ Language (اللغة)

Parents/Guardian (Padre o Guardián): _____

Address (العنوان): _____

Phone (الهاتف): _____

Relationship to the student (صلة القرابة بالطالب): _____

Please check all ones that apply:

- I wish to have this document translated
- I do not wish this document to be translated
- Virtual Meeting (If meeting is virtual, type in signatures)
- Face to Face Meeting (If meeting is face to face, please print and sign)

Parent/Guardian Signature (التوقيع): _____ Date (التاريخ): _____

Intervention Specialist/Psychologist Signature: _____ Date: _____

Principal Signature: _____ Date: _____

"The translation of these particular forms is being offered as a means of good faith for supporting parent engagement and understanding in the IEP process and is not a requirement under 34 CFR 300.322. Timelines for translations will depend upon availability of translators" ("La traducción de estas formas particulares es ofrecida como un medio de buena fe en apoyo a los padres comprometidos y comprendiendo el proceso del PEI y no es un requisito bajo 34 CFR 300,322. Las fechas para las traducciones dependerán de la disponibilidad de los traductores")

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Name of Translator/Company

Received Date: _____

Submission Date for Translation: _____

Translation Completion Date: _____

Submission to the Requesting School/Department Date: _____



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Parental Request for Written Translation

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(Solicitud de Padres para la traducción del Programa Educativo Individualizado (PEI) o del Informe del Equipo de Evaluación (IEE))

Student's name (Jina la mwanafunzi): _____ Student ID # (# Kitambulisho) _____

School (Shule): _____ Grade (daraja): _____

I (mimi) _____ request the translation of my child's (omba tafsiri yam toto wangu)

IEP ETR PR-01 to be translated into (Itafsiriwe kwa) _____ Language (Lugha)

Parents/Guardian (Mzazi au mlezi): _____

Address (Anwani ya nyumbani): _____

Phone(Nambari ya simu): _____

Relationship to the student (Uhusiano na mwanafunzi): _____

Please check all ones that apply:

- I wish to have this document translated
 - I do not wish this document to be translated
 - Virtual Meeting
 - Face to Face Meeting
- (If meeting is virtual, type in signatures) (If meeting is face to face, please print and sign)*

Parent/Guardian Signature (Saini): _____ Date (Tarehe): _____

Intervention Specialist/Psychologist Signature: _____ Date: _____

Principal Signature: _____ Date: _____

"The translation of these particular forms is being offered as a means of good faith for supporting parent engagement and understanding in the IEP process and is not a requirement under 34 CFR 300.322. Timelines for translations will depend upon availability of translators" ("La traducción de estas formas particulares es ofrecida como un medio de buena fe en apoyo a los padres comprometidos y comprendiendo el proceso del PEI y no es un requisito bajo 34 CFR 300,322. Las fechas para las traducciones dependerán de la disponibilidad de los traductores")

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Submission to the Requesting School/Department Date: _____



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District Level Translations Procedures

District Level Translations

