



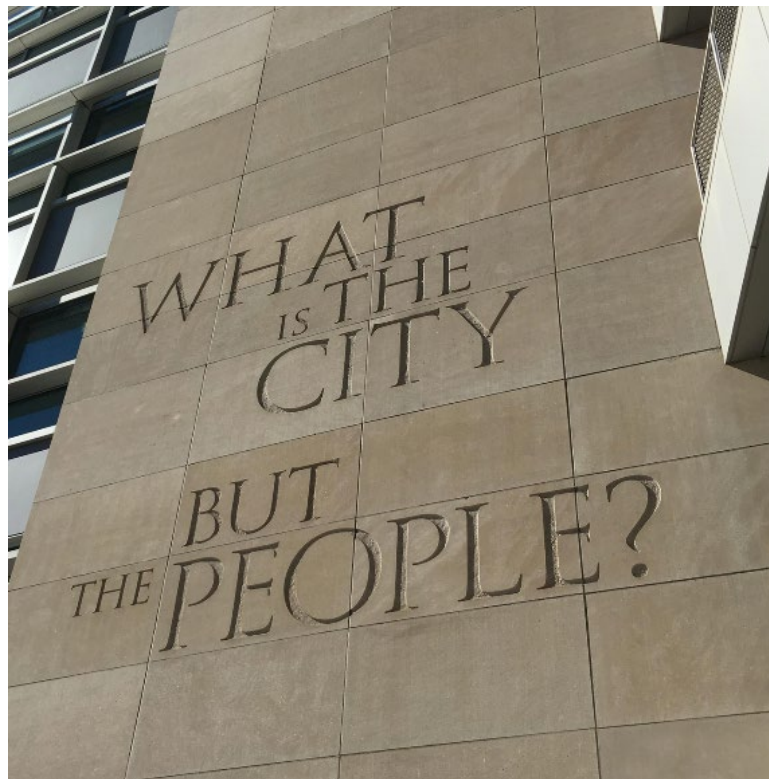
Interpreter Workforce Training, ARPA funded

Denver Immigrant and Refugee Affairs Office

Presented by: Claudia Castillo, Language Access Program Manager

Agenda

- Demographics
- Nexus of Interpreter Training
- Training Program
- Desired Outcomes



Demographics

- 14.2% of City and County of Denver residents are Foreign Born
- There are over 102 languages spoken in CCD per the census
- 24.5% of CCD residents speak another language than English at home
- City and County of Denver's most diverse neighborhoods align with the ARPA recovery index map identified neighborhoods that are the most impacted by the pandemic and at risk for inequitable recovery.

City and County of Denver Top Languages

Most common languages spoken by LEP residents of at least 1000 persons

Spanish
Vietnamese
Amharic
Chinese (incl. Mandarin and Cantonese)
Arabic
Russian
French (please note that this is more than likely Western and Central Africa French)

Data: American Community Survey, 2019

Most Common Languages Encountered by CCD Agencies

Nepali
Burmese
Karen
Farsi
Somali
ASL

Data: Agency Language Data, 2020

Nexus of Interpreter Training

DOIRA Listening Session Report (2022) of Denver immigrant and refugee resident feedback:

- **Language barriers** are the **largest obstacle** that many residents are experiencing
- **English-speaking youth** took on many more responsibilities during the pandemic, contributing to more **significant stress, isolation, and loneliness**
- Residents feel they **failed to access services** because of **language barriers** and an overall lack of knowledge surrounding what services the City offers to residents



Training Program

- Maximum of 21 students per course
- 80 hour, 13 to 16 work days from 0900 to 4pm with childcare
- Four courses per year from 2023 to 2025
- Each course will teach:
 - The Profession of being an Interpreter
 - Protocol and Skills
 - Strategic Mediation
 - Professional Identity

Desired Outcomes

At the end of the three-year timeline for the interpreter workforce training, the City will have trained over 200 professional interpreters, ready to provide interpretation services and satisfy community language interpretation needs.

Economic mobility for the ~200 professional interpreters and their families. Entry-level interpreters earn an average of \$35,271 a year. Those with a few more years of experience earn an average of \$40,272. Professionals well into their careers earn the national average median salary, \$45,764.

Questions?