

VII.A.

Connecticut State Board of Education Hartford

To Be Proposed:

September 4, 2024

Resolved, That the State Board of Education, pursuant to Section 10-17o of the Connecticut General Statutes, adopts the Approved Providers for Translation and Interpretation Services for English Learners/Multilingual Learners for use by districts, and directs the Commissioner of Education to take the necessary action including:

- Providing districts with a menu of Approved Providers for Translation and Interpretation Services:
 - ABC Language Services
 - Alpha Omega Translations
 - Bromberg & Associates: A Language Solutions Company
 - Dantli Corp
 - Interpreters & Translators, Inc.
 - Language Line Solutions
 - Linguanational Translations, Inc.
 - Lionbridge Technologies, LLC
 - MasterWord Services, Inc.

Approved by a vote of _____, this fourth day of September, Two Thousand Twenty-Four.

Signed: _____
Charlene M. Russell-Tucker, Secretary
State Board of Education

**Connecticut State Board of Education
Hartford**

To: State Board of Education
From: Charlene M. Russell-Tucker, Commissioner of Education
Date: September 4, 2024
Subject: Approval of List of Translation Services for English Learners/Multilingual Learners

Executive Summary

Introduction

The Connecticut State Department of Education (CSDE) has carried out an evaluation of Requests for Information (RFIs) submitted by vendors of translation and interpretation services in response to RFI 004 Translation and Interpretation Language Access Services (RFI 004). The review of submissions has yielded a list of nine vendors that the CSDE review team believes have sufficiently addressed the required information sought in RFI 004. The menu of Approved Providers for Translation and Interpretation Services for English Learners/Multilingual Learners (ELs/MLs) will be used by districts for the purpose of providing translation services provided (a) by an interpreter who is present in person or available by telephone or through an online technology platform, or (b) through an internet website or other electronic application during critical interactions with teachers, administrators, and/or local boards of education.

History/Background

Pursuant to Connecticut General Statutes (C.G.S.) Section 10-17o, the State Board of Education (SBE) is tasked with drafting a written bill of rights for parents or guardians of students who are ELs/MLs to guarantee that the rights of such parents and students are adequately safeguarded and protected in the provision of bilingual education under Chapter 164 of the C.G.S., and the sharing of this bill of rights in the dominant language of the parents or guardians. Subsection 3 of C.G.S. Section 10-17o (a) addresses the “right of a multilingual learner student to have translation services provided (A) by an interpreter who is present in person or available by telephone or through an online technology platform, or (B) through an Internet web site or other electronic application approved by the SBE, during critical interactions with teachers and administrators, including, but not limited to, parent teacher conferences, meetings with administrators of the school in which such student is attending, and at properly noticed regular or special meetings of the board of education or scheduled meetings with a member or members of the board of education responsible for educating such student, in accordance with section 18 of this act.”

To address this requirement, the CSDE engaged in a comprehensive community engagement process to develop RFI 004. Through this process, the CSDE established advisory sessions for advocacy organizations to share suggestions, verbally and written, for the inclusion of specific content in RFI 004.

All of the recommendations that were provided by the advocacy organizations for the content of RFI 004 were included in its drafting. The rubric for evaluating the proposals for RFI 004 was created by the CSDE and reflected a close alignment to the topics of the RFI.

RFI 004 was posted on the [CSDE 2024 Request for Proposals, Academic Office webpage](#) on March 22, 2024, to invite vendors to submit questions concerning the RFI. As a result, the [Addendum for RFI 004](#) was developed, using the vendors' questions and the CSDE's responses, and posted alongside the RFI 004 on the abovementioned CSDE webpage. The submission deadline for the RFI was April 26, 2024. This process yielded 23 submissions.

Following the submission deadline of RFI 004, the CSDE convened an internal review team comprised of staff members with knowledge and expertise in teaching and learning, school district operations, and EL/ML programming to review each submission. Each proposal was independently reviewed and scored by at least two reviewers of the CSDE review team. The final review process yielded nine RFI submissions ([Attachment A](#)) that sufficiently addressed the criteria within RFI 004.

Recommendation

The CSDE recommends the SBE adopt the menu of Approved Providers of Translation and Interpretation Services, as vendors have demonstrated that they have the capacity to offer high-quality, culturally and linguistically responsive services for the languages and translation and/or interpretation tasks to local and regional boards of education.

Next Steps

Following the SBE adoption of the menu of Approved Providers of Translation and Interpretation Services, the CSDE will communicate with superintendents and EL/ML leaders that the approved menu of Approved Providers for Translation and Interpretation Services for English Learners/Multilingual Learners is posted for use by local education agencies (LEA). The CSDE will provide guidance for LEAs to support the ongoing implementation of the CSDE Parent Bill of Rights for English Learners/Multilingual Learners.

The CSDE will publish additional guidance for LEAs through the CSDE web portal, CSDE Listservs, professional and advocacy organizations, and other communication methods deemed appropriate.

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Chief Academic Officer

Approved by: Charles E. Hewes, Ed.D.
Deputy Commissioner for Academic & Innovation

Approved Providers for Translation and Interpretation Services for English Learners/Multilingual Learners

Connecticut General Statutes Sec. 10-17o (a) (3) states the right of a multilingual learner student to have translation services provided (a) by an interpreter who is present in person or available by telephone or through an online technology platform, or (b) through an Internet web site or other electronic application approved by the State Board of Education, during critical interactions with teachers and administrators, including, but not limited to, parent - teacher conferences, meetings with administrators of the school in which such student is attending, and at properly noticed regular or special meetings of the board of education or scheduled meetings with a member or members of the board of education responsible for educating such student, in accordance with section 10-218b.

C.G.S. Sec. 10-218b states each local and regional board of education shall, upon request of the parent or guardian of a multilingual learner student or of the multilingual learner student, provide translation services to such parent or guardian and student at a properly noticed regular or special meeting of such board or a scheduled meeting with a member or members of such board. Such request for translation services shall be made at least one day in advance of such meeting of the board or with a member or members of such board. The term “multilingual learner” has the same meaning as provided in section 10-17o.

	Translation	Interpretation	Languages Served
ABC Language Services	<ul style="list-style-type: none"> • Document • Text Message 	<ul style="list-style-type: none"> • Onsite • Video Remote Interpreting (VRI) • Over the phone 	120 languages and dialects
Alpha Omega Translations	<ul style="list-style-type: none"> • Translation • Editing • Proofreading • Subtitling 	<ul style="list-style-type: none"> • Onsite • Voice • Over the phone • Voice over • Virtual remote 	210 languages and dialects
Bromberg & Associates: A Language Solutions Company	<ul style="list-style-type: none"> • Document • Transcription • Graphic Design • Subtitling • Audiovisual 	<ul style="list-style-type: none"> • Over the phone • Onsite • Virtual • Video Remote Interpreting (VRI) 	200 languages and dialects American Sign Language
Dantli Corp	<ul style="list-style-type: none"> • Sight • Document 	<ul style="list-style-type: none"> • Telephonic • Onsite • Over the phone 	51 languages and dialects American Sign Language
Interpreters & Translators, Inc.	<ul style="list-style-type: none"> • Communication Access Realtime Translation (CART) • C-Print 	<ul style="list-style-type: none"> • Pre-scheduled in-person • Over the phone • Virtual remote 	Over 228 languages and dialects American Sign Language

	<ul style="list-style-type: none"> • Document translation • Transcription • Voice over and subtitles • Braille 	<ul style="list-style-type: none"> • Conference interpreting • On-demand over the phone and virtual 	
Language Line Solutions	<ul style="list-style-type: none"> • Translation and localization • Multimedia localization (audio, video, voiceovers, subtitling, educational curricula) • Document transcription and remediation 	<ul style="list-style-type: none"> • On-demand over the phone • Video remote • Onsite 	Over 240 languages and dialects American Sign Language
Linguanational Translations, Inc.	<ul style="list-style-type: none"> • Document translation 	<ul style="list-style-type: none"> • In-person • Over the phone • Video remote interpreting 	Over 350 languages and dialects
Lionbridge Technologies, LLC	<ul style="list-style-type: none"> • Bidirectional Site Translation 	<ul style="list-style-type: none"> • Over-the-phone 	Over 380 languages
MasterWord Services, Inc.	<ul style="list-style-type: none"> • Translation and localization • Transcription • Multilingual media services • Realtime Translation (CART) onsite or remote assistive technology 	<ul style="list-style-type: none"> • Onsite • Video remote • Over the phone • Telephonic conferencing • Training for interpreter training • Onsite services for staffing linguistic teams • American Sign Language Interpretation • Tactile interpreting 	Over 350 languages and dialects American Sign Language