

## **Latino Outreach Efforts 2007-Present**

- **March, 2007:** First bilingual ConsultLine specialist, Shannon Kirby, hired; previously, Spanish speaking and other non-English speaking constituents were served through Language Line.
- **4/4/2007-6/30/2007:** 15 Spanish speaking constituents served by the ConsultLine's new bilingual specialist since her hire, for the 2006-2007 fiscal year. This is 1.64% of all ConsultLine calls for the same period of time.
- **4/4/2007-Present:** 10 CRPs offered and 8 CRPs completed for Spanish speaking constituents by the bilingual ConsultLine specialist, or 6.4% of all Spanish speaking constituents served (CRPs for the same time period for *all* ConsultLine calls was 4.48% when data was taken on 8/31/09).
- **4/16/2007-6/26/2007:** Shannon translated eight documents, including one voice message, for the following agencies: ODR, BSE, EI.
- **7/1/2007-6/30/2008:** 64 Spanish speaking constituents served by bilingual specialist for fiscal year 2007-2008 (1.71% of all calls for FY).
- **7/1/2007-6/30/2008:** For FY 07-08, Shannon translated 24 documents for the following agencies: ODR, BSE, DOC, PDE, PaTTAN KOP, EI.
- **12/10/2007-12/11/2007:** Shannon attended GACLA Latino Education Summit, both to represent the ODR and ConsultLine by distributing materials, sharing information and networking, as well as to participate in the summit's many workshops
- **7/1/2008-6/30/2009:** 37 Spanish speaking constituents served by bilingual specialist for fiscal year 2007-2008 (0.97% of all calls for FY).
- **7/1/2008-6/30/2009:** For FY 08-09, Shannon translated 29 documents for the following agencies: ODR, BSE, EI, CSIU, PaTTAN KOP, PDE
- **12/3/2008-12/4/2008:** Bilingual invitation to organizations serving the Spanish-speaking community to contact ODR and ConsultLine for materials about our services is posted on the ODR website.
- **12/11/2008:** Shannon Kirby and Suzanne McDougall attend GACLA's annual holiday luncheon (announcement about our services, networking)
- **12/11/2008-3/31/2009:** Mass mailing sent out to organizations specifically serving Spanish-speaking communities, introducing them to ODR and ConsultLine, and inviting them to request materials for distribution to the communities they serve.
- **1/30/2009:** Press release for parents about ODR and the ConsultLine placed in HablaNews, an online news source for the Latino community of Harrisburg and the surrounding area.
- **3/16/2009-3/18/2009:** Shannon attended The PEAL Center's annual conference on inclusion, where she participated in HUNE's training session on special education for ELLs and networked with other agencies also making a special effort to reach out to and serve Hispanic communities across the Commonwealth.
- **6/1/2009-6/3/2009:** Shannon and a number of other ODR employees attend the Pennsylvania Higher Education Institute's diversity conference.

- **7/1/2009-Present:** 11 Spanish speaking constituents served thus far for FY 2009-2010, which is 1.91% of all ConsultLine calls for the same period of time.
- **8/5/2009:** Shannon attends the Lebanon Collaborative Network's *7<sup>th</sup> Annual Cultural Diversity Workshops*
- **8/24/2009-8/31/2009:** Bilingual ad about the services of the ODR and ConsultLine runs in *El Torero*, a Spanish language newspaper distributed in Allentown and the surrounding area.
- **8/27/2009:** Shannon attends Office of General Counsel's *Working with Interpreters: Lost in Translation*
- **9/24/2009:** Shannon attends *The Language of Justice* at Widener University