

COMMUNITY
INTERPRETER
SERVICES

Request for Funding:

City of Cambridge

July 5, 1990

Cambridge Community Services
99 Bishop Richard Allen Drive
Cambridge, MA 02139

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EXECUTIVE SUMMARY

Over the last decade Cambridge has experienced its greatest influx of immigrants, refugees and linguistic minorities since the turn of the century. Estimated to number over 20,000, this population of newcomers includes Haitians, Central Americans, Puerto Ricans, Portuguese, Brazilians, Southeast Asians, Caribbean Islanders and others.

Though diverse in culture and country of origin, this population shares some common characteristics: they are often low-income and underemployed; many speak little or no English; and many have few educational credentials. Confusion and stress frequently accompany adjustment to life in the United States, and the need among newcomers for assistance in the areas of employment, housing, education, and job training is high. Though the Cambridge area is home to hundreds of community organizations that can offer adjustment assistance, many of these community resources are not fully accessible to newcomer clients because of language barriers.

This proposal requests funds for interpreter services to linguistic minorities residing in Cambridge, provided by Community Interpreter Services (CIS). CIS is a program that increases the access of immigrant and refugee populations to existing community services through the operation of an interpreter and translation service.

Community Interpreter Services initially provided service to limited-English-speaking Cambridge residents and the agencies that serve them, through a two-year Special Initiative Grant from the Hyams Foundation. This grant expires in September, 1990. In order for Cambridge residents to continue to receive these critical services, new funding must be secured. Over the past two years, CIS has provided 3,300 hours of interpreter service to more than 930 Cambridge residents, and to over 40 Cambridge agencies. During this time, demand for services has skyrocketed. It is important to note that present funding allows CIS to meet only 1/3 of Cambridge service requests. Currently, the City of Somerville, faced with a similar demand for services, allocated \$32,000 in city funds to Community Interpreter Services to provide service to its residents.

Since its inception in 1988, CIS has provided thousands of hours of interpretation services to individuals and organizations, linking linguistic minorities to a variety of community resources. The program currently employs a pool of 60 bilingual/bicultural persons who provide on-call spoken and written interpretation in 26 languages for limited-English-speaking persons and for community service organizations serving linguistic minorities. Services to limited-English-speaking persons and non-profit organizations are provided on a sliding-fee basis. To help defray the costs of the program, CIS also provides interpretation services at a market rate to for-profit businesses.

Community Interpreter Services is a program of Cambridge Community Services (CCS), a non-profit planning and service delivery agency, and the Refugee and Immigration Services of the Catholic Charitable Bureau of Boston (CCB).

INTRODUCTION

Community Interpreter Services began in 1988 in response to the concerns of a Cambridge Community Services Task Force composed of Cambridge and Somerville agencies that provide educational and language services to newcomer groups. Of major concern to the Task Force was the fact that while Cambridge is home to numerous community organizations that offer social assistance, language barriers limited the access of linguistic minorities to needed services. Budget constraints have limited community service agencies' hiring of bilingual staff; and those staff are seldom able to accompany all of their clients to other interpreting sites.

Cambridge Community Services proposed that a model interpreter service program be initiated in Cambridge. The program was funded by a two-year Special Initiative grant led by the Hyams Foundation, and began operating in September 1988.

Response to the Cambridge Community Interpreter Services Program was immediate and enthusiastic. By pooling community resources, CIS has linked limited-English-speakers to extant community resources in a cost-efficient manner. Since it began, over 40 different Cambridge agencies have used the service, with thousands of hours of interpretation being provided to individuals and organizations.

Skyrocketing demand for interpreter services has led to an expansion of services in every year of its operation. Under current funding contracts, the program serves residents of Cambridge, Somerville and Boston. CCS is currently seeking \$20,000 to continue to assist Cambridge agencies and their clients who are Cambridge residents, who would otherwise be underserved or not served at all.

A unique feature of Community Interpreter Services is a marketing component that seeks to generate income for the program by offering interpreter services at a market rate to for-profit businesses. This component of the program has just recently been implemented; over the last few months we have begun to market the service to business clients. Our initial marketing efforts have revealed strong interest in interpreter services from certain business sectors (lawyers, hospitals and hotel operators, for example) and we anticipate that, over the coming years, a growing share of program support will originate from these sources.

PROBLEM

Over the last decade Cambridge experienced its greatest influx of immigrants, refugees, and linguistic minorities since the turn of the century. The numbers of linguistic minorities residing in the Cambridge area are conservatively estimated at 20,000.

These newcomers hail from dozens of countries including Haiti, El Salvador,

Vietnam, Portugal, Cape Verde, Brazil, Cambodia, Ethiopia, Taiwan, Guatemala, Colombia, Trinidad, Dominica, Eritrea, and others. They leave their homelands for a variety of reasons: to escape political or economic oppression; to join family already in the United States; or to seek expanded opportunity and a new life. They come to Cambridge because networks of family and friends reside in the region, the economy has been strong and entry-level jobs plentiful, and because the city has a reputation for accommodating cultural diversity.

Though diverse in culture and country of origin, newcomers to Cambridge share some characteristics: they are overwhelmingly low-income and underemployed; they tend to be young in age; and their educational credentials are often few. Given the high cost of housing in the region, resettlement is frequently marked by overcrowding, with apartments often shared by two and three newcomer families. Unable to secure better than entry-level employment, many families have incomes near the poverty line.

Cultural shock and disorientation are frequently observed in persons new to the area. Confusion and stress often accompany adjustment to life in the United States as persons attempt the transition from situations that have often included peasant, agrarian, and economically or politically oppressed conditions. Accompanying such disorientation are needs for advice on how to negotiate numerous and varied systems including housing markets, utility companies, banks, schools, the job market, public transportation, health services, immigration services, and so on.

Local community service organizations report that, over the past several years, the numbers of refugees, immigrants, and linguistic minorities seeking their assistance have skyrocketed. Unfortunately, community services are not fully accessible to linguistic minorities because of language barriers. Few community service organizations have the resources to hire bilingual staff, and those agencies with some bilingual staff cannot cover all of the languages spoken by their prospective clients. In addition, overworked bilingual staff are seldom able to leave their offices to accompany clients to other interpreting sites.

The Community Interpreter Services represents a creative and effective collaborative response to these difficulties. By "pooling" resources, CIS has linked limited-English speakers to needed community resources in a cost-efficient manner. Its 60 bilingual/bicultural interpreters can serve the diverse linguistic groups residing in the Cambridge and Boston areas, and accompany clients to interpreter sites across a wide region. The services provided promote adjustment, self-sufficiency, and income mobility among thousands of newcomers to the area. In addition, the program's strategy for generating some income from businesses represents an innovative method for diversifying the project's funding base.

PROGRAM GOALS AND OBJECTIVES

Goal: to break down barriers of access to existing community services for limited-English-speaking persons through the operation of an interpreter service.

Objectives:

- ♦ to increase CIS services by 50 percent in 1990 by providing at least 8,000 hours per year of interpreter services to individuals and organizations throughout the greater Boston area.
- ♦ to provide a minimum of 1,500 service hours to Cambridge limited-English-speaking residents.
- ♦ to employ a pool of 60 bilingual/bicultural persons who will provide spoken and written interpretation for limited-English speaking persons and for community service organizations serving limited-English-speaking clients.
- ♦ to offer spoken interpretation services in languages that represent linguistic minority groups in Cambridge and in the greater Boston area. These include: Spanish, Portuguese, Cape Verdean Creole, Haitian Creole, Vietnamese, Amharic, Cantonese, French, Chinese, Tigrinian and others.
- ♦ to introduce and promote the interpreter service to linguistic minorities and public and private community service organizations through direct mail, in-person contacts, and public forums.
- ♦ to develop and provide in-service training for all CIS interpreters, including orientation sessions, review of the CCS "Handbook of Interpreter Services," and one-to-one supervision and consultation with the Project Director.
- ♦ to generate earned income and long-term program support by providing interpreter services at a market-rate to for-profit businesses.
- ♦ to evaluate the goal and objectives of the program in June of each year; to issue an evaluation report which will provide information on the program to funders and community members; and to make program modifications and improvements based on these evaluations.

PROGRAM METHODOLOGY

CIS is administered by Cambridge Community Services in collaboration with the Catholic Charitable Bureau, Refugee and Immigration Services. Cambridge Community Services is responsible for outreach to residents and community organizations; in-service training for interpreters; the design and implementation of a fee-for-service component for businesses; program monitoring and evaluation; and fundraising for CIS services. The Catholic Charitable Bureau supervises interpreters and coordinates the linking of interpreters to clients.

Program operation

A pool of 60 bilingual/bicultural persons provides spoken and written interpretation in 26 languages to limited-English-speaking persons and non-profit organizations serving linguistic minorities. Clients phone CIS with a request for interpretation services; CIS dispatches an interpreter. Services to these clients are provided on a sliding-fee basis. To help defray the costs of the program, CIS also provides interpretation services at a market rate to for-profit businesses.

Requests for spoken interpretation are taken by telephone, Monday through Friday, 10:00 am to 4:30 pm. The CIS Director records the details of each job request and schedules an appropriate interpreter.

Over the past year, 80 community organizations were CIS users, with 2,500 individuals receiving 4,100 hours of service. It is anticipated that the number of clients served will double as CIS expands over this year to serve residents throughout the greater Boston area.

The services provided by CIS are wide-ranging. Visiting nurses accompanied by a CIS interpreter serve the frail elderly. Interpreters accompany physicians at the bedside of patients at a city hospital. CIS interpreters provide translation for job training classes that enroll large numbers of immigrants and refugees. Non-profit organizations that are frequent users of CIS include: schools, hospitals, job training programs, visiting nurse associations, legal services, housing programs, and counseling services.

Geographic area/client eligibility

CIS provides services to linguistic minorities, and to non-profit organizations that serve linguistic minorities. Secondary clients of CIS are for-profit companies whose purchase of services at a market-rate helps defray costs.

Through 1989, funding contracts and foundation support financed services to residents of Somerville, Cambridge, and Boston residents who were clients of the Department of Social Services. Beginning in 1990, the program is expanding to serve residents of the greater Boston area.

Recruitment and orientation of interpreters

Interpreters are recruited through advertisements and personal inquiry among community agencies serving immigrants, refugees, and linguistic minorities; foreign student organizations at local colleges and universities; local Mutual Assistance Associations; persons currently working as interpreters; and local newspapers and newsletters.

Interpreters are representative of the bilingual/bicultural populations of the Boston area. They are carefully screened by the CIS Director for language proficiency in both English and the foreign language. Previous experience as an interpreter is desired and priority is given to bicultural persons skilled at providing appropriate cross-cultural information to limited-English-speakers and native English speakers.

All CIS interpreters are required to attend a job orientation session and to read and review the CIS "Handbook of Interpreter Services." Topics covered in the orientation session and handbook include: dispatch procedures; rules of conduct; confidentiality; overview of the social services, health, and legal systems; and casework relationships. Interpreters are invited to attend staff meetings and briefings to discuss various job and skill issues. The CIS Director also provides ongoing one-to-one supervision and consultation to review the performance of interpreters and provide advice on jobs requiring specific knowledge and skills.

To protect the confidentiality of clients served, all interpreters are required to sign a witnessed "Statement of Confidentiality" regarding all conversations and materials interpreted and translated.

PROGRAM EVALUATION

An evaluation of the 1988-89 program was conducted by Levine Associates, Boston. The evaluation report described the program as highly effective and efficient in meeting its goals and objectives, and found a high degree of satisfaction among users of the service.

As part of the evaluation, organizations using the service were asked to rank the quality of service provided by CIS on a scale of 1 to 5, with 1 being poor and 5 excellent. All but two of the agencies rated the service a 5; two gave it a 4. There were no ratings below a 4. Agencies complemented the CIS office staff, whom they described as empathetic, helpful, and quick to respond. Their highest praise was for the interpreters themselves, whose work was described as professional, accurate, unbiased, and supportive of both clients and service providers.

An evaluation of the 1989-90 program is currently in progress. A consultant has been hired to conduct the evaluation. Data regarding the numbers and demographics of clients served is being analyzed. Achievement of each program objective will be measured, and program staff and clients will be surveyed for their views on the

quality, effectiveness, and efficiency of service delivery. The results of the evaluation will be used to make improvements in the program, and to provide information on the service to funders and community members.

PROGRAM FUNDING

The projected budget for the 1990 program is \$253,566. Funding for the program is derived from a mix of public and private monies and earned income. Current sources include: the Hyams Foundation, Boston Foundation, Bank of Boston, Bank of New England, Boston Globe Foundation, United Way, City of Somerville, Department of Social Services, Massachusetts Department of Employment and Training, and fees for service. Cambridge Community Services serves as the financial administrator for all CIS Cambridge contracts and foundation grants. Public contracts and earned income are administered through the CIS Direct Service office at the Catholic Charitable Bureau. Support of \$20,000 is being requested specifically for direct services to Cambridge residents.

COLLABORATING ORGANIZATIONS

Cambridge Community Services: An Overview

Cambridge Community Services (CCS), established in 1938, is a human services planning agency which has as its mandate to identify major human service issues in the Cambridge community, and to develop collaborative resources and programs to respond to those needs. As the only non-profit planning organization for Cambridge, CCS assumes a pivotal role in initiating productive partnerships and community projects.

CCS accomplishes its mission through community planning and programming. Its dual mandate makes it unique in the community. Community planning activities include the compilation and dissemination of information on human service needs and concerns, the provision of technical assistance to community organizations, and the development of collaborative programs. Programming efforts involve the design and implementation of community service programs in response to local human service needs and in collaboration with local organizations.

In recent years, CCS has designed and implemented such innovative projects as the Winning Edge, the WorkWise Mentor Project, Cambridge Teenwork, Around-the-Corner, and the Cambridge Dispute Settlement Mediation Project. It has initiated collaborative programs and projects such as the Cambridge Day Care Alliance and the Emergency Shelter Survey. CCS has also compiled and disseminated information on human service issues including the 1987 Directory of Community Services, the 1988 report "Trends in Corporate Giving in Cambridge," and the 1989 "Cambridge Community Needs Assessment."

CCS Services to bilingual/bicultural populations

CCS has served bilingual and bicultural populations in both its program and planning activities. Designed to promote integration and reduce racial tensions, the Around-the-Corner program has provided multi-cultural education for thousands of local school children of diverse ethnic and racial backgrounds. Cambridge Teenwork has provided job readiness training and private sector employment for more than 1,500 predominantly bilingual/bicultural high school students. CCS has worked in collaboration with the Community Learning Center, Cambridge, to develop a course of English as a Second Language (ESL) instruction with an employment focus and to facilitate training for local ESL instructors.

CCS has also compiled and produced the 1987 survey report entitled "Cambridge Newcomers: Services and Issues." Presently the agency is conducting research which will result in reports on employment and housing issues facing linguistic minorities residing in Cambridge.

Catholic Charitable Bureau of Boston, Refugee and Immigration Service

The Catholic Charitable Bureau of Boston (CCB) is a private, non-profit social service organization with a mission to advocate for justice and to provide services to those most in need. Serving the Boston area for 84 years, Catholic Charities is a United Way funded agency providing services of: information, referral, and emergency assistance; adult and family counseling, adoption services; foster care; elderly services and refugee and immigration services.

The Refugee and Immigration Services is a component of the Catholic Charitable Bureau of Boston, and provides services including resettlement and immigration counseling, interpreter services, foster care, and relief services. Current programs include:

Resettlement Services - assistance to refugees and immigrants in locating housing, arranging for food, furniture and clothing, orientation to the community, and linking new arrivals with employment services and English classes.

Immigration Services - assistance to low-income people who have immigration problems. Attorneys handle labor certifications, relative petitions, asylum cases, and others.

COMMUNITY INTERPRETER SERVICES

1990 Operating Budget

DIRECT OPERATING COST

PERSONNEL

Program Director	\$ 6,188
Benefits @ 22%	1,361
Program Coordinator	25,000
Benefits @ 22%	5,500
Program Assistant	20,000
Benefits @ 22%	4,400
Marketing Assistant	10,937
Benefits @ 22%	2,406
Secretary	3,378
Benefits @ 22%	743
FICA	<u>3,819</u>
<u>Total Salaries and Benefits</u>	<u>\$ 83,732</u>

PROFESSIONAL FEES

Interpreters	120,000
Interpreter Trainers	<u>2,500</u>
<u>Total Professional Fees</u>	<u>\$ 122,500</u>
<u>Total Personnel & Professional</u>	<u>\$ 206,232</u>

(continued)

OTHER DIRECT COST

Supplies	\$ 2,000
Telephone	2,000
Occupancy	4,000
Electricity	175
Insurance	350
Building Maintenance	300
Equipment Service Contracts	635
Postage	1,300
Printing/Publications	2,500
Advertising	<u>1,000</u>

Total Other Direct Cost **\$ 14,260**

TOTAL DIRECT OPERATING COST **\$ 220,492**

INDIRECT COST @ 15% **33,074**

TOTAL PROGRAM OPERATING COST **\$ 253,566**

REVENUE

Department of Social Services	\$ 39,000
City of Somerville	30,249
Grant Funds	92,000
Earned Income	<u>92,317</u>

TOTAL PROGRAM REVENUE **\$ 253,566**

COMMUNITY INTERPRETER SERVICES

Budget Narrative

Personnel Costs are budgeted at \$83,732 as shown.

Professional Fees @ \$122,500: Interpreters at \$15 an hour for 8,000 hours; training presenters for three orientation/training sessions.

Other Direct Costs @ \$14,260: Office supplies @ \$2,000; telephone @ \$2,000; occupancy costs for CIS office at the Catholic Charitable Bureau, \$4,000 space, \$175 electricity, \$350 insurance, \$300 building maintenance, \$635 for equipment repair; postage @ \$1,300; printing and publications @ \$2,500 including outreach and marketing materials; advertising @ \$1,000 for yellow page and business journal placements.

TOTAL DIRECT OPERATING COST	\$ 220,492
INDIRECT COST @ 15%	33,074
<u>TOTAL PROGRAM OPERATING COST</u>	<u>\$ 253,566</u>



Attachments

- A. Community Interpreter Services Program Description*
- B. Community Interpreter Services Client Profiles*
- C. The Interpreters: A Group Portrait*
- D. Cambridge Community Services Board of Directors*

A PROGRAM OF:

Catholic Charitable Bureau, Refugee and Immigration Services, 10 Derne Street, Boston, MA 02144 (617) 723-7240 and
Cambridge Community Services, 99 Bishop Richard Allen Drive, Cambridge, MA 02139 (617) 876-5214

COMMUNITY INTERPRETER SERVICES

Program Description

COMMUNITY INTERPRETER SERVICES (CIS) links limited-English-speaking Cambridge residents with the services that they need to adjust to a new environment and to become self-sufficient.

Our staff of 60 bilingual/bicultural interpreters provide on-call interpretation and translation in the following languages:

Spanish	Polish
Portuguese	French
Haitian Creole	Amharic
Cape Verdean Creole	Japanese
Vietnamese	Russian
Cantonese	German
Mandarin Chinese	Thai
Korean	Toisanese
Italian	Taiwanese
Greek	Lao
Khmer	Swahili
Tigrinian	Arabic
American Sign Language	Ukrainian

CIS interpreters accompany Cambridge newcomers to a number of agencies, helping them to secure housing, employment, job training and health and counseling services. These agencies include:

Agassiz School	Cambridge Welfare Department
Big Brother Association	Cambridge-Somerville Legal Services
Bigelow Street Shelter	Cambridgeport Problem Center
CASPAR, Inc.	Catholic Charitable Bureau of Cambridge
Cambridge Camping Association	Centro Presente
Cambridge City Hospital	Child Care Resource Center
Cambridge Committee on Aging	Concilio Hispano de Cambridge
Cambridge Community Services	Community Learning Center
Cambridge Dispute Settlement Center	DES Job Matching Service
Cambridge District Court	Department of Revenue-Bankruptcy Unit
Camb. Economic Opportunity Commission	Harvard Legal Aid
Cambridge Family YMCA	Hildebrand Self-Help Center
Cambridge Haitian American Association	Home Based Prgm.-Special Needs Children
Cambridge Head Start	Homeowner's Rehab
Cambridge Hospice	Just-A-Start
Cambridge Housing Authority	Lawyer's Committee for Civil Rights
Cambridge Multiservice Center	Dist. Atty. Victim Awareness Program
Camb. Org. of Portuguese Americans	Somerville-Cambridge Elder Services
Cambridge Public Schools	Tobin School
Cambridge Social Security Office	Youville Hospital

CIS is a collaborative project of Cambridge Community Services and the Immigration and Refugee Services of the Catholic Charitable Bureau.

COMMUNITY INTERPRETER SERVICES

CLIENT PROFILES

The following client profiles illustrate some of the ways that Community Interpreter Services has assisted low income limited-English-speaking community residents and the agencies that work with them in accessing needed medical, housing, job training and legal services:

JOSEPH

Joseph is an eight year old boy whose parents came to Cambridge two years ago from Haiti. When he began having serious problems with his eyesight, his parents were referred to the Mass. Eye and Ear hospital. Joseph's parents had never been to such a large hospital and were a bit apprehensive, but they wanted the best care for their son, who was becoming almost completely blind. Through six months of tests and surgery, one CIS interpreter accompanied Joseph and his family to appointments and interpreted for the family and their doctors. The interpreter reports that whenever Joseph's mother sees her, she expresses her gratitude and gives an update on his progress. Today, Joseph's eyesight is fine and he is doing well in school.

HAN

Han is a member of Just-A-Start's carpentry class for adults. He came to the U.S. from Vietnam six months ago, and has worked at low-paying and unskilled jobs while seeking skilled employment. In Just-A-Start's series of 12 weekly workshops, he received carpentry skills training to prepare him for a better job. Because the class contained 10 Vietnamese newcomers, Just-A-Start requested that CIS provide an interpreter for the workshop. The interpreter was crucial in helping the students understand the instructor's terminology and learn the specialized vocabulary of carpentry. As a result of completing the workshop, Han has been placed in a private sector apprenticeship and continues to receive on-the-job training.

COMMUNITY INTERPRETER SERVICES

THE INTERPRETERS: A GROUP PORTRAIT

WHO ARE THEY?

Almost all of the sixty regular interpreters come from non-English-speaking countries where they learned the principal language as their native tongue. They represent more than twenty-five countries on five continents, and between them command twenty written and thirty spoken languages. Several of them speak as many as five languages fluently.

All of the interpreters have completed their secondary education, and most have a bachelor's degree. Several hold advanced degrees in such fields as music, law, public health, physical education and medicine. Many interpreters have received certification in medical and legal terminology. Additionally, those interpreters who are working in specialized areas such as AIDS services, community mediation and immigration services have received in-service trainings on these topics from the agencies with which they work. Currently CIS employs three Licensed Social Workers who interpret in six languages for Department of Social Services cases.

The interpreters range in age from twenty-five to fifty; the average age is about thirty-five. The group is evenly split between men and women. Most are married, and most of those who are married have children. The majority have at least one other job and/or attend school, in addition to working as interpreters.

WHY ARE THEY HERE?

Almost all of the interpreters came to this country as immigrants or refugees. Some, the immigrants, came for greater educational and professional opportunity. Others, the refugees, came to escape persecution in their native countries, whether for their ethnic background, their religious beliefs, or their political affiliation. Both immigrants and refugees have experienced firsthand the difficulty of leaving behind their native country and making a new life amid unfamiliar customs, different institutions, and a language not their own.

WHY ARE THEY INTERPRETERS?

When asked why they became interpreters, and, more importantly, why they continue as interpreters despite hectic schedules and heavy demands on their emotional and intellectual energy, virtually all of the interpreters say that they see interpreting as a way in which they are uniquely qualified to help people from their own language group to overcome the obstacles that they themselves experienced when they first came here. Many interpreters still have family members, whether elderly, sick, or very young, who without interpreting help would be unable to gain access to services otherwise available to them; and the interpreters are acutely aware that not all non-English-speaking people are lucky enough to have a fully bilingual family member to help with their problems.

The interpreters see themselves as bridges, helping their fellow speakers of foreign languages to become more a part of the country they have chosen. As an ailing 75-year-old man who took the citizenship exam through an interpreter explained to his interpreter after he had passed, "I may be too old to learn English well, but at least I could learn enough history to pass the test and become a real citizen of my new country before I die."

CCS

CAMBRIDGE COMMUNITY SERVICES

99 Bishop Richard Allen Drive, Cambridge, Massachusetts 02139 • (617) 876-5214

BOARD OF DIRECTORS

NAME	TOWN OF RESIDENCE	OCCUPATION & EMPLOYER	SKILLS/ EXPERTISE	BOARD COMMITTEE
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BOARD OFFICERS:

W. Easley Hamner CCS President	Cambridge	Exec. Vice President Stubbins Associates	Planning	Planning
Sybil d'Arbeloff CCS Vice Pres.	Cambridge	Graphic Artist	Graphic Design	Planning
David Ames CCS Treasurer	Cambridge	Banker, Bank of Boston	Finance	Finance
Pepita Soto CCS Secretary	Cambridge	Market Researcher, Decision, Inc.	Group Facilitation	Planning

BOARD MEMBERS:

Henrietta Attles	Randolph	School Administrator, St. Paul's AME Church	Education	Planning
Mary Bennett	Waltham	MBA Program Simmons College	Building Management	Building
Dr. Jesse Brutus	Cambridge	Physician, E. Cambridge Health Center	Medical Counseling	Planning
James Caragianes	Cambridge	Retired/small business owner	Planning	Personnel
Terri Davidson	Brookline	Director, Marketing/ Public Relations, Visiting Nurses Association	Marketing	Planning
Gail Firestone	Cambridge	Attorney, Law Offices of Neil Brown	Legal	Planning
Susan Fleischman	Cambridge	Community Liasion, Cambridge Community Television	Media	Planning
Martin Foster	Cambridge	Attorney, McCarthy Foster & Eldridge	Legal	Nominating
Debby Fox	Cambridge	Urban Planner, self-employed	Building Management	Building
Robert Heroux	Cambridge	Director, Chamber of Commerce	Finance	Finance
Curdina Hill	Cambridge	Project Afric, Dimock Community Health Center	Employment/ Training	Planning

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United Way
OF MASSACHUSETTS BAY

BOARD OF DIRECTORS, P. 2

NAME	TOWN OF RESIDENCE	OCCUPATION & EMPLOYER	SKILLS/ EXPERTISE	BOARD COMMITTEE
Joshua Jacks	Cambridge	Director, Dispute Resolution Center	Planning	Planning
Maryann Jarvis	Cambridge	Office of Government & Community Affairs Harvard University	Community Relations	Nominating
Dr. Michelle Kloppner	Cambridge	Outpatient Psychiatry Cambridge City Hosp.	Research/ Planning	Planning
Barbara McCue	Cambridge	Cambridge resident	Programmatic	Planning
Barbara Oldman	Cambridge	Cambridge resident	Programmatic	Personnel
Gloria Palladino	Cambridge	Grants Manager/ Planner, Department of Human Service Programs	Planning	Planning
Walter Patacchiola	Somerville	Coord. of Foreign Languages, Cambridge School Dept.	Programmatic	Nominating
Kaethe Peters	Cambridge	Director, Integrated Foster Care	Programmatic	Planning
Michal Regunberg	Cambridge	Communications, Dept. of Public Welfare	Communication	Planning
Catarina Rocha	Somerville	Project Director, Catholic Charitable Bureau	Programmatic	Planning
Maura Ronan	Cambridge	Asst. Vice-President, Bank of Boston	Finance	Finance
Van Spanos	Jamaica Plain	Assistant Director, Just-A-Start	Programmatic	Planning
Ron Suduiko	Lawrence	Community Relations, M.I.T.	Programmatic	Planning
David Swan	Cambridge	Accountant, Tofias Fleishman, Shapiro	Financial	Finance
Bruce Thayer	Cambridge	Contractor, self-employed	Building Management	Building
Janetis Vassilades	Cambridge	Contractor, self-employed	Building Management	Building

70.

Councillor Cyr
Councillor Reeves

- WHEREAS: The multi-lingual nature of the Cambridge poses increasing problems for those who attempt to serve our residents, And
- WHEREAS: The Cambridge Community Services runs the vital Community Interpreter Services program to assist those who serve and those who need services, And
- WHEREAS: Funds for services to low-income limited English speaking residents will be depleted by September 15, 1990. And
- WHEREAS: A detailed proposal has been submitted by CCS requesting financial support from the City of Cambridge. Therefore be it
- ORDERED: That the City Manager review the attached proposal and offer whatever support possible to this worthy project.

✓
✓
✓
✓
✓



City of Cambridge

70.

IN CITY COUNCIL

July 30, 1990

COUNCILLOR CYR
VICE MAYOR REEVES

- WHEREAS: The multi-lingual nature of Cambridge poses increasing problems for those who attempt to serve our residents; and
- WHEREAS: The Cambridge Community Services runs the vital Community Interpreter Services program to assist those who serve and those who need services; and
- WHEREAS: Funds for services to low income limited English speaking residents will be depleted by September 15, 1990; and
- WHEREAS: A detailed proposal has been submitted by CCS requesting financial support from the City of Cambridge; now therefore be it
- ORDERED: That the City Manager be and hereby is requested to review the attached proposal and offer whatever support possible to this worthy project.

In City Council July 30, 1990.

Adopted by the affirmative vote of nine members.

Attest:- Joseph E. Connarton, City Clerk.

A true copy;

ATTEST:-

A handwritten signature in black ink, reading "Joseph E. Connarton". The signature is written in a cursive style with a large, stylized "J" and "C".

Joseph E. Connarton, City Clerk.

Order # 70

408

Councillor Cyr and Vice Mayor
Reeves support for Community
Interpreter Services Program.

In City Council,

July 30, 1990

ORDER ADOPTED