All interpretation services programs begin somewhere.

Use this assessment tool to identify the current stage (Nascent, Emerging, Mature) of your volunteer program.

In the Nascent stage, the program is just coming into existence and beginning to display signs of future potential. In the Emerging stage, the program is becoming more prominent and established. In the Mature stage, the program has reached the most advanced point of development.
Interpretation Services & Language Access

### NASCENT
- Interpretation protocols/procedures are not fully established or just developing.
- Interpretation-related needs tend to be reactive rather than proactive (focused on addressing immediate needs; limited long-term planning).
- Interpretation is often a source of frustration and language access is inconsistent.
- The organization helps with community interpretation needs in an informal way.
- Few materials are translated except required forms.

### EMERGING
- Interpretation protocols/procedures are somewhat routine.
- Organization has a short and long-term plan for ensuring language access, even if it hasn’t been fully acted on yet.
- Interpretation is usually (but not always) available and language access is typically provided to most clients.
- Interpreters are often asked to fulfill language access needs in the community with or without pay.
- Some materials are translated (beyond required forms).

### MATURE
- Interpretation protocols/procedures are well-established.
- Organization has a short and long-term plan for ensuring language access and is on track to meet stated goals.
- Interpretation is mostly always available and language access is consistently provided to all clients with rare exceptions.
- Interpreters are formally contracted out to fulfill language access needs in the community.
- Many materials are translated in multiple languages.

**Directions:** Put a checkmark next to the current stage of your program in the five different sections (Interpretation Services & Language Access, Interpretation Staffing, Training & Monitoring of Interpreters, Interpreter Scheduling, Interpretation Related Finance) and add up your checkmarks to identify whether your program is nascent, emerging or mature.
### Interpretation Staffing

<table>
<thead>
<tr>
<th>NASCENT</th>
<th>EMERGING</th>
<th>MATURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals serve in multiple roles at once (volunteer/interpreter, staff/interpreter).</td>
<td>Clearly defined roles exist with no overlap.</td>
<td>Roles have become more clarified/specialized.</td>
</tr>
<tr>
<td>Job descriptions are still being created/modified.</td>
<td>Interpreter job descriptions are easily accessible and mostly established.</td>
<td>Interpreter job descriptions are easily accessible and mostly established.</td>
</tr>
<tr>
<td>Recruitment processes do not evaluate candidate’s fluency in a given language.</td>
<td>Recruitment processes include informal or non-standardized evaluation for fluency.</td>
<td>Recruitment processes require a standardized evaluation for fluency in a given language.</td>
</tr>
<tr>
<td>The organization has a limited supply of interpreters who cannot meet all service needs.</td>
<td>The organization recruits interpreters as service needs arise.</td>
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</tr>
<tr>
<td>Multiple people share responsibilities for coordinating interpreters.</td>
<td>One person has responsibility for coordinating interpreters and that is one of their main job responsibilities (i.e., Interpretation Services Manager).</td>
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</tr>
</tbody>
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### Training & Monitoring of Interpreters

<table>
<thead>
<tr>
<th>NASCENT</th>
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<th>MATURE</th>
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</thead>
<tbody>
<tr>
<td>Training protocols/procedures are not fully established or just developing.</td>
<td>Training protocols/procedures are somewhat routine.</td>
<td>Training protocols/procedures are firmly established.</td>
</tr>
<tr>
<td>In some cases, no official training is provided.</td>
<td>There is more focus on training as the program expands.</td>
<td>Uniform, consistent training systems are in place.</td>
</tr>
<tr>
<td>Total training provided is less than two hours.</td>
<td>Training provided is more than two hours but less than eight hours.</td>
<td>Training provided is more than eight hours.</td>
</tr>
<tr>
<td>Interpreters rarely get feedback on their performance.</td>
<td>Interpreters sometimes get feedback on their performance.</td>
<td>Interpreter quality and performance is uniformly evaluated and feedback is regularly provided.</td>
</tr>
<tr>
<td>Interpreters do not receive training on ethics and professional boundaries.</td>
<td>Interpreters receive guidance on ethics in an ad hoc manner.</td>
<td>All interpreters receive training on ethics and professional boundaries. Interpreters sign an agreement that they will adhere to the organization’s ethical standards.</td>
</tr>
</tbody>
</table>

TOTAL | TOTAL | TOTAL
Interpreter Scheduling

NASCENT
- Existing scheduling and tracking systems are rudimentary and inconsistent.
- Scheduling policies (late or no shows, time allotments, etc.) are not yet fully developed or enforced.

EMERGING
- The organization is in the process of adopting specialized scheduling software.
- Scheduling policies (late or no shows, time allotments, etc.) are developed, but inconsistently enforced/monitored.

MATURE
- Existing scheduling system software is well established and has been evaluated to ensure it meets all scheduling needs.
- Scheduling policies (late or no shows, time allotments, etc.) are well established and consistently monitored.

Interpretation Related Finance

NASCENT
- Interpretation costs are rarely included in program budgets.
- Interpretation costs are not typically tracked and/or not incurred because those serving as interpreters include volunteers or staff paid for from other programs.
- Interpretation services do not provide a source of revenue for the organization.

EMERGING
- Interpretation costs are typically included in program budgets.
- Interpretation costs are tracked in some programs.
- Interpretation programs provide a small source of revenue for the organization.

MATURE
- Interpretation costs are always included in program budgets.
- Interpretation costs are tracked in all programs.
- Interpretation services provide a significant source of revenue.
Directions:

Add up your total checkmarks from each column and write them below. The highest number is the stage your program falls under:

<table>
<thead>
<tr>
<th>TOTAL</th>
<th>TOTAL</th>
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**NASCENT**

If your program is in the Nascent stage, please refer to the Interpretation & Language Access page of our website. If you have further questions on improving your interpreter services program, contact EURITA at eurita@rescue.org for technical assistance.

**EMERGING**

If your program is in the Emerging stage, please refer to the Interpretation & Language Access page of our website. If you have further questions on improving your interpreter services program, contact EURITA at eurita@rescue.org for technical assistance.

**MATURE**

If your program is in the Mature stage, keep up the good work! For more information on best practices, please refer to the Interpretation & Language Access page of our website.

www.eurita.org