



MCS Translation and Interpretation Services, created in 1997, is a nonprofit project funded by the Department of Developmental Services and hosted by Multicultural Community Services. We provide interpretation and translation services to businesses, state organizations, institutions and private individuals.



### OUR MISSION

MCS Translation and Interpretation Services is committed to providing quality interpretation and translation services to people with intellectual disabilities and their families who are from a different ethnic and cultural background and whose primary language is other than English. This will be accomplished through the creation of our comprehensive interpretation and translation services. As a result of our services, we believe we can support access to a myriad of services that state, private and local agencies could provide

To request any of our services or to obtain information about our rates, please call: **Carlos Oliva**

*Coordinator of Translation  
and Interpretation services  
(413) 534-3299 Ext. 109*



Multicultural Community Services  
260 Westfield Road  
Holyoke, MA 01040  
(413) 534-3299 Ext. 109

MULTICULTURAL TRANSLATION  
AND  
INTERPRETATION SERVICES

**WE SPEAK  
YOUR  
LANGUAGE**

***Multicultural Community Services***

260 Westfield Road  
Holyoke, MA 01040  
(413) 534-3299 Ext. 109  
Fax: (413) 534-6834

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Funded by the  
***Department of Developmental Services***

## WHY YOU NEED OUR SERVICES

Access to human services for all people is a goal we share with you.

The ability to deliver quality services is closely connected to the ability to communicate. As the population of refugees and immigrants grows in Western Massachusetts, social service agencies must take steps to enhance communication with individuals with intellectual disabilities and their families whose primary language is not English. Utilizing our professional, culturally competent translators and interpreters will help your agency to:

- Improve the delivery of social services;
- Improve outreach efforts;
- Build community trust in your work;
- Increase cost-effectiveness by reducing diagnostic errors, missed appointments and unnecessary visits;
- Prevent the inappropriate use of untrained staff or family members as interpreters; and
- Avoid inadequate or erroneous service delivery.

Because we specialize in human services, we are well-suited to serve your interpreting and translating needs. We know the vocabulary you use, the services you offer, and the population you serve.



## WHAT WE OFFER

### WRITTEN TRANSLATIONS

Posters, flyers, letters and brochures are often the first contact that agencies have with the communities they serve. We can translate these publicity materials, as well as official communications, treatment plans, office signs, and any other relevant documents. A translator will work closely with your agency to make sure that the translation is true to the original message and phrased in a way that is accessible to the community being served.

### ORAL INTERPRETATION

There are two kinds of interpretation:

*Consecutive interpreting* is most commonly used at small meetings or private medical and legal appointments. Speakers use short phrases or a few sentences that are then interpreted to the other party.

*Simultaneous interpreting* is most often used at large meetings or conferences, where the interpreter talks at the same time as the speaker. It works best when interpreting equipment - headsets and transmitters - is used.

MCS Translation and Interpretation Services offers a full array of consecutive and simultaneous interpreting services. We focus on culturally as well as linguistic interpretation. Cultural beliefs and practices can strongly influence the success of service delivery. Our translators and interpreters can help to build bridges between the world views of people from other cultures and U.S.-based concepts and treatment plans.

All of our translators and interpreters are supervised by MCS staff and have ongoing opportunities for training and mentoring.

### PARTIAL LIST OF RECENT CLIENTS

Department of Developmental Services; Massachusetts Rehabilitation Commission; Department of Mental Health; University of Massachusetts - Boston; Scan 360 Family Center; Boys and Girls Club of Westfield; Community Resources for People with Autism; Association for Community Living; Guardian Angels; Massachusetts Families Organizing for Change (MFOFC).

### LANGUAGES

Spanish  
Khmer  
Vietnamese  
Russian  
Portuguese  
Chinese-Mandarin  
Chinese-Cantonese  
Korean  
Haitian-Creole  
Arabic  
Nepali  
Farsi-Persian

Other languages - such as Polish, Cape Verdean and Ukrainian - are also available with sufficient prior notice.