

DuPage County Population Facts

- **DuPage County is becoming rapidly and increasingly diverse.** The DuPage County foreign born population totaled 169,412 in 2005, an increase of 130.4% since 1990 (*U.S. Census Bureau, 1990 - 2005*).
- **23.4% or 213,865 of DuPage County residents speak a language other than English at home.** In DuPage County, 84,553 people over the age of five years report that they speak English 'less than very well' (*U.S. Census Bureau ACS, 1990 - 2005*).
- **In DuPage County, immigration provided over 50% of the population growth** in the decade between 1990 and 2000 (*U.S. Census Bureau, 1990 - 2004*).
- **DuPage County school districts have the second highest participation in bilingual education programs** in the state (*ISBE Evaluation Report, 2004*).
- **There are 132 different languages spoken in public schools throughout the state of Illinois (ISBE).** The top five languages spoken by DuPage County residents other than English include Spanish, Chinese, Polish, Tagalog, and Italian (*U.S. Census Bureau, 2003*).



The mission of the **DuPage Federation on Human Services Reform** is to improve the lives of vulnerable people in DuPage County by leveraging relationships & knowledge to build an effective & efficient human service system.

The Federation is the only organization in the western suburbs doing policy analysis & advocacy to improve services for vulnerable populations.

www.dupagefederation.org



Working with an Interpreter

Language Access Resource Center

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Suggestions for Working with an Interpreter

- Meet with the interpreter before meeting with the client.
- Allow time for introductions.
- Look and speak directly to the client.
- The interpreter is acting as your voice. Please speak in the first person (“I”).
- A trained interpreter is obligated to repeat everything that is being said.
- A trained interpreter will refuse to stay in a room without the provider staff being present.

You know you need a trained interpreter if...

- The client shakes their head as a “yes” to everything you say.
- You get a one word response “Yes” or “No” to your question after a five minute (or more) dialogue between the interpreter and client.
- The family member interpreter answers all of the questions for the client, never directing the questions to the client.
- The interpreter pauses every three seconds to think of how to say a word.
- The interpreter has a blank look on their face after your sentence.
- The interpreter always responds “He says...” or “She says...”
- The client looks only at the interpreter when they are talking to you.
- The interpreter is asking the client questions you didn’t ask.
- The client is asking the interpreter questions and the interpreter is answering them directly.
- The client walks away smiling after they have been given less than optimal information.