**Children’s Trust expands access through language service**

*All 70+ contracted organizations have a new tool to communicate with parents and caregivers who speak a language other than English*

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The Children’s Trust of Alachua County has implemented a live translation service, LanguageLine, and made it available to all its contracted youth-serving organizations. These agencies include afterschool and mentoring programs, summer camps, enrichment activities, and the list of 70-plus continues to grow.

Approximately 14.5% of Alachua County households speak a language other than English at home, according to a [2022 U.S. Census Bureau estimate](https://data.census.gov/vizwidget?g=050XX00US12001&infoSection=Language%20Spoken%20at%20Home). Now, those who are parents or caregivers of children enrolled in a Children’s Trust-funded program can achieve better communication with their family’s greater support network.

“Families deserve to have all the information, in the language they best understand, to best support their children,” said Marsha Kiner, executive director of the Children’s Trust.

Alachua County Public Schools also recently implemented LanguageLine; however, families often seek services for their children outside of school hours, as well. That’s the gap being filled by many programs the Children’s Trust funds.

All currently funded organizations have received initial training on the service, and additional trainings will be offered to improve familiarity with the new process. Organizations that come on board in the future will have the same training requirements.

“As excited as we are for all Children’s Trust providers to utilize the LanguageLine services, we know there will be some hiccups along the way to a smooth process, on both sides of the call,” said Kristy Goldwire, Children’s Trust director of program operations. “We encourage patience and look forward to the best service provided to all families.”

LanguageLine offers translation and interpretation services for over 200 languages via a three-way, live conversation. Video calls are also available for sign language interpretation. As the Children’s Trust’s newest [healthcare-focused providers](https://www.childrenstrustofalachuacounty.us/communications/page/trust-opens-funding-opportunity-address-healthcare-barriers-alachua-county) are added this fall, parents and caregivers can also be reassured that the service is confidential, HIPAA-compliant and secure.

“Communication challenges should not be a barrier to any child’s success,” Kiner said. “With LanguageLine, we’re taking action to help families overcome these challenges with dignity.”

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**ABOUT THE CHILDREN’S TRUST OF ALACHUA COUNTY**

The Children’s Trust of Alachua County funds and supports a coordinated system of community services that allows all youth and their families to thrive, from physical and emotional wellness to educational supports and safety needs. Created by voter approval in 2018, the Children’s Trust is a special independent taxing district and works hand-in-hand with local children’s services partners.

[ChildrensTrustOfAlachuaCounty.us](https://www.childrenstrustofalachuacounty.us/) | [@ChildrenAlachua](https://www.instagram.com/childrenalachua/)