



Case Study: Delivering the Technical Details

NeighborWorks America strives to make home ownership a reality for lower-income families in the United States. As a key part of this mission, NeighborWorks offers training classes for would-be homeowners in areas such as credit counseling, financial education, community lending and foreclosure intervention. Such classes are conducted in multiple languages. NeighborWorks America needed a way to quickly translate detailed course manuals and accompanying presentations into other languages in order to extend their offerings to non-English speakers.

“Our classes are very thorough,” states Amy Grayson, Director of Training at NeighborWorks America. “Not only do we present a lot of information to attendees, but the courses contain language that is technical in regards to mortgage and financial terms. We needed a partner that could translate large volumes of material and keep these details extremely accurate.”

NeighborWorks approached UNO Translations and Communications for assistance with the project. UNO gathered the course materials and translated extensive (120 page) class manuals as well as presentations into Spanish, Chinese and Vietnamese.

“This project was near and dear to my heart,” explains Brigitta Toruño, UNO’s CEO. “As the first English speaker in my family, I helped my parents purchase their first home when I was 9 years old by acting as an interpreter for them. I was excited to help NeighborWorks promote their important goal by reaching out to those for whom English is not their first language.”

“We were thrilled with the speed and quality in which UNO rendered our materials into three different languages,” says Grayson. “We couldn’t ask for a better response.”

In addition to course materials, UNO Translations and Communications has also handled the translations of two NeighborWorks publications: *Realizing the American Dream* and *Keeping the American Dream*.



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