

# INTERPRETING STAKEHOLDER GROUP

## Meeting Minutes

January 15, 2010

### Present:

Khadijo Ali, Carol Berg, Larry Bogoslaw, Michelle Chillstrom, Bruce Downing, Idolly Fajardo, Russell Hastings, Mahad Jama, Sarah LeCocq, Michelle Livon Song Ly, Larissa Martin, Mary Montury, Santiago Morgan, Veronica Newington, Sarah Noor, Michele Ranallo-Reither, Minh Tong and Alejandro Maldonado, Jen Sunness.

On Phone: Chong Cher Vang, Connie Nelson, Hilda Sanchez-Herrera, Jason [DiMercurio](#)

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### Welcome and Introductions

Members introduced themselves. Membership roster was available to record attendance and to mark with corrections.

### Announcements/ Updates

1. Alejandro Maldonado reported for Tom Hiendlmayr on the status of the registry report. Tom has collected input and edited, revised and routed a final draft of the Interpreter Services Quality Initiative report to the MDH Executive Office for review. After making any necessary additional changes he will arrange to have copies routed to the Legislature. Thereafter the report will be public and available to anyone wanting a copy. MDH will also put it on their website.
2. Alejandro said that he met with Tom and Karen Houle last Monday to develop clear communication about the registry that could be sent out to agencies to assist with getting more interpreters enrolled. Tom sent Alejandro a list of interpreter agencies. The goal of a more complete statewide roster/registry is that it will give us a rough head count of interpreters in Minnesota. This will help us determine what the capacity is and where service gaps are.
3. Carol Berg wanted to make sure everyone had received the email announcing the change of the ISG Executive Committee for 2010:  
ISG Chair: Michelle Chillstrom  
Vice Chair: Alejandro Maldonado  
Secretary: Idolly Fajardo  
Members-at Large: Carol Berg, Connie Nelson, Tim Jurgens and Jenn Sunness
4. Bruce Downing reminded members that there is still time to register for the University of MN courses in the Program for Translation and Interpretation. For a specific language group is to be offered they need a minimum of four students.
  - Translation (Spanish only)
  - On Line courses (Spanish only)

### 2010 Meeting Schedule

- The survey monkey sent to all ISG members showed that 81% of responding members preferred 3<sup>rd</sup> Fridays of the month from 10am-12pm (40 members responded to the survey).
- Discussion held regarding the idea of scheduling a separate meeting (perhaps in the evening) to try to recruit more interpreter members and to find out how we can get more input from them even if they can't attend the daytime ISG meetings.
- Schedule for 2010 will be sent out via email.

## 2010 ISG Work Plan Priorities and Committees

- **Registry Committee**
    - Discussion held at prior meeting where it was decided that this committee would disband and next steps in registry-related tasks will be taken on by other pertinent committees.
  
  - It was suggested that a new **Communication Committee** be formed with a clear structure and objectives.
    - Committee could help keep everyone informed of what is taking place and how to be involved.
    - Main Question: What will the role of the committee be? Informing Interpreters and other key stakeholders (providers, LEP consumers, etc).
      - Share information regarding legislative/policy issues
      - Provide concise messages to different groups
        - What are the major ways we will communicate?
          - Probably looking to utilize internet/web communication as well as a good writer/publications
      - Develop key messages for target audiences
        - Collect ideas, produce messages and keep them alive
      - Disseminate messages in collaboration with others
        - Use existing interpreter network mechanisms
          - Websites, social networking tools
      - Develop ways to “welcome” new members to ISG (e.g., orientation documents about ISG, accomplishments, current priorities, etc)
      - Have responsibility to share updates fed to the committee by other committees or ISG members (e.g., updates of interpreting efforts going on in different states, information on how Obama’s Administration wants to be more strict with enforcement of Title VI, news about language access (CLAS) requirements from NCQA or Joint Commission, etc)
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- **Education & Training Committee**
  - Need to clarify scope of UMTIA committees to see what might overlap in area of promoting interpreter training (committee descriptions available on the UMTIA website)
  - Work with UMTIA to promote training opportunities
  - Could focus on training of the community (LEP Users of interpreters) to help them understand the role of interpreters and what they can expect
  - It could also identify gaps in the communities (Interpreters/Users) who can utilize information/trainings
    - Matching resources with needs
  - Update interpreter training table, identify gaps, make recommendation to fill gaps
  - Hold more train-the-trainer sessions
  - Education in general as well to benefit interpreters
  - Promote more of those 3-day workshop
    - Examples: International institute, Century and U of M credit courses
  - Help support institutions who do training
  - Raise money for scholarships for training programs
  - Research about gaps in geographic areas

- Advocate, perhaps as a liaison with communities
- **Policy/Legislation Committee**
  - Review MDH report once available and make recommendations that ISG supports
  - Work with Cy Thao's staff to help as they draft legislation
  - Keep track of legislation as it moves through the process
  - Review proposed legislation and advocate for what ISG supports.
  - Follow up on any new legislation within the state of Minnesota regarding interpreting services
  - Share legislative news with the communications committee in order to have it disseminated to stakeholders
  - Monitor policy level activities of other states:
    - Standards of training
    - CLAS standards related to Language Access: requirements of both Joint Commission and NCQA
  - Monitor any interpreter related policies

Regarding training in the communities, Russell said that the Community Health Workers Peer Network could be a good group to contact to help them also be informed of interpreter issues. Sarah Noor offered that Fairview could host something and someone from ISG can come to talk to them as education/outreach purposes.

**Guidance for all committees:** Each committee should:

- Create committee charter, objectives, and work plan (will look for template to use)
- Identify members for each committee (suggest that ISG members only commit to one committee); Need to determine how many members needed for each committee
- Establish ground rules (e.g., direct new members to orientation material so meeting time is not spent catching them up with work of committee)
- Clearly post updated documents on the ISG page of the UMTIA web site. Whoever makes the latest updates to a document will send it to the UMTIA web master (Jen Sunness has that contact).
- Each committee should have identified liaison with Communication Committee to pass on appropriate information to be disseminated to pertinent audience.

**ISG is looking for volunteers to participate in committees:** Need to identify chairs for each committee except Policy/Legislation which Sahra Noor Chairs.

Communication: Larissa Martin

Education: Larry Bogoslaw, Sadia Hussein

Policy/Legislation: Sahra (Chair) has about 5 members already identified (Russ Hastings is one). An email will be sent to ask for member's participation.

**Agenda Items for next ISG Meeting: February 19, 2010 (10am to 12pm)** Sidney will email link to Chair to prepare audience when we discuss Joint Commission and NCQA language services requirements at the next meeting. The Jointcommission.org web site has some good videos of language assistance (perhaps view at our next ISG meeting).