

INTERPRETING STAKEHOLDER GROUP

Meeting Minutes

April 17, 2009

Present: Carol Berg, Larry Bogoslaw, Michelle Chillstrom, Bruce Downing, Idolly Fajardo, Kathy Huntley, Alla Litkewitsch, Alejandro Maldonado, Sandra McGown, Tong Minh, Sahra Noor, Santiago Morgan, Veronica Newington, Michelle Livon, Maikia Lee, Bridgett Backman, Tom Hiendlmayr, Khadija Ali, Joy Ponce, Natasha Geilman, Marty Handsom, Ali Abdirahman, Karen Frees, Sarah LeCocq, Mahad Jama, Sue Zollinger
On the phone: Hilda Sanchez-Herrera.

Welcome and Introductions

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

Announcements/ Updates

General (time open to members)

Tara Gibbs sent an email to Carol to inform about the UMTIA 2009 conference which would take place on June 20th-21st. Early bird registration is open until May 6th. Early registration is \$20 cheaper than later registration and \$40 cheaper than on-site registration. Please note that there will be some sessions for open dialogue at the conference. For more information go to: <http://www.umtia.org/conferencecommittee/registration.html>

Larry Bogoslaw from the Translation Lab was able to secure 50 minutes during the UMTIA conference to talk about the development of an ISG type of collaborative for translation. He will send an email out to the members as an invite. If you need to reach Larry visit: <http://www.translab.us/contact.html>

Bridgett from Century College announced the launch of their new Associate of Applied Science Degree (AAS) program for Language Interpreters. This program, referred to as TRIN. Classes start in August. The college will be offering options for an occupational certificate (30 credits) and an associate's degree (60 credits). A previous email was sent to ISG members with brochure/flyer information. For more information contact Mairi Hansen at (651) 747-4087 or via email at mairi.hansen@century.edu.

Bruce Downing talked about a policy brief published by Mathematica Policy Research entitled, "Improving Access to Language Services in Health Care: A Look at National and State Efforts" (April 2009). Carol Berg had been interviewed about the role of ISG as well as information about its activities and accomplishments. He also mentioned about Chicago Tribune article published about a collaboration of hospitals to use video interpreting in the Chicago area. For access to this article visit: http://www.chicagotribune.com/business/chi-thu-notebook-hospital-interpapr09_0,2221808.story Michelle Chillstrom commented that Children's Hospitals has been already piloting a project for video interpreting for the last two months. This is very similar to face-to-face interpreting.

A document was released as part of the National Council on Interpreting in Health Care-- Working Papers Series regarding Sight and Written Translation Guidelines for healthcare interpreters. Comments were that it is a very good tool to use. To access this document visit:

<http://data.memberclicks.com/site/ncihc/Translation%20Guidelines%20for%20Interpreters%20FINAL040809.pdf>

Alla Litkewitsch mentioned the New York Times is publishing a series of articles regarding the newest immigrants and its impact in some American institutions. As part of this they have an article that talks about HCMC, they interviewed patients, physicians, and interpreters at HCMC. There is a series posted of stories. Members are encouraged to watch for more articles coming out. The first series was published in April or March:

http://www.nytimes.com/2009/03/29/health/29immig.html?_r=1

Registry Update

Tom Hiendlmayr reported on behalf of the Registry Committee that the MDH is issuing a press release regarding the new search function of the roster (became searchable on April 1). There are 45 interpreters in the roster so far. He said next part of the project is creation of a login feature that will utilize the email address as the user ID and setting up a password. This will allow interpreters to change and add information in the database, and new categories for providing information about education and training will be created and available.

The next task will be the renewal function, and expected to be working next Fall. On Thursday April 19th, during the roster committee meeting they spent most of their time aligning objectives for the report to be submitted to the legislator due next year. The committee will be meeting on Thursday April 30th, (in two weeks), which follows a strategic planning meeting on Sunday April 26th, to outline registry qualifications in a “ladder” format. Eventually, this “ladder” will come as a draft document to the ISG as a detailed proposal. The UMTIA conference will be an opportunity to present and vet this information to attendees to try to gather more input, feedback and comments.

A “ladder” refers to a gradual way of upgrading requirements to start interpreters from a lower level going up to a higher level. That’s something that will probably need to be discussed. Some people interjected saying this ladder system will create a means of differentiation, and would purchasers of interpreter services be willing to pay more for qualified interpreters? Carol said that payers would be very interested in discussing a tiered system with a lower rate for non-trained interpreters and a higher rate than that for trained interpreters on the verified registry.

How do you transition from Roster to Registry? A ladder will be a linear option. We will need to have a discussion about this. Some comments have said that it will be the purchasers of language services who will be making the decisions at the end.

There was a question about draft legislation (introduced by Representative Cy Thao) proposing a broker of interpreter services in the Metro area and reimbursing no more than \$20/hour for interpreting services. No one was familiar with where this language came from that Rep Thao introduced. Members should try to find out more about this (even though it doesn’t seem to be going anywhere during this session).

Comments were made about the need to include the discussion of Title VI implications in the Registry committee; in order to protect the organizations of possible lawsuits, and legal implications.

The next MDH roster meeting is April 30, 2009 at 5 pm at EA Bilingual Services, Suite 345.

National Coalition on Health Care Interpreter Certification Update

Alejandro Maldonado reported that the work is slow with the attorney since it's pro-bono. NCC has a first draft for the first two documents they been working on. Emphasis is being placed on the legal aspects. NCC is getting a lot of support, and hopefully more funding from federal sources and other organizations as well. By next month, hopefully, NCC will have more to share, but the goal is to definitely become a non-for-profit. Before NCC incorporates some issues must be resolved with some organizations doing work on certification as well.

Something will take place within next month or so; there will be a press release that will come out to explain what is going on. There was a press release by IMIA saying they already have the "certification" process and that all problems have been resolved. They have set up an independent organization that will be regulating things so that people are not concerned with conflict of interest and liability. However, they don't disclose where this independent organization came from, who are the members, etc.

In the meantime we should continue to support the NCC and keep talking about and supporting the national coalition efforts. We have to keep it going; word of mouth is very powerful.

Linking Voices: Final Report presented by Veronica Newington, Bridgett Backman, and Bruce Downing

Bridgett started the presentation since she's involved in 3 different grant projects (PowerPoint is attached to minutes). Bruce will email a 1-page summary he had sent to ATA about what has been done; maybe this could be a good summary to use for the presentation. Veronica talked about logistics and locations of the training: Crookston, Worthington, Willmar and Mankato. 24 hours were offered at a very minimal or no cost at all.

Some of the challenges faced were the fact that training was received as threatening; therefore, there was a need to be very sensitive to the circumstances of the environments where they conducted the training. Publicity was hard to get done. Some interpreters had to travel to get to the training. Overall the challenges were focused on logistics, venue, means, and more so on how to maintain the momentum.

The two manuals developed for training are available for purchase for \$125.00 (www.cce.umn.edu/interpreting 'Training Materials'). The materials are for a 90 hour's training, and are available to use modify or improve what trainers and/or organization have already in place.

Regarding the provider's training the materials and information is posted at the UMTIA website. "How to effectively work with Interpreters". Bridgett also commented that on June 17th Century College is having a four-hour workshop version of this provider training.

Comments were made about Expert Panel Report on Interpreter Training and Certification (brief report available at http://www.cce.umn.edu/pdfs/DCP/PTI/Expert_Panel_brief_report.doc). The full expert panel report (about 20 files) is available at www.umtia.org/expertpanel.html

Some of the future activities which the group would like to have more of are: training orientations, and of course more dissemination on the training programs and manuals. Veronica said the group was very precise on the budgeting aspect. The sponsoring foundation was very pleased with the outcomes and results obtained. The DVD will be available for sale at a nominal

fee. Bridgett will print some copies with the money left but once those copies are gone, people will have to pay for the DVD reproduction.

Roster Letter to Interpreter Agencies

Carol circulated the draft letter to be sent to interpreting services agencies. She asked members for further edits. Members expressed concern about the possibility of confusion with the NCC's efforts as well as state efforts, so to clarify members agreed to add an attachment to letter with definitions of words.

Veronica said the expert panel report posted at UMTIA's website has a list of definitions which can be used and add as an attachment to the letter for explanation of definitions regarding certification, roster, registry, etc. for clarification purposes.

<http://www.umtia.org/ExpertPanel/Expert%20Panel%20Final%20Report.pdf> (Page 11)

Carol will incorporate edits about definitions and have the group review one more time at the May meeting.

Ad Hoc work group for exploring ISG organizational structure

The question addressed is basically where to go, or how to go about ISG structure. The idea of going with and LLC was disposed, and the group kept exploring ideas and is pursuing the idea of the nonprofit option. The group has been analyzing the pros and cons of each option available: status quo or non-for profit. Every option has pros and cons.

Group commented that ISG has been very independent, even though it is under the UMTIA umbrella. Members were asked about their thoughts whether to explore the nonprofit option. Things discussed were staff power needed to run a nonprofit such as: Board of Directors, grant writing people skills, help creating website and providing maintenance, and obviously funds needed to start. Most members seemed to agree with this idea, but people are not sure about how much time and money they could contribute. The work group will be further exploring the options.

Other Committees Updates:

Education Committee

Sandy Maloney is still trying to set up a meeting time to reconvene with the committee.

Next Meeting Agenda

Possible topics for meetings: Video conferencing or interpreting. The ITV idea will be easier in the summer. However, the June meeting might need to be cancelled due to UMTIA's conference on that weekend. Maybe for the July meeting we could use the ITV for the meeting so people could experience meeting through this technology.

Please note that next meeting is in the afternoon schedule of 1:00-3:00 on Friday May 15th.

Submitted by Idolly Fajardo, Secretary