

Interpreting Stakeholder Group (ISG)

December 18, 2009

Summary Notes

Attendees:

Osman Ahmed, Abdirahman, Khadijo Ali, Mohamad Anwar, Carol Berg, Larry Bogoslaw, Mary Beth Dahl, Bruce Downing, Zahara Harun, Tom Hiendlmayr, Karen Houle, Sadia Hussein, Mahad Jama, Nuh Jama, Eleanor Ling, Michelle Livon, Joe Lozano, Song Ly, Alejandro Maldonado, Larissa, Martin, Veronica Newington, Sahra Noor, April Peterson, Michele Ranaloo-Reither, Minh Tong, Susan Westphal, Mohamed Yarow

On the phone: Chong Cher Vang, Mara Youdelman

Introductions/Announcements/Updates:

- Veronica Newington reported that they used the remaining Bush Foundation grant funds to complete the interpreter training session recently held in Willmar. They had a total of 13 interpreters participate (6 Somali, 6 Spanish speakers, 1 Russian). So that grant is completely done and they submitted the last grant report.
- Bruce Downing said that the NCIHC is holding a conference call at noon today with representatives of the Certification Commission for Healthcare Interpreters to discuss what is involved in creating professional certifications and employer-valued credentials. Commissioners from the CCHI will discuss what to look for and expect in January 2010, as well as which area of healthcare interpreting has the highest need for certification. More information about CCHI is at www.healthcareinterpretercertification.org
- Will Wilson introduced himself as newly appointed to fill the position that Mary Pohl used to have at DHS. He explained the rate reductions that the Legislature put in place last legislative session for a number of state public program services, including interpreter services. He said there are internal discussions about this to see what can be done to address this concern and possibly exempt interpreter services from this 6.5% reduction.
- Larry Bogoslaw conveyed this message from Jen Sunness: "Thank you to all of you who attended the Century College reception on Dec 1. It went well and we appreciate your attendance. Also, thank you again to Dr. Downing for coming to speak. Anyone who was interested in the Translating and Interpreting Program advisory committee, regardless if you were able to attend the reception, should be receiving a letter from Dean Vang with more information soon. There are still plenty of seats open for spring semester Interpreting and Translation classes at Century so please spread the word and let people know they can still sign up."
- Carol Berg conveyed for Tara Gibbs that there is a newly published Somali dictionary that is \$40 and available at 4 Star Bookshop, 2910 Pillsbury Ave So, #117, Minneapolis, MN 55408 (Phone 612-825-1263).

Election of ISG Executive Committee and 2010 ISG meeting schedule

Carol distributed the final slate of candidates for the 2010 ISG Executive Committee which includes:

- **Chair:** Michelle Chillstrom –Interpreter Supervisor, Children’s Hospitals and Clinics

- **Vice Chair:** Alejandro Maldonado* - LEP Coordinator, DHS; interpreter; serves on the Healthcare Interpreter Certification Commission
 - **Secretary:** Idolly Fajardo – Interpreter at Arch Language Network, represents interpreter agency as well as interpreters
 - **Members-at-large (4 positions to be filled):**
 - Connie Nelson: Customer Service Operations Director, Medica; represents health plans (larger health plan that offers both commercial and government program insurance products)
 - Jenn Sunnes*: UMTIA Board liaison, [MN state court certified Spanish interpreter](#); program consultant for Century College
 - Minh Tong*: An interpreter who manages an agency. He would like to share the interpreter's perspective in the process of improving this profession.
 - Carol Berg, Public Health and County Manager, UCare, represents a smaller health plan that exclusively offers government programs insurance products
- Note: This new candidate participates by conference call so have some more information since ISG members may not know him:
- Tim Jurgens* - Associate Director of Lutheran Social Services of South Dakota Immigration and Refugee Center located in Sioux Falls, SD. Oversight of the Community Interpreter Service for 8 years, which employs upwards of 90 part-time on-call interpreters. Certified trainer with Cross Cultural Health Care Programs-Bridging the Gap. Goals: To provide additional training and resources to interpreters within the state of South Dakota and the immediate tri-state area. Begin initial groundwork in the state of South Dakota for service delivery and minimum requirements for interpreters.

*Indicates new candidate.

Survey Monkey will be used to have ISG members vote electronically (will be confidential). The survey link will be sent on December 21, 2009, and members will be given one week to respond to the survey. Members should vote for 4 candidates in the Members-At-Large section of the survey. Carol said the survey will also include a question regarding preference for meeting days and times for 2010. It has been suggested that a meeting time slot after the normal work day may allow more interpreters to attend.

Update on national certification: Alejandro Maldonado and Mara Youdelman

Alejandro Maldonado arranged for Mara Youdelman, Project Director, National Language Access Advocacy Project; Senior Attorney, National Health Law Program and Chair of the CCHI, to provide a brief overview of the CCHI updates. They are working with the Institute for Credentialing Excellence to help develop a credentialing template (as they cannot use existing templates for other fields). They convened a subject matter expert last week in Chicago to develop a matrix of key issues. They will be issuing a survey to help with interpreter job task analysis (JTA) and body of knowledge (BOK). They will need ISG members to help promote strong interpreter response to this survey in January/February 2010. The survey analysis will also help determine if there needs to be differentiation of certification levels (e.g., entry level, intermediate, etc) or just have one certification. This decision will be made after collecting and analyzing the data through the JTA. CCHI is piloting the survey now.

Their goal is to have the first certification exam available in fall 2010. This is an ambitious goal but CCHI is confident they can achieve it as they have been meeting all their internal deadlines. Part of the decision about establishing prerequisites for taking the certification exam will come out of the survey analysis CCHI will conduct in January/February. The goal of certification is to ensure the competency of interpreters.

Outreach ideas to involve more interpreters

Discussed the outreach ideas from last month's brainstorming session. There was a lot of interest in pursuing more social marketing tools to better reach interpreters. Alejandro set up a "linked in" which we could encourage interpreters to sign into which would help us count the number of interpreters in the state. We could get the word out through agencies and the Hospital Interpreter Services Leadership group. Other suggestions were to explore listserves and to have "meet up" events for in-person opportunities for interpreters to discuss information. We also need to do more community education so LEP consumers better understand the role of interpreters and right to interpreter services.

Carol reported that Tara Gibbs said she is able to help set up a listserv through the UMTIA website if the ISG is interested in doing that to help connect interested stakeholders. She would need to know what the listserv should be called, the scope of the listserv and if it is to be open or will be moderated.

It was agreed that we need to lay out a clear communication plan before we proceed too much further in using social marketing tools. It is apparent that one of the 2010 ISG committees should be focused on developing a communication plan (with key messages for various audiences) and follow up with the outreach activities that have been identified.

Updates from Committees:

- Registry: Tom Hiendlmayr spoke to the handout distributed from the last Registry Committee meeting last night (attached to minutes) about a revision in the plan to add two other grandparenting options, namely:
 - Interpreters on July 1, 2010 with 10 years/20,000 hours, no requirements at all to get on the registry, but 8 hours of continuing education each year to remain on the registry.
 - Interpreters on July 1, 2010 with 5 years/10,000 hours, 40 hour code of ethics class on approved list and OPI language proficiency test in both languages with Advanced Mid rating or higher.

There was discussion about how one would verify hours of work (e.g. tax returns, etc). Tom explained how key stakeholders are reviewing the draft proposal (the core of which was outlined in the table and timeline shared with ISG members last month and shared with various focus groups to get input) and he reviewed the timeline for submitting the report to the Legislature by January 15, 2010.

- Legislative/Policy: Sahra Noor and other Registry Committee representatives met with Cy Thao on Dec 21 to inform him of the draft registry proposal and to hear what he is thinking about drafting legislation relating to interpreter services. He said he would like to require minimum qualifications for interpreters to be reimbursed for services for people in state public programs. He is interested in working with ISG on agreed upon minimum requirements being set forth for participation in the registry.

- Education/training: Carol reiterated that it has been challenging to get people together to convene this committee. Need to review the focus of this committee for 2010 as supporting interpreter training efforts will continue to be essential.

ISG priorities for 2010

Discussed major focus areas and what committee structure would be helpful to carry out that work. Initial thoughts are that ISG should have these committees in 2010:

1. Legislation/Policy (Work with Cy Thao's staff on assisting with any legislation he will pursue, monitor legislative initiatives on interpreter services and help organize communications ISG would like to put forward during the legislative session)
2. Communications/Outreach: Outline communications plan and identify marketing tools and strategies to reach various audiences (interpreters, consumers, health care providers)
3. Education/Training: Identify ways to support interpreters getting the education and training they need to meet registry requirements and prepare for eventual certification

Agenda for January 15 meeting (10:00-12:00):

- Determine remaining 2010 meeting schedule
- Finalize 2010 ISG work plan priorities
- Finalize Committees to carry out focus areas