



*Upper Midwest Translators and Interpreters Association*  
***Presentations on Certification and  
Panel Discussion***

***CEUs: 2 CE points (ATA & CCHI)***

Saturday, November 2, 2019

12:45 – 2:45 pm

University of Minnesota – East Bank

Bruininks Hall (Room 412)

222 Pleasant Street SE, Minneapolis, MN 55455

**PRESENTATION DESCRIPTIONS AND PRESENTER BIOS**

**FIRST PRESENTATION:**

**NBCMI - Certification Process with NBCMI**

*The CMI certification program is governed by the National Board of Certification for Medical Interpreters (NBCMI), an independent division of the International Medical Interpreters Association (IMIA).*

The purpose of this presentation is to provide tools for interpreters to become certified through the National Board of Certified Medical Interpreters (NBCMI). As demand for certification grows and becomes an industry standard, it is crucial for all interpreters to earn and to keep their national certification active. National Certification is the key that will open career and professional development opportunities for us all.

Learning Objectives: After participating in this presentation session, audience members will be able to do the following:

1. Determine how to prepare to attain their national certification through NBCMI
2. Be trained on how to register to take the exams through NBCMI
3. Understand how to take the written and oral exams through NBCMI
4. Master how to earn CEUs and keep their CMI status active

**PRESENTERS:**

**Judith Custodio and Nataliya Holen** (from IMIA, representing NBCMI)

**JUDITH CUSTODIO**  
**IMIA STATE AND TWIN CITIES CHAPTER CHAIR**

Judith Custodio has served as a volunteer interpreter since 1985 in her country of origin, Panama, as well as in Germany and the USA. She has worked for organizations such as the Youth Community Center in Fort Carson, the Colorado Springs Police Department, the AMWAY Corporation in Germany, Doctors for Global Health, and Schwan's USA CUP International Youth Soccer Tournament in Minnesota. Ms. Custodio earned the Certificate in Interpreting at the Program for Translating and Interpreting at the University of Minnesota (2009), the Certificate in Medical Interpreting from the National Center for Interpretation at the University of Arizona (2011), and became a National Certified Medical interpreter (CMI) in 2012. Ms. Custodio earned her Associate in Applied Science in Interpreting and Translation degree from Century College in December 2016. She has also served as the Education Committee Chair of the Minnesota Interpreting Stakeholder Group (ISG). In addition, she is a volunteer founder of the Century College Translators and Interpreters' Walk and Share in Minneapolis. Ms. Custodio is currently serving at the Minnesota State Chapter of the International Medical Interpreters Association (IMIA). She is committed to networking with interpreters, to share professional experiences and knowledge in the interpreting field, and to contribute to the enrichment of the physical, emotional and intellectual care of interpreters while providing the opportunity to build a network within the professional field.

**NATALIYA HOLEN, BA**  
**IMIA STATE AND TWIN CITIES CHAPTER CHAIR**

Nataliya Holen was born in Ukraine, where she received her degree in English and German and started her interpreting career working on a joint project of the Ukrainian and US governments. When Ms. Holen moved to the United States, she started working as a medical interpreter for Allina Health, one of the largest healthcare systems in Minnesota. Very quickly Nataliya realized the importance of formal professional training for medical interpreters and joined the Program in Translation and Interpreting at the University of Minnesota. She has been interpreting for Allina Health Russian and Ukrainian speaking patients for over fifteen years and has become a lead interpreter. Nataliya has been very active in the interpreting community. She is a member and a leader of several professional interpreter organizations: she served as a Board member of ISG (Interpreter Stakeholders Group) and is currently a Chair of Twin Cities IMIA (International Medical Interpreters Association) Chapter. As one of the first certified medical interpreters in Minnesota, Nataliya is committed to the advancement of professional medical interpreters in order to provide high quality interpreter services to LEP patients.

---

## SECOND PRESENTATION:

### **CCHI - CERTIFICATION PROCESS WITH CCHI**

#### National Certification for Healthcare Interpreters of All Languages

This presentation will discuss CCHI certification and the steps needed to take the embark on the certification journey. An overview of the CCHI certification renewal requirements and guidelines will also be included. The following questions will be addressed: What are the eligibility requirements? What kind of training is accepted? How are the CoreCHI™ and CHI™ exam scored? When can interpreters take the written CoreCHI and oral CHI™ exam? What to expect at the CoreCHI™ & Certified Healthcare Interpreter™ (CHI™) exam? What are the continuing education requirements needed for renewal of credentials? What resources are available to earn the certification?

PRESENTER:

**IDOLLY FAJARDO OLIVA**

**CCHI COMMISSIONER, TREASURER AND BOARD MEMBER**

Ms. Idolly Fajardo Oliva was born in Guatemala and has over fifteen years of experience in healthcare interpreting, as a trainer/educator, administrator, vendor management, and large scale language services administrator. Currently, as the Director of Language Services at M Health Fairview. Idolly leads the strategic direction and operations of Language Services across an integrated system combining Fairview, University of Minnesota Medical Center, and HealthEast. Ms. Oliva has also served as a treasurer and secretary for the Minnesota Interpreting Stakeholder Group (ISG). In addition, she is part of the Advisory Committee for Century College Translation and Interpreting Program. Ms. Oliva is a commissioner, board member, and treasurer at CCH. Ms. Oliva holds an undergraduate degree in international business and a master's degree in business administration. Idolly was awarded the Service to the Field Award by UMTIA in 2018. This recognition is individuals whose volunteer efforts have substantially impacted the quality or professionalism of the interpreting or translating.

---

## THIRD PRESENTATION:

### **MINNESOTA JUDICIAL BRANCH – ROSTER AND CERTIFICATION**

The Minnesota Judicial Branch is committed to ensuring equal access to the courts for all Minnesotans across the state. Language access, a key component of achieving equal access, is and has been at the forefront of efforts by the Judicial Branch to make the court system accessible to its citizens. Providing qualified interpreting services during court proceedings, at no cost and for any case type, is the responsibility of State Court Administration. During this session you will learn about the court interpreter certification process and the requirements to be included on the statewide court interpreter roster. How interpreters are offered court assignments will be explained and the Statutes, Rules and policies governing the Court Interpreter Program will also be discussed.

PRESENTER:

**POLLY RYAN**

**MN JUDICIAL BRANCH - PROGRAM COORDINATOR**

**COURT INTERPRETER - LANGUAGE ACCESS**

Polly Ryan is the Coordinator of the Court Interpreter Program at the Minnesota State Court Administrator's Office. Her duties include oversight of the Judicial Branch's Statewide Language Access Plan, the consolidated interpreter scheduling unit, translation of court forms and all policies and procedures related to interpreter services and language access. Prior to joining the Branch in 2011, Polly worked for ten years for the Florida State Courts in various positions in Court Administration. In Florida's 1st Judicial Circuit she served as Deputy Court Administrator and managed juvenile court services, including the juvenile drug courts and juvenile mental health court in Pensacola. More recently, she worked for the Florida Supreme Court in Tallahassee, as a Senior Court Analyst, in the Office of Court Improvement.

---