

Interpreting Stakeholder Group



Quality Health Care for Diverse Populations
Conference – September 24, 2008
Carol Berg and Veronica Newington

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Background

- An initial meeting of stakeholders interested in interpreter training and services met at the October 2003 UMTIA conference.
- Over 40 people attended and decided there was a need to meet on an ongoing basis to address these issues.
- The Interpreting Stakeholders Group was established in January 2004.

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Mission



- **To improve the delivery of spoken language interpreter services in Minnesota, and to promote the professionalization of the interpreting industry as a whole.**

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Goal

- **Meaningful access to health care and human services for limited English proficient populations.**

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Objectives

- Identify and promote interpreter training opportunities among prospective interpreters and employers across the state in order to increase the number of interpreters who have completed at least a minimum of interpreter training.
- Identify and implement internships for interpreters who would benefit from shadowing other professionals.
- Discuss effective evaluation mechanisms for quality of interpreting (standardized pre- and post-testing, consumer feedback, health care provider/user input).

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Objectives (cont'd)

- Explore options for enhanced interpreter service delivery models in MN.
- Seek funding opportunities to expand avenues of training, evaluation, and partnerships.
- Address issues that would help make the profession of interpreting more attractive (e.g., appropriate reimbursement for qualified interpreters, employment opportunities, education of providers, legislative advocacy, etc.).

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Members

- Medical, legal and educational interpreters
- Institutions training interpreters
- Interpreter service agencies
- Health care organizations
- Human service organizations
- State agencies (Human Services, Health, Commerce, and Labor)
- Area Health Education Centers
- MN Supreme Court

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Structure

- ISG operates as a committee under UMTIA but may need to formalize the organization in order to be able to move along the legislative, regulatory, training, and credentialing agendas.
- Governance structure: See handout; Have Executive Committee elected annually by ISG members.

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Accomplishments

- Met monthly to share expertise among the Stakeholder members and/or inviting experts in the field to present to the group.
- Created a table of interpreter training options (is currently being updated).
- Developed a presentation which outlines the importance of addressing interpreter issues and how various partners can play a role (business case).

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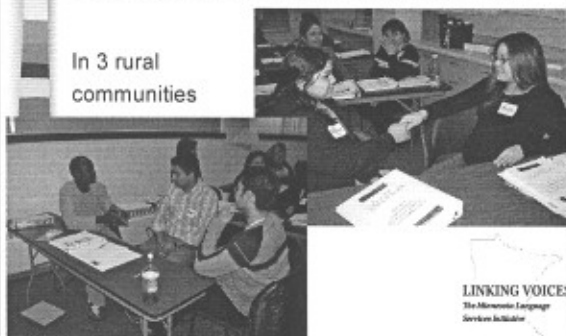
Accomplishments

- Sponsored presentations on the current status of interpreter certification in the courts and in health care, the requirements of the ASL interpreter internship program at the College of St. Catherine's internship models, and apprenticeship models.
- Developed a table of interpreter mentoring models.

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3-day Interpreter Orientations

In 3 rural communities



Lessons Learned

- Preliminary needs assessment
- Financial support
- Local partnerships/in-kind support
- Logistical challenges
- Press coverage
- Follow-up

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Credit Courses via ITV

Lessons learned:

- Adapt teaching materials
- Identify local leaders in the interpreting community and (assistant) instructors
- Award scholarship dollars
- Ensure follow-up

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Interpreter Trainer Training



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Lessons Learned

- Participant selection
- Follow-up after training ends
- Peer-group contact
- Challenges for small communities

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Materials Development

Lessons learned:

- Identifying gaps in the market
- Time and resources
- Teamwork
- Evaluation

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Interpreter Roster Legislation

- Provided expertise for successful passage of 2008 legislation to create a statewide roster of spoken language health care interpreters.
- Legislation also requires MDH to work with ISG to develop a plan for registry and plans for interpreter certification after the establishment of a national certification process.

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Roster Implementation

- ISG Registry Committee partnering with MN Department of Health to design and implement roster (1/09) and then develop plan for registry (plan due 1/10).
- Roster application instructions being finalized.
- Working with interpreters and industry to utilize voluntary roster and help interpreters complete training (anticipated requirement of registry).

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Certification

- Hosted meeting of experts from across the country to further plan for cooperation in developing health care interpreter certification process.
- ISG is official member of the National Coalition on Health Care Interpreter Certification (NCC).



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2008 Priorities

Three work groups:

- **Education/Training:** Chair is Peter Turpin (pturpin@swsc.org)
- **Interpreter Registry Development:** Chair is Tara Gibbs (tara@visi.com)
- **ISG Communications:** Chair is Carol Berg (cberg@ucare.org)

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Challenges/Priorities

- Address particular challenges of meeting needs for rarer languages and service needs in rural areas.
- Address service delivery improvements and financing of interpreter services.
- Support collaborative approach to establishing national certification process.
- Securing funding for project staff support.

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Next Steps

- Seek additional funding for orientation sessions around the state (including ITV).
- Seek funding for certification-related activities.
- Finish provider training module on how to work with interpreters and disseminate.
- Consider a more formal structure for collaborative?

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Overall lessons learned

- Essential to build trust among diverse members of the stakeholder group to agree on common goals and work plan.
- Be willing to take on challenging issues (consensus may be difficult to achieve).
- Diverse public and private sector reps at the table allows us to identify and address system issues.
- Emphasize common ground while working out differing view points on how to address the complex layers of improving interpreter training and service delivery.

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Questions?

- Regarding training, contact Veronica Newington, at newin005@umn.edu
- Other ISG questions? Contact Carol Berg, ISG Chair at cberg@ucare.org

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