



11th ANNUAL MEMBERSHIP MEETING (AMM)
Portland, Maine
June 9-10, 2017

< NCIHC >
PORTLAND MAINE
2017 AMM

THE WESTIN PORTLAND HARBORVIEW HOTEL
157 HIGH ST, PORTLAND, ME 04101

JUNE 9TH-10TH, 2017

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NCIHC

To all NCIHC Members and Friends,

This year we are excited to be in Portland, Maine for our 11th Annual Membership Meeting. It is always a pleasure to move to different areas of the country to see our members, to meet new friends and to gather again with those who return yearly to share our incredible event. We also look forward to getting to know first-time attendees. This year our theme, “Crossroads: The Future of Language Access in Health Care,” reflects our concerns in a post-election year when things are changing rapidly in the country, affecting language access, and the right for everyone to have access to quality health care. We must stay focused and work towards promoting basic human rights. During this year’s meeting, join us in promoting tolerance, freedom and equality, especially language access to quality healthcare with dignity and respect. The NCIHC has always stood by its values, and we applaud those of you who passionately support us and who strive to educate, inform and empower individuals at the local, regional and national level through your direct actions.

We are honored to have Alison Beyea, a long-time advocate for social justice, as the keynote speaker. Ms. Beyea is the Executive Director at the ACLU of Maine, where she oversees the organization’s legal, legislative, public education and development activities. We know she will share valuable information through her experience of working many years with the immigrant and refugee populations in Maine. Also joining us this year is Meryl Troop, the current Deaf Services Director at Disability Rights Maine, American Sign Language Interpreter, and Medical Interpreting Instructor at Southern Maine Community College for spoken language interpreters. Let’s use this opportunity to learn from their presentations as well as to broaden our knowledge through the diverse topics at the Language Access Café sessions.

NCIHC is honored to offer you this educational experience and we thank you for your support.

With best wishes,

Enrica J. Ardemagni, Ph.D.
President, NCIHC Board

Thursday 06/08/17

2:00 PM – 3:30 PM **Hospital Tour at Maine Medical Center**
22 Bramhall Street
Portland, ME 04102
<http://www.mmc.org/mmc-about-us>

6:00 PM – 9:30 PM **Meet & Greet Welcome Reception at
The Inn on Peaks Island**
33 Island Avenue
Peaks Island, ME 04108
<http://www.innonpeaks.com/>

Friday 6/9/17

8-8:45 am Check-in and Continental Breakfast
8:45-9:00 Welcome
9:00-9:30 Performance
9:30-10:30 Keynote Address – Alison Beyea, Executive Director for the ACLU of
Maine
11:00-12:00 Networking Activity
12:00-1:00 Lunch (Served at AMM)
1:00-2:00 Language Access Café - Round 1
2:00-3:00 Language Access Café - Round 2
3:00-3:15 Break
3:15-4:00 NCIHC Committee Reports
4:00-4:30 NCIHC New Board Installation
4:30-5:00 Day 1 Wrap-Up

6:30-9:30 Interpretini Reception with Language Access Champion Award and
Fundraiser at Bayside Bowl “Strikes for Social Justice”
58 Alder St, Portland, ME www.baysidebowl.com

Alison Beyea is the Executive Director at the ACLU of Maine, where she oversees the organization’s legal, legislative, public education and development activities. Before joining the ACLU of Maine in 2014, Ms. Beyea held a variety of positions in not-for-profit and educational institutions. Most recently she was the Director of Admissions and an Adjunct Professor of Juvenile Law at the University of Maine School of Law.

Prior to her time at Maine Law, Ms. Beyea spent years advocating for juvenile justice policy reform at the Muskie School of Public Service and providing direct legal representation to Maine children at Pine Tree Legal Assistance. In 2003, she co-founded KIDS Legal, a statewide legal assistance program housed within Pine Tree and dedicated to addressing the unique legal needs of low-income children in Maine. In addition to representing youth in civil, educational and mental health matters, Ms. Beyea has worked closely with Maine’s judicial and executive branches to orchestrate systemic change to advance the needs of low-income youth. Ms. Beyea is the author of multiple articles on the legal rights of children and received the Maine Judicial Branch’s “Advocate for Justice” award in 2004 for her efforts to enhance the quality of legal representation and services for low-income children in Maine.

Saturday 6/10/17

8:30-9:00	Continental Breakfast
9:00-9:15	Performance
9:15-10:00	Keynote Address – Meryl Troop, Deaf Services Director at Disability Rights Maine
10:00-11:00	Language Access Café - Round 3
11:00-12:00	Language Access Café Report-Out/Reflections
12:00-12:15	AMM Closing

Meryl C. S. Troop, CI, CT, SC:L, is an American Sign Language Interpreter, and Medical Interpreting Instructor at Southern Maine Community College for spoken language interpreters.

Ms. Troop is the current Deaf Services Director at Disability Rights Maine (formerly Civil Maine Center on Deafness), and previously served as Deaf Services and Language Access Manager for the state of Maine. During her 20 years working for the state, Troop improved access to state-funded services for people who are Deaf, hard of hearing, and late deafened, as well as those with Limited English Proficiency (LEP), by creating specialized services, writing language access policy, providing interpreter workshops, and by training over 8,000 in how to work with interpreter.

2017 Language Access Café:

A) Medical Interpreters as Access Coordinators: Expanding the Standards of Practice for Dual Role Medical Interpreters

In primary care continuity practices and community health center settings, patients with low-English-proficiency (LEP) face multiple barriers to accessing appropriate and timely health care as they navigate complex systems to enroll in insurance, and move through intake appointments, scheduling, pharmacy, radiology, vision, dental, referrals, hospital transfers, food stamp/WIC and other social service supports. For patients with complex medical conditions, low-literacy, dementia, depression or other challenging conditions, the barriers to care can become insurmountable. The result is disparities in health care utilization and health outcomes among LEP patients. Family Health Center of Worcester is in the third year of a center-wide initiative to restructure the role of the medical interpreter to better support new immigrants, refugees and older adults who are learning English. This roundtable will engage members in examining proposed revisions to the Standards of Practice for Medical Interpreters that incorporate the expanded role of the interpreter in a busy primary care health center. Family Health Center's Medical interpreters have new job descriptions, credentials, and responsibilities as members of the care team, with a scope of practice, workflows, scheduling, technology and training to better meet patients' needs.

Facilitator:

Noreen Johnson Smith, M.P.H. is Vice President of Development and Advancement at Family Health Center of Worcester and has worked at the health center for 9 years. Her 30 year career in public health has included leadership positions in the private, non-profit sector and in state government. Noreen earned a Bachelor of Science from the

University of Vermont and a Master's Degree in Public Health from the University of MA. Noreen is an instructor in the MBA program at Assumption College. She interprets in French and Sango, the national language of the Central African Republic.

B) Language Access for Gender and Sexual Minorities

Individuals with limited English proficiency face significant barriers trying to access health care, as do individuals who are lesbian, gay, bisexual, transgender, queer/questioning, or intersex (LGBTQI). These barriers are heightened when a person is both LEP and LGBTQI.

Facilitator:

Jorge U. Ungo has been a well-known figure in the language services industry for almost 15 years. The 2015 recipient of the Texas Star in Language Access Award, Jorge has served the industry as President of the Texas Association of Healthcare Interpreters and Translators (TAHIT), a Board Member and Social Media Administrator for the National Council on Interpreting in Healthcare (NCIHC) and now, a Commissioner for the Certification Commission for Healthcare Interpreters (CCHI). Born in El Salvador and raised in a bilingual, bicultural family in Texas, Jorge has made it his mission to advocate for the rights of marginalized people.

C) The Emerging Career Ladder of the Healthcare Interpreter -- Considerations for supporting and enhancing the role in an increasingly competitive environment

Facilitator will present the "portrait" of the healthcare interpreter in the U.S. based on the responses to the national 2016 JTA survey conducted by CCHI. Participants will discuss the emerging career ladder for healthcare interpreters, challenges and ways to support it.

Facilitator:

Natalya Mytareva, M.A., CoreCHI™, is Executive Director of the Certification Commission for Healthcare Interpreters (CCHI) and one of its founding Commissioners. In 2000-2013, Natalya was Communications Director at the International Institute of Akron, a non-profit refugee resettlement agency in Ohio. She is the author and instructor of several courses for healthcare and court interpreters, with the focus on languages of lesser diffusion. Natalya is a Russian interpreter/translator, and started her career as instructor of interpretation/translation courses at Volgograd State University (Russia) in 1991. She holds a combined BA/MA degree from VSU in Philology & Teaching English as a Foreign Language.

D) How do we REALLY Know? Assessing language skills of bilingual staff and providers

There has been much discussion involving language assessments - which to use, who should take them, why take them/why not take them, etc. in addition to what to do for languages for which there is not an assessment. Let's discuss the following: who gets assessed, the reason for assessing their language skills, what current language assessment resources are utilized and its impact on effective communication within the healthcare environment.

Facilitator:

Wilma Alvarado-Little MA, MSW is the Principal and Founder of Alvarado-Little Consulting, LLC which focuses on health equity issues from a linguistic and cultural perspective. In addition to her interests in public policy, health literacy and health disparities prevention, she has been instrumental in the development and implementation of hospital and clinic based programs and is a healthcare interpreter and trainer with over 30 years' experience in the healthcare field.

She is the former Co-chair of the Board of the National Council on Interpreting in Health Care, serves as a member of the National Project Advisory Committee for the Review of the CLAS Standards, HHS Office of Minority Health, and is a member of the National Academy of Sciences, Engineering and Medicine Roundtable on Health Literacy and the immediate past Chair of the New York State Office of Mental Health Multicultural Advisory Committee.

She also serves on boards at the state and local levels which address multicultural and language access issues. She has a Master Arts degree in Spanish Literature and a Master's in Social Welfare. Currently residing in New York, Wilma dedicates her time to issues involving the provision of linguistically and culturally appropriate health services nationwide.

E) Assessing components and best practices for education curricula, and professional toolkits

The NCIHC Education and Research Committee (E&R committee) serves as consultative experts around issues of Education and/or Research in medical interpreting in health care. Currently, the E&R is doing preliminary work around the following issues, among others:

- Components and best practices for education curricula for Associate's and Bachelor's Degrees for interpreting in healthcare
- *How to work with healthcare interpreters: Toolkits for Trainers.* A brief assessment of what's available... and reliable.

At the Café, we would like to share details about these emerging projects and areas of interest, and gather opinions, suggestions, and recommendations from participating members.

Facilitators:

Jaime Fatás-Cabeza is associate professor of the practice and director of the undergraduate degree program in healthcare and legal translation and interpretation at the University of Arizona. He is certified (Eng/Spa) by the United States Courts, the Certification Commission for Healthcare Interpreters (CCHI), and ATA (Eng < Spa). He works with the Outreach and Diversity Department of the College of Medicine at the University of Arizona implementing medical Spanish and cultural proficiency programs in the biomedical schools and teaching hospitals. Jaime has been a staff interpreter with the Trial Court of Massachusetts, operations supervisor of interpreting services at Brigham and Women's Hospital, and a translator and interpreter for Spanish and Mexican consular offices. He is a member of the Board of Directors of the NCIHC, a member of its Trainers of Trainers Committee, and a commissioner with the Certification Commission for Healthcare Interpreters (CCHI). Jaime is a published translator; his

output includes a number of literary, academic, and technical translations and scholarly articles.

Allison P. Squires, FAAN PhD RN - Dr. Squires' research focuses on health workforce capacity building with a specific interest in improving immigrant health outcomes and for those with a language barrier between patients and providers. She has in-depth expertise on migration and health as well as nursing workforce development. An experienced global health researcher, she has worked in 30 countries to date and has regional expertise in Latin America. Dr. Squires has consulted with the Migration Policy Institute and the World Bank on nursing and health workforce issues and produced several major policy analyses with their teams. Her current funded studies are examining the challenges of health workforce capacity building to meet the demand for geriatric services and studying the impact of language concordant encounters between nurses and patients receiving home care. A prolific writer, Dr. Squires has authored over 100 papers including 58 in peer reviewed journals. Prior to entering academia full time, Dr. Squires worked as a staff nurse in solid organ transplant and as a staff educator for 11 years in the US healthcare system.

F) Recognizing the professional competencies of LLD Interpreters

While the profession of interpreting is not fully recognized, it is making advances, as for example in the establishment of national certification exams for healthcare or medical interpreters. However we are aware that there is more work to be done in the area of demonstrating skills. The oral performance exams for interpreter certification are designed to measure interpreting skills; but this testing component is not available for the languages of limited diffusion in focus for this discussion. LLD test candidates are only able to demonstrate levels of knowledge through the written, English portion of the tests. While the demonstration of knowledge is an important step for the profession, these written tests really do not demonstrate the comprehension, listening, speaking and other skills necessary for successfully conducting an interpreting session.

Based on current competencies for interpreters we will launch a guided discussion on the challenges and difficulties speakers of LLDs often have in demonstrating language and practice competencies. We invite LLD interpreters, recruiters and providers of language services to relate their experiences, ask questions, and make suggestions. Our purpose is to brainstorm steps to move beyond the challenges and make recommendations that will help LLD interpreters clearly demonstrate their professional competencies.

Characteristics of Languages of Limited Diffusion for this discussion

1. Limited availability of training opportunities and resources related to the interpreting profession (for example speakers who are trainers or language coaches, language specific courses, dictionaries, agreed-on medical terminology in the LLD, validated tests of language proficiency, etc.).
2. Educational opportunities are lacking or are underdeveloped in the language itself or in the geographic area where the speakers of the language reside.
3. No common standardized form (either spoken or written).
4. Language lacks equivalents for healthcare terminology, culture and concepts.
5. Often show greater language variation. Speakers of these variations may not understand each other because of strong regional identity as well as linguistic differences.

6. The language lacks or only recently has acquired recognized status in the country or countries of origin.

Facilitators:

Catherine Anderson, M.A. -- Since 2003, Catherine Anderson has been the manager of Language and Cultural Services at Jewish Vocational Service, Kansas City (JVS), a Kansas City, Missouri refugee resettlement agency, where she manages interpreter services, and provides cultural competency and spoken language interpreter training throughout the region. She is a founding commissioner with the first Certification Commission for Healthcare Interpreters to be accredited. She has published three full-length collections of poetry that weave together themes of ethnicity, language, work and culture and has a master's degree in English and Creative Writing from Syracuse University. Previously, Catherine worked in Boston for 22 years as an advocate for immigrants' rights to health care, an ESL teacher, and a newspaper reporter/editor in Boston's Chinatown where she covered cultural and language access issues.

Rosanna Balistreri – Miss Balistreri is a linguist and an entrepreneur who has dedicated most of her professional and academic experience to Translation Studies, Applied Linguistics, Lexicography, Language Access and Cross-Cultural Communication. In 2010 and 2011, Miss Balistreri served as President of the California Healthcare Interpreting Association. She has also served as a Subject Matter Expert for the Certification Commission for Healthcare Interpreters, and continues to serve as a Member of the National Council on Interpreting in Health Care Standards and Training Committee, where she also co-chairs the Languages of Lesser Diffusion work group. Currently, Miss Balistreri teaches Healthcare Interpreting at Cal State University Fullerton and she also own REACH-reaching diversity, through which she continues to help healthcare organizations improve patient-centered communication by vetting interpreters' competencies, and by providing quality educational and training series for healthcare interpreters and healthcare professionals.

NATASHA CURTIS– Born and raised in Buenos Aires, Argentina, Natasha Curtis is a nationally certified Spanish Health Care Interpreter (CHI™), Translator, Trainer and Language Access Specialist. She holds a BA, MA, and has completed some doctoral coursework in Translation & Interpreting Studies. Natasha is a thought leader in the field of language access, and her passion for *quality* has fueled significant advancement within her circle of influence.

Ms. Curtis *partners* with health care institutions and professionals to maximize their impact as they serve diverse communities. Moreover, she works directly with community groups and organizations to design a 360-experience around *diverse patient engagement*. Her cross-cultural experience includes program design and development, education and inclusive leadership. She developed the first pediatric hospital-based Language Access Program in the Akron area, OH, and has an unwavering commitment to the promotion of *quality* in language access services as a pivotal strategy to positively impact access, effectiveness and cost of health care for diverse populations.

G) Understanding and working with human trafficking victims/survivors in Maine

The Preble Street Anti-Trafficking Coalition (PSATC) provides grant-funded case management services to survivors of human trafficking in southern Maine. Learn about

ways and challenges we have to work with victims/survivors, especially those with limited English proficiency.

Facilitators:

Caitlin Corrigan is the supervisor of the Preble Street Anti-Trafficking Coalition (PSATC) and the primary point of contact for all HT referrals in Cumberland and York counties. She has worked for PSATC since 2015, and previously provided case management to homeless youth at the Preble Street Teen Center.

Ridelphine Katabesha is a Case Manager at the Preble street Anti-trafficking coalition. She [has worked](#) for PSATC for 2 months, and has been working as an French, Swahili and Lingala interpreter in Maine for 2 years. Foreign- trained lawyer from the DR Congo, she has worked with sexual assault and domestic violence victims in the Congo, and in Maine.

H) Development of Best Practices for Mental Health Interpretation

According to the National Alliance on Mental Illness (NAMI) and the federal Substance Abuse and Mental Health Services Administration (SAMHSA), one out of five people have experienced a mental health condition in the U.S.A. and a significant number of families and individuals have been affected by problems involving drugs or alcohol. With an increasing awareness of the importance of mental health, let's consider the following as we look forward to the future development of best practices for mental health interpreters:

- What are current best practices for Mental Health Interpreting? How do the Standards of Practice support or hinder the realities of practice?
- How are the concepts of Patient-Centered Care, Recovery, and Peer Support integrated into the traditional service delivery models? How are those culturally and linguistically competent?
- How do you handle transference and counter-transference?
- What has proven most effective for your **own** mental health/self-care?

Facilitators:

Zarita Araújo-Lane, MSW & LICSW

President & founder of Cross Cultural Communication Systems, Inc.™ is a Primary Instructor for Interpreting in Mental Health Settings and serves as an adjunct instructor in our other classes. She has over 30 years of experience working with cross-cultural populations in medical and mental health organizations. Ms. Araujo-Lane was the director of a mental health cross-cultural team for over ten years at Health and Education Services in the North Shore area. She has published articles on cross-cultural management including chapters written in 1996 and 2005 on "Portuguese Families" for the second and third editions of the book, *Ethnicity and Family Therapy* by Monica McGoldrick. Ms. Araújo-Lane leads the creative team responsible for the development of *The Art of Medical Interpretation®* training material series and has authored multiple articles for publications of the American Translators Association and other scholarly journals.

Andrew Jerger, CHI™ & CMI

Primary Instructor for medical interpretation courses is an experienced interpreter and instructor who has partnered with CCCI to develop curriculum and create online courses. He is presently working with a multidisciplinary team on developing an online Mental Health training for interpreters. Mr. Jerger spent 11 years in the Dominican Republic, teaching public speaking courses in Spanish, English language classes and Spanish reading and writing classes. Mr. Jerger successfully completed the Art of Medical Interpretation course at CCCI (54-hour certificate of accomplishment by CCCS, Inc™) and went on to become a language coach before joining CCCI faculty in 2009. He has since completed certifications in both CHI™ & CMI.

I) Using Community Health Workers to Improve Language Access for Farmworkers in Maine

A community health worker, or CHW, is a trained and trusted public health worker who is respected by the clients they serve and applies a unique understanding of the experience, socio-economic needs, language and culture of the communities accessing services. They act as a bridge between providers and individuals to promote health, reduce disparities, and improve service delivery. The Maine Mobile Health Center has a long history of using CHWs to increase language access for its patient population: migrant and seasonal workers. This session will **1)** explain how the Community Health Worker model can be used to improve language access, **2)** provide examples of successes and challenges in using this model, and **3)** provide resources for more information about working with CHWs in Maine.

Facilitator:

Jan Morrill is a Program Manager and Community Health Worker with the Maine Mobile Health Program (MMHP). For the past 25 years, the Maine Mobile Health Program has provided health care access to farmworkers throughout the state of Maine. A Federally Qualified Health Center (FQHC) and 501(c)(3) nonprofit organization, MMHP has an innovative approach to medical care that brings medical, dental and behavioral health services via mobile units and home visits as well as by connecting patients to local partners. MMHP also provides outreach and enrollment, care coordination, interpretation, and health education services. Before coming to MMHP, Jan worked in medical and non-medical interpretation and translation for over 10 years.

J) Interpreter Scheduling software and Interpreter Reimbursement”?

Scheduling software for healthcare interpreter services is vital for an efficient interpreter services department. What are the unique features of this software that have proven to be effective in different healthcare systems? Scheduling software is also a vital tool for providers whose interpreter services are reimbursed via Medicaid, CHIP, and others. For those fortunate to be in this position, how can this be leveraged? How can others obtain it?

Facilitators:

Michelle Chillstrom is the manager of Interpreter Services at the Hennepin County Medical Center (HCMC), one of the largest and most diverse language services department in the country. She has a B.A. in Spanish and Latin American Studies from Minnesota State University, Mankato. With eighteen years of experience in the field, Michelle has expertise optimizing requesting, scheduling and billing for interpreter

services in both hospital and agency settings. Michelle has worked on a variety of project management and process improvement initiatives over the years and has a passion for creative problem-solving. Some of her successful projects include implementing Just In Time interpreter dispatching through Epic and transforming HCMC's language model with a shared service model with partner hospitals through the Health Care Interpreter Network. She currently resides in Wayzata with her husband Steve, daughter Beatrice and a menagerie of pets including a dog, cat, guinea pig, and two goldfish.

Hans Wynholds cofounded ServiceHub Corporation more than 20 years ago and has worked extensively with interpreter services organizations in hospitals for the past 15 years. Hans taught graduate courses at the University of Southern California for ten years, along with Extension programs for University of California, Berkeley. He has been active in several non-profit organizations; having co-founded (with his daughter) Step Forward Foundation, a legal services firm for victims of domestic violence and human trafficking. Hans lives and works in Silicon Valley with his wife of 50 years. He has recently taken up fly fishing.

K) Which One to Choose, When and Why?

In-Person Interpreters / Video Remote Interpreters / Over the Phone Interpreters

(Note: This will only be available for Round 3 on Saturday morning.)

Medical providers are often faced with life and death decisions in caring for patients. To further compound this, what type of interpretation is most appropriate or clinically indicated when dealing with patients who are Deaf or Limited English proficient patients? Limited resources, diminishing budgets, and increase in languages of rare diffusion continue to add to the pressure and constant struggle of what modality of interpreting to use. These choices often leave providers torn between compliance, meeting the real-time need, and patient preference all while trying to do so without sacrificing quality communication. Please join us for a facilitated discussion to further explore this topic.

Facilitator:

Carla Fogaren RN has served as System Director of Diversity Initiatives, Interpreter Services and ADA/Section 1557 Coordinator for Steward Health Care for over 22 years. A registered nurse since 1988, Carla oversees the implementation of best practices across the Steward system including maximizing interpreter efficiency through reduced usage of on-call, agency, and off-site telephonic and video interpretation. Carla's experience as a trained medical interpreter and certified medical interpreter trainer, certified ADA Coordinator combined with her experience as a multilingual provider, afford her an interdisciplinary awareness of health care priorities essential for forging a group consensus in diverse settings.

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Special thanks to the Event Planning Committee:

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Dijana Rizvanovic

Thanks to the NCIHC Standards and Training Committee (STC) for the Home for Trainers activities and the workshop on the Standards of Practice:

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