

## **INTERPRETING STAKEHOLDER GROUP**

### Meeting Minutes

October 17, 2008

Present: Ali Khadijo, Carol Berg, Michelle Chillstrom, Allison Dinnocenzo, Bruce Downing, Idolly Fajardo, Tara Gibbs, Tai Gilbert, Russell Hastings, Kathy Huntley, Merilee Metz, Michelle Livon, Alejandro Maldonado, Cindy Mauleon, Santiago Morgan, Maikia Moua, Marta Moyano, Mary Pohl, Peter Turpin,

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### **Welcome and Introductions**

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

### **Announcements/ Updates**

#### ***Highlights of the national quality conference***

Carol Berg asked members who attended the conference to share feedback as to what they thought of it. Mary Pohl said she attended the pre-conference workshops where she emphasized the endorsements of Quality Forum (QF) and the Joint Commission (JCAHO) of the CLAS standards in the context of patient safety. Mary also said the Quality Forum (QF) develop a toolkit to address not just Interpreting Services but also racial disparities, especially for people with disabilities. Mary Pohl also shared the importance of medical homes addressing disparities at a national level, how is being looked at.

Bruce Downing shared that both the Quality conference and IMIA conference have been good opportunities to talk about what ISG is doing in Minnesota. He said he presented at the Quality Conference in Minneapolis in a forum with three other presenters. He talked about the program at the University of Minnesota and what they are doing with the Bush grant funds shared with Century College. He also noted that the economy has made it hard for students to pay the registration fees and there is need for more scholarships.

Alejandro Maldonado said a common theme addressed during the Quality Conference was the significance of health disparities. However, he was disappointed that he didn't hear more specifically about how to resolve such disparities. Carol noted that a number of participants had wanted to see more presentations about dealing with racism (there had been a preconference session on cultural mistrust). These conferences were a great opportunity to network, share values and see what others are doing. Carol asked Tara to make sure the link to the website for the Quality Conference materials is on the UMTIA website.

#### ***Other updates***

Mary said that she, along with Sidney Van Dyke and Veronica Newington, presented at the IMIA conference on interpreter services reimbursement and the described the ISG efforts. Bruce co-presented at this conference about the NCIHC Standards of Practice. Attendees were mainly from the NE region but there were a few people from South Dakota, Kansas and

Oklahoma, so there was some Midwest representation. Bruce also said the IMIA is looking into expanding an interpreter trainers organization. IMIA wants to work on their own process to develop their own certification. IMIA did not mention the National Coalition during the conference; they apparently see themselves as an international entity that is working on healthcare interpreter certification.

Bruce announced that the Program in Translation and Interpreting (PTI) at the U of M has just published a newly updated Instructor's Manual (250 pages) for its course: Introduction to Interpreting and a new manual for the course Consecutive Interpreting.

Marta Moyano asked those who attended the conferences if they saw a tendency of providers to look at the interpreter as a Community Health Worker or advocate of the patient as well as interpreter? If so, what we should do to tell them that interpreters are not CHWs? How do we explain the difference between doing cultural brokering and advocacy? Alejandro said that based on his 26 years of interpreting experience, his knowledge of Title VI and all the training he has received, he would say the interpreter is not allowed to do anything besides interpret. However, decisions need to be based according to the "hat" you are wearing. Mary said in her opinion the message coming from these conferences was loud and clear, the messages conveyed to providers was plain and simple: the interpreter role. If providers were attentively listening, they should have gotten that message. Cindy Mauleon said that HealthPartners devotes a lot of time to orienting new staff to train them about working with interpreters, roles and expectations.

Bruce and Mary commented on the October 7<sup>th</sup> meeting of the MN Refugee Health Task Force. There were speakers who talked about an initiative started in the states of Illinois and Missouri to address discrimination experienced by LEP employees in industry. A related initiative is being developed in Minnesota and Iowa. In Minnesota there is a very substantial growth to develop programs in Marshall and Willmar. If people are interested in finding out more information about the initiative to educate limited English speakers and/or minorities about their working rights at processing plants they can go to: [www.health.state.mn.us/refugee](http://www.health.state.mn.us/refugee) and click on Metro Refugee Health Task Force to get the speaker information from the session that was held October 7, 2008. Alejandro shared the fact that he's been involved in similar activities of educating the community. Alejandro is a member of the Latino Council, and they have been trying to identify different places for meetings beside the City Hall. He has partnered with the Mexican consulate. They have offered meetings which are not threatening to the community.

#### **Update on ISG membership in National Coalition on Health Care Interpreter Certification**

Alejandro Maldonado reported on the NCC meeting of last month in Minneapolis. He said the group met for two days before the Quality Conference. They did not make as much progress as they expected because there were some issues among some members. They were finally able to remove the threats of lawsuits from some of the members by the last day of the meeting. Alejandro said they are holding meetings over the phone and face to face. Alejandro also represented the NCC in Nebraska where he talked about the purpose, mission and goal of the NCC to have one national certification. Alejandro also expressed the fact that even though they have tried contacting several organizations who have done work towards interpreters' certification, they have not heard from IMIA or Language Line. It seems like IMIA is not willing to share their work with NCC. Alejandro suggested that ISG send a message to IMIA about their

actions undermining the process and delaying things and that not cooperating with NCC is not appropriate. Some ISG members' think that IMIA and Language Line have some financial interest behind this. However, Alejandro said that there is hope and a lot of work to do, but they are not giving up. Alejandro asked all ISG members to read the part of the report that talks about languages of lesser diffusion and provide him with feedback (email is: alejandro@usfamily.net).

### **Training/Education Committee Update**

Peter Turpin said that he will not be able to continue to chair this Committee, due to other commitments. He said the Committee has made some progress on the table of training opportunities available for interpreters in Minnesota. He hopes to have appointed a new chair for the Committee by the following month.

### **Registry Committee Update**

Tara Gibbs said the last meeting focused on making final revisions of the MDH web pages regarding the roster and the paper application. The meeting on October 23 the committee will focus on refining the key messages for interpreters and discuss next steps in the communication work plan (the ideas that were shared in the handout at the last ISG meeting). Tai Gilbert shared a rough draft of some key points for interpreters in a question and answer format. ISG members shared their initial reactions:

Alejandro suggested using a different month for payment of dues (not they typical December). Tara said she will ask Tom about that. Someone asked if there was an intention to create more documents targeted to different audiences for the diffusion of the Roster news. Carol said yes, the communication committee is working on them, but this is the first document directed to interpreters, the most important target audience. A statement should be included in the roster website with a disclaimer that being on the roster does not mean certification. Tara said she will send Tom's edited version of the website to the entire ISG member list when it is completed for review. Tara announced the next Roster meeting for Thursday October 23<sup>rd</sup> at EA Bilingual Services, Conference Room Suite 345.

### **2009 ISG Priorities**

Carol asked for input from members regarding how to structure discussion and then selection of priorities for next year's work plan. Some members thought that this year's goals should be reviewed before we talk about next year's. Whatever was not accomplished this year should be reviewed and considered for next priorities. It was agreed that a survey will be sent out by email in regards to this, so we can gather some input before discussing the priorities at the December meeting. Carol asked each chair's committee to send her an update on where they are in terms of the goals achieved for this year and what still needs to be worked on in 2009. Some of the priorities that should definitely be on the list for 2009 are:

- The need for the creation of legislative/fiscal committee
- Look for more monetary resources to develop scholarships for interpreter trainings.

There was some discussion about changing the ISG meeting schedule for 2009. Tara cannot meet Fridays at 10am. It was concluded that an email will be sent out with several options, so people can reply what works best for them. Options identified:

1. Stay the same

2. Fridays 1 to 3pm
3. Tuesdays mornings from 10 to 12pm.

### **Nominations Committee**

Idolly and Bruce volunteered to serve as a Nominations Committee, and Mary agreed to let them use her template of the last two years. Carol will also share other information with them to help develop a slate of new candidates for ISG Executive Committee to be voted on at the December meeting.

The next **ISG Meeting** is 10:00 A.M. on November 21; Silvia McCallip will be there to clarify relationship between UMTIA and ISG (revise governance language for ISG). Discuss the ISG meeting schedule for next year, Update on slate of candidates for ISG Executive Committee, Training/Education Committee update, Registry update.

Submitted by Idolly Fajardo (on behalf of Sue DeGolier, Secretary)