

Promoting and Strengthening Cultural and Linguistic Competency

A RESOURCE GUIDE FOR FAMILY PLANNING PROVIDERS



A project of the
Immigrant Women's Health Initiative



Education Fund of
Family Planning Advocates of NYS
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Introduction

WHY WE DEVELOPED THIS GUIDE

Disparities in reproductive health care

Many low-income, minority women in New York are not getting the basic health care services they need. Public health research has consistently shown that women of color are disproportionately affected by higher rates of disease morbidity and mortality than their white counterparts.¹ Immigrants constitute a significant portion of the under- and unserved women in New York. Compared to any other group, immigrants are less likely to have a regular source of medical care, visit a doctor or receive preventive care. Language and cultural barriers tend to make access to health care daunting for immigrants.

Family planning clinics, often the sole source of health care for uninsured and underinsured women, are finding it challenging to address the needs of immigrant women. In March 2003, the U.S. Department of Health and Human Services and Office of Population Affairs reviewed and assessed seven Title X-funded family planning clinics on the language assistance services and activities they provided to individuals with limited English proficiency (LEP). The clinics surveyed identified both client- and resource-focused barriers to care, including linguistic and cultural differences, low levels of literacy among clients, direct costs of providing interpreter and translation services, limited availability of bilingual staff

and volunteers, and the numerous time constraints associated with treating LEP individuals.² For immigrant women who desperately need services, the lack of linguistically and culturally appropriate care are only some of the barriers they face. Others include the lack of health insurance, high costs, poverty and fear of immigration authorities.

Language barriers are among the most significant obstacles to health care access. Providers routinely find themselves in untenable situations in which minor children serve as translators for their mothers. It is not uncommon that women's family planning needs are poorly expressed or misinterpreted by husbands who accompany them to the health care provider. Poor communication can lead to misdiagnoses, delays in medical care, medical procedures performed without the patient's consent or noncompliance with a care plan or referral. Advocates affiliated with women's organizations have also confirmed that many women simply are not seeking health care except in emergencies.

Public health policy leaders in New York have committed to achieving the goals of the federal plan, Healthy People 2010, which calls for eliminating health care disparities based on ethnicity.³ New York State cannot improve the health status of minorities without addressing the barriers faced by immigrant women.

1. Baldwin, Dee M. Disparities in Health and Health Care: Focusing Efforts to Eliminate Unequal Burdens. *Online Journal of Issues in Nursing*; January 21, 2004. http://nursingworld.org/ojin/topic20/tpc20_1.htm.

2. U.S. Department of Health and Human Services, Office of Population Affairs. *Limited English Proficiency as a Barrier to Family Planning Services*. Final Report, March 2003. COSMOS Corporation.

3. Centers for Disease Control and Prevention, Office of Minority Health www.cdc.gov/omh/AboutUs/disparities.htm.

The need for a resource guide

Providing culturally and linguistically competent health care services is becoming increasingly important as the population of the nation diversifies. Health care providers often have limited experience addressing cultural competence and language access issues within their organizations or through a system change approach. Family planning providers, who are under-funded and already overburdened with clinical tasks, often experience challenges finding effective and accessible cultural competency and/or medical interpreting trainers or other relevant resources as they attempt to move towards embracing the National Standards for Culturally and Linguistically Appropriate Health Services (CLAS). Family Planning Advocates of New York State (FPA) has increasingly received requests from providers for references and contacts for cultural competency and medical interpreter trainers, document translators and information regarding telephonic interpreting services. Often there is no readily available resource that can be tapped into or sent to a center that needs such information. It is on the basis of this challenge that this resource guide was envisioned. FPA's ultimate goal is to help providers develop and implement strategies to build diverse workforces and organizational systems that can deliver high quality reproductive health care to every client regardless of race, ethnicity, cultural background or English proficiency. Previously, FPA developed a practical organizational assessment process aimed at helping family planning providers assess and enhance their ability to serve immigrant women in culturally and linguistically competent ways. This guide is an additional step towards achieving that goal.

This guide is a tool for family planning centers (and other local organizations) to find programs and experts in the area of cultural and linguistic access. It is up to the centers to contact these organizations and experts and decide which services work best for them. This guide is not

an exhaustive list but a work in progress in which new programs and resources will be added as we learn of them.

Why providers care about improving cultural and linguistic competence

The growing diversity of the American population demands more culturally and linguistically competent health care services. The U.S. Census Bureau estimates that 34 million people in the U.S. are foreign-born. New York has the second largest immigrant population in the country.⁴ In the New York City metropolitan area, there are 4.7 million foreign-born residents who speak over 150 languages. In Utica, a small city in upstate New York, over 30 languages are spoken. Given such demographics, it is essential that health care providers are culturally and linguistically competent to treat diverse groups of patients.

Federal law requires that health care providers who receive federal funding offer language services to ensure that people who have limited English proficiency have meaningful access to health care services. Providing culturally competent care is widely recognized as integral to the quality of care and to eliminating disparities in health care. Numerous studies have shown that patients are more able to follow medical advice and more likely to obtain preventive care when they can communicate with their providers in a language they understand and in a setting in which their cultural beliefs and values are respected. Additionally, clear communication between the provider and patient reduces the number of medical errors and unnecessary procedures, which leads to better health outcomes and decreased costs. Improving access to culturally and linguistically competent services can build better business models for providers. Providers offering culturally and linguistically competent services can be more appealing to an untapped market of LEP and culturally diverse patients.

4. According to the 2000 Census, 20% of NY population is foreign-born.

Resource guide methodology

In creating this resource guide, several methods of information retrieval were used. Initially, a questionnaire was developed to: a) organize and standardize information collection, and b) evaluate the practical skills and availability of services of the trainers and language service providers. The questionnaire was then reviewed by personnel at two family planning clinics to determine whether the questionnaire would provide enough feedback. We then piloted the questionnaire with cultural competency and medical interpretation trainers and found that creating a separate questionnaire for language service providers would help us to better organize the responses. The information presented in this guide was collected from organizations responding to the questionnaires, from telephone interviews with staff of these organizations, and information on the internet.

In addition, a guide to language access resources produced by the AIDS Institute of the New York State Department of Health was the main source of translation and interpretation agencies. The guide only provided information on resources in the New York-Metropolitan area.

For this guide, we focused on organizations that offered services in the health care field and those that did document translation or related services.

Furthermore, we decided not to include “hard to get hold of” organizations. We reasoned that if we couldn’t get them to answer us, an already overloaded family planning provider would not have time to work with them. We tried to identify resources statewide. We also considered organizations and trainers who received positive reviews from family planning clinicians and staff who had used their services.

Although the field is growing rapidly in response to the state and national health context, current offerings in cultural and linguistic competency services and trainings in health care across the state (but especially outside of urban centers) are limited to a handful of dedicated professionals and organizations. The resources described here make up the initial list of available resources across the state, and we are eager to include a greater selection of listings to better serve family planning centers and affiliates. Please alert us to any best practices programs or technical assistance resources that you would like to see included in this resource guide.

Chapter 1

MEDICAL INTERPRETATION TRAINING

Each of the organizations and professionals listed in this chapter of the guide provides medical interpretation training programs that we recommend. In the absence of a formally recognized state or federal certification process, these programs represent examples of “best practice” standards in action. Additionally, many of the professionals listed here have played an active role in shaping state and national discussions on standards for medical interpreter training and practice. Services and training programs listed below can be tailored to meet your organization’s needs. Contact each directly for more information.

Training Professionals

PROFESSIONAL CONTACT: Wilma Alvarado-Little
TITLE: Medical Interpretation Trainer; Interpreter
ADDRESS: 270 West Lawrence St., Albany NY 12208
LANGUAGES: Spanish/English
PHONE: 773.301.6438
FAX: 518.459.3443
EMAIL: Interpreter@walvarado-little.net

DESCRIPTION

Ms. Alvarado-Little has developed a training program in medical interpretation. She is currently available on a very limited basis (less than 40 hours) and for short projects. Ms. Alvarado-Little has been trained to use the “Spanish Bilingual Assistant Program,” the “Medical Interpreter Project” of the Phoenix Children’s Hospital and also has a program of her own design, adapted to the needs of the organization. The didactic component is offered in English, and the program is open to students with fluency in English and another language (i.e. the other language must not necessarily be Spanish). The program costs are dependent on the number of participants in a given training, and there is an additional fee for travel expenses. The minimum number of students in a single training varies, but the maximum is twenty. Rigorous pre- and post-tests are administered to assess trainees’ progress and determine individual abilities. In addition to her training program, Ms. Alvarado-Little is a professional medical interpreter (English/Spanish) with more than twenty years of experience in the field. (See Chapter 3 for information on language skills assessments.)

Ms. Alvarado-Little is the Director of the Community Outreach and Dissemination Core and the Program Manager for the Administrative Core at the University at Albany’s Center for the Elimination of Minority Health Disparities and also serves on the Multicultural Advisory Board for the State of New York Office of Mental Health. She is the co-chair of the Board for the National Council on Interpreting in Health Care and serves on numerous state and national boards and committees on issues related to interpreting in health care. Contact Ms. Alvarado-Little directly to discuss her availability.

PROFESSIONAL CONTACT: Solange Muller
TITLE: Medical Interpretation Trainer
NAME OF ORGANIZATION/SERVICES: Solmetran Mediation and Translation Services
ADDRESS: 32 Garden Street, Cold Spring, NY 10516
LANGUAGES: Spanish/English
PHONE: 845.265.3419
CELL PHONE: 845.803.9252
EMAIL: solangemuller@yahoo.com

DESCRIPTION

Solange Muller provides medical interpretation training and trainings on the effective use of interpreters. She developed her own program for interpreters in medical training with a focus on Spanish language. The program is 12 hours and is available on Fridays and Saturdays. The cost of medical interpretation training is \$75 per hour. Currently, her program serves the Hudson Valley region – Dutchess, Putnam, Westchester, Orange, Ulster, and Sullivan counties. Ms. Muller can provide trainings at family planning centers. Travel costs are additional. The minimum number of students is six and the maximum is twelve. To evaluate whether or not the trainees are qualified after completing the course, she conducts an oral exam, self assessment, pre-and post-test and observation of interpretation. For a reference from someone who has utilized her services contact Tina Robie, Vice President of Education and Training, Planned Parenthood of the Mid-Hudson Valley, Inc., 91 Dubois Street, Newburgh, NY 12550. Phone: 845.562.5778.

Training Organizations

NAME OF ORGANIZATION/SERVICE: Center for Immigrant Health, NYU School of Medicine
PROFESSIONAL CONTACT: Javier González
TITLE: Language Initiatives Director
ADDRESS: Division of Primary Care, New York University School of Medicine
550 First Avenue, OBV, CD-402, New York, NY 10016
LANGUAGES: Multiple
PHONE: 212.263.8242
FAX: 212.263.8234
EMAIL: C.Javier.Gonzalez@nyumc.org
WEBSITE: www.med.nyu.edu/cih

DESCRIPTION

Founded in 1989, the Center for Immigrant Health (CIH) has a long history of addressing language barriers in health care, locally and nationally, ultimately seeking to eliminate racial and ethnic disparities in health care. The CIH medical interpretation training program offers training at the introductory, intermediate, and advanced levels, as well as training in simultaneous interpreting. CIH also developed an online training for medical interpreters that includes a state of the art language lab. Except for the simultaneous training (80 hours) all other trainings are 68 hours. These hours can be broken down according to the organization's and/or students' needs. Additional hours are offered through their virtual language lab as requested. The program uses a multilingual method of instruction; this consists of a didactic component given in English and a practical portion presented in language-specific groups by language coaches

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fluent in those languages. CIH offers interpretation training in many languages requested by clients.⁵ The language proficiency of trainees is evaluated before beginning the program and these assessments are offered by phone or in person. The training program costs \$895 (for all levels) per student and this includes fluency assessments. The minimum number of students in training is fifteen and the maximum is twenty-five. CIH trainings can be held on-site at your facility, at CIH (if travel to/within NYC is possible), or at another location. Additional travel fees apply. Rigorous pre- and post-tests are administered to assess trainees' progress and determine individual abilities. In addition to medical interpretation training, CIH provides cultural competency training and offers workshops and consulting services on a number of cultural and linguistic competency issues in health care, including how to work with medical interpreters for providers of all titles. CIH will tailor these services/programs to meet the needs of individual organizations. Call CIH for more information about any of their services listed here.

NAME OF ORGANIZATION/SERVICES: International Institute of Buffalo

PROFESSIONAL CONTACT: Felicidad Frenette

TITLE: Language Services Director

ADDRESS: 864 Delaware Avenue, Buffalo, NY 14209

LANGUAGES: Multiple

PHONE: 716.883.1900 x318

FAX: 716.961-0295

EMAIL: ffrenette@iibuff.org

WEBSITE: www.iibuff.org

DESCRIPTION

The International Institute of Buffalo serves Western New York and provides medical interpretation training, cultural competence training (see Chapter 5), and document translation (see Chapter 2). Their training is conducted in English. The International Institute has developed their own training curriculum based on many resources in the field of interpreting and on their experience as providers of interpretation services. They provide on-site training (e.g., at a family planning clinic) or other locations for an additional travel fee. They can train a maximum number of 20-25 people in one training course. They conduct evaluation of language proficiency of bilingual trainees prior to admission to the course. In order to determine that their trainees are qualified after completing the training they have them attend an Introduction to Community Interpreting Workshop and specialized workshops; participate in an interview process which includes assessment of their qualifications, language development (English and foreign language spoken), their knowledge of their native culture and US culture; and have the ability to communicate well in English.

Introduction to Community Interpreter Training consists of one-and-a-half-day training that includes basic issues of community interpreting, ethical standards of interpreting, roles and responsibilities of an interpreter, and challenges to effective interpreting. Participants are introduced to medical and legal interpreting. This training is offered to those interested in interpreting, bilingual staff in specific organizations or as a review course for experienced interpreters. There is a fee for this training.

The International Institute of Buffalo also provides tailored workshops to enhance the interpreting skills of its independent contract interpreters. This site-specific training includes protocol or procedures of specific sites, glossary of commonly used vocabulary in the setting, expectations of interpreters, and ethical standards.

5. Training is available for languages including Spanish, Chinese (Mandarin and Cantonese), Haitian, Creole, French, Russian, Polish, Greek, Romanian, Italian, Arabic, Bengali, Portuguese, Korean, and Vietnamese.

NAME OF ORGANIZATION/SERVICES: Multicultural Association of Medical Interpreters (MAMI)
PROFESSIONAL CONTACT: Cornelia E. Brown
TITLE: Executive Director
ADDRESS: 309 Genesee Street, Suite 2, Utica, NY 13501
LANGUAGES: Multiple
PHONE: Utica Office: 315.732.2271 or Syracuse Office: 315.214.5003
FAX: 315.732.2360
EMAIL: cbrownmami@gmail.com
WEBSITE: www.mamiinterpreters.org

DESCRIPTION

Originally established to address the needs of central New York's LEP immigrant populations and the organizations that serve them, MAMI has grown to become one of the few private not-for-profit training institutes of its kind in the nation. MAMI has developed a medical interpretation training program that is 80 hours in duration. The program offers a didactic and practical component; there is also an "internship" experience that is highly recommended, consisting of additional hours of practical experience under supervision in a clinical setting. Cultural competency and ethics are important course components. In addition, rigorous pre- and post-tests are administered to assess trainees' progress and determine individual abilities. The cost of the program is \$575 per student and some need-based scholarships are available. The minimum number of trainees is fifteen and the maximum is twenty, though these numbers are flexible. MAMI primarily serves Herkimer and Cayuga counties, but their services are expanding in response to greater demand outside of those areas. Contact MAMI for more information on rates and availability. In addition to medical interpretation training, MAMI provides document translation and medical interpretation services in a variety of languages (Chapter 2 and 4), language proficiency assessments (see Chapter 3), and cultural competency training (Chapter 5). For additional information you can also contact Mary Stronach, Community Coordinator, mstronach@mamiinterpreters.org, Phone: 315.796.9284

NAME OF ORGANIZATION/SERVICES: University of Massachusetts Amherst
PROFESSIONAL CONTACT: Edwin Gentzler
TITLE: Director / Professor of Comparative Literature
ADDRESS: 19 Herter Hall, University of Massachusetts Amherst
Amherst, MA 01003-9312, transcen@hfa.umass.edu
LANGUAGES: Multiple
PHONE: 413. 545.2203 **TOLL FREE:** 877.77U.MASS
FAX: 413. 577.3400
EMAIL: umass.translation@umasstranslation.com
WEBSITE: <http://www.umass.edu/transcen/>

DESCRIPTION

A course at the University, Medical Interpreting Online (CompLit 552), covers consecutive interpreting, sight translation, and telephone interpreting. Course content includes ethics, standards of practice, terminology (anatomy, pediatrics, dental, labor, internal, orthopedics, cardiology, AIDS, neurology), medical procedures, threaded discussions, consecutive interpreting, and sight translation. Texts are by Mikkelson and Larson, and selected journal articles are covered.

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The program supports most commonly requested languages, such as Western and Eastern European languages, Haitian, Turkish, Vietnamese, Chinese, Korean, Japanese, Khmer, Russian, and Arabic. The course is held in the spring semester, with classes starting at the end of January. The instructor, Cristiano Mazzei, (camazzei@complit.umass.edu), has an MA in Translation and Interpreting Studies. The program uses the Gentzler-Bassnett-Lefevere and other appropriate curricula approved by UMASS curriculum committee. The fees for the three-credit medical interpreting course are \$350 per credit plus a \$45 registration fee (totaling \$1095 for undergraduates; graduates pay a bit more). For more information, visit their website at <http://www.umass.edu/transcen/medicalinterpreting.html>

To register, contact the Division of Continuing Education at UMass, (413) 545-3653 or register online at <https://www.umassulearn.net/>. Click on the semester you are interested in.

The program is able to train staff on-site or other locations but it will apply negotiable additional travel charges. The program can adapt a training to a client's particular needs and might be flexible to accommodate any number of students. Contact Edwin or Gorkem Cilam, Assistant Director umass.translation@umasstranslation.com if you have any questions.

Chapter 2

DOCUMENT TRANSLATION AND MEDICAL INTERPRETATION

Translation and interpretation organizations providing services across New York State were reviewed using data collected during telephone interviews and through a short questionnaire. The organizations listed here were selected on the basis of certain criteria: a) specialization in medical interpretation and/or health care-related document translation, b) previous experience with health services or family planning clinics, c) availability to provide services throughout NYS, d) availability of translators/interpreters in multiple languages, e) flexibility in scheduling and fees, and f) a commitment to professionalism (standard of ethics, confidentiality). Although they were selected for these specific qualities and services, many of them provide additional services to clientele in diverse fields including pharmaceuticals, law, finance, education, advertising and marketing, arts and entertainment, technology, and manufacturing. Additionally, the current list does not represent an exhaustive survey of all agencies in NYS that provide these services. Rather—in the spirit of this initiative—it provides information on several agencies that have been evaluated on the basis of “best practices.”

Organizations and Services

NAME OF ORGANIZATION/SERVICE: International Institute of Buffalo

PROFESSIONAL CONTACT: Felicidad Frenette

TITLE: Language Services Director

ADDRESS: 864 Delaware Avenue, Buffalo, NY 14209

LANGUAGES: Multiple

PHONE: 716.883.1900 x318

FAX: 716.961.0295

EMAIL: ffrenette@iibuff.org

WEBSITE: www.iibuff.org

DESCRIPTION

International Institute of Buffalo provides document translation services in over 75 languages for clients statewide. Fees vary according to language and document type. Free quotes are available. Contact the organization for more details.

NAME OF ORGANIZATION/SERVICES: Eriksen Translations Inc. (NYC-metropolitan area)
PROFESSIONAL CONTACT: Kristi Gray
TITLE: Senior Account Manager
ADDRESS: 32 Court Street, 20th Floor, Brooklyn, NY 11201
LANGUAGES: Multiple
PHONE: 718.802.9010
FAX: 718.228.2978
EMAIL: kristi.gray@eriksen.com
WEBSITE: www.eriksen.com

DESCRIPTION

Eriksen Translations provides medical interpretation and document translation in over 100 languages. With over 20 years of experience, Eriksen has gained considerable experience in the health care field. It continues to be a preferred language services provider to major hospitals and health care organizations. For translation services, there is a minimum fee ranging from \$175-\$250 and a per-word range from \$0.20-\$0.35 depending on the language. For interpretation, the fee is \$80-\$95/hour with a three-hour minimum. This agency has previous experience working in reproductive health care and family planning, offering translators and interpreters with field-specific knowledge. Eriksen Translations primarily serves the New York-metropolitan area, but other locations may be available. Contact Gladys Galindo, Account Manager, gladys.galindo@eriksen.com for more information.

NAME OF ORGANIZATION/SERVICES: LinguaLinx Language Solutions, Inc.
PROFESSIONAL CONTACT: David Smith
TITLE: President
ADDRESS: 122 Remsen Street, Cohoes, NY 12047
LANGUAGES: Multiple
PHONE: 518.388.9000
FAX: 518.388.0066
EMAIL: dsmith@lingualinx.com
WEBSITE: www.lingualinx.com

DESCRIPTION

Translation; According to their marketing materials, LinguaLinx Language Solutions, Inc. is a full-service translation agency providing multilingual solutions to today's leading corporations, law firms, non-profit organizations and government agencies. Founded in early 2002 to provide high-quality language solutions and informed, cost-effective client service at competitive rates, LinguaLinx leverages their management team's collective experience to engage only the most qualified professionals who follow rigorous quality control procedures. Rates vary depending on the service selected, languages required and size/scope of the project.

Other services by LinguaLinx include:

- Multilingual copywriting transcription
- Translation readiness assessment
- Audio & video – voice-over production, subtitle engineering, multimedia development, digital conversion
- Corporate language instruction
- Technical writing & documentation
- Website localization
- Desktop publishing

NAME OF ORGANIZATION/SERVICES: Interspeak Translations
PROFESSIONAL CONTACT: Silvia Zehn
TITLE: President
ADDRESS: 1133 Broadway, Suite 318, New York, NY 10010
LANGUAGES: Multiple
PHONE: 212.679.4772
FAX: 212.679.5084
EMAIL: silvia@interspeaktrans.com
WEBSITE: www.interspeaktrans.com

DESCRIPTION

Interspeak Translations provides medical interpretation (consecutive and simultaneous) and document translation in “all languages” to clients in all NYC boroughs, Long Island, and Dutchess, Orange and Ulster counties. Interpretation services are available over the phone or on site. Their translators are American Translation Association (ATA) certified and their interpreters have significant professional experience, however, Interspeak does not have a formal evaluation or assessment process. Their minimum translation rates range from \$125 to \$150 depending on the target language and from \$0.25 to \$0.35/word. For interpretation, there is a three-hour minimum and the rates range from \$95 to \$125/interpreter/hour. Interspeak serves the NYC-metropolitan area, Ulster, Dutchess, and Orange counties.

NAME OF ORGANIZATION/SERVICES: Legal Interpreting Services
PROFESSIONAL CONTACT: Alex Shurchin
TITLE: Vice President of Sales and Services
ADDRESS: 26 Court Street, Suite 2003, Brooklyn, NY 11242
LANGUAGES: Multiple
PHONE: 718.237.8919
FAX: 718.237.0956
EMAIL: ashurchin@lis-translations.com
WEBSITE: www.lis-translations.com

DESCRIPTION

LIS Translations offers medical interpretation (consecutive and simultaneous), medical document translation services, and medical transcription in more than 180 languages. All of this agency’s linguists are native speakers who hold a university degree or are certified with the American Translators Association. While they do not have prior experience working in reproductive health care or family planning, they have worked with medical organizations of varying sizes. Their medical interpretation ranges in cost from \$50 to \$125/interpreter/hour. Interpretation by phone is \$1.69/minute with no minimum charge. Document translation is priced from \$0.18 to \$0.28/word depending on the target language. LIS serves the metropolitan New York City region.

NAME OF ORGANIZATION/SERVICES: Multicultural Association of Medical Interpreters (MAMI)
PROFESSIONAL CONTACT: Cornelia E. Brown
TITLE: Executive Director
ADDRESS: 309 Genesee Street, Suite 2, Utica, NY 13501
LANGUAGES: Multiple
PHONE: Utica Office: 315.732.2271 or Syracuse Office: 315.214.5003
FAX: 315.732.2360
EMAIL: cbrownmami@gmail.com
WEBSITE: www.mamiinterpreters.org

DESCRIPTION

In addition to their medical interpretation training program, MAMI offers document translation and medical interpretation services in a variety of languages.⁶ Interpreters and translators are held to rigorous standards; each must take and pass the same course used to evaluate trainees and each undergoes continuing education in a variety of competency topics as they become available. MAMI has prior experience working on cultural and linguistic competency in sensitive health care topics/areas, such as mental health, sexual abuse, etc. Contact MAMI with specific questions or for more information about their rates. (See Chapter 1 for medical interpretation training; Chapter 3 for language assessment; Chapter 5 for cultural competency). You can also contact Mary Stronach, Community Coordinator, mstronach@mamiinterpreters.org, Phone: 315.796.9284 for more information.

NAME OF ORGANIZATION/SERVICES: Rennert Translation Group
PROFESSIONAL CONTACT: Chad Orr
TITLE: Director of Translation Services
ADDRESS: 216 E. 45th Street, 17th Floor, New York, NY 10017
LANGUAGES: Multiple
PHONE: 212.867.8700x23
FAX: 212. 867.7666
EMAIL: corr@rennert.com
WEBSITE: www.rennert.com

DESCRIPTION

Rennert Translation Group provides translators, interpreters, voice over talent, narrators, subtitling, document translation certification and desktop publishing in more than eighty languages. Rennert offers both consecutive and simultaneous interpreting. Their interpreters hold a university degree and have relevant experience in the medical field. Translators hold a university degree and have several years of experience in the field. Rates for document translations are determined based on the rarity of the target language. The minimum charge for translation ranges from \$80-\$100 based on the target language. Discounts are available to nonprofit organizations.

6. MAMI translators and interpreters are fluent in English and one or more of the following: Spanish, French, Kiswahili, Maay, Somali, Arabic, Dinka, Russian, Bosnian, Vietnamese, Karen, Burmese, Cambodian, Chinese, Taiwanese, Japanese, Farsi, Hindi, Punjabi and other languages.

NAME OF ORGANIZATION/SERVICES: University of Massachusetts
PROFESSIONAL CONTACT: Edwin Gentzler
TITLE: Director / Professor of Comparative Literature
ADDRESS: University of Massachusetts, 161 President's Drive, 19 Herter Hall, UMASS,
Amherst, MA 01003
LANGUAGES: Multiple
PHONE: 413.545.2203 **TOLL FREE:** 877.77U.MASS
FAX: 413.577.3400
EMAIL: umass.translation@umasstranslation.com
WEBSITE: <http://www.umass.edu/transcen/>

DESCRIPTION

UMASS Translation Center is a multi-service organization providing document translation and medical interpreting, medical interpretation training (see Chapter 1) and cultural competence training, (see Chapter 5).

Medical interpretation services costs \$40/hour (3-hour minimum), IRS rate for mileage and \$20/hour travel time. UMASS doesn't provide community interpreters in New York State because the majority of their trained medical interpreters are in MA, CT, NH area, but they may be able to assist. You can also contact Gorkem Cilam, Assistant Director umass.translation@umasstranslation.com for more information.

Chapter 3

LANGUAGE SKILLS ASSESSMENT (FOR BILINGUAL STAFF)

There is an increasing number of agencies that offer bilingual staff assessments, either remotely or in person. These assessments range widely in format, length, efficacy and cost. Listed below are some service providers that have been selected for their program rigor, low cost and flexible availability. Note that some of the following assessment programs are typically offered as part of the administering organization's medical interpretation training program.

Organizations and Services

PROFESSIONAL CONTACT: Wilma Alvarado-Little
TITLE: Medical Interpretation Trainer; Interpreter
ADDRESS: 270 West Lawrence St., Albany NY 12208
LANGUAGES: Spanish/English
PHONE: 518.442.5976
FAX: 518.442.4563
EMAIL: Interpreter@walvarado-little.net

DESCRIPTION

In addition to her medical interpretation training program, (see Chapter 1 for details), Ms. Alvarado-Little conducts language proficiency assessments for speakers with the English-Spanish language pair. Assessments are usually conducted over the phone. Ms. Alvarado's availability is limited. Contact her to inquire about availability, schedule and costs.

NAME OF ORGANIZATION/SERVICES: Center for Applied Linguistics (CAL)⁷
PROFESSIONAL CONTACT: Laurel Winston
LANGUAGES: Multiple
PHONE: 202.362.0700
EMAIL: laurel@cal.org
WEBSITE: www.cal.org

DESCRIPTION

Center for Applied Linguistics offers a Simulated Oral Proficiency Interview (SOPI) — a type of tape-mediated test of speaking proficiency. All SOPI items are based on the American Council on the Teaching of Foreign Languages (ACTFL) speaking proficiency guidelines. The test can be self-administered or used in a language laboratory setting to test groups. Responses are evaluated by a trained reviewer using the same ACTFL guidelines. The test takes 25 to 50 minutes depending on the examinee's level of proficiency and is available in 11 languages. Each test costs \$115 per examinee.

7. Information for CAL, Language Line University, and Language Testing International, was obtained from a resource guide produced by Juntos Hablamos on language skills assessment, entitled *Language Testing Options* (September 2002).

NAME OF ORGANIZATION/SERVICES: Center for Immigrant Health, NYU School of Medicine
PROFESSIONAL CONTACT: Javier González
TITLE: Language Initiatives Director
ADDRESS: Division of Primary Care, New York University School of Medicine
550 First Avenue, OBV, CD-402, New York, NY 10016
LANGUAGES: Multiple
PHONE: 212.263.8242
FAX: 212.263.8234
EMAIL: C.Javier.Gonzalez@nyumc.org
WEBSITE: www.med.nyu.edu/cih

DESCRIPTION

The Center for Immigrant Health has created a language fluency assessment program. The assessment can be administered on a stand-alone basis, but it is a mandatory component of the medical interpretation training program. (See Chapter 1 for details.) Each test costs \$100 to administer. All assessments are conducted by phone or in person.

NAME OF ORGANIZATION/SERVICES: Language Line University
PROFESSIONAL CONTACT: Danyune Geertsen
LANGUAGES: Multiple
PHONE: 831.648.5819; 877.351.6636
EMAIL: danyune@languageline.com
WEBSITE: www.languageline.com

DESCRIPTION

Language Line University provides over-the-phone language proficiency tests in over 100 languages, medical interpreter skills assessment in over 100 languages, and medical interpreter certification testing in 22 languages. The language proficiency test assesses language proficiency; and interpreter skills assessment and medical certification tests evaluate candidates' medical and health insurance terminology knowledge as well as interpreting skills. After completion of the exams, a scorecard is issued. The cost ranges from \$130 to \$175 per examinee, depending on the test. A lower rate is available based on test volume.

NAME OF ORGANIZATION/SERVICES: Language Testing International
PROFESSIONAL CONTACT: Helen Hamlyn
TITLE: Testing Director
LANGUAGES: Multiple
PHONE: 914.948.5100 or 800.486.8444 x4
EMAIL: hamlyn@languagetesting.com
WEBSITE: www.languagetesting.com

DESCRIPTION

Language Testing International provides formal oral language testing services over the telephone in 37 languages. This agency uses the American Council on the Teaching of Foreign Languages (ACTFL) oral proficiency interview and rating system, which is an internationally recognized test of language proficiency. The duration of the exam is approximately 30 minutes. The test is conducted and rated by ACTFL-certified interpreters who are academics or language professionals. The test costs \$139 and the rating takes 2-4 weeks. The exam can be adapted to the medical context, however, it assesses general language proficiency and does not assess medical terminology. The rating scale has ten proficiency levels ranging from “Novice Low” to “Superior.” Your organization can consult with LTI to establish an acceptable proficiency level for “passing.”

NAME OF ORGANIZATION/SERVICES: Multicultural Association of Medical Interpreters (MAMI)
PROFESSIONAL CONTACT: Cornelia E. Brown
TITLE: Executive Director
ADDRESS: 309 Genesee Street, Suite 2, Utica, NY 13501
LANGUAGES: Multiple
PHONE: Utica Office: 315.732.2271 or Syracuse Office: 315.214.5003
FAX: 315.732.2360
EMAIL: cbrownmami@gmail.com
WEBSITE: www.mamiinterpreters.org

DESCRIPTION

MAMI provides language proficiency assessments in all of the languages in which they offer interpretation training or services. These assessments are mandatory for all new trainees, but are also offered on a stand-alone basis. The assessments are conducted over the phone or in person. Contact MAMI for more information. Contact MAMI or Mary Stronach, Community Coordinator, mstronach@mamiinterpreters.org, or call 315.796.9284.

Chapter 4

TELEPHONIC INTERPRETING SERVICES⁸

The language lines listed in this section are some of the many that exist nationally. These agencies were selected based on the positive reviews offered by some of our affiliates that are already using telephonic interpretation services. Contact each directly in order to get a quote or address a specific concern.

Telephonic Interpreting Services

NAME OF ORGANIZATION/SERVICES: CyraCom
ADDRESS: 5780 North Swan Road, Tucson, AZ 85718
LANGUAGES: Multiple
PHONE: 800.713.4950
FAX: 520.745.9022
EMAIL: info@cyracom.com
WEBSITE: www.cyracom.com

DESCRIPTION

CyraCom provides telephonic language services in over 150 languages. The caller can request either a female or a male interpreter depending on the needs and desires of the patient. Set up requires dual handsets. Interpreters are evaluated and bilingual language proficiency is tested.

NAME OF ORGANIZATION/SERVICES: Language Line
ADDRESS: 1 Lower Ragsdale Drive, Building 2, Monterey, CA 93940
LANGUAGES: Multiple
PHONE: 800.752.6096
WEBSITE: www.language-line.com; www.language-line.com/page/info_request

DESCRIPTION

Language Line provides telephonic language services in over 160 languages. The caller can request either a female or a male interpreter depending on the needs and desires of the patient. Use of dual handsets is recommended. Interpreters are evaluated and bilingual language proficiency is evaluated in-house. Non-profit and/or non-commercial entities and volume discounts are available.

8. Special thanks to Megan Ochal for her work on “Telephonic Language Interpretation Services: Experiences and Recommendations” (September 2006), which provided the information on CyraCom, Language Line, and Pacific Interpreters.

NAME OF ORGANIZATION/SERVICES: Optimal Phone Interpreters
LANGUAGES: Multiple
PHONE: 877.764.4674
WEBSITE: www.optimalphoneinterpreters.com;
www.optimalphoneinterpreters.com/information.shtml

DESCRIPTION

Optimal Phone Interpreters provides telephonic interpretation and language translations services in over 150 languages. Interpreters are evaluated and bilingual language proficiency is tested. Their services are competitively priced and available 24/7/365.

NAME OF ORGANIZATION/SERVICES: Pacific Interpreters
ADDRESS: 707 SW Washington, Suite 200, Portland, OR 97205
LANGUAGES: Multiple
PHONE: 800.324.8060
FAX: 503.445.5501
EMAIL: sales@pacificinterpreters.com
WEBSITE: www.pacificinterpreters.com

DESCRIPTION

Pacific Interpreters provides telephonic language services in over 180 languages. The caller can request either a female or a male interpreter depending on the needs and desires of the patient. Use of dual hand-sets is recommended. Interpreters are evaluated and bilingual language proficiency is tested. There is a flat per-minute rate (\$1.39 as of 2006) and discounts are available based on volume.

NAME OF ORGANIZATION/SERVICES: LinguaLinx Language Solutions, Inc.
ADDRESS: 122 Remsen Street, Cohoes, NY 12047
LANGUAGES: Multiple
PHONE: 518.388.9000
FAX: 518.388.0066
EMAIL: dsmith@lingualinx.com
WEBSITE: www.lingualinx.com

DESCRIPTION

Interpretation: consecutive, simultaneous, on-demand, American Sign Language and Braille production. Rates vary depending on the service selected, languages required and size/scope of the project. (Please refer to Chapter 2 for more information about LinguaLinx.)

Other services by LinguaLinx include:

- Multilingual copywriting transcription
- Translation readiness assessment
- Audio & video – voice-over production, subtitle engineering, multimedia development, digital conversion
- Corporate language instruction
- Technical writing & documentation
- Website localization
- Desktop publishing

Chapter 5

CULTURAL COMPETENCY SPEAKERS AND TRAINERS

Cultural competency differs from cultural awareness and sensitivity because it emphasizes the idea of effectively operating in different cultural contexts in order to increase the quality of health care services and produce better health outcomes.⁹ With this practical aim in mind, the following professionals and organizations were selected on the basis of a) their adherence to high standards of practice and professionalism b) development of high-quality programs and c) client satisfaction.

Organizations and Services

PROFESSIONAL CONTACT: Javier González

TITLE: Language Initiatives Director

NAME OF ORGANIZATION/SERVICES: Center for Immigrant Health, NYU School of Medicine

ADDRESS: Division of Primary Care, New York University School of Medicine
550 First Avenue, OBV, CD-402, New York, NY 10016

LANGUAGES: Multiple

PHONE: 212.263.8242

FAX: 212.263.8234

EMAIL: C.Javier.Gonzalez@nyumc.org

WEBSITE: www.med.nyu.edu/cih

DESCRIPTION

In addition to their medical interpretation training program, (see Chapter 1), the Center for Immigrant Health has developed flexible cultural and linguistic competency programs and trainings that are tailored to the individual needs of each organization or client. CIH also provides consulting services to help facilities address the language barriers in health care. Program length and rates vary.

9. Cross T, Bazron, B., Dennis, K., & Isaacs, M. (1989). *Towards a Culturally Competent System of Care*, Volume I. Washington, D.C.: Georgetown University Child Development Center, CASSP Technical Assistance Center.

PROFESSIONAL CONTACT: May Shogan
TITLE: Education Coordinator
NAME OF ORGANIZATION: International Institute of Buffalo
ADDRESS: 864 Delaware Avenue, Buffalo, NY 14209
LANGUAGES: Multiple
PHONE: 716.883.1900 x318; 716.883.1900 x321
FAX: 716.961-0295
EMAIL: mshogan@iibuff.org
WEBSITE: www.iibuff.org

DESCRIPTION

The International Institute provides a program entitled: Cultural Competency Training: Building Linguistically and Culturally Competent Systems of Care. The training program is designed to improve immigrant and refugee access to medical, social, educational, legal and employment services by empowering service providers to create meaningful changes in service to immigrants with limited English proficiency as well as educating refugees and immigrants about their rights and responsibilities when seeking care and assistance.

The International Institute provides training tailored to the needs of the organization. Among the topics covered are: the importance of cultural and linguistic competency; identifying the limited English proficient population being served (refugees and immigrants); laws relative to language access; steps in providing culturally and linguistically competent services; and barriers to achieving cultural competency. Examples in discussions are based on organizational demographics and needs. Other training modules include: how to work effectively with specific immigrant or refugee populations in various settings (e.g., classroom, health care, law enforcement, schools, mental health, domestic violence, human trafficking); training providers on effective use of interpreters; and addressing diversity in the classroom or in organizations.

The curriculum is based on resources available in the field of cultural and linguistic competencies and on years of experience in working with immigrant populations, interpreters and with providers. The fee is \$150/hour or contact them for half-day or full-day rates. They provide these services anywhere as needed.

PROFESSIONAL CONTACT: Cornelia E. Brown
TITLE: Executive Director
NAME OF ORGANIZATION/SERVICES: Multicultural Association of Medical Interpreters (MAMI)
ADDRESS: 309 Genesee Street, Suite 2, Utica, NY 13501
LANGUAGES: Multiple
PHONE: Utica Office: 315.732.2271 or Syracuse Office: 315.214.5003
FAX: 315.732.2360
EMAIL: brownmami@gmail.com
WEBSITE: www.mamiinterpreters.org

DESCRIPTION

At MAMI, linguistic competency is viewed as a component of broader cultural competency—the two skill sets working together to enhance the effectiveness of each. As such, MAMI offers cultural competency trainings focusing on the values, beliefs and health needs of specific ethnic and linguistic groups on a variety of health topics. For example, some courses/trainings in the past have focused on mental health,

CONTINUED ON NEXT PAGE

legal issues in health care and sexual abuse. MAMI is continually updating and reworking their programs and offerings and is happy to accommodate your organization's topical or programmatic needs. Like their other training courses, MAMI can hold the trainings on-site or at your location. Contact MAMI for more specific information about program availability and rates. For more information contact Mary Stronach, Community Coordinator, mstronach@mamiinterpreters.org, Phone: 315.796.9284.

PROFESSIONAL CONTACT: Virginia Tong
TITLE: Cultural Competency Trainer
NAME OF ORGANIZATION/SERVICES: Lutheran Health Care, Executive Office
ADDRESS: 150 55th St. Brooklyn NY 11220
PHONE: 718.630.7236
FAX: 718.745-6093
EMAIL: vtong@lmcmc.com

DESCRIPTION

Ms. Tong is the Vice President for Cultural Competence for the Lutheran Health Care system. In that role, she provides trainings for her own organization and is available to train others in areas she feels she has experience. Trainings she has conducted include: cultural and linguistic competence for hospitals, health centers, government agencies and not-for-profit organizations; health literacy and translation of patient materials; interpretation services and special initiatives; recruitment and retention of bilingual staff, providers and board members; working with organized labor towards achieving cultural competence goals; religio-cultural competence including faith and spiritual needs in cultural competence; ethnic-specific culture, values and health beliefs of Latino, Arabic, Chinese and Russian communities; cultural humility; how to communicate in a multicultural, multilingual environment; using untrained interpreters; communicating to avoid health literacy issues and health disparities. She can travel to provide on-site trainings and charges for travel expenses.

In 1995, Ms. Tong was hired by Lutheran Medical Center to develop programs for the Chinese and other immigrant communities in Brooklyn. She opened and managed a multi-service office and primary care clinic for Chinese immigrants, established programs and services for Arabic/Muslim patients and developed and operated 22 part-time Russian practices. Ms. Tong was born and raised in New York City's Chinese community. Ms. Tong has taught courses on Asian communities at City College, consulted on Chinese values and beliefs at Teachers College and trained staff at the NYC Department of Health, the Board of Education, the NYS Office of Mental Health as well as hospitals and service organizations. Ms. Tong has also been a member of the Advisory Committee of the New York Center for Immigrant Health for over 10 years.

PROFESSIONAL CONTACT: Cathy Cave
TITLE: Founding Partner
NAME OF ORGANIZATION/SERVICES: Unlimited Mindfulness Consulting, LLC
ADDRESS: 27 Burhans Place, Delmar, NY 12054
PHONE: 518.461.6242
EMAIL: cathycafe@verizon.net

DESCRIPTION

Unlimited Mindfulness Consulting offers services in cultural and linguistic competency training for organizations at any level of planning or implementation. Their services include: organizational assessments; capacity-building planning; and trainings in disparities, intersecting oppressions, culturally competent practices, and language access processes. Trainings are all conducted in English at this time. The cultural competence training can occur as part of a comprehensive on-site assessment, planning or training process or as a stand-alone training, ranging from a one-day introductory session to a three-day comprehensive event, which includes specific technical assistance to improve service quality. Scheduling is flexible and accommodates various dates, times and locations throughout single communities, the state and the country. The curriculum was developed and will be delivered by experienced, nationally-recognized leaders in cultural and linguistic competency. Because the curriculum is tailored to the unique needs of the organization, exact cost cannot be determined prior to engagement. However the consultation/training rate generally ranges from \$800 to \$1000 per trainer per day. Outside of the New York Capital District, additional travel expenses will apply. There are no restrictions to the number of staff trained, however, for groups with greater than twenty-five participants, Unlimited Mindfulness will determine if additional sessions are required.

Chapter 6

RESOURCES ONLINE

This section provides information on many diverse resources available to you online, free-of-charge. These resources range in scope from an online directory of translators to a library resource center to the websites of professional and scholarly organizations in the fields of cultural and linguistic competency. If you are looking for additional literature on these emerging fields to augment your organization's assessment process, then you may find the information contained on these sites quite useful.

Organizations and Services

PROFESSIONAL CONTACT: Jacquelyn Coughlan
NAME OF ORGANIZATION/SERVICES: CulturedMed – Promoting Cross-Cultural Understanding
ADDRESS: Peter J. Cayan Library, Route 12 North, Utica, New York 13504
PHONE: 315.792.7250
FAX: 315.792.7517
EMAIL: jackie@sunyit.edu
WEBSITE: www.culturedmed.sunyit.edu

DESCRIPTION

CulturedMed is a website and a resource center of print materials promoting culturally competent health care for refugees and immigrants. This project provides support to the health care community and newcomers to our country by providing practical information regarding culture and health care from both viewpoints. The resources listed here are organized according to the relevance to a particular ethnic or linguistic group, health care topic, government agency or non-profit, educational institution and others.

Professional/Organization

NAME OF ORGANIZATION/SERVICES: New York Circle of Translators (NYCT) – Online Directory
ADDRESS: PO Box 4051 Grand Central Station, New York, NY 10163
PHONE: 212.334.3060
WEBSITE: www.nyctranslators.org/comments.php; www.nyctranslators.org/directory/index.php

DESCRIPTION

This online directory is an incredible resource index of translators available in the NY metropolitan area. The directory allows you to search for translators by language pair and specialization (e.g., “English/Arabic” and “health care”), as well as by individual translator or translation agency. To contract with any directory member, you must contact him or her directly. NYCT also puts out an annual print edition of the directory, which is available to nonmembers for \$10.

Appendix



The National Council on Interpreting in Health Care
Working Papers Series

The Terminology of Health Care Interpreting

A glossary of terms

*(Note: The page numbers in this appendix are those in the original document
which has been copied with permission of the authors.)*



***THE TERMINOLOGY
OF HEALTH CARE INTERPRETING
A glossary of terms***

This Guide was produced under a contract between
the Department of Health and Human Services Office of Minority Health
and the National Council on Interpreting in Health Care (NCIHC).

Copies are available from the NCIHC.

The National Council on Interpreting in Health Care

www.ncihc.org

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Introduction

Health Care Interpreting is an emerging profession in the United States. This glossary defines commonly used terms from the language industry as they are used in the interpreting profession today. These terms and definitions were collected from many sources. The NCIHC gratefully acknowledges the contributions of those sources, particularly the American Society for Testing Materials (ASTM). The goal is to provide the end user of interpreting services and professionals in the field with the vocabulary necessary to engage in meaningful dialogue. It is our hope that such dialogue will contribute to the advancement of culturally competent professional health care interpreting and equal access to health care for individuals with limited English proficiency (LEP).

Acknowledgements

This glossary was compiled and written by the Standards, Training and Certification Committee of the National Council on Interpreting in Health Care, with input from some members of the Board. It was reviewed and approved by the Board of Directors in September 2001.

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Ellen Rau, co-chair: Membership and Outreach Committee

GLOSSARY OF TERMS RELATED TO INTERPRETING IN HEALTH CARE

“A” language	a language in which the interpreter has native proficiency in speaking and listening [ASTM].
accreditation	a term usually referring to the recognition of educational institutions or training programs as meeting and maintaining standards that then qualify its graduates for professional practice. See certified interpreter .
ad hoc interpreter	an untrained person who is called upon to interpret, such as a family member interpreting for her parents, a bilingual staff member pulled away from other duties to interpret, or a self-declared bilingual in a hospital waiting-room who volunteers to interpret. Also called a <i>chance interpreter</i> or <i>lay interpreter</i> .
advocacy	any intervention (by an interpreter) that does not specifically relate to the interpretation process. Advocacy is intended to further the interests of one of the parties for whom the interpreting is done. Experts in the field of health care interpreting disagree on the degree of advocacy that interpreters should provide. This is the subject of an ongoing national dialogue. See transparency .
advocate	a role that an interpreter takes that moves from interpreting the communication between speakers to acting on behalf of one of the speakers based on the interpreter’s understanding of what the speaker’s intended outcome is.
“B” language	a language in which the interpreter has full functional proficiency in speaking and listening [ASTM].
back translation	translation of translated document back into the original language. Often used to check the accuracy of the original translation, although professional translators do not use this process to check the accuracy of a translation.
bi-directional interpreting	interpretation between two languages where each functions as both a source and target language.
bilingual	a term describing a person who has some degree of proficiency in two languages. A high level of bilingualism is the most basic of the qualifications of a competent interpreter but by itself does not insure the ability to interpret.

bilingual provider	a person with proficiency in more than one language, enabling the person to provide services directly to limited-English-proficient patients in their non-English language.
bilingual worker / employee	an employee who is a proficient speaker of two languages, usually English and a language other than English, who is often called upon to interpret for limited-English-proficient patients, but who is usually not trained as a professional interpreter. See professional interpreter .
certificate	a document, such as a certificate of attendance or completion, that attests to participation in a course of study and attainment of some learning objective. A person who holds a certificate related to interpreter training is not thereby certified . See certification, certified interpreter .
certification	a process by which a governmental or professional organization attests to or certifies that an individual is qualified to provide a particular service. Certification calls for formal assessment, using an instrument that has been tested for validity and reliability, so that the certifying body can be confident that the individuals it certifies have the qualifications needed to do the job. Sometimes called <i>qualification</i> . See certified interpreter .
certified interpreter	a professional interpreter who is certified as competent by a professional organization or government entity through rigorous testing based on appropriate and consistent criteria. Interpreters who have had limited training or have taken a screening test administered by an employing health, interpreter or referral agency are not considered certified.
consecutive interpreting	the conversion of a speaker or signer's message into another language after the speaker or signer pauses, in a specific social context [ASTM] See simultaneous interpreting .
community interpreting	interpreting that takes place in the course of communication in the local community among speakers of different languages. The community interpreter may or may not be a trained interpreter. See professional interpreter.
cultural broker(ing)	any action taken by the interpreter that provides cultural information in addition to linguistic interpretation of the message given. See transparency

cultural consultant	a person with the ability and experience to conduct training for health care providers on how to provide culturally sensitive care to their ethnically diverse patient population.
first-person interpreting	the promotion by the interpreter of direct communication between the principal parties in the interaction through the use of direct utterances of each of the speakers, as though the interpreter were the voice of the person speaking, albeit in the language of the listener. For example, if the patient says, “My stomach hurts,” the interpreter says (in the second language), “my stomach hurts,” and not “she says her stomach hurts.”
health care interpreting	interpreting that takes place in health care settings of any sort, including doctor’s offices, clinics, hospitals, home health visits, mental health clinics, and public health presentations. Typically the setting is an interview between a health care provider (doctor, nurse, lab technician) and a patient (or the patient and one or more family members). See medical interpreting .
interpreter	a person who renders a message spoken in one language into a second language, and who abides by a code of professional ethics. See professional interpreter .
interpreting	(noun) the process of understanding and analyzing a spoken or signed message and re-expressing that message faithfully, accurately and objectively in another language, taking the cultural and social context into account. [ASTM] The purpose of interpreting is to enable communication between two or more individuals who do not speak each other’s languages. (adjective) concerning or involved with interpreting. Examples: <i>interpreting services, interpreting issues</i> .
interpretation	See interpreting . While the two words have the same meaning in the context of oral/signed communication, the term <i>interpreting</i> is preferred, because it emphasizes process rather than product and because the word <i>interpretation</i> has so many other uses outside the field of translation and interpreting.
interpretive	See interpreting . Like the word <i>interpretation</i> , <i>interpretive</i> has many meanings and is often unclear when used in the context of oral/signed communication. It is preferable to use <i>interpreting</i> as an adjective, e.g. <i>interpreting services, interpreting issues</i> .

language combination	the set of working languages of an individual interpreter [ASTM]. An interpreter may be able to interpret both <i>into</i> and <i>out of</i> some languages but only interpret out of one or more others because of more limited productive skills in those languages. See source language , target language .
language pair	the two languages that serve as source and target languages for an individual interpreter in a particular encounter.
licensed	having formal permission or authority to perform some professional role, such as interpreting.
licensure	the process of obtaining an official license or authorization to perform a particular job.
Limited English proficiency (LEP)	a legal concept referring to a level of English proficiency that is insufficient to ensure equal access to public services without an interpreter [ASTM] This is a term used in the Policy Guidance of August 29, 2000 published in the Federal Register, by the Office for Civil Rights (OCR) of the US Department of Health and Human Services.
literal translation	a form of rough translation in which every word or word-element is translated in sequence without regard to how the message would normally be expressed in the other language, giving insight into the workings of the source language. Example: (<i>French</i>) “ <i>Il y avait beaucoup de gens,</i> ” literally “It there had many of people,” which means, “There were lots of people (there).” Literal interpreting is not considered useful or part of professional interpreting; literal translations (written) are sometimes useful for analysis of the source text, but are not suitable when the aim is to assist communication.
machine translation	translation that is accomplished by entering text in one language into a computer software program and obtaining a computed translation in a second language. Machine or computer translation programs have difficulties recognizing idioms, context, regional differences and symbolic speech.
medical interpreting	interpreting that takes place in medical settings. See health care interpreting .
multi-lingual	a term describing a person who has some degree of proficiency in two or more languages. A high level of bilingualism is the most basic of the qualifications of a competent interpreter, but by itself does not insure the ability to interpret.

national origin discrimination	violation of the ‘national origin’ clause of the Civil Rights Act of 1964, which states that “no person in the United States shall, on grounds of race, color, or national origin, be excluded from participation in, or be denied benefits of, or be subjected to discrimination under any program or activity receiving federal assistance.” The OCR Guidance Memorandum of August 2001 (DHHS) details how national origin discrimination may be avoided through the use of qualified interpreters.
on-site interpreting	interpreting done by an interpreter who is directly in the presence of the speakers. Also called <i>face-to-face interpreting</i> . See remote interpreting, telephone interpreting .
proficiency	thorough language competence derived from training and practice.
professional interpreter	an individual with appropriate training and experience who is able to interpret with consistency and accuracy and who adheres to a code of professional ethics. See interpreter, ad hoc interpreter, lay interpreter .
relay interpreting	an interpreting process in which two individuals attempting a conversation communicate through two interpreters, each of whom speaks only one of the two languages required as well as a common third language. An example of this would be interpreting Quechua into Spanish, which in turn is interpreted into English, or interpreting an idiosyncratic sign language into ASL and then into English.
remote interpreting	interpreting provided by an interpreter who is not in the presence of the speakers , e.g., interpreting via telephone or videoconferencing [ASTM]. See telephone interpreting, video interpreting, on-site interpreting .
sight translation	translation of a written document into spoken/signed language [ASTM]. An interpreter reads a document written in one language and simultaneously interprets it into a second language.
simultaneous interpreting	converting a speaker or signer’s message into another language while the speaker or signer continues to speak or sign . See consecutive interpreting .
sign(ed) language	language of hand gestures and symbols used for communication with deaf and hearing-impaired people.

source language	the language of a speaker/signer who is being interpreted [ASTM]. See target language .
summarizing	a limited interpretation that excludes all or most details focusing only on the principal points of the interpreted speech — not a full interpretation.
summary interpretation	See summarizing.
target language	the language of the person receiving interpretation [ASTM]; the language into which an interpreter is interpreting at any given moment. See source language .
telephone interpreting	interpreting carried out remotely, with the interpreter connected by telephone to the principal parties, typically provided through a speaker-phone or headsets. In health care settings, the principal parties, e.g., doctor and patient, are normally in the same room, but telephone interpreting can be used to serve individuals who are also connected to each other only by telephone. See remote interpreting .
translation	the conversion of a written text into a corresponding written text in a different language. [Within the language professions, translation is distinguished from interpreting according to whether the message is produced <i>orally</i> (or manually) or <i>in writing</i> . In popular usage, the terms “translator” and “translation” are frequently used for conversion of either oral or written communications.]
translator	a person who translates written texts, especially one who does so professionally. See translation, interpreter .
transparency/transparent	the principle that everything that is said by any party in an interpreted conversation should be rendered in the other language, so that everything said can be heard and understood by everyone present. Whenever the interpreter has reason to enter into a conversation by speaking directly to either party in either language, the interpreter must subsequently interpret both his/her own speech and that of the party spoken to, for the benefit of those present who do not understand the language used. Transparency is maintained when everything said by any party present, including the interpreter speaking for him/herself, is interpreted into a language that others present can understand.

TTY relay	describes relay, a service enabling telephone communication between TTY/TDD customers (who are usually deaf or hard of hearing) and hearing people.
unidirectional interpreting	interpretation from only one source language (usually found in conference interpreting.)
video conferencing	remote conference by televideo technology. See remote interpreting and video interpreting .
video interpreting	interpreting carried out remotely, using a video camera that enables an interpreter in a remote location to both see and hear the parties for whom he/she is interpreting via a TV monitor. The interpretation is relayed to the principal parties by speakerphone or through headsets. Two-way interactive television can also be used, so that the other parties can interact with the interpreter as if face-to-face. See remote interpreting .
working language	a language an interpreter uses professionally [ASTM]; a language into and/or out of which an interpreter interprets. See language combination .

Some definitions (marked [ASTM]) have been taken from the ASTM *Standard Guide for Language Interpretation Services* (F 2089). For information on obtaining this document, contact ASTM Customer Service at service@astm.org or go to the ASTM web site, <http://www.astm.org>.

COMMONLY USED ACRONYMS

ACTFL	The American Council for the Teaching of Foreign Languages
ASTM	The American Society for Testing and Materials
ATA	The American Translators Association
CAL	The Center for Applied Linguistics
CHIA	The California Healthcare Interpreters Association
CIT	The Conference of Interpreter Trainers
DHHS	The federal Department of Health and Human Services
LTI	Language Testing International
MMIA	The Massachusetts Medical Interpreters Association
MAMI of CNY	The Multicultural Association of Medical Interpreters of Central New York
NCIHC	The National Council on Interpreting in Health Care
OCR	The Office for Civil Rights (DHHS)
OMH	The Office of Minority Health
PALS	Pacific Asian Language Services
MING	The Medical Interpreter Network of Georgia
SOMI	The Society of Medical Interpreters



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The Education Fund of Family Planning Advocates of New York State

The mission of the Education Fund of Family Planning Advocates is to advance public policies that fulfill the rights of individuals to comprehensive sexual and reproductive health services and education that are consistent with principles of justice, fairness and respect diversity, personal dignity and privacy.

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