

The Northwest Linguist



MEET OUR MEMBERS: KATRIN RIPPEL

by Edward Wang

“A second language is like a second life...” This sums up the reason why Katrin Rippel, former columnist of “Meet the Members” for NOTIS, constantly strives to make a difference in the business of multiple languages and diverse cultures.

Katrin was born in East Germany, and then moved to the western part of Germany in her teens, where her English studies began. She had always had the dream of living in France, so she moved there, spending 6 years in the country. She really enjoyed France, but wanted to continue learning English. Perhaps out of curiosity, Katrin decided to come to the United States to see if some of the stereotypes about Americans were true. Fortunately, this country did not disappoint her. She soon became fascinated with the people, environment, and culture, and decided to put down roots.

San Francisco was the first place Katrin arrived and she fell in love with America. After she had lived there for three years, she decided it was time to move on. Her goal was to learn more about translation, and she started looking into some programs. Thanks to its culturally diverse environment, Washington State happened to have a school that attracted talented people such as Katrin. She completed her certificate program in translation in 2004.

In 2005, she obtained another certificate in

software localization from the University of Washington, with a focus on localization concepts, tools and languages, and project management. The same year Katrin founded her own company, MENU International (www.menuintl.com).

Katrin views her company like a puzzle in which all the pieces of her life fit together. She has a strong passion for the food and hospitality industry and that passion was cultivated by her 16 years of experience in that field in Germany, France, and the United States. She is fascinated with languages, is proficient in three, and currently works as a professional translator. She is also a computer expert and her company, MENU International, is the fruit of all her labors. Her company helps businesses succeed when entering a multilingual world with diverse cultures. MENU International is there to bridge the gaps and facilitate clear communication, especially in the food, travel, and hospitality industries.

Katrin likes to garden and write; the latter talent led to the birth of this popular column “Meet Our Members”. (cont. on page 4)



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Northwest Translators and Interpreters
A Chapter of the
American Translators Association



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For information on membership to WITS visit the WITS
web page at: www.witsnet.org or write to: WITS, PO
Box 1012, Seattle, WA 98111-1012.

NOTIS Membership Fees

Individual & Institutional:	\$45.00 per year
Student (without directory listing):	\$15.00 per year
Corporate:	\$80.00 per year

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1037 NE 65th Street, #107, Seattle WA 98115 USA
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Email: info@notisnet.org
Website: www.notisnet.org

For information on the ATA contact:
225 Reinekers Lane, Suite 590
Alexandria, VA 22314
Tel: (703) 683-6100 Fax: (703) 683-6122
Email: ata@atanet.org Website: www.atanet.org

NOTIS NOTES

NEW MEMBERS

Eck, Raquel Pereira	English<>Portuguese
Gonzalez, Guadalupe	English<>Spanish
Hawkins, Irene López	English<>Spanish
	French>Spanish
Johnson, Pedro	English<>Spanish
Matsudaira, Woohyang	English<>Japanese
Ong, Daniel	
Torzecka, Elzbieta	English<>Polish
Witte, Aracelis	

NEW INSTITUTIONAL MEMBERS

CLIMB for Health Professionals, Portland Community College, Sheila Meserschmidt, Director

STUDENT MEMBERS

Boespflug, Charles English<>French<>Spanish

WITS NOTES

NEW MEMBERS

Castro, Estela	Spanish
Guadalupe, Gonzalez	Spanish
Hawkins, Irene López	Spanish, French
Johnson, Pedro L.	Spanish
Korotkova, Galina	Russian, Ukrainian
	(upgrade from Student Membership)
Torzecka, Elzbieta	Polish

REJOINING MEMBERS

Franco-Erickson, Adriana Spanish
Erickson, John D. Spanish

STUDENT MEMBERS

Mahad, Dimbil Spanish

The Northwest Linguist is a quarterly publication published jointly by NOTIS and WITS.

The Northwest Linguist is published in February, May, August, and November. Letters to the Editor, short articles of interest, and information for the calendar and other sections are invited. Please send submissions to the Kathryn German, Editor, at: translationskg@comcast.net. Please note that all submissions become the property of The Northwest Linguist and are subject to editing unless otherwise agreed in advance. Opinions expressed are solely those of the authors and do not necessarily represent the views of the Editor, the Society, or its Board. Submissions should be limited to no more than 1,000 words.

Editor and Layout: Kathryn German translationskg@comcast.net

Deadline for next issue: **September 15, 2011**



*Free Picnic for
NOTIS and
WITS members
and their
families.*

*Just bring food
to share drinks
and everything
else
will be provided*

A PICNIC! WE'RE HAVING A PICNIC... AND WE WANT YOU TO COME!

NOTIS is happy to announce our annual summer NOTIS-WITS sheltered picnic.

When: **Saturday, August 13th, 2:00 to 6:30 p.m.**

Where: **Anderson Park in downtown Redmond, WA.**

Cost: It's free! Just bring food to eat and share (i.e. Potluck).

The lovely 2.8 acre Anderson Park is ready to delight and shelter us. So come even if it rains and bring partners and children. Click on the link below and view all the Anderson Park has to offer:

www.ci.redmond.wa.us/cms/one.aspx?portalId=169&pageId=4077

Address and directions: 7802 168th Avenue NE, Redmond, WA

From the Redmond Way exit on SR520, turn left on Redmond Way. Turn right onto 168th Avenue. The park will be on your right, and the facilities are identified with signs. There is no parking lot, just street parking. (Read parking signs carefully)

Come and meet some new NOTIS-WITS people and catch up on news with old friends. *Hope to see you there!*

MEET OUR MEMBERS: KATRIN RIPPEL (cont.)

When Katrin first moved to Washington State, she was eager to network with other language professionals, so she joined ATA and NOTIS and met many interesting people. She could not stop feeling amazed by the stories her colleagues in these societies had to tell. "Everyone has a story that makes that person fascinating!" she exclaimed. For that reason, she proposed that NOTIS start a column to introduce these members, and the Newsletter committee agreed that Katrin was the perfect candidate for this project.

Having been a wonderful columnist for NOTIS for so long, why quit now? The answer is her 14-month-old son. He is a bundle of energy and, of course, this demands a tremendous amount of time from Katrin. As much as she regretted it, she has finally had to resign from the job she had been performing so well.

"Do you have any words you want to share with our members?" I asked. Katrin replied, "I signed up with NOTIS and became involved in the activities with NOTIS. It helped me reach out, and assisted me in running my business. It gave me a lot of connections. I'd like to encourage people to get involved in the activities of trade organizations such as NOTIS. These organizations can be very dynamic and a source of inspiration, generating ideas along the way. Many people tend to ask what they can get out of an organization, instead of asking how they can contribute more. They should view things the other way around. Things usually come full circle." Thank you, Katrin!

SEMINAR: DRUG ENFORCEMENT VOCABULARY WORKSHOP

Saturday, September 24th, 11:00-1:00 PM

Sgt. Don is a 19-year veteran of the Mount Vernon Police Department where has worked as patrol, swat team, undercover narcotics officer and is now the supervisor of the Mount Vernon's Crime Prevention division.

Join fellow court interpreters of all languages to hear vocabulary and procedure of drug enforcement from a professional. There will be opportunities for questions and informal discussion.

Jaye Stover, Court certified interpreter, will facilitate the discussion of court room drug case experience with participants.

This class has been submitted to the Administrator of the Office of the Courts for 2 continuing education credits.

LOCATION: The Language Exchange, Inc. 716 E. Fairhaven, Burlington, WA 98233. Adjacent to the Post Office.

Registration: resources@langex.com or call 360-755-9910, option 3.

Fee: \$35 (\$40 at the door). The fee will be refunded if class is cancelled. Please arrive 10 minutes before class time and plan to stay for the entire workshop.

SEMINAR: DOMESTIC VIOLENCE AND SEXUAL ASSAULT

Saturday, September 24th, 1:30-3:30 PM

Jennifer McClain of Skagit Domestic Violence and Sexual Assault Services along with certified court interpreter Jaye Stover, will facilitate a workshop for court interpreters on domestic violence, legal options for survivors, safety issues, and planning.

This class has been submitted for 2 continuing education credits to the Administrator of the Courts. It is for interpreters of all languages. The workshop will include language and legal information for domestic violence and assault issues heard at all court levels.

Jennifer McClain is the Sexual Assault Program Supervisor at Skagit Domestic Violence and Sexual Assault Services. Jennifer received her Bachelor's degree from Western Washington University and has been with the agency for the last three years. In her role, she provides direct advocacy to domestic violence and sexual assault survivors, facilitates community education and awareness around the issues of domestic violence and sexual assault, and assists in the management of the community drop-in center and 24-hour crisis response services.

LOCATION: The Language Exchange, Inc. 716 E. Fairhaven, Burlington, WA 98233. Adjacent to the Post Office.

Registration: resources@langex.com or call 360-755-9910, option 3.

Fee: \$35 (\$40 at the door). Will be refunded if class is cancelled.



WITS ANNUAL MEETING

Galen Basse, a PhD candidate in Linguistics at the University of Washington, Teaching Associate, and Translation Project Coordinator for Health Research Associates shared his tactics for decoding and graphing complex sentences. By using these tools, translators and/or interpreters can more accurately and swiftly arrive at the kernel of meaning in complex, highly convoluted texts.



GALEN BASSE, B.A.,M.A. AND BARBARA ROBINSON



ALICIA LANZNER, EUGENIA MUNDAY, CHINTANA BARDEN



NORMAN WALTON AND KENNETH BARGER



ANGELA TORRES HENRICK, EUGENIA MUNDAY, VERONICA BARBER & KATHRYN GERMAN

Norman Walton, John Wallays, and Henry Cannon shared their expertise in the use of firearms with translators and interpreters to provide them with a better understanding of pistols, shotguns, and rifles and their nomenclature.

Letter from the WITS President

by Barbara Robinson

Greetings!

Summer has finally arrived in the Pacific Northwest after a long rainy winter, followed by an almost nonexistent spring. The fireworks at Gasworks Park on the July 4th holiday were certainly spectacular, as always. As a first generation immigrant, I join many others at this time to reminisce and appreciate the American values we came to embrace.

The WITS board has been busy since I wrote last time. In May, several of our board members joined with other board members of our sister organization NOTIS and attended a half-day Jurassic Parliament workshop conducted by Ann Macfarlane at her office. The workshop offered guidelines, insights, and tips on how to run a non-profit organization. We were able to ask questions pertinent to the responsibilities and activities of the boards. All attendees went for a relaxing lunch afterwards. It was a fine day spent with our fellow board members and colleagues!

A WITS board meeting was held the night before the WITS annual meeting on June 4th. We voted on updating our membership categories. Our membership committee is working on a new membership brochure and a membership drive is underway. Sincere thanks go out to Milena Calderari-Waldron, Eugenia Munday,

David Neathery, and Martha Cohen.

The WITS annual meeting was held at North Seattle Community College, with two workshops offering four AOC continuing education credits. The speakers were dynamic and eloquent. Fresh hot lunch and snacks throughout the day provided fuel. It was another great event organized by our Program Chair Alicia Lanzner with assistance from Kenny Barger, Hernan Navas, Louise Morehead, Hospitality Chair Pheng Nix, and other board and committee members.

Now is the time of year to start finding new blood for our board! A board development committee has been set-up to help recruit candidates for the WITS board and committees. Serving on the WITS board and committees is a great way to make a difference in the lives of interpreters and translators in Washington State. I encourage you to please contact one of these committee members by the end of August if you wish to be considered for candidacy. They can be reached at the following email addresses:

Angela Torres Henrick:

henrick@att.net

Sam Mattix:

LaoThaiLangSvc@comcast.net

Kenny Barger:

kennethbarger@q.com

“Now is the time of year to start finding new blood for our board...”

We encourage you to please contact one of our committee members if you are interested.”

ALICIA LANZNER



WITS MEMBERS



JURASSIC PARLIAMENT: WHY INTERPRETERS AND TRANSLATORS SHOULD LEARN ABOUT *ROBERT'S RULES OF ORDER*

by Milena Calderari-Waldon

" Voluntary professional organizations such as WITS and NOTIS exist to defend and promote the Interpreting and translating professions by upholding high standards of quality and ethical conduct and advocating on behalf of their members."

I must confess that when I first heard that WITS board members would be taking the Jurassic Parliament training, I asked myself, "What in the world is that?" Eventually I came to understand that it was a workshop on how to effectively use *Robert's Rules of Order* taught by our esteemed colleague and ATA certified Russian>English translator, who is fluent in Urdu and has a university degree in Russian. She began her career as a diplomat, serving in Pakistan and Bangladesh before becoming the first woman staff assistant in the United States' Near East South Asia Bureau. Eventually, she found herself in Seattle where she became a professional translator and was elected President of NOTIS and the ATA, serving as well as the Executive Director of NAJIT. She found it very rewarding to work with non-profit associations and charities so she developed "Jurassic Parliament" as a way of making *Robert's Rules of Order* understandable and enjoyable.

Democracy is a tricky learned behavior. Nobody is born with it although some are born under it. From the Greek *demos* (common people) and *kratos* (rule) it can be loosely understood as government by the people for the people. The world's largest democracy is India, though more than half of the world's population does not live under democratic institutions. As Francis Fukuyama explains in his book, *"The Origins of Political Order"* that democracy is a stool held up by the legs of state and government accountability and the rule of law. Governance in democracies

relies on majority rule, and a variety of mechanisms for accountability have been created. One mechanism to ensure that the majority is heard is that of the election process: having people cast their votes. When democracies need discussions to take place in order to arrive at decisions about the way to govern, they deliberate.

You can well imagine what a debate can turn into if no one presides over it and there are no rules agreed upon beforehand. One can go from the extreme of a scene on a Naples street during rush hour, with everyone gesticulating and no one listening, to one of a complete wall of silence. In a democratic organization, board members with different points of view must express their opinions, must listen to other people's opinions, and must agree upon the activities of the association, and on how they will be conducted.

The most well-known example of the rules and procedures that govern parliamentary debate is *"Robert's Rules of Order"*. Written in 1876 by Brig. Gen. Henry Martyn Robert, it is a book intended to be adopted as a parliamentary authority for use by a deliberative assembly. The procedures were loosely modeled after those used in the United States House of Representatives, with such adaptations as Robert saw fit for use in ordinary societies. But if any of you has had the chance to glance at it, you will most likely have been immediately discouraged by its complexity. Enter our savior, Ann Macfarlane.



JURASSIC PARLIAMENT: WHY INTERPRETERS AND TRANSLATORS SHOULD LEARN ABOUT

ROBERT'S RULES OF ORDER (CONTINUED)

debate in which a motion was represented by an imposing T-Rex and a point-of-information by a flying Pterodactyl. Triceratops confronted them all while Ankylosaurus shoved them all aside. Finally, Dimetrodon's amendment was triumphant. Ann used her natural acting abilities, moving from the persuasive diplomatic chairperson to a dictatorial egomaniac. Role-playing and visual cues turned a dry subject into a laughing experience in which even the most timid of participants found him or herself engaged in defending or opposing arguments. To be frank, nobody wanted to leave. We could have played Jurassic Parliament for hours and never have been bored. Ann had to kick us out of the room! We all went to a late lunch during which we discussed our recently acquired knowledge and how to put it to the best use in our organizations.

So why is it important for interpreters to learn all about *Robert's Rules of Orders*? Interpreters/translators are for the most part independent contractors and getting them to assemble is like herding cats. The majority of interpreters and translators are female, foreign-born, foreign-raised, and foreign-educated, representing a wide array of countries, political systems, languages, and races. They possess a dizzying variety of credentials and skills. The only thing they have in common here in the United States is English as the *lingua franca*. By definition they are a very easy group to take advantage of and frequently fall prey to unscrupulous businesses and abusive administrators.

Voluntary professional organizations such as WITS and NOTIS exist to defend and promote the interpreting/translating profession by upholding high standards of quality and ethical conduct and advocating on behalf of their members, the interpreters/translators. They are associations devoted to the mutual benefit of their own members in the pursuit of a common goal. Unlike hierarchical associations such as corporations in which members have ranks, in voluntary associations all members are peers; in other words, everybody has equal status or standing and one vote. Unlike the CEO of a corporation, the president of a voluntary association must persuade its members as opposed to ordering them around. Persuasion implies a lot of communication and an immeasurable amount of patience. The members of a professional organization hold periodic elections to choose their representatives from among themselves. These representatives

sit as the board of directors and "direct" the association in its various activities. Decision-making occurs at board meetings where directors engage in parliamentary debate, following *Robert's Rule of Orders*, so that they can agree upon a certain course of action. Belonging to an interpreters/translators professional organization means that you are working for the common good of the society's members and the Limited English Proficiency (LEP) community at large. You, as a professional interpreter/translator, have opinions and ideas about how things should be done, improved, or corrected. Your opinion counts and your creativity is needed. One sure way of enacting change is to actively participate in your professional organization. Join a committee and start making things happen right away. Learn how to use *Robert's Rules of Order* to promote your ideas and have other interpreters join you in the fight. Join us in the historic struggle of interpreters! Make your voice heard and your vote count.

Information and many free resources are available at:

www.jurassicparliament.com.



*"Persuasion
implies a lot of
communication
and an
immeasurable
amount of
patience."*

*Milena Calderari-
Waldron*

INTERNATIONAL TRANSLATORS DAY

by Louise Morehead

Save the date! Saturday, October 1st.



Do you remember Judy Jenner's fabulous presentation back in 2009: The Entrepreneurial Linguist—Lessons from Business School? There were so many requests for attendance that we had to turn people away. (We don't like that at all!) Well, Judy's back. Yes! On Saturday, October 1st, in honor of International Translators Day (Let's add Interpreters to that, shall we?) Judy Jenner will be with us for a full day of conferencing on subjects and knowledge that have grown out of her vibrant and successful international career as a linguist:

No Pain, No Gain: Active Marketing to Direct Clients Web 2.0 for Entrepreneurial Linguists

During her morning and afternoon presentations, Judy will discuss the challenges and rewards of acquiring and working with direct clients, as well as increased flexibility and control of our businesses. A long-time blogger, social media adapter and Web 2.0 user, Judy will lead us through the new and (mostly) free media that can be used in ways to increase our earnings, enhance our careers, and heighten our on-line presence and skills.

That's not all! These wonderful presentations will take place in equally thrilling surroundings: The Museum of Flight situated at Boeing Field just south of Seattle and only minutes from SeaTac will be our venue for the day. Celebrate International Translators Day in this historic and dynamic environment while witnessing human flight from its early beginnings to the modern technology of air and space travel.

Admission to the NOTIS International Translators Day Conference with Speaker Judy Jenner will include free admission to the museum for the entire day, as well as one hour of privileged post-conference access to the exhibits from 5:00 - 6:00 p.m. A gourmet lunch will be provided from the renowned McCormicks & Schmick's at no extra charge.

All NOTIS and WITS members in good standing: \$45.00
Non-members: \$55.00

Pre-conference check-in will start at 9:00 a.m. in the Museum of Flight View Lounge. Use the main entrance through the museum parking lot (all-day free parking).

Watch the NOTIS website at: www.notisnet.org for further information and for the opening of registration. Payments will be accepted starting mid-August.

For more information regarding registration and payment contact: officemanager@notisnet.org or NOTIS, 1037 NE 65th Street #107, Seattle, WA 98115.

Meanwhile, don't hesitate to visit: www.entrepreneuriallinguist.com www.museumofflight.org



"Many people tend to ask what they can get out of an organization, instead of asking how they can contribute more. They should view things the other way around."

NORTHWEST TRANSLATORS AND INTERPRETERS SOCIETY MEDICAL SPECIAL INTEREST GROUP PRESENTATION



*NOTIS – MedSIG is proud to provide
A presentation-workshop of special interest to
Medical Interpreters & Translators,
and all Healthcare Language Access Providers*

BARRIERS to CARE: The Medical Interpreter Perspective or LEP Challenges in Accessing Healthcare

ABSTRACT: The **Barriers to Care Map** presents the health care system from the patient's point of view. The presentation is designed for interpreters, navigators, health care educators, *promotoras*, and health care staff who want to understand the many barriers that stop patients from achieving satisfaction in getting their health needs met. We will look at 50 'jobs' that patients are given, and then at the barriers that crop up for patients when they try to get those jobs done. For example, the provider tells the patient to call back later in the evening if he still feels really ill. But when the patient calls, the clinic phone tree does not give him easy access to a provider, so he ends up going to the ER. The Barriers Map identifies which patients are the most vulnerable to each barrier and describes the consequences if the patient does not surmount the barrier. The Map indicates how the care team can bridge the barriers for its patients. Workshop participants will be able to return to their work with many concrete ideas of how they can improve the care environment that they are part of.

Presenter: **Linda Golley** has managed the interpreter program for University of Washington Medical Center since 2002. Before that she was a community clinic manager, a direct care worker, and a clinical quality of care analyst. Ms. Golley presents nationally on cutting-edge patient education and language support techniques to improve health care for all.

Location: North Seattle Community College (NSCC) Main Campus, Lecture Hall –LB1231 (Library Building - 1st and Ground level), 9600 College Way North Seattle, WA 98103 Locator: <http://northseattle.edu/locator>

Date and Time: **Saturday, July 30, 2011**
from 2:00 to 4:30 p.m.

Special Low Cost: NOTIS is happy to offer this workshop to all NOTIS members and non-members. The lecture hall is large, but room capacity cannot be exceeded. Please read carefully:

- All attendees: \$25.00 (By U.S. mail until July 26th or through the NOTIS website www.notisnet.org)
- At the door July 30th – All attendees: \$25.00 if space is available

A certificate for 2.5 hours of attendance will be given to each 2:00-to-4:30 pm attendee

To Reserve: Send an e-mail to our Office Manager at officemanager@notisnet.org State your full name, NOTIS membership status, and say that you wish to attend the *MedSIG Barriers to Care Presentation* on July 30, 2011 from 2:00 to 4:30 pm.

To Pay by Check: (until July 26th): Make your check for \$25.00 payable to the order of NOTIS; note "Barriers to Care" on the *For* or *Memo* line of your check (usually lower left corner); and send your check for \$25.00 to the following address:

NOTIS-MEDSIG
1037 NE 65TH ST. #107
Seattle, WA 98115

QUICK PAY: (After July 26th) Go to the NOTIS website at www.notisnet.org and find the e-Flyer for the *Barriers to Care* seminar. Follow the instructions and pay \$25.00 by PayPal. Don't forget to reserve; let the NOTIS Office Manager know you are coming.

NORTHWEST TRANSLATORS AND
INTERPRETERS SOCIETY
MEDICAL SPECIAL INTEREST GROUP
PRESENTATION (Cont.)

Light refreshments will be served. Please allow yourself enough time to linger after the presentation and network with fellow Northwest linguists and healthcare stakeholders until 5:00 p.m.

PARKING: The **Library Building** is located on the West side of the campus. While ample free parking is available on all sides of the campus, the parking lots closest to the Library Building and therefore to the **LB1231 Lecture Hall** are the West Carpool Lot and the North Visitor Lot, both free and available for parking on Saturdays. Parking is also available on College Way North and surrounding streets; please respect driveway and mailbox access if you choose to park there.

BY BUS: North Seattle Community College is accessible by Routes: 5, 16, 75, 316, 345, 346. Consult: <https://northseattle.edu/transportation/bus-transit-options>
And: http://tripplanner.kingcounty.gov/cgi-bin/itin_page.pl?resptype=U

NOTE: NOTIS Special Interest Group (MedSIG)
US Mail: 1037 NE 65th Street #107, Seattle, WA 98115
Telephone: (206) 701-9183
Email: info@notisnet.org or www.notisnet.org/notis/org/SIGS/comms.html



NOTIS CREATING NEW WEBSITE

It's an exciting time for NOTIS! We are still in the process of working out the details for our new website with a web designer, but here are few of the changes NOTIS members can look forward to seeing on the website:

- Beautiful scenes of the Pacific Northwest.
- The largest online directory of translators and interpreters in the Pacific Northwest.
- Direct member access via log-in and password in order to change and update directory profile and to upload your résumé.
- Access to a "Marketplace" where job offers will be posted.
- A complete history of NOTIS, archives of former *The Northwest Linguist* issues.
- Calendar of events for translators and interpreters.
- Resources for both for translators and for those that purchase translations.

To keep up with our news please also join our online community on LinkedIn, follow us on Twitter (@notisnet) and Like us on Facebook (<http://tiny.cc/c7xgr!>)



JOB POSTING:
BILINGUAL LEGAL OFFICE SPECIALIST
\$2,524.00 - \$2,600.00 per month (8.00 hr/day)

There is one opening to provide professional office support to the Yakima County Office of Assigned Counsel. Requires the equivalent of a High School Diploma three years office experience and keyboarding speed/accuracy at 40 net w.p.m. Bilingual-Biliterate English/Spanish is Required. Legal experience is preferred.

Applications must be received in Yakima County Human Resources Department, 128 N. 2nd Street, Courthouse Room B27, Yakima, WA 98901, (509) 574-2210, by 4:00 p.m. July 21, 2011. Visit www.co.yakima.wa.us.

Dear Editor:
 National Certification for Healthcare Interpreters: Another Viewpoint
 Part 2: Comparing the Tests

By Cynthia E. Roat, MPH
National Consultant on Language access in Healthcare

In the last edition of the Northwest Linguist, I tried to answer the question, “How did we end up with three certifications available to healthcare interpreters in Washington State?” This month I’d like to try to answer the more seminal question for those interpreters: “Which certification should I pursue?”

There are two ways to think about this. One is; which certification is better? The way to judge a certification program is to ask, 1) is it valid (does it test what it says it tests?), 2) is it reliable (would two raters, or one rater at two separate times, give a particular test the same grade?), and 3) is the process credible (or rather, is it free from conflicts of interest?).

To my knowledge, all three tests—the DSHS test, the CCHI test and the NBCMI test—were developed by professional psychometricians and have validity and reliability reports available. Regarding credibility, there is no doubt that DSHS is a credible certifying body, but only because the group doing the certifying is different from the group hiring interpreters. There has indeed been pressure on the Language Testing and Certification (LTC) program to lower its pass rate in order to increase the number of certified interpreters available to serve DSHS patients, but, to its credit, LTC has steadfastly refused to do so. CCHI is also a credible certifying body; it does not hire interpreters, and its testing fees are returned to the organization’s coffers to develop testing in new languages. Its Commissioners are experts in the field of healthcare interpreting and serve without remuneration; there is no conflict of interest. The National Board...well, considering the history of this organization, you decide.

How do the tests compare? The CCHI test requires proven bilingual fluency, a high school diploma, at least 40 hours of healthcare interpreter training and a year of experience as pre-requisites. The National Board requires one year of experience **OR** proven bilingual proficiency, a high school diploma and 40 hours of basic training through a course approved by the National Board. Both tests require candidates to be at least 18 years of age. The DSHS test has no pre-requisites. The two national certifications involve a written test in English and a language-specific oral test, which at this point is available only in Spanish for the national tests. The DSHS written test is available in Spanish, Russian, Vietnamese, Cambodian, Korean, Chinese and Lao. Both national tests cost about the same: \$430 for the NBCMI test and \$455 for the CCHI, while the DSHS test is state subsidized and costs only \$75. The content of the tests is a bit different. The CCHI’s written test includes questions on managing an interpreting encounter, healthcare terminology (25% of the test), interaction with other healthcare professionals, role and ethics, and cultural responsiveness. The oral exam tests both short consecutive and simultaneous interpreting as well as sight translation and some basic written translation. The NBCMI’s written test includes questions on medical terminology (70% of the test), role and ethics, cultural competence, medical specialties, standards of practice, and LEP legislation and regulations. The oral exam tests consecutive interpretation and sight translation only. The DSHS written exam tests ethics, medical vocabulary (English-English and English – non-English), and English grammar. The oral test addresses consecutive interpreting skills and sight translation.

The credentials offered are also a bit different. At this time the NBCMI appears to offer only one credential: a certification for medical interpreters in Spanish (CMI). Two others are listed on the website – the Qualified Medical Interpreter (QMI) credential and the Screened Medical Interpreter (SMI) credential –with notes that they are “coming soon,” however that note has been there since 2009. The organization received a grant from the State of Oregon to provide



Dear Editor:
 National Certification for Healthcare Interpreters: Another Viewpoint
 Part 2: Comparing the Tests (cont.)

testing in additional languages and is currently seeking candidates to pilot oral tests in Russian, Cantonese, Korean, Mandarin, and Vietnamese.

CCHI offers a Certified Healthcare Interpreter (CHI) credential to Spanish interpreters who pass both the oral and the written tests. It also offers an Associate Healthcare Interpreter (AHI) credential to speakers of languages other than Spanish who pass the written test. When an oral test is available in their language pair, they will have one year to take the oral test to maintain their credential. CCHI is also currently developing versions of its test in other languages.

DSHS provides certification in any of eight language pairs (Spanish, Russian, Vietnamese, Cambodian, Lao, Korean, Cantonese and Mandarin). For any other language pair, there is a non-language-specific test that results in becoming an Authorized Interpreter.

And how about maintaining the credential? Both national certifications require continuing education in order to maintain a valid credential: the National Board requires 30 hours every five years and ongoing membership in an interpreter association, while the CCHI requires 32 hours of CE every four years (16 hours in each biennium). DSHS has no continuing education requirement.

So, in summary, one way to look at the tests is to ask, which is better? You will have to make your own assessment, based on the information offered here and found on the relevant websites. The other way to decide is to ask, "Which credential do I need in order to interpret in Washington?" At the time of this writing, you legally don't need any credential at all to interpret in health care in this state. However, interpreters serving Medicaid patients must be DSHS certified or authorized in order for the State to pay the bill, and, realistically speaking, many hospitals, clinics and language companies will require a DSHS credential. So for the moment, the certification that is most likely to get you work is the Washington State certification.

It is not clear, however, what will happen in the future. DSHS developed its certification program because it was required by law to do so and because there was no other certification process available for healthcare and social service interpreters. It did this in a time of economic plenty -- remember the days of the "Rainy Day Fund"? The State currently finds itself in a very different position. With the budget ax hovering, the State may find it cheaper to require national certification than to continue to subsidize interpreter certification through DSHS. If this is the case, working interpreters would do well to hold off getting nationally certified until they know which test, if any, the State will endorse.

There was a time when Washington was a pioneer in the field of healthcare interpreting. Many other states still look to Washington as a leader and innovator. However, in fact, Washington is being overtaken by advances in technology, training and the professionalization of the field. National certification is coming; it may be kept at bay for some time if DSHS continues to offer its own certification program, but eventually it will come. And, in fact, 17 of your fellow Washington interpreters have already been credentialed by CCHI, and five by NBCMI. There must be some reason that they are interested in these national credentials. Maybe we should ask them why.

For more information on these three certification tests, see:

DSHS: The Washington State Department of Social and Health Services Language Testing and Certification Program,

<http://www.dshs.wa.gov/ltc/>

CCHI: The Certification Commission for Healthcare Interpreters, [http://](http://www.healthcareinterpretercertification.org/)

www.healthcareinterpretercertification.org/

NBCMI: The National Board of Certification for Medical Interpreters, [http://](http://www.certifiedmedicalinterpreters.org/)

www.certifiedmedicalinterpreters.org/

[history](http://www.certifiedmedicalinterpreters.org/history)

NOTIS AND WITS EVENTS CALENDAR

DATE	EVENT	DETAILS	LOCATION
July 30 2011	NOTIS MedSIG Presentation: Barriers to Care: The Medical Interpreter Perspective by Linda Golley (2:00-4:30)	www.notisnet.org	North Seattle Community College, Seattle, Washington
July 30, 2011	Technical Writing for "into English" Translations and The Art and Science of Post-Editing by Karen Tkaczyk and Mike Dillinger	http://www.ncta.org/cde.cfm?event=355091	San Francisco, California
August 1-4, 2011	XIX Fédération Internationale des Traducteurs World Congress	www.fit2011.org	San Francisco, California
August 3-5, 2011	Nebraska Association for Translators and Interpreters (NATI) 12th Annual Regional Conference	www.natihq.org	Omaha, Nebraska
August 6, 2011	Association of Arizona Court Interpreters: Sight Translation Workshop	http://events.r20.constantcontact.com/register/event?oeidk=a07e405d0qla9ac7c02&llr=w6tmupeab	Scottsdale, Arizona
August 6, 2011	Sex and Drug Crimes: Specialized Terminology for Spanish Interpreters	http://www.witsnet.org/programs/8.6.2011%20Info%20-%20Certification%20and%20Training%20Program.doc	Portland, Oregon
August 12-14, 2011	Translate in the Catskills 2	http://translateinthecatskills.com/	Maplecrest, New York
August 13, 2011	NOTIS/WITS Picnic	http://www.ci.redmond.wa.us/cms/one.aspx?portalId=169&pageId=4077	Anderson Park, Redmond, Washington
August 25, 2011	ATA Webinar Series: Working with PDF Files Part I	http://www.atanet.org/webinars/ataWebinar94_PDF_partI.php	Online
August 31, 2011	ATA Webinar Series: Ethical Dilemmas of Interpreters in Healthcare	http://www.atanet.org/webinars/ataWebinar97_interpreter_ethics.php	Online
September 1-3, 2011	British Association for Applied Linguistics: The Impact of Applied Linguistics	http://www.baal.org.uk/baal_conf.html	Bristol, England

NOTIS AND WITS EVENTS CALENDAR (cont.)

DATE	EVENT	DETAILS	LOCATION
September 10-11, 2011	Tennessee Association of Professional Interpreters and Translators: 9th Annual Conference	http://www.tapit.org/	Nashville, Tennessee
September 24-25, 2011	AAIT 5th Annual Conference: Industry Transformations and Trends	http://www.aait.org/events	Roswell, Georgia
September 24, 2011	Seminar: Drug Enforcement Vocabulary Workshop 11:00-1:00	resources@langex.com	Burlington, Washington
September 24, 2011	Seminar: Domestic Violence and Sexual Assault 1:30-3:30	resources@langex.com	Burlington, Washington
September 30— October 2, 2011	International Medical Interpreters Association: Client Education, Everyone's Responsibility	http://www.imiaweb.org/conferences/2011/conference.asp	Boston, Massachusetts
September 30— October 2, 2011	2011 New Mexico Interpreters Conference	http://www.witsnet.org/programs/INDEXcalendar.htm	Albuquerque, New Mexico
October 1, 2011	Michigan Translators/Interpreters Network 2011: Regional Conference on Translation and Interpreting	http://mitin.org/conference/default.html	Novi, Michigan
October 1, 2011	International Translators Day: NOTIS Seminar with Judy Jenner, No Pain No Gain: Active Marketing to Direct Clients and Web 2.0 for Entrepreneurial Linguists	officemanager@notisnet.org	Seattle, Washington
October 7-8, 2011	Tradlinguas International: Legal Translation	http://www.tradulinguas.com/conf-juridica/index.htm	Lisbon, Portugal
October 10-12, 2011	Localization World	http://www.localizationworld.com/	Santa Clara, California
October 14-15 2011	Points of View in Language and Culture	http://www.pointsofview.pl/	Krakow, Poland
October 14-15, 2011	WASCLA: Language Access Summit: Building Systems that Work— Coming Together to Ensure Quality Language Services and to Plan for the Future	http://www.witsnet.org/programs/WASCLA%20Summit%20VI%20Save%20the%20Date%20Flyer%	Olympia, Washington

NOTIS AND WITS EVENTS CALENDAR (cont.)

DATE	EVENT	DETAILS	LOCATION
December 2-3, 2011	University of Maryland Workshop: Course Design for Interpreter Education	http://oes.umd.edu/index.php?slab=translation-and-interpreting-workshops	College Park, Maryland
December 10, 2011	NOTIS/WITS Holiday Party	www.notisnet.org	Seattle, Washington

NOTIS/WITS BOARD MEETINGS

July 29, 2011	WITS Board Meeting	hua@goamcan.com	Home of Louise Morehead
August 13, 2011	NOTIS Board Meeting	info@notisnet.org	TBD
September 10, 2011	NOTIS Board Meeting	info@notisnet.org	TBD

For more international, national, and local events, please see: www.notisnet.org, www.witsnet.org, www.atanet.org

JOB NOTICE CANTALK, INC.

CANTALK INC. is currently looking for qualified interpreters looking for home-based job positions. These positions would involve phone interpretation services via phone for several industries such as customer service, health-care, finances, information technology, insurance, etc. The requirements include a landline, a quiet, private area in which to take calls, fluency in the languages needed, professionalism, and the ability to deal with high level clients, as well as a commitment of a minimum of 6 hours per week.

At present, interpreters working between English and one of the following languages are particularly needed: Vietnamese, Korean, Russian, Portuguese, Mandarin, Tagalog, French, Hebrew, Hindi, Italian, Farsi, Arabic, Greek, Japanese, Burmese, Somali, Thai, Armenian, Bosnian, Polish, German, Albanian, Creole, Nepali, Turkish, Punjabi, Swahili, Indonesian, Croatian, Mongolian, Urdu, Toisan, Taiwanese, Bengali, Yiddish, Creole-Haitian, Hmong, Bulgarian, Algonquian, Hungarian, Karen, and Dogrip.

If you are interested in learning more about this opportunity, please send you updated résumé and interpreting qualifications to Cynthia Aucaylle, Recruiter, at the following email address: caucaylle@cantalk.com.



CAN YOU HELP?

by Louise Morehead

You may have noticed: NOTIS is on track and in tune with the translation and interpretation scene in the Northwest. We are so proud to be the professional society of many of the Northwest's most up-to-date translators and interpreters, not to mention our wise and robust group of medical interpreters for whom the past two years have been particularly eventful.

NOTIS wants to keep up with the tide, help everyone stay informed, and provide training and networking activities for the highly respected professions we represent. In doing this, the NOTIS Program Committee and NOTIS Medical Special Interest Group need help from those most concerned.

If you would like to participate in program planning and realization for NOTIS's general activities or for MedSIG, or if you have opinions you would like to share with us, we need your help. Can you devote a few hours to finding a venue for a conference? Get to a conference site early and help set up? Would you like to help out with planning the next MedSIG presentation, or bring a NOTIS or MedSIG program to your area? We need you!

Thanks for stepping up and letting us know how you can help. Please contact: Louise Morehead, NOTIS Program and MedSIG Chair. moreheadlouise@yahoo.fr



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