



To: Board of Directors and Past Presidents
From: Helen Eby, Administrator: helen@gauchatranslations.com
Lorena Ortiz Schneider, Assistant Administrator: lorena@ortizschneider.com
Date: July 18, 2019
Re: Interpreters Division Report

Leadership Council Members: Andreea Boscor, Amine El-Fajri, Christina Green, Cristina Helmerichs, Enrica Ardemagni, Flávia Lima, Hicham Zerhouni, Maha El-Metwally, Milena Calderari-Waldron, Natalia Abarca, Paula Irisity, Roxane King, Tianlu Redmon, Carol Shaw, Aleyna Maria Tusa

Summary of Activities

Teleconference Meeting with Members

20 members attended the meeting. 50 registered for the event in two days, which showed very high interest. As part of the registration process, the leadership asked questions about member concerns, which we reported in a separate survey report.

In the meeting, we discussed the ATA ID achievements so far, the survey report regarding the identity of the division, and member concerns. Many of the issues members had concerns about were already being addressed, and we were able to address others promptly.

Several members volunteered to support the Division with projects they were concerned about. Our members are interested in issues and are willing to help carry out initiatives as part of the Division team.

Key accomplishments reported to members:

- Author guidelines and editor guidelines in blog. Most of our posts have reached 1500 readers. <http://www.ata-divisions.org/ID/blog/author-guidelines/>
- Emails to all members (see under About tab)
- Social media has a new purpose: engaging with members, finding out what their concerns are and acting on them if possible.
- Member survey – see summary below

- Explored ways to engage with members: Interpreter Connections, first teleconference.
- <http://www.ata-divisions.org/ID/ata-interpreter-connections-toronto/>
- <http://www.ata-divisions.org/ID/about/letter-to-members-may-2019/>
- Distinguished speaker selected. <http://www.ata-divisions.org/ID/ata60-distinguished-speaker-dont-miss-it/>
- Dinner planned. <http://www.ata-divisions.org/ID/id-annual-dinner-2019/>

Who are our members?

- 99% are interpreters
- 24% hire interpreters on a regular basis
- 82% are freelancers
- 89% are translators
- Top 3 concerns: Advocacy, education, resources

Concerns and questions addressed:

How can we connect?	Facebook, Linked In, our discussion group, this meeting, the conference... we are doing our best and welcome ideas.
Advocacy. Educating the public, approaching policy makers, about interpreting.	Though the ATA ID is not in a position to do direct advocacy, we can provide resources that allow our members to promote the profession and use the materials ATA and others have provided. http://www.ata-divisions.org/ID/resources/advocacy/
Promoting the profession, working conditions, business practices. This is part of our ethical condition, since Canon 9 of the Oregon Court Interpreters Code of Ethics says: Assessing and reporting impediments to performance.	We have been promoting the use of resources related to ASTM Standards. Some are listed in this page. http://www.ata-divisions.org/ID/resources/
Including all languages, all areas of interpreting.	We reach out to our members to write articles from their perspectives.
Education. Members want ATA seminars about interpreting, webinars, and more resources.	We discussed the possibility of providing webinars at our teleconference with members, and some are interested in supporting us in this endeavor.
Updates on the profession	We asked our members to keep us informed, and we will publish updates as appropriate.

Information on certification programs	http://www.ata-divisions.org/ID/credentialing-opportunities-for-interpreters/ http://www.ata-divisions.org/ID/resources/interpreting-credentials/
---------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

At this point, we are starting to help our members start to think about sessions and topics for 2020, even as they come to the 2019 conference.

Our mid-year meeting with members was a success, and we plan to continue to engage with members in other creative ways. We promised to have future meetings of this type.

NCIHC Annual Membership Meeting

During May 30 and June 1 of 2019, Members of the National Council on Interpreters in Health Care gathered in Philadelphia for the Annual Members Meeting. The topic was 2 decades of Language Access in Healthcare: Honoring the Past, Charting the Future. ATA is listed as a sponsor, and Helen Eby represented ATA at the conference.

The presentations are available at this link:

<https://www.ncihc.org/2019-amm>

ATA members are represented on the Board, <https://www.ncihc.org/organizational-structure>, among them:

Enrica Ardemagni, Chair, who is also the Administrator of the ATA Educators Division and is on the ATA ID Leadership Council.

Some highlights from the annual meeting:

The Mayor of Philadelphia opened the AMM, saying that interpreting is safe and holy, and language access is about equality and equity. He mentioned that all city departments have a language access plan, because it is about serving their most vulnerable. They welcomed 200 families from Puerto Rico two years ago, and interpreters were essential. He also reminded us that immigrants are not criminals. That is antithetical to who they are, since nobody wants to leave their country.

Mara Youdelman, from www.healthwaw.org, followed, with a presentation on the many challenges immigrants have faced in the last few years. In a factual presentation, she gave us a long list of challenges immigrants have had to face, as their hurdles seem to grow on a regular basis. The latest challenges, which were discussed at this meeting, were the proposed changes to the regulations surrounding Section 1557 of the Affordable Care Act. There is information

from her organization regarding this topic this page: <https://healthlaw.org/our-work/policy/civil-rights-and-health-equity/>

The rest of the meeting focused on work group style discussion topics.

Issues raised	Possible ATA contributions
<p>The reasons for CE training are to fix old habits, to acquire extra certificates. Attendees seek trainings that are meaningful, where they can expand their knowledge. 100% of certified interpreters participate in CE.</p>	<p>Interpreters need language specific training. The ATA language divisions are ideal for this. However, there was a complaint that at one conference there were no presentations in Russian. Webinars are a top choice. ATA should host language-specific webinars for interpreters as a member benefit.</p>
<p>Working conditions. One of the organizers mentioned that NCIHC scheduled this topic because none of the professional associations are covering it. Many found it unacceptable for interpreters to be offered rates that are minimum wage, but they have to get there and back, not just work the one hour.</p>	<p>Professional associations, such as ATA, are expected to discuss the working conditions of their members. ATA could explore how to support members as they try to have rational discussions regarding working conditions and the rates they set with those who pay them.</p>
<p>Testing healthcare providers to assess language skills (not testing interpreters) This is a concern because self-declared bilingual employees often do not go through a formal vetting process. Who oversees their work for quality assurance? What about their continuing education? These problems undermine the usefulness of dual role employees.</p>	<p>ATA could write about the importance of working with specialists in specialized fields, based on the issues brought up at the AMM. This could be done in the ID site or the ATA site. The issue is probably of interest to translators as well, since it affects all of us.</p>
<p>Human trafficking This applies to sex and labor, and interpreters are more likely to pick up on cues than others because of the lack of language and cultural barriers with the people of limited English proficiency we work for. The question discussed is how to draw the line between what our conscience requires of us and other issues. The National human trafficking hotline was mentioned as a resource.</p>	<p>These ethical dilemmas should be covered in ATA and other forums, and likely affect translators as well.</p>

General impressions at NCIHC:

Many are following the ID blog and are pleased with the posts and the activity. Helen invited attendees to post, since the blog is also a means to build bridges with other stakeholders in the interpreting community.

All Care, who the ID blog featured, received the Language Advocate of the Year award.

<http://www.ata-divisions.org/ID/interpreting-on-site-or-remote-a-user-perspective/>

Our article on translation in the medical interpreting encounter was used as an example of how to get CE credits through research. <http://www.ata-divisions.org/ID/resources/translation-in-medical-encounters/>

The NCIHC annual meeting was invigorating. It reminded me of the conference at Boston, when NETA supported the MMIA in its early years, and the staffers said that nobody would be doing well until the freelancers were doing well.

The model of having a space to dream of, to work out problems together, is what we had at those early MMIA conferences. This is a good model and a needed space in association meetings. A space for workgroups to form and work on various topics and record their conclusions so they can continue to build on the work they did at the gathering.

ATA website development

The Interpreters Division is contributing content and comments on interpreting issues to the website development team in the ATA website update process.