

# The **COMMUNICATOR** *Express*

VOLUME 13 OCTOBER 2007

## THE CCCS MISSION TO MAINTAIN A QUALIFIED INTERPRETER POOL

**A**s a company that provides interpreter services to a diverse healthcare, human services and legal customer base, CCCS is engaged in a continuous process of refining organizational procedures with a view to maintaining a qualified and reliable interpreter pool.

CCCS requires that all freelance interpreters update their portfolios and attend a new 8-hour Medical Interpreter Foundations Training (MIFT). Our ultimate goal is to increase our customer base and work exclusively with interpreters who have consistently shown that they are open to professional growth. We thank all the wonderful interpreters who attended the MIFT this summer and have met with our team to update their portfolios.

CCCS IS ENGAGED IN A CONTINUOUS PROCESS OF REFINING ORGANIZATIONAL PROCEDURES WITH A VIEW TO MAINTAINING A QUALIFIED AND RELIABLE INTERPRETER POOL.

Soon, CCCS will create an online virtual training program, open to all interpreters, through which you may, on a monthly basis, use our website ([www.cccsorg.com](http://www.cccsorg.com)) to educate yourself on specialty topics and subsequently test your understanding and receive

a certificate of accomplishment for each successfully completed online training.

In the next academic year, CCCS will offer at its Woburn and Nashua locations a series of advanced workshops for active interpreters working with mental health assignments. We also invite you to regularly check the IMIA website ([www.mmia.org](http://www.mmia.org)) for information on course offerings by other great local and online training organizations.

Since its inception in 1996, CCCS has been one of a handful of agencies with a strict selection process and a high standard for independent contractors. We have noticed, though, that not every interpreter feels the need to sharpen professional skills. Many veteran interpreters in Massachusetts entered the profession over a decade ago, expressing a desire to help "our people", undoubtedly a gesture of goodness and social responsibility. Others were first contacted by hospital directors and agency owners who practically begged them to work as interpreters. Many of these interpreters still feel that it is enough to be bilingual, and that professional training is unnecessary.

Years passed, and a few colleges began to offer interpreter training, first in Spanish and then in Portuguese. Local non-profit organizations slowly developed training programs to include other language groups. These initiatives helped bring the foreign language interpreter one step up on the paraprofessional ladder and ushered

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in a new generation of "trained" medical interpreters. Unfortunately, many of these interpreters have since reverted to prior bad habits, such as interpreting in languages for which they were not tested or approved. The resulting impact in the triadic encounter is akin to the consequences of working with untrained bilingual staff.

Only now, interpreter associations and other organizations are beginning to dialogue about the need for consistency in what trainers teach regarding the role of the medical interpreter, since the quality of a training program (and of a trainer) is in some ways reflected in the performance of program graduates.

As a member of several interpreter associations, I often receive calls from companies asking if I can take a job at a particular day and time—no questions asked about my training, language and interpersonal skills, or employment eligibility. By simply calling their way down a membership list, these agencies consistently fail to honor the work of the professional interpreter. CCCS pledges to remain a very different type of organization.

At CCCS, we promote the professional development of interpreters who are truly qualified, honest, and who behave in a professional manner. These interpreters keep their word when committing to assignments and who know when to turn down the offer of an assignment for which they are not qualified. When faced with challenges, they remain calm and request assistance from CCCS staff for conflict resolution. These interpreters know the standards of practice by heart and consistently base their decisions on them.

CCCS is restructuring its three departments, Interpreter Services, Translation Services and the Cross Cultural Communication Institute, with the purpose of better serving our customers and freelance interpreter pool and thus indirectly contributing to healthier patient-provider-interpreter relationships. This being said, one of our greatest accomplishments during 2006 was the revival of the Communicator Express as

NOW IT IS TIME TO THANK THE COLLECTIVE GROUP OF CCCS STAFF, CONSULTANTS, INTERPRETERS AND CUSTOMERS FOR THEIR ONGOING COLLABORATION. TOGETHER, WE HAVE "RAISED THE BAR" FOR AGENCIES EVERYWHERE.



our primary mode of communication with our interpreters, customers and other interpreting stakeholders.

Recently, CCCS began the transition from an Access database to an SQL server. Our enhanced capabilities will permit faster, more secure and environmentally responsible business management. We are currently working on a paper-free system of HIPPA-compliant electronic case assignments and verification forms.

For the past eleven years, CCCS has voiced its philosophies through many published articles, manuals, and a wide variety of audiovisual training aids, including "The Healthcare Interpreters Tools for Successful Triadic Communication" video series. We have bridged a cultural gap by not only training interpreters, but also educating providers and healthcare support staff. We have made positive contributions to organizational change at local hospitals, schools and community centers.

I started this business in 1996 out of my basement after leaving a job that I loved and that paid me a lot more than I make now. But I had a dream to follow, and with the support of my husband and three daughters, I forged ahead. Now it is time to thank the collective group of CCCS staff, consultants, interpreters and customers for their ongoing collaboration. Together, we have "raised the bar" for agencies everywhere, and we could not have done this without you!

Many thanks for all your great work!

Zarita Araujo-Lane, LICSW  
CCCS President

## CRITICAL INCIDENT REPORTING


A Critical Incident (CI) is any out-of-the-ordinary behavior or event that takes place in relation to a CCCS assignment. Most CIs must be reported to CCCS within 24 hours of the assignment. However, other CIs are urgent and call for immediate action.

CCCS is happy to announce that Amanda Duross, NH Regional Coordinator, has accepted the responsibility of documenting and following-up on CI reports. Here's what Amanda had to say about her work with CCCS:

"I originally started as a student with CCCS. After taking the *Art of Medical Interpretation* course, I worked as a trilingual freelance interpreter for different organizations. Soon, I was offered a position as the CCCS New Hampshire Regional Coordinator. I have found that my time with CCCS has been a challenging and rewarding experience.

In addition to my work with the NH office, I am honored to have been named Interpreter Resources Coordinator. My expanded duties include recruiting interpreters for Massachusetts and New Hampshire as well as resolving critical issues between customers and interpreters. I am looking forward to working with Gail Marinaccio and with our pool of freelance interpreters to enhance our interpreter services.

As a bilingual, bicultural person I have been exposed to interpreting as a friend, a family member, and now as a professional interpreter. I have grown in this



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profession and I will continue to seek further training opportunities."

Although I divide my time between two offices, I can be reached at (781) 729-3736 x.120 or (888) 678-CCCS ext.120. To report a Critical Incident, please leave your name, number, and a detailed message, including the date, time, location and language of the assignment. For after hours emergencies, page CCCS at (781) 317-6749.

## REMINDERS FOR CCCS INTERPRETERS

### MIFT Training and Portfolio Updates

Since early 2007, the CCCS Interpreter Services Department has conducted an Interpreter Portfolio Update campaign. In addition to submitting new documentation and immunization records, all CCCS interpreters are required to attend the **8-hour Medical Interpreter Foundations Training (MIFT)**. Interpreters who do not attend MIFT by December 1st will no longer receive assignments from CCCS.

These trainings have been held once a month and will continue to be held throughout the fall. Contact Amanda Duross at (781) 729-3736 x.120 or by email at [aduross@cccsorg.com](mailto:aduross@cccsorg.com) to reserve your seat for one of the following sessions:

Thursday, October 25th  
9AM-5PM  
Saturday, November 3rd  
9AM-5PM  
Monday, November 19th  
9AM-5PM

### SVF Submissions

CCCS would like to thank its interpreters who remember to submit their Service Verification Forms on time. However, there are a few interpreters who habitually return SVF documentation after the 48-hour deadline. This results in increased data entry and case management costs, and prevents CCCS from raising hourly pay rates for its interpreter pool. For more information on correct procedure for SVF submission, refer to your copy of the Medical Interpreter Foundations Training Manual. If you have misplaced your MIFT manual, contact Amanda Duross at (781) 729-3736 x.120 or by email at [aduross@cccsorg.com](mailto:aduross@cccsorg.com).

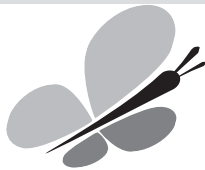


### CCCS Expansion Initiatives

During the past month, CCCS has assigned new responsibilities to existing personnel. As part of our recent expansion initiatives, Esther Phillips, former Interpreter Resources Director, has been named Contract Director. Esther's new role with CCCS includes the formulation and management of all customer contracts. Esther will divide her time between in-office contract management and site visits to customers. She will also continue to run the Medical Interpreter Foundations Trainings throughout 2007. Linda Demmons, Interpreter Program Assistant, will support Esther in the Contract Department.

### Interpreter Training Opportunities at CCCS

At CCCS, we are committed to interpreter education. During the Fall/Winter 2007 semester, the Cross Cultural Communication Institutes in Woburn, MA and Nashua, NH, will offer exciting new interpreter education opportunities, including specialty workshops for active interpreters.



# CCCS

cross cultural communication systems, inc.

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 New Hampshire Regional Office: PO Box 733, Nashua, NH 03060 | p: 1-888-678-CCCS | f: 603-386-6655  
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## CCCI NEW HAMPSHIRE

### Cross Cultural Issues and the Challenge of Palliative Care at the End of Life

Date: November 6, 6PM-10PM

Location: CCCS New Hampshire Regional Office  
 43 Technology Way, Suite 2E3, Nashua, NH 03060

For directions, see [http://www.cccsorg.com/contact/directions\\_nh.html](http://www.cccsorg.com/contact/directions_nh.html)

Instructor: Richard S. Lane, MD

This workshop will discuss the subspecialty of Palliative Care and how cross-cultural issues can arise in the practice of this work. Participants will discuss the difference between palliative medicine and hospice, and explore issues of sensitivity and competency. The group will review a complex palliative care case and see how we can move from cultural sensitivity to cultural competency in an end-of-life situation involving a patient and family from a non-dominant culture living in the United States.

**Cost is \$40 per person.** For more information, contact Amanda Duross, NH Regional Coordinator at (888) 678-CCCS X.120 \_or by email at [aduross@cccsorg.com](mailto:aduross@cccsorg.com)

## CCCI MASSACHUSETTS

### Introduction to the Art of Medical Interpretation 40-hour Language-Specific Intensive Trainings

Schedules/Groups:

November 5-9, 2007 - Cantonese, Mandarin and Vietnamese

December 3-7, 2007 - Russian, Romanian, Albanian, Italian

January 7-11, 2007 - Amharic, Somali

In this training, CCCS outlines simple interpreting strategies for accuracy and completeness as well as tips for controlling the flow of triadic communication, asking for repetition and clarification, and successfully executing the three stages of complete interpretation: pre-session, session and post-session.

Language-specific student groups will work independently to master English and target language medical terminology and develop bilingual glossaries for use in their interpreting practice. Language coaches and target language materials will be provided for each group.

Upon completion of this training program, we expect that you will demonstrate a greater understanding of the power of language through the Samurai! method for taming complex medical terminology. You will also have become familiar with key cultural competency models, conflict resolution tools for the triadic encounter, and their practical applications in basic interpreting.

**Tuition:** \$650 (includes textbook, materials, and graduation luncheon). Class size is limited to 20 interpreters. For more information, contact Stefanie DiMeo, CCCI Program Coordinator, at [sdimeo@cccsorg.com](mailto:sdimeo@cccsorg.com) or 781.729.3736 x.111.

**Admission Requirements:** Admission requires submission of a completed application and non-refundable \$375 deposit, and proof of interpreting experience, as expressed in one of the following: a letter of recommendation stating that the applicant has worked as an interpreter or related profession or has served as a volunteer interpreter; or enrollment in a graduate or undergraduate program in a related field.