

## Advisory Committee on Qualifications for Health Care Translators and Interpreters

### Meeting Site:

Health and Human Services Commission (HHSC)  
Brown-Heatly Building, Room 4501  
Austin, Texas 78751

**September 19, 2014**

### Meeting Minutes

#### Members in Attendance:

Zee Broussard  
Ryan Foley  
Esther Diaz  
Miguel A. Fuentes  
Nancy Miller  
Tony Martin  
Detra Stewart  
Fabio Torres

#### Members Not in Attendance:

Jacque Burandt  
Gel Detrick  
Manuel Higginbotham  
Chris Moreland  
Irma Rubio

#### Non-voting Members in Attendance:

Patricia Hosey, Department of State Health Services (DSHS)  
Randi Turner, Department of Assistive and Rehabilitative Services (DARS)  
Barbara Wright, Department of Aging and Disability Services (DADS)

#### **1. Call to order**

Esther, co-chair, called the meeting to order at 10:20 a.m.

#### **2. Approval of minutes for July 18, 2014 meeting (vote required)**

Approved unanimously.

#### **3. Report on administrative action items from last meeting**

**CRO:** CRO staff will prepare the final document and send it to Tony and Esther for final edits; will submit the document through the management chain to the Executive Commissioner upon final editing.

**Status:** Done. Paula will inform the committee as soon as the recommendations are posted.

**Esther and Tony:** Make final edits to committee's Report and Recommendations for 2014.

**Status:** Done.

**Discussion:** If a committee member contacts a local legislator, he/she may speak as individuals. Members can mention they are part of the committee but are not there in that capacity. Both state senators and representatives might be interested; a bill is more likely to progress if there are identical bills in both houses. A bill on this subject would likely go to

the health and human services committee. As of now, the committee recommendations have the status of best practices by people who know the industry.

**Paula:** Will send the committee members the link to the webinar, *Improving Patient Safety Systems for Patients with Limited English Proficiency, A Guide for Hospitals*, provided by Jacque.

**Status:** Done.

#### **1. Discussion on disseminating information on the committee recommendations.**

Paula reminded the members that the operational procedures allow members only two terms. All members whose terms are expiring agreed to another term, except Ryan.

The committee discussed amending the procedures to allow a third term. The committee agreed that there have been enough vacancies that membership has changed and new voices have been added.

The committee unanimously voted to revise Section IV A of the Operational Procedures to allow members to serve three consecutive terms.

#### **4. Discussion on developing a registry for health care interpreters and translators.**

The committee looked at the following registries of professional or certification organizations:

- BEI (Board for Evaluation of Interpreters ) - DARS, Office for Deaf and Hard of Hearing Services (DHHS) - <http://www.dars.state.tx.us/dhhs/beiterpsearch.shtml>
  - Search by name, city, or certification
  - To verify an interpreter, go to “Contact us” and contact any of the three people listed under “Interpreter Certification”
- RID (Registry of Interpreters for the Deaf) – RID.org (as of 10/1/14, the browser states the site may be hacked, so we will check it later for some of the detail)
  - Gives name and contact info of interpreter
  - If the interpreters are not freelance, RID doesn’t list their information
  - There is a directory tab on the top navigation with the following choices:
    - Find a mentor
    - Find an interpreter agency / referral service
    - Find an Interpreter Education ...
    - Find a ...
    - Find a Presenter
- AATIA (Austin Area Translators & Interpreters Association) – AATIA.org – Linguist Locator – <http://aatia.org/linguist-locator/>
  - Each member has own profile
  - Search member database for:
    - Translator or translation company
    - Interpreter or interpreting company

- Member (alphabetical search)
    - Search by language pair
- ATA (American Translator’s Association) - ATAnet.org
  - Search for translator or interpreter
  - Search by language pair, name, city, and certification
  - Click on name to see address and profile
- TAHIT (Texas Association of Healthcare Interpreters and Translators) – <http://tahit.us/>
  - Member access only
  - Member directory (alphabetical list)
- HITA (Houston Interpreter and Translator Association) – <http://www.hitagroup.org/>
  - Search by language
  - Search by certification
  - Disclaimer: “HITA does not evaluate, control, guarantee or accept liability for its members' work.”
- Judicial Branch Certificate Commission (JBCC) – <http://www.jbcc.txcourts.gov/>
  - List of licensed court interpreters
  - Spreadsheet is not searchable, but by pressing “control” + “find” you can search by language
  - No phone number or email, but there is a mailing address

Discussion:

Should people be able to contact the interpreter directly or should they have to go through an organization to hire interpreters? If people go directly to the interpreter, it’s less expensive, but there’s not the security that comes with an organization or company. Registry could include phone numbers and give people choice to contact directly, like the RID.org directory dropdown.

The registry can have people sign up themselves but be restrictive. Interpreters would upload their certification so it is competitive to get on the list. The registry could have buttons to view the certification and print an interpreter’s profile page. It can link to RID.org as part of vetting and not leave page. The registry could be national.

Would there be a membership fee for companies to be on the directory to fund the directory? Yes, if legislation were passed and included a registry fee. If it doesn’t pass, the registry needs a sponsor, and TAHIT has agreed to be the sponsor.

The committee agreed that the next steps should be:

1. List specifically what the committee wants to see on the registry.
2. Talk to someone with technical expertise.
3. Put the plan for a registry in writing.

Ryan will send CRO proposed features for the registry based on the discussion.

**5. Discussion on disseminating information on the committee recommendations**

The members of the subcommittee for disseminating information are Jacque, Manuel, Fabio, and Detra. The committee discussed outreach and listed forums, groups, and methods by which to disseminate their recommendations. The subcommittee will refine the list.

## **6. Public comment**

## **7. Discuss goals and work plan of the committee for 2014 and meeting schedule for 2015**

### **Other Discussion**

The TAHIT symposium received 192 participants. Esther presented an advisory committee update. Esther received the Texas Language Access Star, and the star for the organization was Texas Health Resources.

Esther spoke about the interest of Community Action Network in Austin in establishing a regional hub of interpreters and translators.

Randi will submit a proposal for an update for the next TSID conference, and Zee will make the presentation. Esther will send Randi the updated PowerPoint presentation she presented at TAHIT.

### **ACTION ITEMS for next meeting**

**Ryan:** Will send CRO the proposed features for the registry based on the discussion.

**Esther:** Will send the updated PowerPoint presentation to Randi.

### **Schedule of meetings for 2015**

January 23

March 27

May 29

July 24

September 25

December 4

## **8. Adjourn**