



Fall 2017

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Holiday Greeting from CCHI Chair

Dear CCHI Certificants and Supporters,

2017 was a challenging and busy year for all of us. In a year of political upheavals, uncomfortable revelations, and natural disasters, many of interpreters that have been certified by CCHI were personally affected by hurricanes and fires this year. We hope the relief measures we offered helped in restoring their lives.

As healthcare interpreters, we all worry about changes in the U.S. healthcare system. Over 500 interpreters participated in the “Helping Ourselves While Helping Others: Civic Engagement

#CCHIhelps

CCHI Commissioners and staff see as their foundational role the ability to support CCHI’s certificants and candidates, and the interpreting profession. We deeply care for all those whose families, life, and livelihood have been affected by the devastation **fires in California** caused this year. We understand that now everyone is faced with a multitude of tasks needed to restore their lives and homes. We would like to help alleviate the burden. CCHI Commissioners offer the following support to the **certificants residing in the areas affected by the CA fires:**

Toolbox for Healthcare Interpreters” webinar, because for interpreters, standing on the sidelines is not an option if we want to be serious about language access in health care and the professionalization of the healthcare interpreting field.

2017 was also a year of growth. We are proud of our 3,300+ certified interpreters. Every time a healthcare interpreter decides to **get certified** is an opportunity for them to take their career to new heights.

In 2017, CCHI continued to support professional development of healthcare interpreters by offering free and [low-cost continuing education \(CE\) webinars](#) that are accessible to all interpreters, by maintaining a [conference listing page](#), and by offering other educational resources on our website. CCHI has accredited numerous quality training programs and healthcare interpreter conferences through our CEAP program making the opportunity to obtain continuing education easier for interpreters both certified and on the path towards certification. Lastly, but most exciting of all, we had the opportunity to establish and award the first round of [Discover Healthcare Interpreting scholarships](#) to nine CoreCHI™ candidates. We will continue these activities in 2018.

As the CCHI Chair, I want to express special appreciation to our supporters: companies such as **Fluency, Inc.** and **MARTTI**, who helped launch the Discover Healthcare Interpreting Scholarship program. I am also grateful to our Commissioners who volunteer their time, efforts, and financial contributions, and to our webinar presenters who share their expertise with our community of interpreters, as well as to our dedicated staff and raters. Most of all, I am grateful to all our CHI™ and CoreCHI™ certified interpreters who have trusted CCHI – the first national healthcare interpreter certification program to earn accreditation by the National Commission for Certifying Agencies (NCCA).

I anticipate that 2018 will be another busy year for CCHI. Among a few of the projects slated for 2018 is the CoreCHI™ enhancement and our new website. We invite you to **get connected** with us through our social media channels to **stay informed** and be the first to hear about opportunities to **get involved!**

I wish you all Happy Holidays! May 2018 bring you and your family joy, peace, and health.

Margarita Bekker, CoreCHI™
CCHI Chair

Follow us on Facebook at [facebook.com/CCHICertification/](https://www.facebook.com/CCHICertification/)

1. The certification **renewal deadline** for the current two-year cycle **is extended by 6 months.**
2. All certificants will receive a **\$50 voucher towards their certification renewal fee.**

CCHI Commissioners offer a **6-month extension to the candidates** residing in the areas affected by the CA fires in scheduling their CoreCHI™ or CHI™ exams.

Please contact us at apply@cchicertification.org for details (use “Fire relief” in the subject line).

Interpreter Education News

Practice Your Interpreting Skills



Are you looking for audio recordings to practice and develop your consecutive interpreting skills? Check out this resource from Connecting

Cultures, Inc: Dialogues for Medical Interpreter Practice. This resource includes MP3 audio files and a complete PDF book with corresponding scripts and a user guide with helpful tips on how to make the most of your practice experience.

This resource is available for the following language pairs: English<>Spanish, English<>Hmong, English<>Somali. Find out more and review samples of the resource at: <http://www.interpreterdevelopment.com/dialogues>.

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To see the info about CCHI’s past or upcoming webinars:

<http://www.cchicertification.org/61-stay-informed/cchi-webinars/93-cchi-webinars>.

Follow us on LinkedIn at [tinyurl.com/LinkwithCCHI](https://www.linkedin.com/company/cchi/)
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Welcome New Commissioner!



Dylanna Jackson, MA
 Director,
[International Institute of Erie](https://www.eriecchi.org/),
 PA Office of USCRI

Dylanna Jackson has spent nearly two decades working to advance the rights of refugees and immigrants throughout the Midwest - becoming an expert in the field of refugee resettlement. Prior to becoming the agency Director at the International Institute of Erie in April 2012, Dylanna spent her time in both Pittsburgh, PA and Akron, OH in the non-profit world. Everywhere she has been, she has devoted her time and energy to developing strong client-centered programming and long-term community partners.

Passionate about teaching, Dylanna has also spent over five years in the classroom teaching a myriad of courses to English Language Learners both domestically and internationally. Dylanna earned her B.A. in English from Kent State University, where she also received her certification in Teaching English as a Second Language (TESL). She has her Master of Science in Negotiation and Conflict Resolution from Creighton University. She has lived and worked in Turkey and Germany.

When not at work, Dylanna loves to ride her bicycle and spend time with her dogs.

#LanguageAccess Mixers in 2017

The CCHI Commissioners gathered this October in the nation's capital for our semi-annual commissioner meeting. On October 27th, we hosted the **CCHI #LanguageAccess Mixer** at the Washington Hilton. In addition to working interpreters and representatives from language service providers, we were delighted to be joined by leaders from the Office of Minority Health, the National Health Law Program, the American Translators Association, the National Council on Interpreting in Health Care. In addition, there were several instructors for various colleges and universities from across the nation in attendance. The #LanguageAccess mixer sparkled with the presence of four CCHI founding commissioners – Mara Youdelman, Jonathan Levy, Kathleen Diamond, and Natalya Mytareva.



At the mixer, CCHI Chair Margarita Bekker welcomed attendees and announced two exciting initiatives: our Discover Healthcare Interpreting Scholarships and the CoreCHI™ enhancement project. Keep an eye out for more information through our newsletter and social media.

This was our 3rd regional mixer. We have found that this is a powerful way to connect with stakeholders in their respective communities to inform us about their needs and challenges in providing healthcare language access. In the Southwest, we met with language services leadership from one of the largest hospitals in Las Vegas. In Seattle - with founding members of Interpreters United, owners of two leading language service providers (Dynamic Language and InDemand Interpreting), instructors from the college programs for heritage speakers, and

Interpreter Spotlight



Rosa Villalobos,
CHI™-Spanish,
WA State DSHS Social & Medical
Certified Interpreter

Rosa began her Interpreting career back in 1992. Washington at that time, was the first state to offer certification for interpreters in areas outside of court and legal settings. Rosa became certified by the state of Washington in May of 1993 via DSHS (WA Department of Social and Health Services). Soon after the medical interpreter certification for the state of Washington became available, Rosa was certified in that specialty in October of 1996. She also pursued additional certification via Puget Sound Educational Services, and was certified by them in April 2003. When national certification came into being, Rosa became CCHI certified in January of 2011.

Rosa really enjoys and prioritizes attending Medical Interpreting Conferences and Continuing Education Classes to improve as a professional. Rosa has earned over 300 credit hours over the last 11 years. Rosa particularly enjoys mentoring new interpreter staff at Harborview Medical Center in Seattle.

In addition to working at Harborview, Rosa also volunteers her interpreting skills for: Paint Tacoma Beautiful, Ethnic Fest Tacoma, Tacoma School District, UW Autism Center Tacoma and Spiritual Ministry.

This past year, Rosa took part in a Diabetes Education trip to Michoacán Mexico, where she connected with several doctors in order to hold classes with local interpreters and donate Diabetes Education Books to the local health center.

leadership from the Cross Cultural Health Care Program.

Our next **#LanguageAccess Mixer** will take place in **the Midwest in May 2018**. Follow us on [Facebook](#), or [Twitter](#) for more information!

Upcoming 2018 Conferences

A few of the regional conferences you will want to be sure and register for and attend, when they come your way!

Visit our [Interpreting Industry Conferences](#) webpage for ongoing updates throughout the year!

Winter CHI™ 2018 Testing

The Winter 2018 testing for CHI™ candidates runs on **January 22 – February 12, 2018**. Call (844) 704-1487 to schedule your exam now if you have the *CHI™ Notice to Schedule*.

You can **search for the test center locations for any of our exams from one page** – click [here](#) – thanks to our testing vendor PSI.

Oral performance CHI™ exams for Arabic, Mandarin and Spanish interpreters are available only 4 times a year (for specific dates in 2018 [click here](#) and scroll down to the middle of the page).



The CoreCHI™ examination is available all year round! You can schedule an exam at any time as soon as you receive your *Notice to Schedule* in the email. To search available sites, [click CCHI Core Certification Healthcare Interpreter Exam™ \(CoreCHI™\)](#) and then enter your zip code to find the CoreCHI™ sites closest to you.



Keep in mind that testing locations may change during the year; ask our representative (at 844-704-1487) about a location closest to you when you call to schedule. If you have any questions about the application process, scheduling or paying for any exam, please contact Malika Sadi-Goodman, our Director of Operations, at CMSspecialist@cchicertification.org.



If you have passed your CoreCHI™ exam, [click here](#) to log into your CCHI profile and take the next steps to schedule your CHI™ exam during the upcoming testing window.

Remember, you have **6 months** from the date when your application is approved, to take the CoreCHI™ exam. You have **12 months** to take the CHI™ exam after you pass the CoreCHI™.

You will need to repeat the process if you miss these deadlines.

We wish you the best of luck on your exam!

CCHI is leading the national dialogue on healthcare interpreter certification.

The talents and expertise of many interpreters, trainers and interpreter coordinators are critical to ensuring we get it right, and we invite everyone to visit the [CCHI website](#) regularly for the latest updates.

If you would like to contribute to our Newsletter, please contact us at news@CCHICertification.org by the 2nd Tuesday of the month.

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