

# Best Practices for Interpreters Serving the Karen Community

Establishing culturally competent interpreter services in health and human service settings.

**Friday, March 20, 2015**

**8:00 a.m.–12:00 p.m.**

**Ramsey County Plato Building  
90 West Plato Blvd., St. Paul 55107**



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MDH  
DEPARTMENT OF HEALTH

## Best Practices for Interpreters Serving the Karen Community Registration Form

**FREE event but space is limited - register today!**

*(Please Print)*

Name \_\_\_\_\_ Title \_\_\_\_\_

Address \_\_\_\_\_

City/ST/Zip \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_

Employer \_\_\_\_\_

Mail completed form to: Human Resources, c/o Choua Yang, Metro Square Suite 2100, 121 Seventh Pl. E, Saint Paul, MN 55101,  
fax to Choua Yang at 651-266-2727 or email form to [choua.yang@co.ramsey.mn.us](mailto:choua.yang@co.ramsey.mn.us).



451 Lexington Parkway North  
Saint Paul, MN 55104



## Interpreter Challenges and Concerns

Language is an essential investigative and therapeutic tool in the mental health service delivery process, at the same time, it can be a source of greater potential for misunderstanding. In addition, multiple layers of cultural issues, as well as lack of provider competence when working with interpreters, can also be barriers in establishing effective provider and interpreter relationships.

Having survived a great deal of physical and psychological trauma, many refugees are in need of mental health services. Multiple barriers and problems exist when refugees seek mental health interventions, including frequent misdiagnosis, inappropriate use of interpreters, omission of critical information, the accuracy of meaning lost, and a distortion of responses.

## Learning Objectives

- Identify best practices in the delivery of Interpreter services within various health and human service settings.
- Understand the complex dynamics involved in the communication process of Interpretation when serving refugee communities.
- Understand specific concepts, models, definition of terms within health and human service settings.

## Presenters

**Marisol Chiclana-Ayala**, MPA, MN Department of Health, Planner - Community Engagement

**Silvia McCalip**, J.D., Ramsey County Human Resources - Diversity and Organizational Development Unit

**Heather Tracey**, MSW, LICSW, Social Worker/Case Manager, The Center for Victims of Torture

**George Thaw Moo**, BA, Mental Health Case Manager, Wilder Foundation

**Jeff Walter**, Ph.D., LP, Psychologist/Psychotherapist, The Center for Victims of Torture

## Location

Ramsey County Plato Building  
First floor conference room  
90 W. Plato Blvd. Saint Paul, MN 55107

The Plato Building is located near Downtown Saint Paul, on Plato Blvd., just a short distance West of Wabasha Street. Look for the large red building on the south side of Plato Blvd. with the Ramsey County sign.

## Program Schedule

- 8:00–8:30:** Registration
- 8:30–9:00:** **Welcome and overview**  
Marisol Chiclana-Ayala & George Thaw Moo
- 9:00–9:45:** **Standards, Ethics and Resources**  
Silvia McCalip
- 9:45–10:30:** **Concepts and Terminology in Health Care Settings** Jeff Walter
- 10:30–11:15:** **Complex Dynamics in Communication with Refugees** Heather Tracey
- 11:15–11:45:** **Panel Question and Answer**
- 11:45–12:00:** **Final comments, evaluations, and wrap up**
- 12:00:** Adjourn

This training would be beneficial to Karen interpreters and other concerned community members.

Please bring your own literature to share with others at our Resource Table.



Ramsey County Human Resources Department  
Diversity and Organizational Development Unit  
[www.co.ramsey.mn.us/hr](http://www.co.ramsey.mn.us/hr)

Amherst H. Wilder Foundation  
451 Lexington Pkwy. N, Saint Paul, MN 55104  
[www.wilder.org](http://www.wilder.org) • [www.facebook.com/wilderfoundation](https://www.facebook.com/wilderfoundation)

