

Gunnison County

Multicultural Resource Office

2011 Annual Report

F E B R U A R Y 2 0 1 2

V O L U M E 1 , I S S U E 1 2

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A special thanks to Selenia Rascón for her dedicated work in 2011! We are sorry to see her go from the Multicultural Resource Office. Selenia is now a Child Welfare caseworker in DHHS

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The Multicultural Resource Office Celebrates 10 years!

Thoughts on the past 10 year from Ellen Pedersen, MRO Coordinator

The Multicultural Resource Office opened in 2001 after a community forum led by former County Manager John Devore and Public Health Director Carol Dawson established that focused services were needed to assist a rapidly growing population of immigrants. Mary Burt served as the first Coordinator. Funding is mainly through grants which have varied in duration and amounts awarded. Currently, we receive funding from Caring for Colorado, The Colorado Trust, Family Planning and Tobacco Education and we are busy working on the sustainability of the Multicultural Resource Office.

Over the years we have helped over 600 unduplicated families starting in 2002 with 94 families per year to up to 250 different families per year. Some clients were here briefly whereas others have used the Office regularly. Some have left to go back home and some have become proficient in English and no longer need the services of the Multicultural Resource Office. Many providers in Gunnison have hired bilingual staff, thus reducing the demand for services. One noticeable change has been the increase in older children. When we started there were almost no high school age children.

Since 2001 over 130 volunteers have signed up and worked over 4,100 hours. As with the clients, some have come and gone from our community whereas others were volunteers from the beginning and are still volunteering. Most likely, there are many under reported volunteer hours.

I am privileged to have been the Coordinator for over 8 years and have enjoyed every moment of it; it is pleasure to have such a satisfying job. I have the opportunity to help families during any type of situation and share moments from extreme happiness (the birth of a baby, graduation, excellence in school and sports, acquiring legal immigration status) to extreme sadness (the death of a loved one, domestic violence, trauma, changes in family situations). I have gone home very happy and very sad but always with the great feeling that in this generous, open minded and open hearted community I am not alone caring for our neighbors. Schools, Churches, organizations, businesses, and community members are always ready to help. Thank you Gunnison County! And thank you to all the clients that have used the Multicultural Resource Office in the past 10 years!

http://www.gunnisoncounty.org/health_human_services_multi_cultural.html

Clients of the Multicultural Resource Office

The Gunnison County Multicultural Resource Office (MRO) is part of the Department of Health and Human Services. We act as a single entry point for non-English speakers in the community. Here people can get information, education, referrals, resources, and any type of assistance .

The MRO opened in December 2001. In 2011, we served 197 unduplicated families (Figure 1) slightly up from 190 families in 2010. By helping those 197 families, we had a direct impact on 551 people, of those, 264 were children (Table 3). On average, the MRO served 100 clients per month (Table 1). The peak month for clients served was December; we served 118 clients (Figure 3). The majority of the clients that used the office were women (83%). We worked with a large number of families, only 34% of the families we serve do not have children (Table 4). Gunnison's minority population is growing. This population includes a considerable number of people who have limited English language skills. The majority of the clients we serve are from Spanish-speaking countries. The majority, 88%, of the clients that use the MRO are from Mexico. Of those, 40.2% are Cora Indians and 49.2% are immigrants from various Mexican states. Our clients from Central and South America include people from Argentina, El Salvador, Guatemala, Honduras, and Peru. Other clients that use the office are from countries such as Africa, Asia, Europe, and the Middle East.

The current economic climate continues to affect our clients. We again saw fewer clients in 2011 in comparison to years before . This is due to several factors: some people have returned to their native county, others have moved away in search of jobs, and several agencies in town have hired Spanish-speaking personnel. However we still provide a valuable service to the clients we see.

In 2011, we made 3,695 contacts (Figure 1) on behalf of our clients. A contact consists of a call or any type of communication with office staff or other persons on behalf of clients or vice versa. Follow up calls were made when they were required. The following is a description of the typical contacts we make for our clients. 60% of contacts made in 2011 were health related.

Education: Contacts for this category were made with all of the schools and they were about transportation, free or reduced lunch, sick children, and parent questions of any nature. Contacts in this category also include those made on behalf of clients for the Family Literacy Action Program, Even Start, and GED. Fewer contacts in this category is an example of local schools hiring bilingual staff and providing their own trained interpreters.

Health: Some examples of these contacts include Public Health (appointments for immunizations, family planning services, cardiovascular program and other preventative programs offered through that office); appointments at local clinics; prenatal care coordination; hospitals in Gunnison, Montrose, Grand Junction, and Denver; local and out of town dentists; pharmacies; and mental health providers. We helped schedule appointments, interpreted during appointments or found volunteers to interpret during the visits, made calls regarding medical bills, and phone calls to the pharmacies to refill prescriptions or to ask questions about prescriptions. Because of the Health Navigator's work, the City Market Pharmacy now has a Spanish option for clients who need to refill prescriptions.

Department of Human Services: Contacts in this category are made through the Department of Human Services for food assistance, Medicaid or CHP+, child abuse or neglect, LEAP, rental assistance, and other available programs through that office.

Legal: Refers to contacts with Colorado Legal Services and local and out of town law enforcement and lawyers. We contacted the local police department, sheriff's department, public defender's office, the courts, the jail, and victim's services. When necessary, we provide interpreters for these interactions. We help answer simple immigration questions and helped with victim visas (U and V) (by referring to the appropriate resources)

Miscellaneous: These are contacts made with the Gunnison Arts Center, banks, Department of Motor Vehicles, Partners, telephone companies, the Post Office, the Social Security Office, tax preparers, and utility companies. We provide interpreters for some of these contacts when necessary. We also try to help our clients understand and navigate through many of the complex systems that exist in the U.S.

Work: The MRO does not help clients with job placement. However, we do help with communication with existing or prospective employers and local businesses. These contacts are made directly with employers. We had several cases where we helped establish contact with the Colorado Department of Labor when employers refused to pay their employees.

The Multicultural Resource Office, Serving Gunnison Valley for Ten Years

Interesting client statistics for 2011

Figure 1. Contacts made on behalf of clients

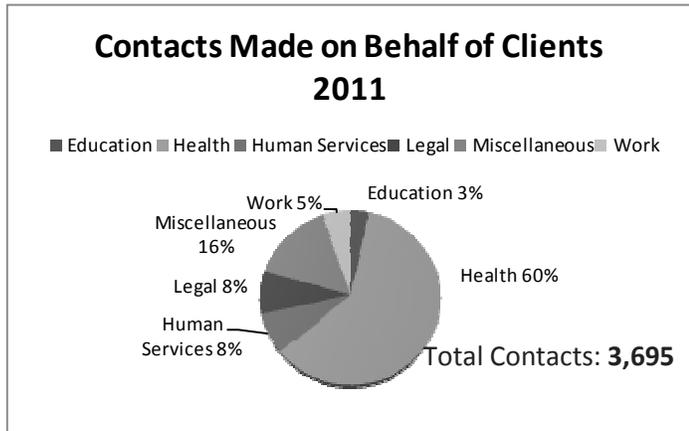


Figure 2. Number of families, people, and children

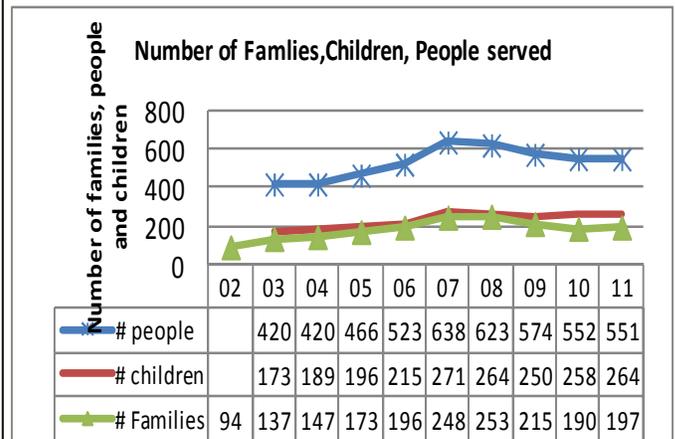


Figure 3. Number of unduplicated families per month

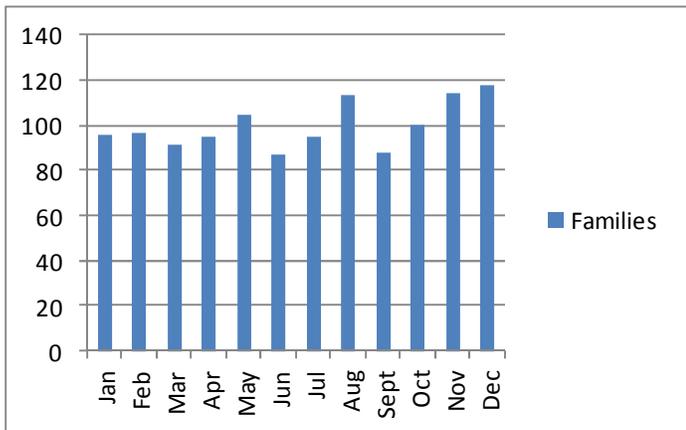


Table 1. Mean Number of clients per month

Year	# of clients/month
2004	67
2005	81
2006	94
2007	109
2008	116
2009	104
2010	101
2011	100

Table 2. Age range of women. N=145

Age	%
< 19	6
20-25	11
26-30	19
31-35	22
36-40	16
41-45	7
46-50	6
≥50	4
Unknown	9

Table 3. Age of children N=259

age	# children	%
0	16	6
1	14	5
2	12	5
3	22	8
4	17	7
5	15	6
6	20	8
7	18	7
8	15	6
9	11	4
10	15	6
11	9	3
12	14	5
13	13	5
14	10	4
15	15	6
16	13	5
17	10	4
	259	100

Figure 4. Country of Origin /Ethnicity of Families

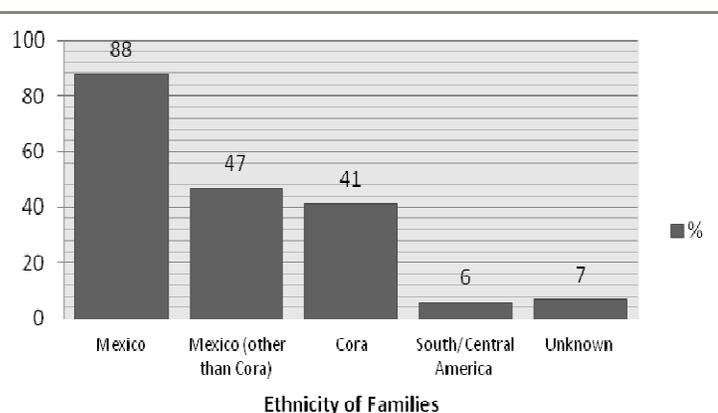


Table 4. Number of Children per family

Children	%
0	34
1	25
2	20
3	14
4	5
5	2
unknown	0

Learn about our neighbors that are Cora

http://www.gunnisoncounty.org/health_human_services_multi_cultural.html

Programs

Gunnison Dental Initiative

The Dental Initiative has been up and running for over 10 years. The program serves low income children who are uninsured and who do not qualify for Medicaid or CHP+. In 2011, 34 children participated in the program. This program has helped many children achieve a healthy smile.

Dr. Anderson and the staff from Gentle Dental have generously donated their time and services to the children who are on this program. In 2011, Gentle Dental donated over \$18,000 in services to the 34 children on this program. We cannot thank everyone at Gentle Dental enough for their participation in this program since before the MRO started its coordination.

The families pay the MRO 10% of the total cost of their visit. With that money, the MRO purchases toothbrushes, toothpaste, floss, and educational materials for children of all ages and adults. The money collected also serves to pay for services for participants of the program who need to be seen outside of Gunnison for their dental work.

Dental Programs

Early Childhood Council Health Integration Grant through The Colorado Trust

The Gunnison County Early Childhood Council completed its second year of the Health Integration grant from the Colorado Trust. This grant offers childcare provider, preschool, and kindergarten based preventative dental health services for children ages 3 to 5 in Gunnison and Hinsdale Counties.

Thirteen locations were visited in 2011. A total of 293 children ages 3 to 5 received dental screenings, education, and fluoride varnishes. Leslie Lefevre, RDH served as the dental hygienist that performed dental health screenings, oral health and education for children and their parents, and fluoride varnish treatments. This was all free of charge for the children who participated. About 20% of the children screened needed some kind of follow up. All children are encouraged to visit a dentist for routine care and/or a follow up.

Call Multicultural Resource Office if you would like us to come to your child-care/school in 2012.

Dental Van

The University of Colorado Denver, Anschutz Medical Campus Dental Van came to Gunnison invited by the Multicultural Resource Office after a number of dental screenings revealing a significant need for restorative dental services. The van originally came for 2 weeks to Gunnison using \$10,000 from El Pomar Foundation and \$10,000 from U.C. Denver. Support also came from Caring for Colorado and The Colorado Trust Early Childhood Health Integration grant (covering salaries while scheduling and organizing the visit). The demand was very high so we requested an extension. Funding for the extended stay came from a generous donation from the William B. Endner Fund (\$2,800 coordinated by Community Foundation of the Gunnison Valley), El Pomar Region Health Care Grant Fund of the Community Foundation of the Gunnison Valley (\$1,200 that was released by Gunnison School nurse Dawn Helman), and Van Tuyl Fund (a private donor, \$4,000). We also collected over \$400 in fees and private donations (suggested donation of \$25/family for non-Medicaid clients but we didn't deny services based on payment). Additionally, the City of Gunnison provided the hook-up for the van at no cost and Gunnison County Facilities Maintenance provided logistical support. Holiday Inn Express, Dos Rios Golf Club, and several restaurants (Añejo, Brick Cellar, Café Silvestre, Donitas, El Paraíso, Farrell's, Firebrand, Pizza Hut, and Gunnison Vitamin and Health Food Store) offered generous discounts during their stay in our community. The Dental Van was very successful in Gunnison. It served 78 children ages 3-19. Everybody was welcome to par-



School/Day care center	% Routine Care	% Possible decay	% Needs attn soon/ now	Total number of children screened in 2011
CB-School	88.7	11.3	0	53
Child Find	85.2	7.4	0	27
Friendship House	100	0	0	6
GCMRO	25	39.3	32.1	28
Jessica Vollendorf	75	0	0	4
Lake City School	83.3	16.7	0	6
Lake School	66.7	27.3	3	66
Little Red	80	2.9	0	35
Paradise Place	90	10	0	20
Seasons Schoolhouse	71.4	19	4.8	21
Stepping Stones	90.9	0	0	11
Tenderfoot	91.7	8.3	0	12
Wee Care	75	25	0	4
Grand Total	75.1	16	4.1	293

ticipate regardless of income and health insurance status (26 children had Medicaid/CHP+, 2 had private dental insurance, and 49 did not have any dental insurance). The first appointments were for cleaning, exams, and x-rays. The average follow up was 2 visits and ranged from 0-5 visits for dental work. Most kids were excited about the Dental Van; it was a fun experience to get into the bus. Several children remained on the waiting list, so we hope to be able to invite them again in the future.

High school Civics Service Learning students Rosa Sostenes and Sierra Bearth collected an enormous amount of non-perishable food items and donated them to the Multicultural Resource Office, and 4th grade volunteer Jennifer Mortensen put the food in bags which were given to 28 families.



THE LIGHT PROGRAM

The Light Program is a sliding fee scale medical voucher program that allows low income, uninsured individuals who qualify to see a primary care physician. To qualify, the person needs to fill out an application, provide proof of income, proof of Gunnison County residency, and a driver's license or

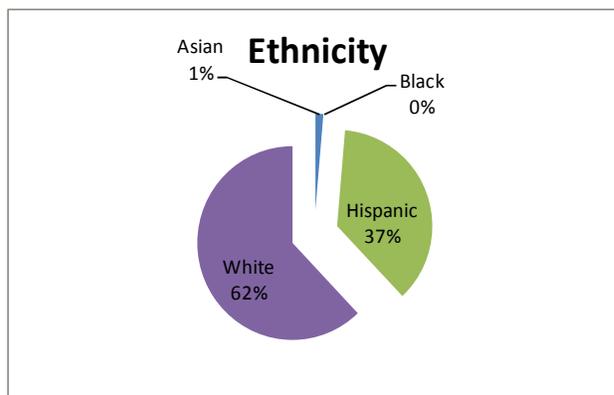
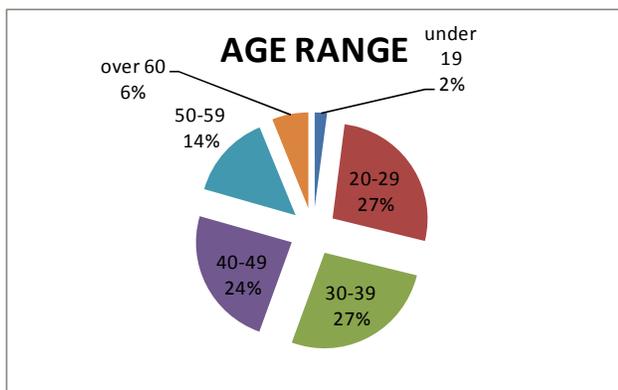
identification card. The client pays \$20 to \$35 for the voucher depending on their income.

The Light Program is now in its sixth year providing several benefits to the community. This program allows people to have access to health care that they would not otherwise have because of an economic barrier. This program reduces the ER visits and also allows users to establish a medical home.

Access to Health Care /Light Program—For Children

Children of low income families who are uninsured or underinsured and do not qualify for Medicaid or CHP+ can apply for a voucher. This voucher allows them to receive medical, dental, behavioral health, prescription, and vision services through a participating provider. In 2011, 26 vouchers were issued to children. These vouchers were made possible due to the expansion of The Light Program by a generous donation from the Van Tuyl estate and a grant from the El Pomar Foundation.

Adults	
year	# of Vouchers
2007	40
2008	180
2009	278
2010	239
2011	246
Children	
year	#of Vouchers
2010	8
2011	26



Client Surveys

As part of the grants from the Office of Health Disparities and Caring for Colorado that support the Multicultural Resource Office, we conducted health surveys of users of the office (Light program users and regular clients). We asked questions about high blood pressure, diabetes, high cholesterol, exercise/ healthy habits, depression, use of Public Health (for flu vaccine, HIV tests, annual exams, immunizations and other services that Public Health offers).

The surveys were completed by 230 individuals. Of those, 130 were female and 100 were male. There were 92 people that identified as Hispanic/Latino. 36 people identified as other race/ethnicity or unknown and 102 people identified as White. Of the 92 Hispanic/Latino individuals, 63 were female and 29 were male. Of the 36 other/unknown, 16 were female and 20 were male. Of the 102 White individuals, 51 were female and 51 were male. For more information,

http://www.gunnisoncounty.org/health_human_services_multi_cultural.html

Programs continued...

Walk Your Way to Health

This was a 6 week bilingual exercising and healthy eating program. Like the title of the program states, this was a program that consisted of walking. There were a total of 11 participants, 6 of which were Latinas, in the program. Each participant received a free pedometer and nutrition education. This program gave its participants the opportunity to exercise and to practice their language skills with other participants. Thank you to Margaret Wacker and all of the participants for making this program a success. This program was funded by the CCPD grant.

The Prenatal Program

The prenatal program is available to low income uninsured women who do not qualify for Medicaid or CHP+. Program participants pay a fee that allows them to visit a participating provider for prenatal care during their entire pregnancy. The Health Navigators served as interpreters for appointments when the provider did not speak Spanish.

Dr. Garren, Dr. Matthews, Dr. McMurren, and Dr. Niccoli were the participating providers for this program. We cannot thank these providers and their staff (everyone from nurses to receptionists) enough for all of their hard work. We would also like to thank the Gunnison Valley Hospital, interpreters, and anybody else involved in the process including the women that take care of their health.

14 healthy babies were delivered by women who participated in this program. They were all born with an adequate birth weight. Any complications were addressed in advance.



Multicultural Resource Office Hospital Charity Program

The MRO Charity Program began in 2006 as part of the collaboration with the Gunnison Valley Hospital and the MRO. This program serves those that do not qualify for the hospital's Charity Program. Clients who qualify pay a certain percentage of their total hospital bill based on a sliding fee scale.

The hospital has given us \$25,000 each year for us to use with our charity Program. We have the same guidelines that the hospital has for their charity program. Applicants must fill out a form, provide proof of income for their household, proof of Gunnison county residency, and identification. In 2011, we were able to help 13 families with this program. We have been able to help 64 families since 2006.

Gunnison Valley Health Wellness Fair

2011 saw another extraordinary collaboration with the Health Fair. Especially in a year of economic crisis, opportunities for health prevention services were needed more than ever. We had fewer free vouchers available for our clients, nonetheless their participation was high. Private donations, vouchers provided by the Gunnison Valley Health, and the participation of immigrants as interpreters made the Gunnison Community Health Fair a success. The Multicultural Resource Office organized a night where clients who obtained their Wellness Fair results could come get their results read/interpreted by Dr. Marie Matthews. Clients who participated were able to have a better understanding of their results and could be in charge of healthier lifestyles.

Toys for Tots

This county-wide program gives Christmas gifts to children under 12 years of age. The Multicultural Resource Office participates in this program by enrolling children in the program and by advertising it in Spanish. Thank you JoAnne Stone for your never ending energy and for your dedication to bring smiles to the faces of children during the holidays. Also, thank you to the people who donate toys and to the volunteers who make this program possible.



Programs continued...

Mountain Roots Food Project

In the fall of 2011 the MRO began working with Mountain Roots Food Project whose goal is to "Cultivate a resilient local food system in the Gunnison valley by enhancing healthy connections between earth, food, and community." Mountain Roots, MRO volunteers, and local community members began planning discussions to begin to understand the food needs of the Gunnison community. As a community event, Mountain Roots offered a free group harvest at the Urban Garden in Crested Butte. Participants harvested the food they needed and took it home. In 2012 Mountain Roots will begin a Community Food Assessment to look at community food security as a whole. Also, look for the upcoming launch of Access and Outreach: Helping community members access affordable, fresh, nutritious food that is regionally based and sustainably produced, developing and supporting activities that build individual and community self-reliance, foster social justice, promote cultural integration, and preserve farmable land. To learn more visit www.mountainrootsfoodproject.org

Volunteers

The Multicultural Resource Office has a list of 29 bilingual or multilingual volunteers. Together, these volunteers speak seven different languages (Cora, Czech, Danish, English, Hebrew, Spanish, and Sign Language (ASL &PSE)).

In 2011 the volunteers worked a total of 333 hours. These hours include work in translation and interpretation services at events or appointments that were set up through the MRO. These services took place at doctors appointments including dental and mental health, during landlord issues, and filling out workforce center applications and other forms (passport, rent, etc). Volunteers also work closely with other affiliates including: St. Peters, Congregational, The Community Literacy Action Program, and schools.

We would like to extend a THANK YOU to our volunteers on behalf of our clients for all your help.

Your services are needed and very much appreciated by our clients.

Thank you to: Maria Aguilar, Elba Alarcon, Arden Anderson, **Erika Backstrom**, Timothy Bakken, **Sylvia Bonham**, Joe Burgess , Mary Burt, Lupita Contreras, **Luke Danielson**, Paul Duba, Rolando Fernandez, Joan Grant, Karen Hausdoerffer, Karen Immerso, Azucena Krall; **Laurie Lakin**, Marina Lincer, Dr. Marie Matthews, Dr. Veronica Mendez Maqueo, **Oscar Meza**, Dalia Molina, **Jennifer Mortensen**, Perri Pelletier, **Annie Romero**, Jill Steele, Tabitha Taveras, **Janet Welsh Crossley**, **Jill Wilkerson**, Don Wills, and **Marketa Zubkova** * Special thanks to **Melanie Ostler** for helping with the newsletter. Dr. Veronica Mendez Maqueo was the instructor at the Interpreter training at our Community School. (In bold are the names of people that worked over 10 hours.)

The MRO relies heavily on interpreters to help facilitate communication between our non English speaking clients and the various agencies we work with. If you would like to volunteer please contact Ellen at (970) 641-7999.

2011 Volunteer of the Year

Marketa Zubkova



Marketa had the following to say when asked about her experience as a volunteer, "Volunteering for the MRO is one of the most challenging but also most rewarding things I have ever done. It is a great learning process. I am learning a lot not only about different cultures or different languages but mainly about myself. Since I am an immigrant myself I love to help other immigrants with their integration into our community. I feel very proud of some our immigrants whom I used to help but now they do not need my help anymore (or not that often). I am very glad I could help them to become more independent, more confident people, with a higher self-esteem to do things by themselves. I hope that the MRO will receive more funding next year to support the excellent job that the MRO has been doing."

Conferences and Initiatives

Managing for Results This past year the MRO has participated in a county wide initiative called "Managing for Results". This is an initiative that provides a model for the development of a strategic business plan that allows for greater governmental transparency in a measurable and performance-based way. The MRO activities (the work we do) spans across the entire DHHS and the community at large. For this particular initiative we have selected priorities and performance measures that pertain to access to health care and include such services as health screenings, referrals to health care providers and programs, health care linkage, advocacy and case management services. We believe that access to health care is the foundation for an improved quality of life. For more information on Managing for Results, visit www.gunnisoncounty.org

Bridging the Gap The Multicultural Resource Office presented at the Bridging the Gap: An Integrated Approach to Health and Wellness in October 2011. The format was a Panel of immigrant parents discussing how to better communicate.

Activities and Collaborations 2011

2011 was another year filled with great collaborations with other organizations in the community. The following is a list with a brief description of our work with other agencies (listed alphabetically).

Catholic Charities of Pueblo; Know your right workshops; **Clients and community members:** donate money, time, clothes, furniture, strollers, etc. to the Multicultural Resource Office; **Colorado Legal Services (Gunnison, Denver, and Frisco):** collaborate on civil law cases, Domestic Violence, T, U, and V visas. **Colorado State University Cooperative Extension/Extension Nutrition Programs Family & Consumer Science Agent:** Parenting classes, announcements, and activities; **Community Church:** Assist families who are facing difficult circumstances in paying their rent, buying food, etc.; **Community Foundation of the Gunnison Valley:** Dolly Parton's Imagination Library; **Department of Human Services:** the MRO Coordinator is a member of Child Protection Team, Health and Human Services Commission, Family Advocacy and Support Team (FAST), and the Early Childhood Council (ECC); **Dr. Marie Matthews:** interprets health fair results on one night (coordinated by the MRO); **Early Childhood Council (ECC):** Presentation at ECC Conference; **FAST (Family Advocacy Support Team), Gunnison County Substance Abuse Prevention Project (GCSAPP):** Member; **Gentle Dental:** Provider for Gunnison Dental Initiative; **Gunnison Area Restorative Practices (GARP)** uses Multicultural Resource Office interpreters for meetings; **Gunnison Arts Center:** "Book Talk" every Spring we discuss a book related to immigrant lives in English or Spanish and have a bilingual discussion; **Gunnison Business Women: donated winter coats;** **Gunnison Valley Health: Free vouchers for the Wellness Fair** were donated by GVH and private donors; **Gunnison Congregational Church:** Social Justice Program actively involved in immigrant issues; **Gunnison County Parks and Recreation:** scholarships for activities; **Gunnison Shopper:** Publishes ads and announcements in Spanish; **Gunnison Valley Community Alliance, involved in immigrant issues and donates money for clients;** **Gunnison Valley Hospital:** Worked to improve the quality of services for the non-English speaking community members: Language Barrier Program providing Medical Interpreters and substantial monetary support for the Charity Program. Bilingual volunteers worked at the Health Fair; **Jubilee House:** collaboration on cases; **Law Enforcement:** List of interpreters to call 24/7; **Light Program Providers (Children's Portion):** ABBA Eye Care, City Market Pharmacy, Dr. Harvey, Dr. Zirker, Family Vision Center, Gunnison Family Medical Center, Gunnison Valley Family Physicians, Main street Clinic, Smiles for Kids (Montrose), The Center for Mental Health; **Light Program Providers:** Dr. Huntington, Gunnison Family Medical Center, Gunnison Valley Family Physicians, Main Street Clinic; **Parenting Class:** Monica Billow taught the STEPP program in Spanish; **Partners:** Promotion of Summer Youth Program, after school program, and all Partners programs; **Pat's Screen Printing:** food and T-shirts, **Saint Mary's Garage (Crested Butte):** donated winter coats; **Saint Peter's Catholic Church:** Assist families facing difficult circumstances in paying their rent, providing food and clothing; **Schools:** Career Fair, Interpreter Program; **Toys for Tots:** Distribution of Christmas presents for children; **Translation of materials for organizations such as:** Gunnison Valley Health, Gunnison Schools, Gunnison County Library and the Literacy Action Program, Local Businesses, Partners, and Public Health, **and many more....**

Funding for the Multicultural Office and Contributions

GRANTS

CANCER, CARDIOVASCULAR, AND PULMONARY DISEASE PREVENTION PROGRAM

CARING FOR COLORADO

COMMUNITY FOUNDATION OF THE GUNNISON VALLEY

COMMUNITY SERVICES BLOCK GRANT

EARLY CHILDHOOD COUNCIL HEALTH INTEGRATION GRANT (THROUGH THE COLORADO TRUST)

EL POMAR FOUNDATION

FAMILY PLANNING

THE OFFICE OF HEALTH DISPARITIES (FUNDING ENDED 7/11)

DONATIONS / SUPPORT

GUNNISON COMMUNITY CHURCH

GUNNISON COUNTY

GUNNISON VALLEY COMMUNITY ALLIANCE

GUNNISON VALLEY HOSPITAL

IN KIND VOLUNTEER HOURS

THE VAN TUYL ESTATE

How to obtain an interpreter

In most cases the MRO interpreters are volunteers. The going rate to pay an interpreter is \$15 to \$30 per hour or more. Many agencies, organizations and businesses in town pay the going rate. Many of our interpreters volunteer to practice and broaden their language and interpretation skills. Many of our interpreters are trained in specific areas such as medical interpretation or legal interpretation.

The MRO can help you with your specific needs, please call (970) 641-7999 for more information or to arrange for an interpreter. The hours volunteers work are documented and they are used to obtain grants that sustain the MRO. The hours volunteers work and report to the office are important.

Please call the MRO when you need an interpreter, please do not call the interpreter directly.

What does an interpreter do? Interpreters facilitate communication between two people that speak two different languages.

Why use trained interpreters? Sometimes providers use a person the patient brings with them. If the provider does not speak the other language, they have no way to know if the person that is being used as an interpreter is fluent or if they are interpreting everything that is being said. It is possible that the most convenient thing to do is use a family member or a friend of the patient, or even a child. This is not good for either the patient or the doctor because (1) Confidentiality or sensitive information is shared with a person that does not necessarily understands those concepts. (2) The provider does not know if the information is being interpreted accurately in either direction. (3) The person interpreting may be embarrassed or worried about some of the questions or terms used, and may omit important details and therefore mislead the interpretation. (4) There may be a lack of professionalism.

What to consider when working with an interpreter

- Plan ahead to arrange an appropriate interpreter (Call the MRO 641-7999).
- *Plan for longer than normal sessions.*

How to work with an interpreter

Let the interpreter meet the patient, explain their role, talk about confidentiality, and arrange the seating. Use simple language, using short phrases, so the interpreter doesn't have to remember long complicated paragraphs. Know that the interpreter may interrupt to clarify or to explain cultural differences if needed. The interpreter will interpret everything that is said (even if it is not relevant to the visit, therefore, there should not be small talk with the interpreter). Speak directly to and make eye contact with the patient rather than to the interpreter, Use 'Do you....?' Instead of 'Does he.....?' Remember the interpreter is just the "voice." And please thank the interpreter. If you have any questions about working with interpreters or if you would like more information please contact Ellen.

Translation / interpretation what's the difference?

The Key difference between translation and interpretation is in the communication channel. Translation deals with written communication and interpretation is all about the spoken word.

To inquire about translations please call 970-641-7999.

Gunnison County
Multicultural Resource Office
225 North Pine Street, Suite C
Gunnison, Colorado 81230



THE
COLORADO
TRUST



CARING FOR COLORADO
FOUNDATION



(Office of health Disparities
funding ended July 2011)

Please distribute to all interested people and organizations.
Please contact us if you would like to be added or removed from our mailing list.

Mission Statement

The purpose of the Multicultural Resource Office is to provide client services, access to health care, and cultural competency development to residents, businesses, organizations and county departments so they can receive and provide culturally appropriate services and responses.