

# 10 YEARS IN TRANSLATION

Annual Report 2021



Found *in* Translation

# WELCOME

## to our special 10th Anniversary Report!

When Found in Translation first began back in 2011, no one could have predicted that we would mark our 10th Anniversary in the midst of overlapping economic and health crises triggered by a global pandemic. However, despite these unprecedented circumstances and through the steadfast support of our full community, in 2021 we adapted our programming and celebrated our accomplishments – virtually.

As I said at our virtual “10 Years in Translation” event last September, I am honored to share this special moment in our organization’s journey with you. We would not be here without the help of our friends, donors, partners, volunteers, and supporters. Your generous support over the past ten years has empowered the smart, talented, courageous women of Found in Translation to be the drivers of their own professional growth and security. Our alumnae are now uniquely equipped to use their own success to build equitable access to healthcare for so many others.

Ten years ago, our first batch of students took a leap of faith when they began our program. Now, new students of Found in Translation don’t need to take a leap of faith. They can see their future through the living examples of their peer mentors and instructors, who now work at all major local (and regional) hospitals and agencies. They benefit from a community full of proof that success is possible. Each class of new interpreters is like a branch on the living tree of our community. Found in Translation’s role is to tend the tree - give it sunshine and water – the tools it needs to thrive.

I believe that our alumnae are changing the culture of medical interpreting - making it more compassionate and more equitable. I hope that in this special report, you are able to clearly see their accomplishments, their determination, and the potential that is unlocked when they are supported within community. We are so proud of everything they have built, and look forward to continuing to support their journeys in the years ahead.



With gratitude,  
Maria Vertkin, Founder and Executive Director

### OUR MISSION

Through our medical interpreter training and job placement program we:

**Help low-income multilingual women achieve economic security through the use of their language skills, and reduce ethnic, racial, and linguistic disparities in health care by unleashing bilingual talent into the workforce**

### OUR VISION

A world free of racial, ethnic, and linguistic stigma offering every woman the opportunity to build a meaningful career with a livable wage and providing equitable access to high-quality health care for all.

Maria Vertkin (right) with a graduate





# The Found in Translation MODEL

What started out as an idea on a napkin in 2011 has developed over the past 10 years into a highly effective, innovative, and community-driven model. Along the way, Found in Translation has evolved in response to feedback from participants about their needs and ambitions, and adapted to meet the changing landscape of the language services industry. The model as it is today is a co-creation with the communities we serve.



*Watch founder and Executive Director Maria Verkin share the full story of Found in Translation's first decade here*

## Language Access Fellowship Program

The Language Access Fellowship Program begins with 140+ hours (3.5x the standard 40 hours) of free, top-quality, intensive interpreter skills and language instruction, set up in accordance with National Standards for Medical Interpretation. Upon passing the final exams, students earn a Medical Interpreter Certificate of Training, the required credential for employment as a medical interpreter.

## Career Advancement Services

Post-training, Found in Translation continues to provide career advancement services to all alumnae fellows for as long as they want it. Our program includes career advising, support applying to jobs and networking, access to in-house professional development, opportunities for direct job placement through our Interpreting and Translation Services and as faculty, and assistance in honing and expanding interpreter skills and credentials.

## Vital Wraparound Supports

Found in Translation goes far beyond the usual interpreter certificate training, providing a custom designed program to lower barriers for low-income women. In addition to a rigorous academic curriculum, our Language Access Fellowship provides students and alumnae with childcare supports, transportation and technology assistance, mentoring, and financial literacy education.

## COVID-19 Impact

The ethical and financial implications of language access in healthcare are a serious, growing problem - especially as the COVID-19 pandemic continues to disproportionately affect minority and low-income communities. At the same time, holistic workforce development programs for low-income, multilingual women are vital to economic recovery as the crisis recedes.

In 2021, the communities we serve are among the hardest hit by the twin health and economic crises, and Found in Translation's programs are needed more than ever.



# ALUMNAE REFLECT

## on Found in Translation's Community

What started out as a training program with 21 women in 2011 has grown into a lifelong community of nearly 300 passionate changemakers – women who are working every day, in their own ways – to make a difference in their communities. Ultimately, the impact of Found in Translation's first ten years lies not just in the numbers and statistics, but also in the mosaic of stories shared by each of our alumnae.

### **Delfine Masongo, Swahili Interpreter, Class of 2015**

*"Found in Translation is a family that relies on each other for support and friendship. Throughout the program, classmates helped each other – especially during carpooling, and making sure that everybody got back home safely. We also checked on each other outside of class, just to make sure that everybody was ok by offering moral support."*



Delfine Masongo at the 2016 graduation event

### **Linda Berisha, Albanian Interpreter, Class of 2015**

*"[After I graduated], I started having more job opportunities, and I felt that by working as an interpreter, I was giving back to my community in the sense of helping them with language and making their life a little bit easier. Found in Translation gave me an opportunity in 2018 to work as an assistant instructor – working with the students brought me closer to the community and Found in Translation."*



Linda Berisha (left) poses with 2018's lead instructor, Laura Nakazawa

### **Natalia Chilcote, Spanish Interpreter, Class of 2013**

*"As classmates, myself and other students bonded and spent a lot of time getting to know each other. I believe the fact that we were from all walks of life and from different cultural and linguistic backgrounds brought us that much closer...We shared resources, and we helped support one another as the course advanced in its complexity. People also shared job opportunities from their community network through Found in Translation, and I assisted people with evaluating their resumes and cover letters. Several individuals were able to get more interpreting opportunities at various hospitals...I hold those peers and the memories of the times we shared with them as some of the most important memories of my life and my career, and am grateful every day for having had the chance to share my studies with them. I am still close friends with several of them and when I am lucky enough to see other graduates as well as students I greet them with great fondness."*



Natalia Chilcote (second from right) shares a moment with classmates in 2013

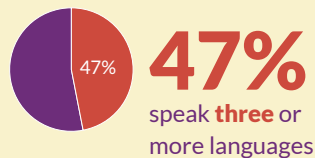


# 2011 – 2021

## Celebrating 10 Years of Impact

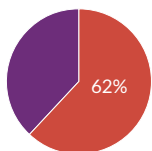
### Our community in 2021

**291**  
bilingual women  
from **50 different**  
**countries**

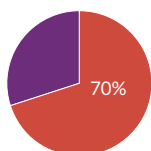


They reside in over  
**65 different cities**  
in Massachusetts and beyond.

### Economic Impact



**62%**  
of alumnae are **working**  
**as interpreters** or in a  
related field within one  
year of earning their  
certificates.



**70%**  
Of those who were  
unemployed during the  
training, found  
work after one year.

After one year, we see  
**average hourly wages increase**  
**from ~\$15/hr to \$25/hr** or more,  
with some graduates earning up to  
**\$100/hr for freelance work.**



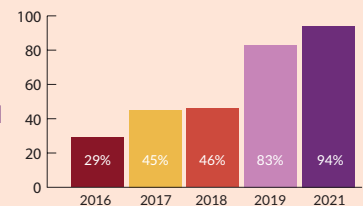
Whether employed with us as  
faculty or through our in-house  
interpreting and translation services,  
**graduates hired directly earn up to**  
**\$45/hr for their skills.**

Over 10 years, Found in Translation's **in-house job**  
**placement** alone has translated into over **\$250,000**  
**in total earnings** directly benefiting our interpreters  
and their families.

### Language Access Fellowship

In the **past 10 years**, Found in Translation provided  
over **40,000 hours** of high-quality medical  
interpreter instruction, language coaching, and  
professional development to students in nine classes,  
issuing certificates in 37 different languages.

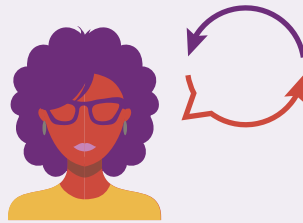
In the past decade,  
**36 alumnae** have  
served in faculty  
roles for our medical  
interpreter  
certificate program.



% of faculty who are  
Found in Translation alumnae



# Ripples of Impact



Today, each Found in Translation alumna earns on average  
**\$13,000 more per year**  
than she did before our program.



Added up over ten years, this translates to  
**\$15 million in additional income**  
for the communities we serve.



For many graduates, the increased income provides the ability to  
**improve their quality of life**  
in ways as small as taking a vacation or buying their first car, or for goals as big as pursuing an advanced degree.



For others, highly paid part time work provides much needed  
**flexibility in their schedule**  
to care for their families without sacrificing economic security.



Currently 87 alumnae are now working part time or per diem, with many responding to pandemic conditions by  
**working remotely from home.**



## Impact on Language Access

Our in-house Interpreting and Translation Services has directly employed **101 graduates**, bringing critical services to organizations across the Greater Boston Area.



**1,500+**  
completed assignments  
across **20 languages** for  
**79 different partner organizations.**

**Alumnae are employed at all of Boston's hospitals and interpreting agencies and many other healthcare institutions, community organizations and businesses.** Including: Massachusetts General Hospital, Beth Israel Deaconess Medical Center, Boston Medical Center, Boston Public Schools, Catholic Charities and Cross Cultural Communications Systems.

The ripple effects of Found in Translation's impact extend beyond increases in income. Our alumnae now **serve an estimated 35,000 limited English speakers** each year through their work as interpreters.

# OUR VISION for What's Next

## **We will increase our training capacity.**

Although the pandemic has strained us and put our future on the line, it has also challenged us to innovate. And knowing that our community needed us more than ever, we rose to the challenge. The technological gains made in 2021 to adapt our entire program model to a virtual format not only made our training more equitable and accessible, but positioned us for growth. We are now more nimble and efficient, more replicable, and no longer bound by the geographic constraints of an in-person model.

In the coming years, we will increase our training capacity to two cycles per year, two cohorts per cycle. And through partnerships in the nonprofit sector, we will bring interpreter training to more communities, locally, regionally and nationally, widening our reach and multiplying our impact.

## **We will invest in data management.**

Our growth plan is both ambitious and strategic. It requires investment in our data management capacity, to enable us to keep track of expanding programming, and closely monitor our efficacy for continued optimization, making sure we maintain the quality and integrity of our programming at scale. We will also be able to analyze outcomes data in real time and in more nuanced ways, giving us the ability to uncover and root out inequities in our outcomes.

## **We will support the career growth of our alumnae.**

Growth doesn't always mean more or bigger. Often, at Found in Translation, it means better. Our program participants are the guiding star in everything we do, and we will remain responsive to their needs as their careers unfold in a rapidly changing interpreting job market. We will

continue to support their career growth through national certification, training and certification as interpreting instructors, and diversification into other specialties of interpreting, such as school, court, and immigration interpreting, as well as translation (the written counterpart of interpreting). In the coming years, we will launch programming to support our alumnae in entrepreneurship, to help them turn their interpreting skills into business ventures.

## **We will mobilize for field-building and advocacy.**

When our program participants succeed, something extraordinary happens. As they move from surviving to thriving, their priorities change---shifting from meeting their families' basic needs to creating positive change in their communities. Together, our graduates have powerful potential to advance language justice and elevate the interpreting profession. The technological renaissance expedited by the pandemic left the industry in flux. Things are changing rapidly, there are new players in the market, and interpreter pay and working conditions are at risk. Our vision is to mobilize our hundreds of alumnae, and the broader interpreter community, to protect the profession, so that it remains a sustainable, rewarding, living-wage profession for decades to come.

In the next decade, Found in Translation will increase our impact while strengthening our capacity to support the evolving careers of our alumnae. Our investment in them, and our commitment to amplifying their voices will be essential for both the economic empowerment of immigrant women and bringing health equity to marginalized communities in the coming years.



# AWARDS

The six recipients of the 2021 It Takes A Village Award are a cohort of individuals that represent all the members of our community who sparked, supported, inspired our growth over the past decade. With these awards, we thank our alumnae, faculty, donors, advisers, colleagues, partners, and field-building icons who are the heart, soul and energy source for our work. These awards were presented as part of our 10 Years in Translation Anniversary event.

## Sara Paiva - Class of 2018



**The Community Builder Award** recognizes an alumna who was nominated by her peers

for making outstanding contributions to fostering community.

Just one year into her career, Sara returned to serve as the Portuguese language coach for the Class of 2019. When an open position was available at her employer, her referral led to a new job for a fellow alumna. Sara also served as an assistant lead instructor for the Class of 2021. In just a few years, Sara has demonstrated a remarkable dedication to lifting up Found in Translation's alumnae.

## Sarah Peter



Sarah Peter is a remarkable woman. As an artist, feminist, and philanthropist, she

has boldly changed the world for the better throughout her life. In her philanthropy, Sarah not only supports visionary social change led by women and for women, but also she curates and cultivates a community of women leaders who mentor, encourage, and inspire one another. Extraordinarily generous in every way, Sarah's biggest gifts to Found in Translation have been her faith in our vision, and her partnership in shaping our growth.

## Carolina Lee - Class of 2016



**The Trailblazer Award** recognizes an alumna who has modeled courage, tenacity and exemplary

dedication to her interpreting career, and is chosen by staff.

Carolina has been working steadily as a Vietnamese medical interpreter since completing the medical interpreting program, working for several agencies and accepting assignments in a wide variety of settings like hospitals, law offices, insurance companies and school systems. She devotes many hours before and after assignments to prepare, review and reflect so that she can do her best work and continue to improve her skills. This exemplifies Carolina's courage and willingness to venture into new domain areas, as well as her strong desire to expand her knowledge and enhance her skills.

## Mark Stewart



Mark Stewart is not just a founding board member, but a founding thought partner. Alongside

our founder Maria Vertkin, Mark worked to build this organization from the ground up. Together they gave Found in Translation its name and ironed out details of the model. He edited the grant proposal that secured our seed funding, brought rigor to our admissions process and impact measurement, and co-led the organization as chair of the board. Found in Translation is as much Mark's legacy as Maria's.

## Sofia Pikul - Class of 2017



**The Academic Excellence Award** recognizes an alumna who has exemplified

academic excellence both during and after the certificate training, and is chosen by staff.

Sofia had nearly perfect attendance throughout her time as a student, demonstrated a mastery of the various concepts that were presented, and achieved strong scores on assignments and assessments. Since graduating, Sofia has served her newer peers as a Spanish language coach, going above and beyond preparing her lesson plans, integrating helpful outside resources and bringing mindfulness exercises to the class. She is a talented professional with an eye for excellence.

## Iris Coloma-Gaines



Iris Coloma-Gaines is currently the statewide language access attorney at the Massachusetts Law

Reform Institute. Her advocacy for Massachusetts residents with Limited English Proficiency includes testifying at the State House on legislation critical to establishing Language Access as a protected right, ensuring that vital government services are fully accessible to all, and eliminating reliance on error-prone machine translation. Iris is a visionary, and her work supports Found in Translation's mission towards an inclusive, equitable, and language-accessible community and state.



## Celebrating a Decade of Empowering Women With Livelihoods Through Language, Building Health Equity For All

On September 23rd, 2021, Found in Translation invited our full community to join us at a virtual event, where we recognized the achievements of our alumnae, shared the impact of our programming to date, and presented our ambitious plans for the future. Over 100 individuals tuned in from Boston and beyond, representing Found in Translation's alumnae, supporters, volunteers, and partners.



Watch  
the full event  
recording here

## Many thanks to the many generous sponsors of our 10 Years in Translation Anniversary Celebration!

### Invitation Sponsor:



### Power of Language Sponsor:



### Community Catalysts:

Dr. Eric Hardt, MD

Dr. Ester Rebeca  
Shapiro Rok, Ph.D



### Colleague Organizations:



### Special Thanks to our other generous partners:

Royer Family Foundation  
Claneil Foundation  
Imago Dei Fund

Cummings Foundation  
Lynch Foundation

# FINANCIALS

## STATEMENT OF FINANCIAL POSITION

	FY21	FY20
Current assets	\$ 677,803.00	\$ 259,566.00
Current liabilities	\$ 22,630.00	\$ 100,032.00
<b>Net assets</b>	<b>\$ 655,173.00</b>	<b>\$ 159,534.00</b>

## STATEMENT OF ACTIVITIES

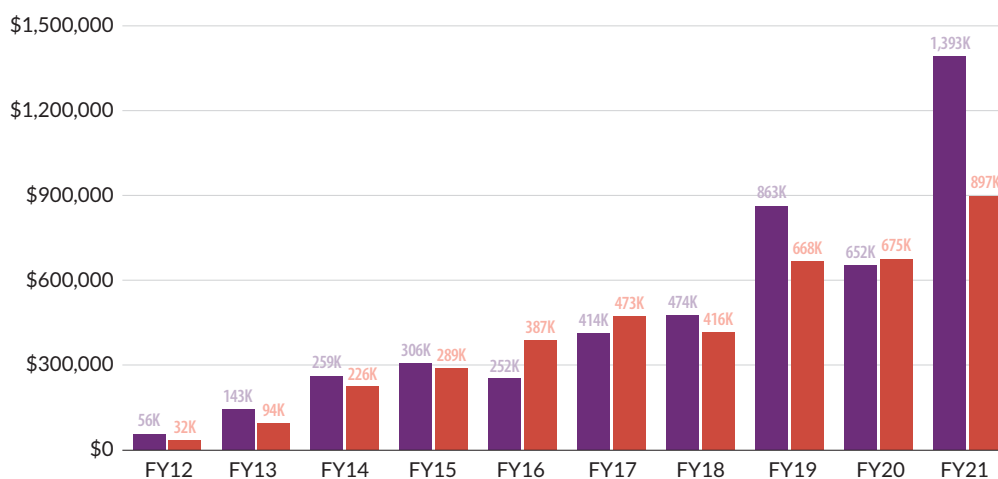
	FY21	FY20
<b>Revenues &amp; support without donor restrictions</b>		
Gifts, grants, and contributions	\$ 615,752.00	\$ 573,852.00
Program revenue	\$ 39,664.00	\$ 34,512.00
Other revenue	\$ 97,345.00	\$ 7,185.00
Net assets released from restriction	\$ 198,488.00	\$ 93,762.00
<b>Total revenues &amp; support without donor restrictions</b>	<b>\$ 951,249.00</b>	<b>\$ 709,311.00</b>
<b>Expenses</b>		
Program services	\$ 626,157.00	\$ 459,824.00
Administrative	\$ 141,966.00	\$ 111,147.00
Fundraising	\$ 129,063.00	\$ 104,448.00
<b>Total expenses</b>	<b>\$ 897,186.00</b>	<b>\$ 675,419.00</b>
<b>Change in net assets without donor restrictions</b>	<b>\$ 54,063.00</b>	<b>\$ 33,892.00</b>
<b>Net assets with donor restrictions</b>		
Gifts and donations	\$ 640,064.00	\$ 36,500.00
Net assets released from restriction	\$ (198,488.00)	\$ (93,762.00)
<b>Change in net assets with donor restrictions</b>	<b>\$ 441,576.00</b>	<b>\$ (57,262.00)</b>
<b>Total change in net assets</b>	<b>\$ 495,639.00</b>	<b>\$ (23,370.00)</b>
Net assets, beginning of year	\$ 159,534.00	\$ 182,904.00
Net assets, end of year	\$ 655,173.00	\$ 159,534.00

### FY21 Board of Directors

Kelly Liu - Chair  
Janet Grogan  
Dr. Eric Hardt, MD  
Lisa K. Walker, MPAS, PA-C  
Gaye Gentes  
Renee Cammarata Hamilton

## REVENUE AND EXPENSES

■ Revenue ■ Expenses





# Found *in* Translation

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