

Annual Report 2022



Found *in* 
Translation

WELCOME


to our 2022 Annual Report!

2022 was a particularly momentous year for Found in Translation. We expanded to two cycles per year, welcomed our 10th and 11th classes of interpreters, and saw our passionate and talented alumnae community grow to over 300 members. The small but mighty team of three that I joined in 2015 reached 15 this year, spread out in seven different states across the country. We made much needed investments in our data infrastructure by launching a Salesforce implementation, and worked to fine tune a hybrid model for our programming.

Most notably, 2022 also marked the end of an era, as Maria Vertkin stepped down from her role as Executive Director at Found in Translation after 11 years of dedicated service. Maria was an incredible leader, mentor and friend to so many of us over the years. After building this organization from the ground up, she has left us in a strong position to manage this transition.

The search for our next ED is currently underway, led by a collaborative committee of staff, alumnae, and board members. In the meantime, I have temporarily transitioned from my role as Deputy Director to Interim Executive Director to support the organization during this search period. I am grateful to Maria, as well as our staff, board and alums, who have been so thoughtful, flexible and collaborative throughout this transition process. We are optimistic about this next chapter in Found in Translation's story, and are looking forward to welcoming a new ED to the team in Spring 2023.

It has been a privilege to witness the growth that Found in Translation and our Language Access Fellows have achieved over the years, and to know this success could not have been achieved without our community of supporters. I hope you'll enjoy reading on to learn more about what we've been up to!



With gratitude,
Kelly Lynch
Interim 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 (left)
with Kelly Lynch



2022

The Year of Two Classes

Our Flagship Program

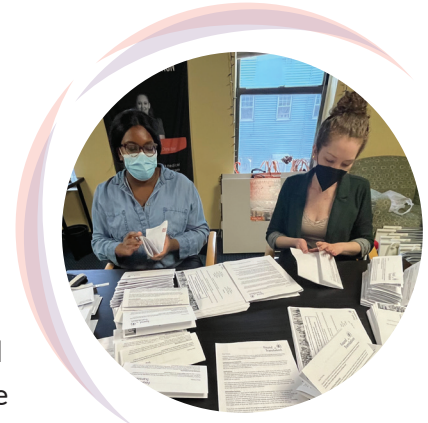
The Language Access Fellowship includes the Medical Interpreter Certificate Training, vital wraparound supports, and career advancement services for alumnae.

Medical Interpreter Certificate Training

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.

Thanks to the technological gains made in response to the pandemic to adapt our model to a virtual format, we entered the new year poised

to carry out the next step in our growth trajectory. In 2022, Found in Translation increased our Medical Interpreter Certificate Training capacity from one to two cycles per year, with classes taking place in the Spring and Fall. This new schedule allows more flexibility and opportunities for students, and is supported by a rolling application process. Learning from our experiences in 2021, we preserved the small class sizes (12-15 students) and two cohort structures (morning and evening concurrent programming) that were found to be best suited for online learning, engagement and community building. With the continued safety of our community in mind, in the second half of 2022 we incorporated some in-person events, and will continue to move our program towards a hybrid model in 2023 and beyond.



Staff assemble a mailing to announce our rolling application



Spring 2022 student picking up her materials at the Found in Translation office

Spring and Fall Classes of 2022

Together, these classes add 37 women to our community, and will provide language access in nine languages through their future work as interpreters. Languages represented include: Arabic, Cape Verdean Creole, Dari, Haitian Creole, Portuguese, Spanish, Swahili, Urdu and Vietnamese. These new participants report 18 different countries of origin, and reside in towns and neighborhoods across eastern Massachusetts - from Lowell to Brockton and Boston to Marlborough. Collectively they are mothers/guardians to 75+ children and they bring experience from a variety of backgrounds including education, retail, food services and healthcare.

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, professional development, mentoring, and financial literacy education.



Students in the Fall 2022 class participating in a makeup tutorial as part of their afternoon at Dress for Success, a partner organization that provides free professional attire and styling services to women seeking economic independence.

In 2022, we increased and improved our efforts to support our participants in navigating technology and childcare needs as students and professionals. New partnerships with PCs for People, Mobile Beacon, Techsoup and Northstar now provide resources such as computers, internet hotspots, and tailored coursework to prepare our participants for our online class, as well as for their careers in interpreting – a profession that is increasingly embracing technology. New collaborations with Care.com and Sitters for Scholars provide off-site childcare resources for participants during online programming.



Participants pose with staff and volunteer photographer Feda Eid (left) on Headshot Day, where students pose for professional portraits. These photos will be used to create LinkedIn accounts as part of our professional development curriculum.

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.

2022 Highlights

10 alumnae passed rigorous exams to earn their Certified Healthcare Interpreter credentials, a qualification designed for experienced interpreters that is often preferred for high-level positions in major hospitals.

The faculty for our Spring and Fall Classes of 2022 was composed of over **90% Found in Translation alumnae**, many of whom are serving as language coaches for their newest peers.

In 2022 we continued to expand our translation offerings, which now comprise **close to 30% of our assignment opportunities for alumnae.**

Speaking of faculty, this year marked the first time that **alumnae served as lead instructors for our Medical Interpreter Certificate Training!** In addition to leading the spring and fall classes through our curriculum, Sara Paiva '18 and Juliana Cardona '19 are also now supporting additional faculty on their journeys towards becoming lead instructors.



Sara Paiva



Juliana Cardona

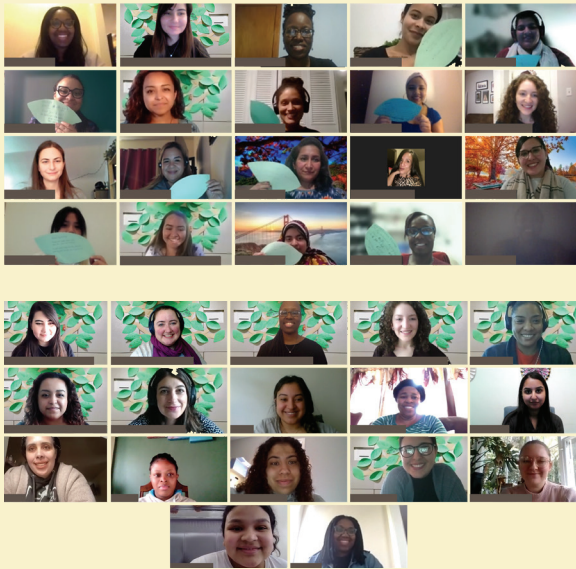
Over the past year, Found in Translation directly **employed 43 alumnae** through our Interpreter and Translation services, who completed over 350 assignments for 29 clients.

In November, we hosted our **annual virtual job fair** for medical interpreters, a free event on our website which connected 24 regional and international employers with 298 job seekers from 34 countries – including many of our own alumnae!

Collectively, our alumnae carry out an estimated **60,000 or more interpreting encounters** each year, serving thousands of limited English proficient people through their work as interpreters.

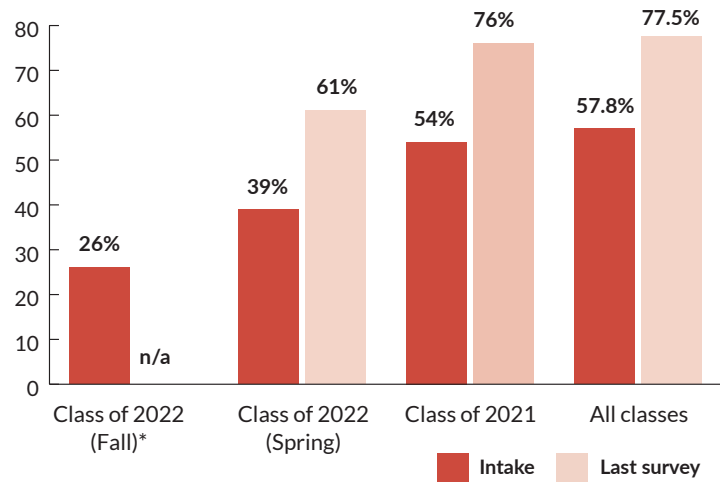
Economic Impact

Found in Translation collects quantitative data from alumnae through surveys sent 3 months, 6 months and annually after each training cycle. To track our impact, this data is compared to information gathered at intake, before a participant begins our program.

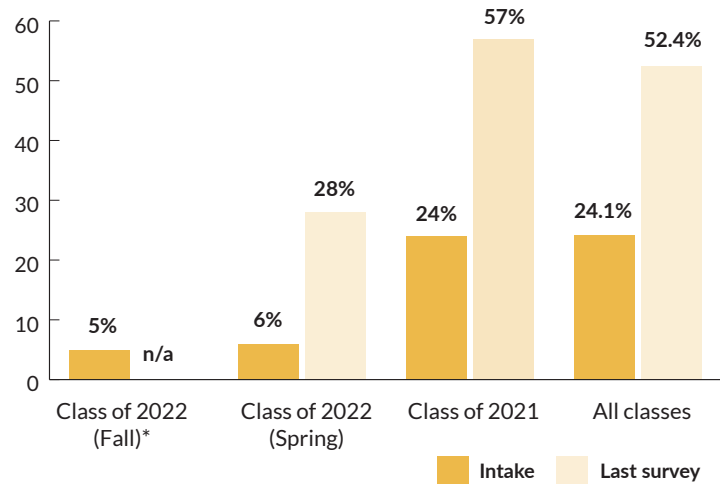


Screenshots of some of our Spring and Fall 2022 students and staff during orientation

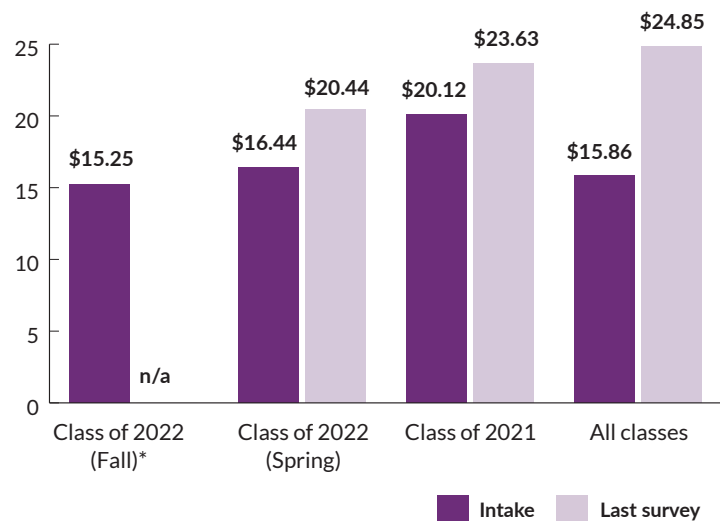
Percent Employed at Intake vs. Last Survey



Percent Employed as Interpreters or in a Related Field at Intake vs. Last Survey



Average Hourly Wage at Intake vs. Last Survey



*Note: The Class of 2022 (Fall) ended in February 2023, and initial 3 month data on this class will be collected in July.

IN THEIR OWN WORDS...

Below is an excerpt from a speech given by Adeeba Shah, one of the Spring 2022 Graduate Speakers at our virtual Program Celebration event in August 2022. Adeeba is Found in Translation's first Dari< >English interpreter, and has helped us meet this emerging language need through serving as the Dari language coach for her peers in the Fall Class of 2022.

“

...I came to the United States through the Special Immigrant Visa program eight years ago. When I arrived in the United States, I had to learn how to navigate a new system in a new country. I faced countless challenges while adjusting to the environment and culture.

Last year as a result of the US withdrawal from Afghanistan many Afghans have been evacuated and relocated to the United States. This was a very difficult time for me and my family. [...] Despite the distress and concern for my family, when I heard that Afghan refugees are being relocated to Greater Boston, I volunteered my time and helped them however I could. These families faced so many hardships upon their arrival. One of the main challenges was not being able to communicate and understand those around them. So many families needed interpreters, especially female interpreters for women when they had their OBGYN appointments. I would try to interpret for them but unfortunately, due to HIPAA and confidentiality policies, I was not allowed to do it.

That is when I decided to become a professional medical interpreter. I learned about Found In Translation and I was fortunate to be accepted to the program for Spring Class of 2022. I have received a tremendous amount of support from the entire staff. The entire community consists of women who are supporting each other. They are amazing and they are doing a terrific job. My life has changed in so many ways. As you are aware, the program is very rigorous and being a working mother, it was not easy but with the support of the program, I was able to achieve my goal of becoming a professional medical interpreter. I found a tremendous amount of encouragement, opportunity, and hope for a better future and to be a better version of myself. The skills I have gained at the program will enable me to contribute to my community in a positive way.

I appreciate all that [Found in Translation does]: changing the lives of so many hard-working women, providing them the opportunity for a new career and a better life. I am honored to be a part of [this] program.”



Watch
the full event
recording here

Field VISIBILITY

In April, Found in Translation was awarded with the **Language Access Champion award** by the National Council on Interpreting in Healthcare. The NCIHC is a multidisciplinary organization of professionals dedicated to advancing language access and the interpreting profession.

“

It is a real honor to receive this award on behalf of Found in Translation. I started this organization 10 years ago seeing opportunities for economic mobility that were perfect for immigrant women, and also seeing a talent bottleneck in the interpreting field. Populations that we serve are disproportionately affected by poverty, which means that so many talented people who could be interpreters are kept out of the field for no defensible reason at all, just by economic barriers. I am really proud of the economic mobility we are creating, and I am equally proud of how we are elevating the level of talent in the interpreting field by opening up this pipeline.”

– Excerpt
from Maria Vertkin’s
acceptance speech



In June, board members and staff presented a session on **Fair Working Conditions for Interpreters** at the annual **Paving the Way to Healthcare Access** conference. In their presentation, Gaye Gentes, Maria Vertkin and Lisa Walker discussed the need for industry consensus and standards for fair labor conditions for interpreters on a host of issues, from working time to remuneration, as well as the physical conditions and mental demands that exist in the workplace. Their presentation also covered changes brought on by remote interpreting, and how worker classification policies and wage stagnation are affecting the economic potential of interpreting as a field. Discussion amongst the 30+ attendees and presenters (including several Found in Translation alumnae!) produced questions, opportunities and ideas for solutions.

“

You are not just the patients’ interpreter – you are there for the doctors, and all the other hospital staff. You are everyone’s interpreter... While potential harm to the patient and wanting to provide full access to care should be enough to make folks understand the importance of interpreters, sometimes you need to point out that if they don’t have professional interpreting services they are putting themselves and their institution at risk for a malpractice suit due to medical errors, missed or late diagnoses etc...Your value in preventing lawsuits and making sure your institution is meeting healthcare standards is HUGE.”

– Lisa Walker, former Board Member at Found in Translation, reiterating to attendees how they can further advocate for themselves and the services they provide.



OUR VISION for 2023

Found in Translation remains committed to training exceptional medical interpreters, to being responsive to our participants' needs as their careers unfold in a rapidly changing interpreting job market, and to advocating for language access.

Increased Training Capacity

In 2022, we doubled the frequency of our medical interpreter training for the first time, training students via classes in the Spring and Fall. In doing so, we also increased our training capacity to 48 students per year. In the coming year, we are focused on investing in our organizational capacity and sustainability to maintain operations at this new level. The Spring and Fall Classes of 2023 will benefit from innovations made to our application process, our curriculum, our supportive services, and more. In addition, our expanding alumnae community will continue to achieve new levels of success through advanced credentials like National Certification, and increased job opportunities through our ever-growing Interpreting and Translation Services.

New Leadership

In 2023, we look forward to concluding our search for Found in Translation's next Executive Director. We hope to bring in a new leader to our organization with lived expertise in our work and strong connections to the communities we serve, who will bring valuable insight and experience to guide our organization through this exciting time of growth.

Upgraded Data Infrastructure

We will further strengthen staff capacity through additional positions on our program and development teams, and through the deployment of a custom Salesforce database.

This new data management system will streamline nearly everything we do – from our application process, to our fundraising efforts, to case management and more! Thanks to the generosity of several funders, in 2022 we began work with Vera Solutions, a consulting company that is designing and building our new system. With guidance by Vera and dedicated in-house change management and data migration support for staff, we plan to have transitioned most of our work to our brand new Salesforce database by the end of 2023.



Maria Vertkin with Found in Translation alumnae (2017)

Through these strategic investments in our organization, and the steadfast support of our full community of volunteers, donors, partners and alumnae, Found in Translation is well positioned to build upon the legacy that Maria Vertkin set down in 2011 – to empower immigrant women through careers as medical interpreters, bringing health equity to marginalized communities in 2023...and beyond.

FINANCIALS

STATEMENT OF FINANCIAL POSITION

	FY22	FY21
Total assets	\$ 1,755,353	\$ 669,502
Total liabilities	\$ 124,894	\$ 22,630
Net assets	\$ 1,630,459	\$ 646,872

STATEMENT OF ACTIVITIES

Revenues & support without donor restrictions

	FY22	FY21
Gifts, grants, and contributions	\$ 547,375	\$ 615,752
Program revenue	\$ 22,768	\$ 39,664
Forgiveness of Paycheck Protection Program (PPP) loan		\$ 87,500
Other revenue	\$ 7,550	\$ 9,845
Net assets released from restriction	\$ 588,020	\$ 198,488
Total revenues & support without donor restrictions	\$ 1,165,713	\$ 951,249

Expenses

Program services	\$ 644,952	\$ 585,434
Administrative	\$ 230,805	\$ 139,518
Fundraising	\$ 190,365	\$ 172,234
Total expenses	\$ 1,066,122	\$ 897,186

Change in net assets without donor restrictions	\$ 99,591	\$ 54,063
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Net assets with donor restrictions

Gifts and donations	\$ 1,472,016	\$ 631,763
Net assets released from restriction	\$ (588,020)	\$ (198,488)
Change in net assets with donor restrictions	\$ 883,996	\$ 433,275

Total change in net assets	\$ 983,587	\$ 487,338
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Net assets, beginning of year	\$ 646,872	\$ 159,534
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Net assets, end of year	\$ 1,630,459	\$ 646,872
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Special thanks to the following organizations for their partnerships and generous support of \$25,000+ in FY2022:

Anonymous Foundation
Cabot Family Charitable Trust
Claneil Foundation
Clowes Fund
Cummings Foundation
Eastern Bank Foundation
Fish Family Foundation
Imago Dei Fund
Island Foundation
Lynch Foundation
RWN Foundation
Royer Family Foundation
Carl and Ruth Shapiro Family Foundation
Jack and Kathy Shields Family Foundation
Tufts Medical Center
Yawkey Foundation



Students of the Fall 2022 Class at Dress for Success

The achievements of Found in Translation's students and alumnae are possible because of generous supporters like you. On behalf of the whole Found in Translation community, thank you! To donate online or learn about other ways to give, visit our website <https://found-in-translation.org/donate/>.

Found *in* Translation

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Found in Translation's Team (As of March 2023)

Staff

Kelly Lynch
Interim Executive Director

Karen Walker
Program Director

Abigail Setterholm
Impact Director

Bindiya Jha
Interpreter Training Manager

Renée Metelus
Operations Manager

Maria Camila Romero
Supportive Services Manager

Cristina Silva
Data Manager

Beatriz Moreno*
Grants Manager

Makiz Nasirahmad
Program Coordinator

Denise Muro
Interpreting and Translation Coordinator

Lauren Flatley*
Career Advancement Coordinator

Christine La**
*Technology Fluency Coordinator***

Julia Hickey
Grant Writer

Bethany Wagner**
Grant Writer

Board

Kelly Liu, *Chair*

Renee Cammarata Hamilton

Gaye Gentes

Dr. Eric Hardt

Sarah E. Lukas, *Treasurer**

Leah Witkin, *Clerk**

Meck Xayavongsa*

*new in 2022

**new in early 2023