



CELEBRATING **10** YEARS

Empowering Women With Livelihoods Through
Language, Building Health Equity For All





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

+

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.



OUR VALUES

Courage + Integrity

Racial + Gender Equity

Language Justice

Healthcare Access For All

Professional Excellence

THE BEGINNING

Having immigrated twice by age 11, Maria Vertkin is no stranger to the very real challenges of adjusting to a strange new language and culture. For her, as for so many, immigration was a reset button on her life, each move erasing her sense of community and language.

Maria watched her parents struggle as the expertise they had in one country meant nothing in another. Homeless at 16, she learned first-hand the hardships of being a low-income, multilingual woman in America.

Despite the struggles of her childhood, Maria forged a path that led to college and a Bachelor of Social Work Degree that launched her into the field of social work and, ultimately, to creating **Found in Translation** to serve women like herself in similar situations.



As a Rosie's Place
Kip Tiernan Social
Justice Fellow,
Maria established
Found in Translation
in 2011

"[America] is the land of opportunity. It is also the land where surgeons, chemists, school principals, journalists, and news editors go to become 'cleaning ladies.'

Imagine crossing an ocean in pursuit of a better life, only to find that your university degree is now worthless and your skills and knowledge don't count. You see newspaper headlines calling you a drain on society. Eventually, you come to view yourself as less than you are and your heritage as a source of shame.

Found in Translation's approach is strength-based, leveraging immigrants' unique skillset of multilingualism."

Maria Vertkin
Founder + Executive Director,
Found in Translation

WE ADDRESS TWO URGENT CHALLENGES

**Economic Disadvantage
For Minority Women**



**Racial, Ethnic, And Linguistic
Disparity In Healthcare**



ECONOMIC DISADVANTAGE

For Minority Women

Poverty and homelessness impact women disproportionately — and it's even worse for women immigrants.

The numbers are stark, the **poverty rate among immigrants is 50% higher** than for people born in the U.S. The compounding effects of multiple biases like race, ethnicity, language, and gender compound the burdens shouldered by women and are reflected across all economic metrics.

According to a 2018 report, **49% of families in Boston with children under the age of 18 were headed by a single female.** Of these families, 47.8% were found to be living in poverty.

In 2018, Hispanic or Latina women working full-time earned an average of **\$28,000 less than men.**

Female-headed households in the U.S. are **twice as likely to be living in poverty** as those headed by men (30.6% vs 14.8%).



DISPARITIES IN HEALTHCARE

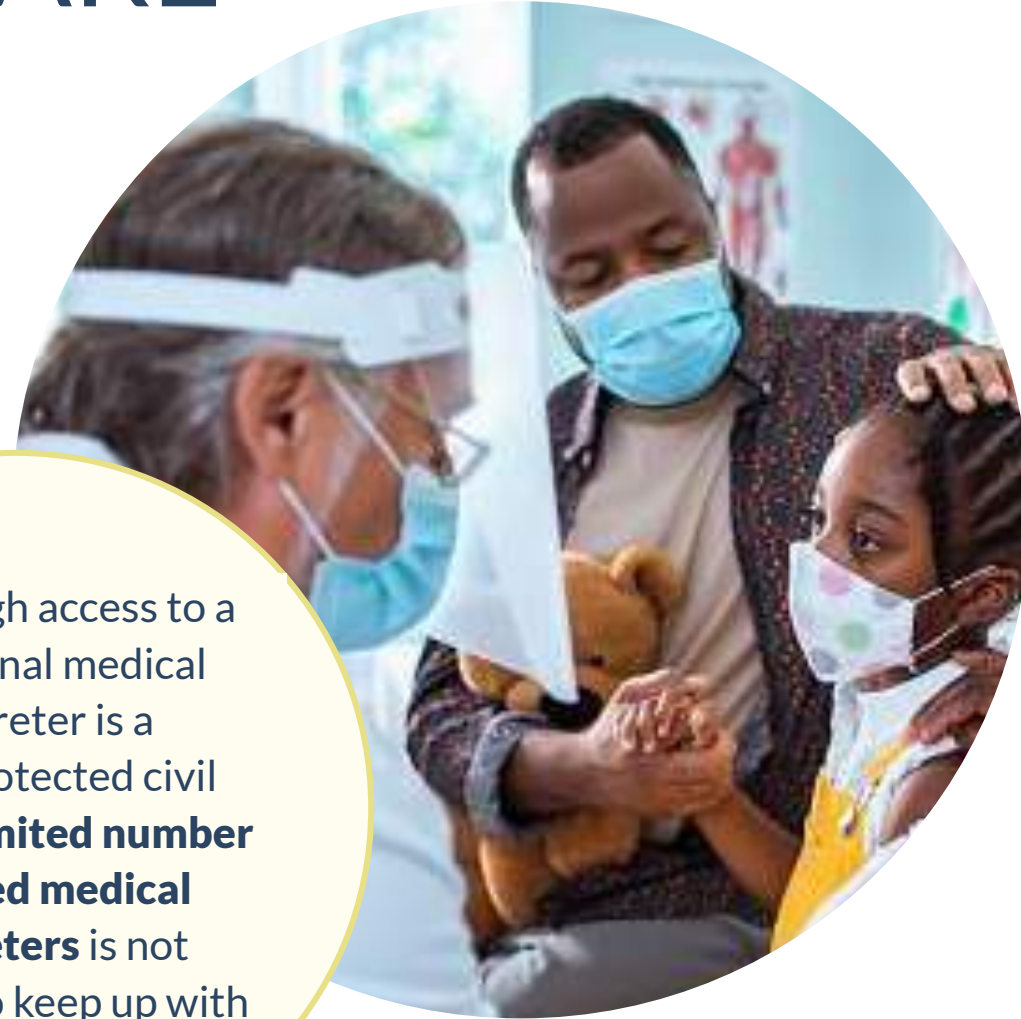
Language barriers in healthcare

Patients with Limited English Proficiency (LEP) are among the most vulnerable populations. Studies consistently show **LEP patients experience high rates of medical errors with worse clinical outcomes** than English-proficient patients and receive lower quality of care by other metrics as well.

Linguistic barriers are serious impediments to building patient–physician communication and trust, putting quality and safety at risk, compromising the length of hospitalizations, often **resulting in costly, and sometimes deadly, errors, and delays.**

In 2018, **17% of Boston's population over the age of five** self-identified as having LEP, saying they speak English “less than very well.”

Even though access to a professional medical interpreter is a legally-protected civil right, the **limited number of trained medical interpreters** is not sufficient to keep up with growing demand.



THE COVID MULTIPLIER

The two urgent challenges we address — **Women's Economic Disadvantage and Health Disparities for LEP patients are getting worse due to COVID**, compounding the burden on low-income women and limited English speakers.

COVID'S ADDED ECONOMIC BURDEN FOR WOMEN

A recent survey shows that, between February and August 2020, **mothers of children 12 years old and younger lost 2.2 million jobs** compared to 870,000 jobs lost among fathers.

WORSENING HEALTH OUTCOMES

A recent study released by the Mass General Brigham system revealed that Spanish speaking LEP patients were **35% more likely to die from COVID-19** than their English-speaking demographic counterparts.

Found in Translation's programs are needed now, more than ever.

GROWING HEALTH DISPARITIES

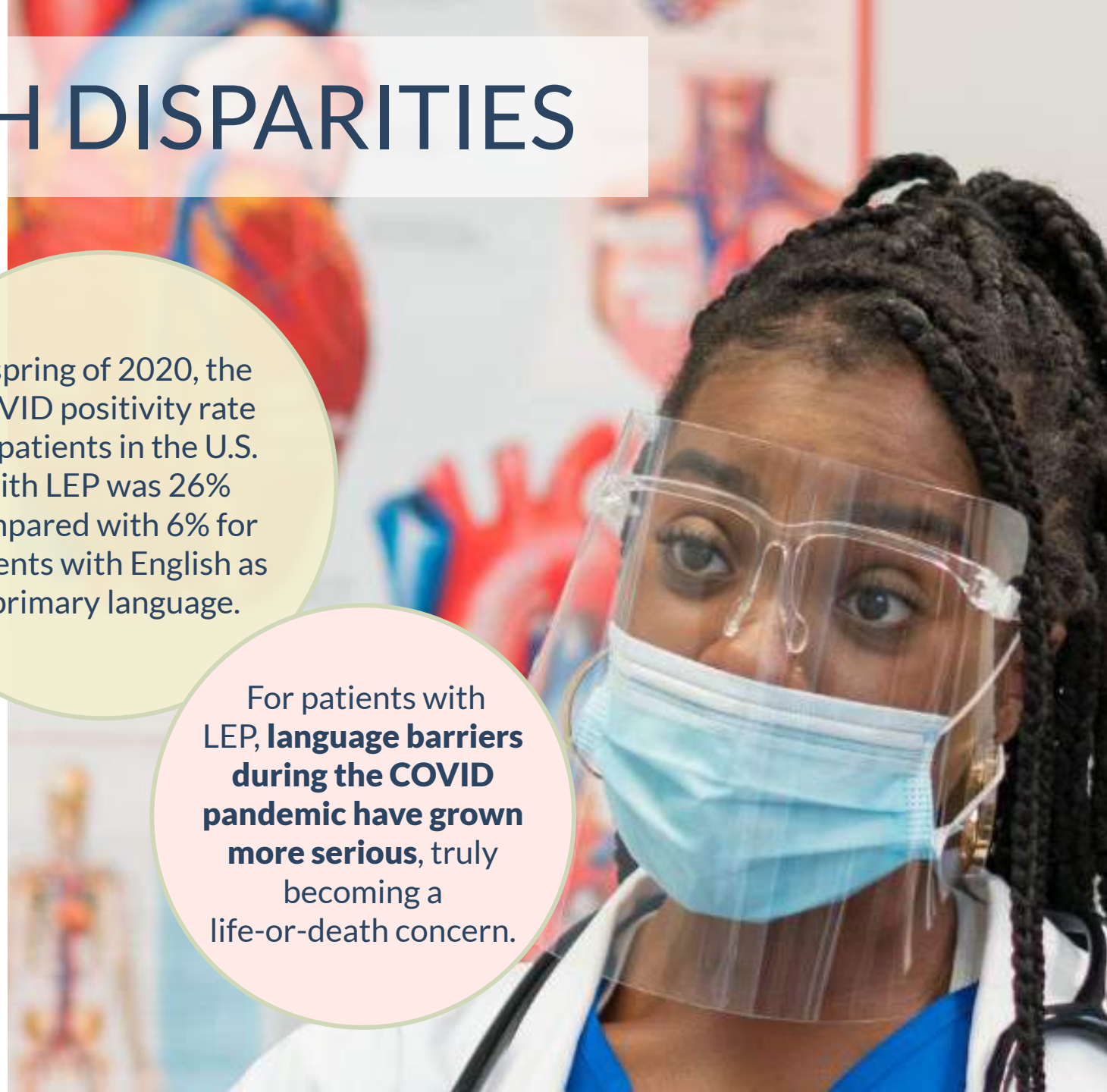
During a pandemic, language barriers pose an even greater healthcare threat by impeding efforts to stem the spread of the virus and jeopardizing the success of ongoing mass vaccination efforts.

In a 2021 study, LEP patients were more likely to be older, female, less educated, poorer, uninsured, receive Medicaid, and lack a usual source of care. They reported having significantly worse health status than patients with English proficiency .

At the height of the pandemic in Boston in the spring of 2020, 60% of all inpatients at Massachusetts General Hospital were people with LEP, compared to the usual 9% in healthier times.

In spring of 2020, the COVID positivity rate for patients in the U.S. with LEP was 26% compared with 6% for patients with English as a primary language.

For patients with LEP, **language barriers during the COVID pandemic have grown more serious**, truly becoming a life-or-death concern.



ADDED ECONOMIC BURDEN FOR MINORITY WOMEN

A woman wearing a brown hijab is seated at a desk, focused on her laptop. In the background, two young children are visible, one in a green shirt and another in a dark shirt, both looking towards the camera. The setting appears to be a home office or a kitchen area.

A recent McKinsey study found that women are facing disproportionate stress during COVID.

Mothers in the U.S with young children have reduced their work hours at a rate that is **four to five times higher than fathers** to take on childcare, homeschooling, and household responsibilities.

People of Color are more than twice as likely as Whites to report acute challenges in mental health or job security.

During the past year, **employment for Black women fell 9.7%** compared to 5% for White men, 5.4% for White women, and 5.9% for Black men

COVID-19 has significantly accelerated progress toward a virtual landscape. **Interpreters urgently need training in up-to-date technologies to stay current in their profession.**

Innovative, holistic workforce development programs for low-income, multilingual women are vital to recovery.

WHAT WE DO

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. Standard programming includes:

- **Learning thousands of medical terms in two languages** through an in-depth study of body systems, symptoms, diseases, diagnostic tools, and treatments
- **Studying the intricacies of the US health care system, learning the Interpreter Code of Ethics**, and sharpening skills solving hypothetical ethical dilemmas
- **Rigorous language coaching** from an experienced professional medical interpreter who specializes in each student's language

Upon passing the final exams, students earn a **Medical Interpreter Certificate of Training**, the required credential for employment as a medical interpreter.

WHAT WE DO

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 with:

- **Childcare** supports, including on-site childcare during training
- **Transportation** assistance
- **Resources for tech literacy**, equipment, and access to the internet
- **Mentoring + professional development opportunities** and other job seeking needs
- **Financial literacy** education

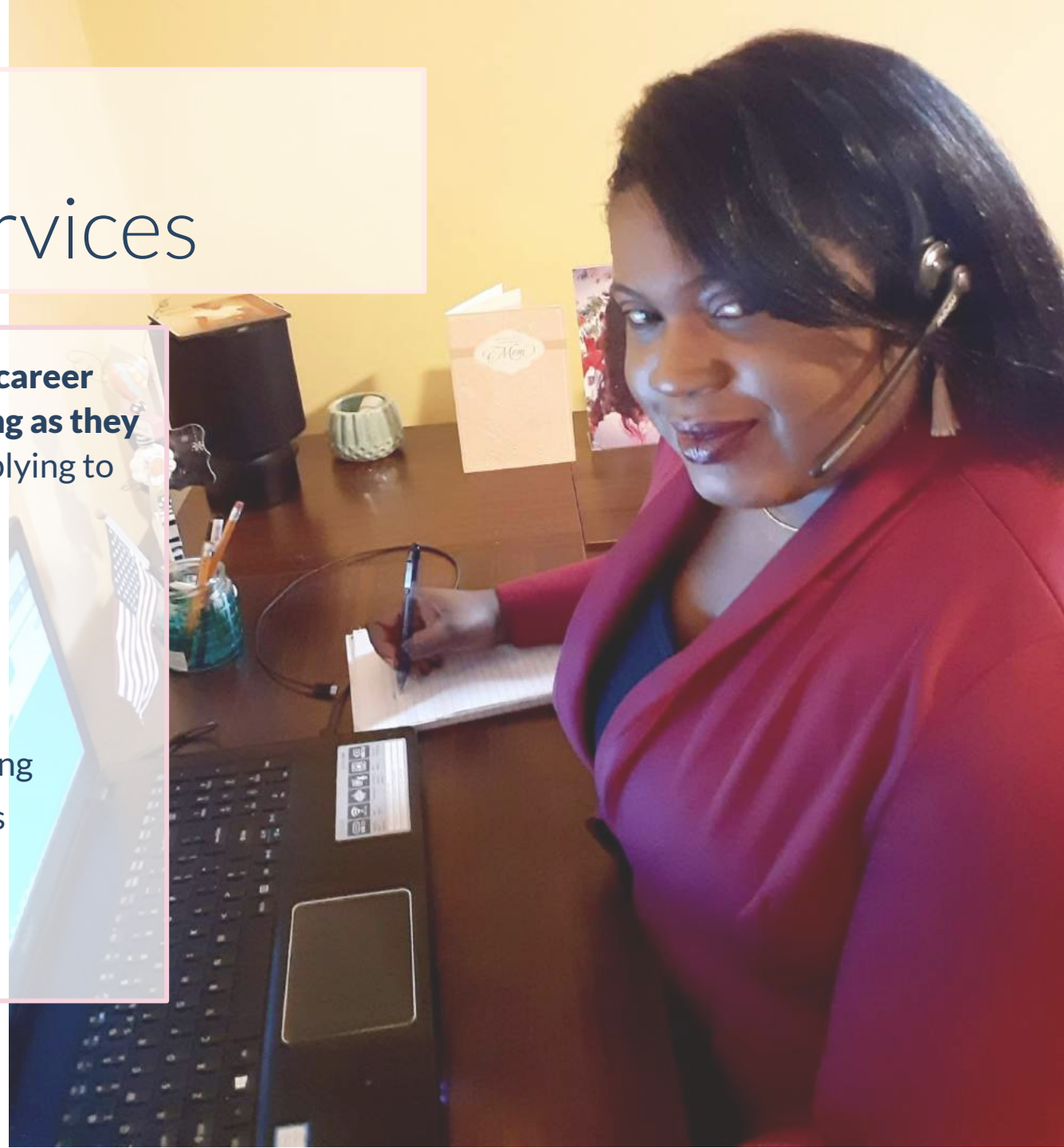


WHAT WE DO

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, connecting with mentors, honing and expanding their interpreter skills, and more:

- Guidance on career planning, resume writing, job applications
- In-house continuing education opportunities
- Scholarships and access to next-level credential building
- Direct job placement through our Interpreter Services and as faculty in our programs
- Assistance in navigating changes in the interpreting field due to COVID-19

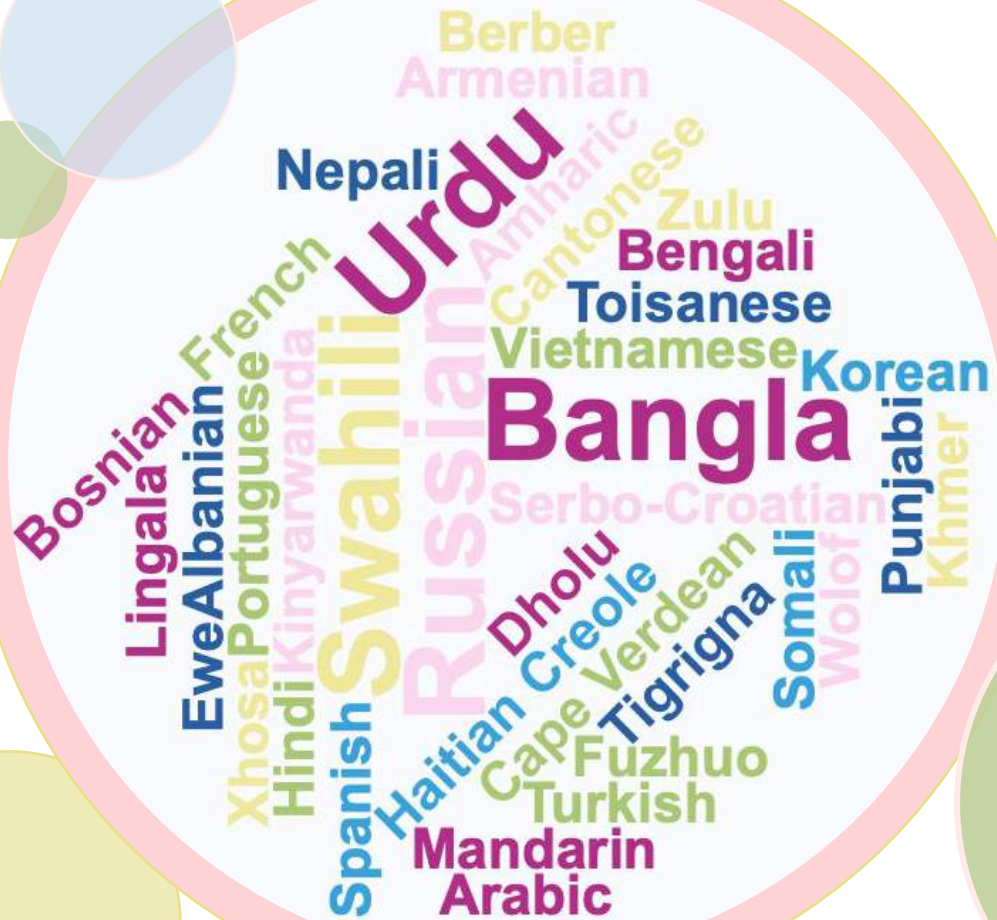


TEN YEARS OF IMPACT

Since 2011, Found in Translation has **trained 291 women as medical interpreters in 37 different languages**, making health care more accessible to many thousands of immigrants and their families every year.



FROM ALBANIAN TO ZULU

A word cloud of 53 languages, each in a different color and font size, arranged in a circular pattern. The languages include: Albanian, Arabic, Bengali, Berber, Bosnian, Cantonese, Creole, Dholu, Fuzhuo, Haitian, Hindi, Khmer, Korean, Mandarin, Nepali, Punjabi, Russian, Somali, Swahili, Turkish, Vietnamese, Wolof, Xhosa, and Zulu. The word 'Bangla' is the largest and most prominent in the center.

Albanian, Arabic, Bengali, Berber, Bosnian, Cantonese, Creole, Dholu, Fuzhuo, Haitian, Hindi, Khmer, Korean, Mandarin, Nepali, Punjabi, Russian, Somali, Swahili, Turkish, Vietnamese, Wolof, Xhosa, and Zulu.

The women who have participated in our programs speak **53 languages** and represent **50 countries** of origin.

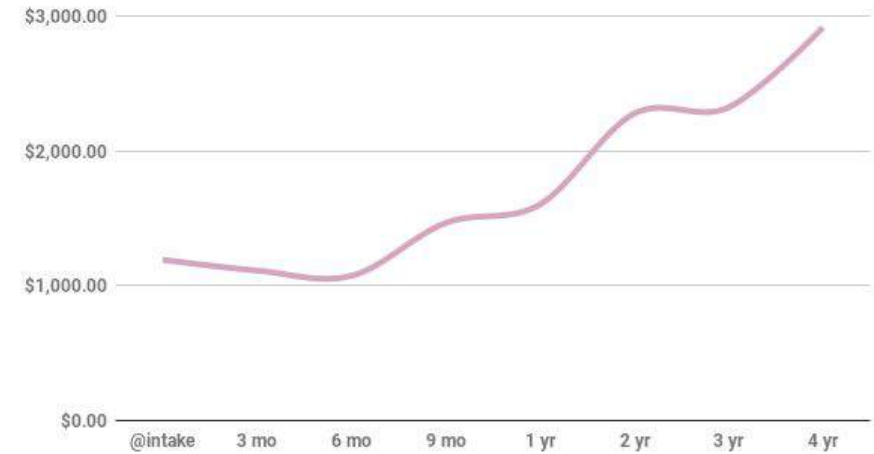


ECONOMIC IMPACT

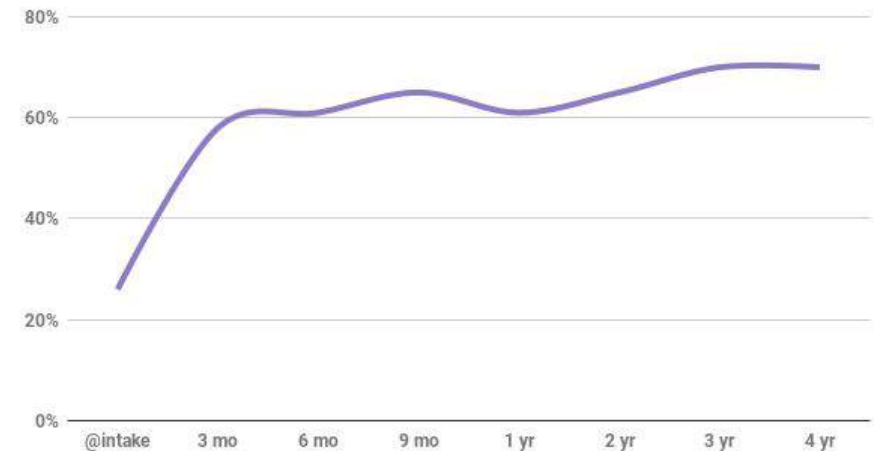
Post-graduation, our alumnae...

- ✓ **Maintain high levels of continuing employment** for years after completing their initial training
- ✓ **Increase their average wage** from under \$15/hr to \$25/hr or more
- ✓ **Increase their income** by an average of \$13,000 more per year

Monthly Earnings



Employed in Interpreting or a Related Field



COMMUNITY HEALTH IMPACT



Found in Translation graduates increase language access in healthcare through their work as interpreters, serving an **estimated 35,000+ people every year** with limited proficiency in English in the Boston area.

THE GREATEST IMPACT OF ALL — OUR COMMUNITY



Found in Translation is, above all else, a welcoming + supportive community. Earning a Medical Interpreter Certificate and joining the interpreter workforce is just the beginning!

The deep bonds formed through our program inspire past alumnae to return as volunteers, donors, instructors, and employers. They are our — and each other's — greatest resource.





OUR ALUMNAE SAY...

Found in Translation turned my skills of knowing three languages fluently into a money-making skill. Now I'm a certificate holding medical interpreter and well-loved by members of my community who have used my service.

Jaya, Nepali Interpreter
(Class of 2016)

Found in Translation has completely changed my life by making me regain my self-confidence as an immigrant single mom.

Chahinez, Arabic Interpreter
(Class of 2017)

Found in Translation shows me how strong women are when they work together.

Darling, Haitian Creole Interpreter
(Class of 2019)

When I came to this country, I did not speak a word in English. I was sick and I had to go to the doctor, and that really hurt me because I couldn't express myself, and people had to look for someone that spoke Spanish to help me out.

I went to college to the ESL program and finally, I was able to communicate. Then I found **Found in Translation** and my other dream came true. Becoming a medical interpreter has been so rewarding to pay back for all those times I felt lost in translation.

Caterine, Spanish Interpreter
(Class of 2013)



WHEN FOUND IN TRANSLATION VOLUNTEERS WERE SURVEYED

100%
**FELT LIKE THEY
MADE A DIFFERENCE**

Found in Translation is, in my mind, an organization with a perfect mission. It leverages the untapped talent and brilliance of women in our community to not only uplift them professionally and economically, but to mitigate some of the broader-scale racial and economic disparities in healthcare...

*I've worked in healthcare for a long time and my life-long dream is to become a physician, so I am especially aware of the lack of diversity and the lack of empathy in the medical field... I've witnessed treatment of non-English speaking patients by doctors and other medical workers that has made my stomach churn, and so it gives me such hope to know that the women in the **Found in Translation** program are going to be the future of healthcare.*

Liz Kantor, 2021 volunteer

RECOGNITION

As the only free medical interpreter training program with holistic supports in the US, our unique and innovative model has earned us recognition at the local, national and international levels.

2021

Essential Agent of Change Award (MA Essentials of Childhood)
Excellence in Innovation Award (Massachusetts Nonprofit Network)
Catalyst Program (Stand Together Foundation)

2020

NBCUniversal Project Innovation Winner

2019

Excellence in Innovation Award Finalist (Massachusetts Nonprofit Network)
People's Voice Award Finalist (DVF Family Foundation)

2018

WeWork Nonprofit Creator Award
International BridgeBuilder Top Idea (OpenIDEO/GHR Foundation)

2017

Eastern Bank Community Advocacy Award
New Profit Women's Accelerator
Paul & Daisy Soros Fellowship for New Americans
Roslyn S Jaffe Award
Vital Voices Fellowship

2016

Forbes 30 Under 30: Social Entrepreneurs
Chronicles of Philanthropy 40 Under 40

2015

Grinnell College Innovator for Social Justice Prize
Manhattan Institute Richard Cornuelle Social Entrepreneurship Award
Claneil Foundation Emerging Leaders Fund (2015-2019)

2013

Advancement Award (The Boston Club)
Echoing Green Global Fellowship
New England Innovation Award (SBANE)

2011

Woman of Peace Award
Kip Tiernan Social Justice Fellowship

COMMUNITY PARTNERS

OUR COLLEAGUES

Beth Israel Lahey Medical Center | Boston Medical Center | Tufts University School of Medicine | Cross Cultural Communications | Suffolk University | YNPN | Boston | Tech Goes Home | Sharewood | Boston Rotaract | The Dimock Center | Cambridge Health Alliance | New England Translation Association | Boston Public Library | Massachusetts General Hospital | Boston University | Wheelock College of Education & Human Development | Dress For Success

FOUND IN TRANSLATION IS ATTRACTING THE ATTENTION OF TOP-TIER DONORS

OpenIdeo | Cummings Foundation | New Profit | Echoing Green | GHR Foundation | The Boston Foundation | WeWork | The Claneil Foundation | Imago Dei Fund | Royer Family Charitable Foundation | Eastern Bank Foundation | Fish Family Foundation | Cabot Family Charitable Trust | Anna B. Stearns Charitable Trust |

To name just a few...

WHERE OUR ALUMNAE WORK



Lowell General Hospital | Language Line | Massachusetts General Hospital | Trial Courts of Massachusetts | Catholic Charities | Cross Cultural Communication Systems | Benoit Interpreting | Stratus Video Remote Interpreting | Beth Israel Deaconess Medical Center | American Translation Partners | Greater Boston Legal Services | Tufts University School of Medicine | Massachusetts Advocates for Children | Boston Public Schools | Carney Hospital | Brockton Neighborhood Health Center | Boston Medical Center | Brigham and Women's Hospital | Everett Public Schools

WHAT LIES AHEAD



CAPACITY BUILDING

- Technology infrastructure + training capacity
- Online training, resources, wraparound support
- Communications + philanthropy

EXPANDED PARTNERSHIPS to build an even broader community of potential employers for our alums, drive growth for our revenue generating interpretation services, and bring accessible high-quality healthcare and other services to communities in Boston and beyond

PROGRAM GROWTH to provide workforce opportunity and stability to more participants, growing our alumnae community to over 800 strong in the next decade

ENHANCED ALUMNAE ADVANCEMENT to amplify the skills and impact of program alumnae, supporting them with next-level credentials, licensing, entrepreneurship, advocacy and organizing



Found in Translation changed my life. As a result of its 140+ hours free training, I began and have continued my career as medical interpreter since 2013, which has allowed me to excel both personally and professionally. Found in Translation is deeply committed to empowering low-income bilingual women. . .The language barriers that are broken by its graduating classes of dedicated medical interpreters make Found in Translation an essential participant in today's local economy and an inspiring leader in trying times.

I fully support and endorse the programs of this organization and encourage you to make yourself a part of this wonderful community.

Natalia Chilcote, Spanish Interpreter
(Class of 2013)



Found *in* 
Translation

Thank
You