

CONNECTING PEOPLE
WITH LANGUAGE

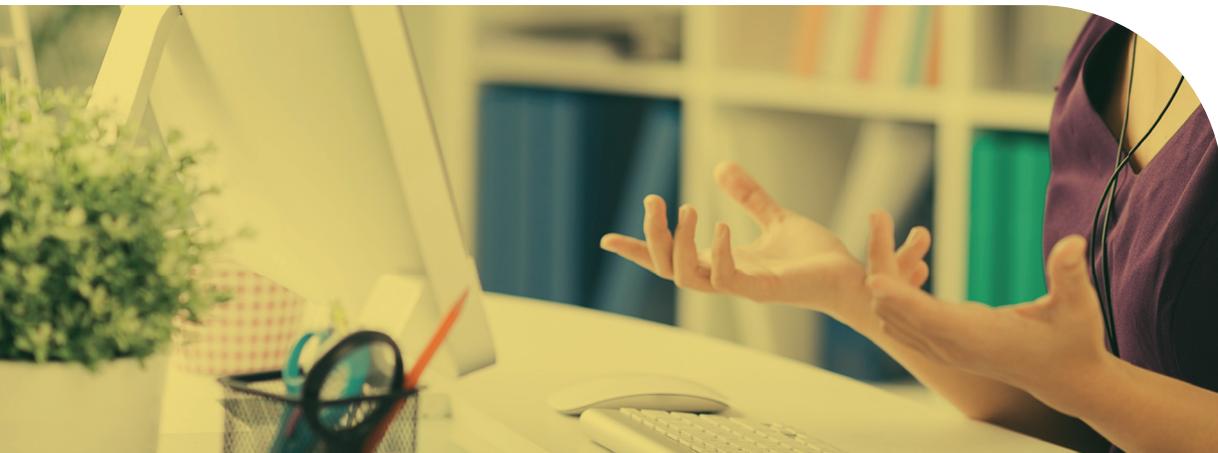


CERTIFIED LANGUAGES
INTERNATIONAL

INTERPRETER CREDENTIALS

*CLI is not a training ground for bilinguals; we are **the standard** for professional interpreter excellence.*

CLI's interpreters undergo an extensive interpreter credentialing process and possess an average of 7.68 years of interpreting experience prior to joining our team.



4800 SW Macadam Avenue, Suite 400 | Portland, OR 97239
1.800.225.5254 | www.CertifiedLanguages.com

U.S.-BASED & CREDENTIALLED INTERPRETERS

CLI goes to great lengths to engage interpreters who have at least 40 hours of interpreter training and 2 years of prior experience. We uphold a systematic method of separating bilingual speakers from professional interpreters. CLI utilizes interpreters predominately based in the U.S., which ensures dual-language immersion, cultural familiarity, reduction of accent barriers, and reliably clear audio quality.

The majority of CLI's interpreters have at least a bachelor's degree, and most of our interpreters have completed formal interpreter training programs and/or are certified through nationally recognized organizations that include:

- Department of Human Services (DHS)
- Administrative Office of the U.S. Courts
- Certification Commission for Healthcare Interpreters (CCHI)
- National Board of Certification for Medical Interpreters (NBCMI)

CLI's interpreters undergo a stringent interpreter credentialing process that includes a language proficiency test in both English and the target language, as well as an interpreter skills test. CLI's proprietary test was created in collaboration with Dr. Jean Turner of the Middlebury Institute of International Studies at Monterey.

Testing procedures were developed according to both the NCIHC's standards of practice and CLI's own expertise, informed by 20+ years of experience at the forefront of the interpreting industry.

CLI's Credentialing Process

CLI's credentialing process includes the review of the candidate's resume, cover letter, and interpreting experience; interview with dedicated recruiter; criminal background check and exclusion list search; extensive testing; CLI orientation; training/certification for HIPAA and fraud, waste, and abuse prevention; and continuous monitoring and quality assurance.

Independent Contractor Agreements Include:

- Interpreter Code of Professional Ethics
- Role of the Professional Interpreter
- Interpreter Basic Conduct & Procedures
- Confidentiality & Protection of Customer Information
- HIPAA Business Associate Agreement

TESTING CRITERIA

Part 1: Terminology

- Knowledge of industry-specific terminology
- Varying levels of difficulty

Part 2: Statements

- Fluency in source and target languages
- Ability to retain and render reasonably longer statements
- Accuracy, completeness, and clarity
- Effective note-taking skills

Part 3: Interpreting Scenarios

- Cohesiveness (pace, clarity, understandability, fluency, grammar, and pronunciation)
- Interpreting skills and tone
- Use of interpreter protocols
- Message accuracy
- First-person format
- Memory retention skills
- Transparency when requesting repetitions or clarifications

Compliance: CLI is fully compliant with Gramm-Leach-Bliley, HIPAA, and HITECH; and we are certified for compliance with Privacy Shield and PCI Data Security.