

2020 Annual Report

Our Accomplishments

2020 was a momentous and challenging year for all of us in many aspects. The Covid-19 pandemic brought all CCHI testing to a halt from March 17 until April 30 and delayed the *English-to-English (EtoE) Interpreter Testing Study*. In response to the pandemic, CCHI launched [online delivery of the CoreCHI™ exam](#) (May-August 2020), ensured that healthcare interpreters were classified as essential workers in testing and restarted exam administration at test centers on May 1st, and reduced the certification renewal fee by 20%.

From the early days of the pandemic, CCHI engaged in **national advocacy efforts** to ensure that healthcare interpreters work in safe conditions:

- Launch of the [Covid-19 Resources](#) webpage (March 20, 2020)
- National Virtual Panel “COVID-19’s Impact on Healthcare Interpreting” (March 21, 2020)
- CCHI’s Statement on *Ensuring Healthcare Interpreters’ Safety during the COVID-19 Pandemic* (March 25, 2020)
- Open Letter to national medical associations and governors on *Ensuring*



Healthcare Interpreters’ Safety during the COVID-19 Pandemic, which was co-signed by ATA, CHIA, InterpretAmerica, JNCL, NCIHC, and TAHIT (April 3, 2020) Virtual Panel “Leading a Healthcare Language Access Program in the Midst of a Pandemic” (May 19, 2020)

- Collaboration with ALC, ATA, CHIA, CoPTIC, InterpretAmerica, and NCIHC on the Guide “Providing Interpreting Services During COVID-19” (July-August 2020)
- Virtual Panel “Supporting Interpreters during the Pandemic” (September 25, 2020)
- Co-signing of ATA’s letter to CDC requesting that on-site interpreters are classified as essential workers for Phase 1 of the Covid vaccinations (December 17, 2020)

By the end of 2020, we count **4,170 nationally certified healthcare interpreters:** 2,853 CHI™-Spanish, 967 CoreCHI™, 183 CHI™-Mandarin, and 167 CHI™-Arabic.

Our **national Continuing Education Accreditation Program (CEAP)** accredited 413 continuing education programs for healthcare interpreters, offered by 79 training providers, including 357 online courses and 16 virtual conferences.

CCHI conducted the **EtoE Interpreter Testing Study** (January-November, 2020) to determine if cognitive interpreting skills can be assessed in the monolingual (English only) test modality. 249 volunteers took the ETOE™ exam and the corresponding CHI™ bilingual exam providing the foundation for the [EtoE Interpreter Testing Study Report](#).

Who we are

The Certification Commission for Healthcare Interpreters (CCHI) is a 501(c)6 organization founded in 2009, whose mission is to develop and administer a comprehensive national certification program for healthcare interpreters, bringing together representatives from interpreting associations, language companies, community-based organizations, educational institutions, hospitals, health and healthcare providers, and advocates for patients with limited English proficiency.

What we stand for

CCHI Commissioners brought together stakeholders through a non-profit organization whose main mission is to develop and administer a national, valid, credible, vendor-neutral certification program for healthcare interpreters in the U.S.

CCHI offers two national certifications: the Core Certification Healthcare Interpreter™ (CoreCHI™) and language-specific, performance Certified Healthcare Interpreter™ (CHI™) certification in Arabic, Mandarin and Spanish.

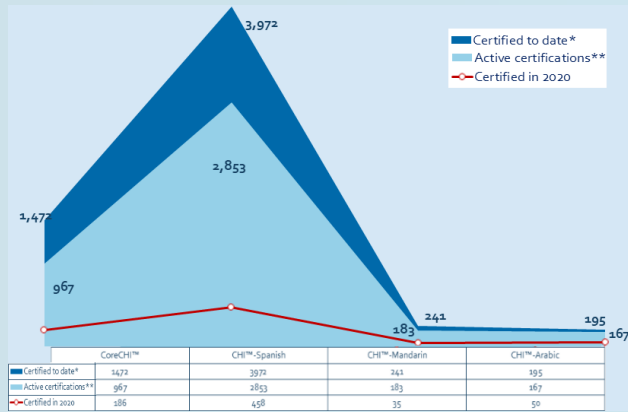
CCHI administers a national Continuing Education Accreditation Program (CEAP) with the online National Registry of accredited CE courses for healthcare interpreters at <https://CEAPcchi.org>. CCHI offers an online training portal at <https://cchiinterpreters.org>.

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Certified Healthcare Interpreters in 2020

Since its inception and as of 12/31/20, **CCHI has issued a total of 5,880** credentials (both active and expired).



***Certified to date** includes the number of all credentials issued by CCHI as of 12/31/20 (both active and expired).

****Active certifications** are those CCHI credentials that are not expired as of 12/31/20, either because the original expiration date has not yet been reached or because the certificant chose to renew their certification for another four-year period.

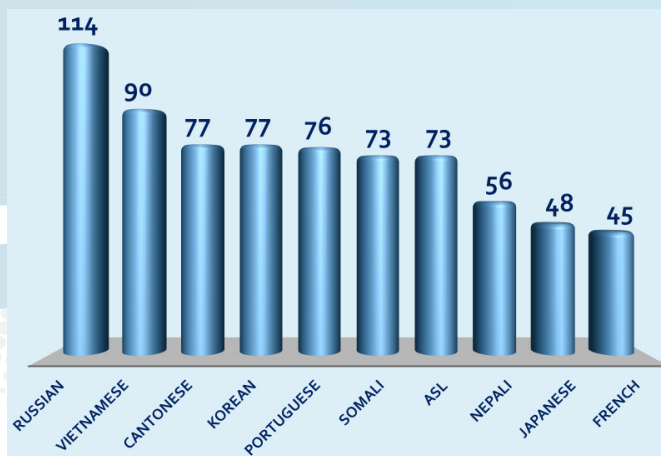
Exams Statistics in 2020

	CoreCHI™ (all candidates)	CoreCHI™ candidates only*	CHI™-Spanish	CHI™-Arabic	CHI™-Mandarin
Exams taken	1,038	227	785	113	58
Passed	903	186	458	50	35
Passing rate	87%	82%	58.4%	44.2%	59.3%
Average passing score**	513	n/a	499	484	478
Average failing score	413	n/a	392	404	380

***CoreCHI™ candidates** are interpreters of all languages, except for Arabic, Mandarin and Spanish, for whom the language-specific CHI™ certification is available.

** CCHI's scaled passing score for all exams is 450 points, on the scale of 300 to 600.

Top 10 CoreCHI™ Languages in 2020



If you have any questions, please contact:
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CCHI Certifications

CCHI has developed a comprehensive certification program for healthcare interpreters. This program currently includes two credentials: Core Certification Healthcare Interpreter™ and Certified Healthcare Interpreter™.

Core Certification Healthcare Interpreter™ (Core CHI™)

The CoreCHI™ certification measures the core professional knowledge of the medical interpreter of any language, including such vital healthcare concepts as safety protocols, universal precautions, and HIPAA. The CoreCHI™ examination tests the interpreter's critical thinking, ethical decision-making, and cultural responsiveness skills needed to perform their duties in any healthcare setting. The CoreCHI™ examination is a multiple choice exam in English, available year-around, and delivered online in a secure test center environment across the U.S.

Certified Healthcare Interpreter™ (CHI™)

The CHI™ certification includes a language-specific assessment of the interpreter's performance skills and abilities in consecutive and simultaneous interpreting, sight translation and translation. The CHI™ examination is offered only during certain testing "windows."

The CHI™ certification is currently available for Arabic, Mandarin, and Spanish interpreters.

CCHI Supporters

CCHI's goals, objectives and approach have earned the support of professionals and organizations throughout the nation and we are honored to have their support.*

For a complete list of sponsors, visit CCHI's web site:

www.cchicertification.org.

* Participation by supporters does not constitute ultimate endorsement of CCHI's certification program.