

WASCLA

Language Access Update

Conference Call Notes. Sept 25, 2013

### **Board Update**

The Board welcomed new board members: Linda Slater and Sarah Clifthorne to the Board of Directors, serving out the vacated positions through the 2014 term. Elections will be held in the Spring for the 2014- 2016 Board.

The Board also announced a volunteer opportunity to with fundraising, including possibly organizing an social/ fundraising event. Contact WASCLA by email if interested in assisting in this effort.

A request has been made to WASCLA to post the Board meeting minutes on the WASCLA website. The board decided that due to volunteer capacity limitations we will post an announcement on the website explaining how to request the minutes, which are available upon request.

### **Legislative Update**

A brief discussion was held regarding the public comment period on WAC 182 regarding Health Care Authority's LEP services. Public comments are due September 25, 2013 for this phase of the rule making process. Individuals are encouraged to read the CR102 and comment where appropriate.

### **WASCLA Healthcare Committee Update**

The healthcare committee has 2 primary projects right now: Tools for Health and ACA implementation issues related to language access.

Tools for Health Update: the committee is in the process of developing a notice for recipients that addresses right to language services. The committee is developing a translation protocol which will be used when the group seeks out volunteers to translate the "know your rights" brochure. The committee has created a list of 18 languages they will seek translations on based on a review of data provided by OSPI, AOC, DSHS, and the US Census. The brochures will be on the website and distributed in print. The group intends to seek matching funds to help print and disseminate brochures.

HealthBenefits exchange (ACA Implementation): the group has been working to provide feedback on the ACA implementation in Washington State and has raised areas of concern including the call center ( members raised phone tree issues with the call center manager who is looking into it); the HBE website: translations have been removed after issues were raised and the translations are being revised. Another issue is the availability of Navigators and in-person assisters to work with LEP individuals. WASCLA follow up item to look into navigator and in-person assistor organizations approved to work in Washington and to see about outreach opportunities.

#### **WA State Inter-agency Work group Update**

The group met with 27 different participants from 15 different agencies. There was a presentation on King County's Translation Policy, Manual and Procedures that was very informative. This effort started with a focus on providing translated information during emergency power outages but has developed into a broader policy and comprehensive effort. They have developed data down to the census tract level and are moving forward with a broad array of languages. The next meeting will include more discussion of how to share documents and best practices and the group agreed to reach out again to the Governor's office and the AG office to see if there is interest in a more formal structure for the group. There will be meetings in November of this year and then again in February, May, August and November of next year.

#### **WASCLA Summit Update**

Suggestions are for holding the next conference later in May of 2014. May 15-18 is the NAJIT Annual conference. Also, the National Medical Interpreter Forum will be held around May 2nd, 3rd. Location could be on the Western side in Tukwila or at SeaTac. Tukwila conference center might be cheap but not sure if large enough.

Have to look for a venue for up to 200 or to 250. Other option is to find a place that holds 150 and cap registration at that level. Friday and Saturday, May 23<sup>rd</sup> and 24<sup>th</sup> look to be the best date. May 9<sup>th</sup> and 10<sup>th</sup> would work but May 11<sup>th</sup> is Mother's Day.

#### **Directory Update**

There are currently 169 profiles on the directory. 53 profiles are waiting to be completed before they can be posted, either because contact info is missing or they haven't filled in languages. There is a bit of a backlog due to workload over the summer so apologies to anyone who is waiting. Some agencies want to be listed (e.g. court interpreters or other agencies) but this is about individual interpreters. If they are part of an agency they should still list, and this would be useful in terms of languages of lesser diffusion. We also are considering development of a complete statewide list. If someone would like to do that we would like some help in getting it created or linked to if it already exists.

Kristi gave a report on Website traffic: 425 unique visitors with 52,000 visits. It seems there are unlikely to be that many unique visits but good news is the website is being used.

#### **Discussion of Immunization Issue: interpreters working with Medicaid patients**

Brit and others have sent an email to Health Care Authority asking CTS to gather this information as an attestation that the interpreters have the information. They are asking for four hours of programming to add the checked box. This was requested back in April. This followed a phone call with HCA and the hospitals. The conference call was not successful in getting them to change their mind. Earlier CTS said they should have the hospitals monitor it. Although it costs money to do it, there may be a savings right now in what the vendor has had to pay out to interpreters and so have saved costs there that the vendor could use to support this effort that will facilitate more appointments. Most hospitals require it in contracts with vendors, but they need to know that someone is gathering the documentation. It would be good to make this a best practice for the future, and a good thing to standardize through groups like the WA State Inter-Agency LEP Workgroup. CTS says they will do it if the HCA requires it. Earlier report was that CTS wouldn't do it because of costs involved. The HCA has said before that the hospitals should monitor it on their own. Johnny Schults said they are reviewing the issues presented and are making a careful evaluation. It is not clear whether it needs to be a rule (WAC) or not. The goal right now is for it to be contractual, at least as an interim measure. A year has passed with this being a problem. Next contract is negotiated in Spring 2014 to be effective in July 2015. Elena from HCA said she would check in with Johnny and mentioned that it was a contract and thus there needed to be a discussion and negotiation. Possibly the fact that there is liability will help get this resolved quickly. We hope to hear back on next month's call.

### **Washington AOC Interpreter Commission Update**

Kristi reports they still have not filled Katrin's position. Commission is being reorganized and it will now report to State Court Administrator Callie Dietz. This will mean closer communication with the Court Administrator, a possible benefit. This comes at the request of the Supreme Court that all commissions (ATJ Board etc) summarize and review the work they are doing. There is also a volunteer position open to sit on the commission and develop access plans. This is a group that is a liaison between court and public, There are three committees: Issues committee; Discipline committee; and Education committee. If interested can go and [Shirley.bondon@courts.wa.gov](mailto:Shirley.bondon@courts.wa.gov) and there is an announcement. New member of the Commission, Eileen Farley, is the Executive Director of Northwest Defenders Association and she represents ethnic organizations.

New registered interpreters in Amharic, Burmese, Czech, Farsi, Japanese, Kurdish, Romanian, and Turkish. Commission will review languages where there is a low pass rate. Upcoming meeting with Korean community. Laotian is also an area with a low pass rate.

### **Other Updates & Call wrap – up**

ABA Standards Implementation. Jill shared that there was a new effort to get commentary added to the RPC's that they would explain the role of interpreters in representing deaf and hard of hearing as well as LEP clients. Please email Jill if you have questions [duttong@seattleu.edu](mailto:duttong@seattleu.edu). There are resources available for training attorneys. Courtney Searles Ridge had done these and they are on line. Kristi will double check if they are posted on WASCLA website.

Interpreter Training. Evelyn Gara (Interpreter Services Coordinator at Seattle Cancer Care Alliance. ) Provided training for interpreters to learn how to prepare for the DSHS test. 3 hour class on Saturday the 14<sup>th</sup>. Eliana Lobo, Linda Golley, and Evelyn Gara. Cindy Roat was involved. All SALE members emailed it to agencies they work with. Tried to get as many interpreters there as possible. Many different agencies showed up. Had three full classrooms with over 120 attendees. Nepali, Laotian, Mongolian. Linda Golley had the idea to make sure these interpreters can be certified and available under the Affordable Care Act. The national certification test is \$700 to \$800. This training was free and many showed up.

Barry Fatland shared an update that they shared glossaries for medical staff and were warmly received. Perhaps this can be brought to the Inter-Agency LEP Work force. Next training would like to have WASCLA directory information shared. Maybe piggy back a WASCLA fundraiser on to that and make that afterwards. It is a way to share information. Next time will need an auditorium setting. Would need to charge \$5 to get an auditorium. When will next training be? One is set up for October on infection control. Practice how to remove Personal Protective Equipment. Next prep test is scheduled for February.

Milena mentioned that WITS always does a training for court. Might be good to break it down into two trainings, one for the written and then a second for the oral.

Ideas for next month's call.

Immunization, ACA, Standards, Updates