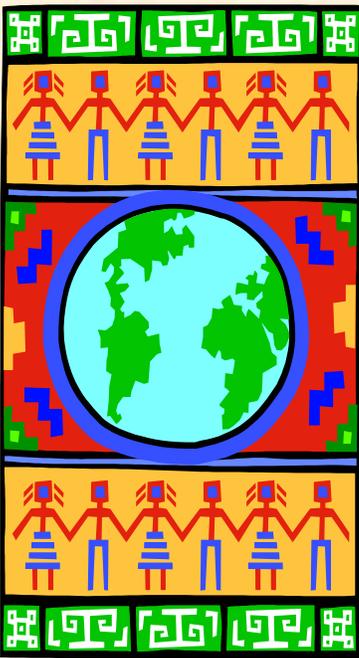


“The Annual WASCLA conference is the best place to go to learn what’s going on with language access in Washington State. Whether you work in legal, medical, social service or educational settings, and whether you’re an interpreter or an administrator, you are guaranteed to learn something new, make a useful contact, and come away re-energized.”

Washington State Coalition for Language Access 2014 Language Access Summit Summit IX



Got Language Access? Culture, Collaboration, and Solutions

Friday, October 24, 2014

9:00 a.m. to 5:00 p.m.

and

Saturday, October 25, 2014

9:00 a.m. to 4:15 p.m.

At the

Hilton Seattle Airport & Conference Center

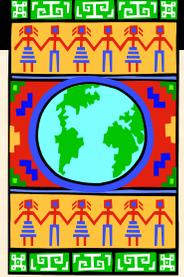
**See enclosed map for route information*

Upon request, WASCLA will provide reasonable accommodations to persons with disabilities. Submit such requests via email to wascla.lep@gmail.com. Because we are a volunteer organization with no staff and limited resources, please make your request as far in advance of the event as possible. We will attempt to meet requests regardless of time frame.

Attendees will receive a Certificate of Attendance for participating.

CEU information is available on the WASCLA website.

Conference Agenda



Friday, October 24, 2014

- 8:30 a.m. – 9:00 a.m. Conference Registration
Location: *Emerald Foyer*
- 9:00 a.m. – 9:30 a.m. Welcoming Remarks -
Justice Mary I. Yu, Washington State Supreme Court
Linh Thai, Office of Congressman Adam Smith
Location: *Emerald A,B,C,D*
- 9:30 a.m. – 10:45 a.m. Washington State Government’s Journey to Promote Language
Access
Location: *Emerald A,B,C,D*
- 10:45 a.m. – 11:00 a.m. Break
- 11:00 a.m. – 12:00 p.m. Interpreter Certification Updates
Location: *Emerald A,B,C,D*
- 12:00 p.m. – 1:00 p.m. Lunch with Keynote Address by Justice Steven González,
Washington State Supreme Court
Location: *Emerald A,B,C,D*
- 1:00 p.m. – 2:15 p.m. Federal Civil Rights Enforcement in the 21st Century
Location: *Emerald A,B,C,D*
- 2:15 p.m. – 2:30 p.m. Break
- 2:30 p.m. – 3:30 p.m. Building the Future: Language Access in Education
Location: *Emerald A,B,C,D*
- 3:45 p.m. – 4:45 p.m. How to Engage in Difficult Conversations regarding Language Barriers and
Implicit Bias
Location: *Emerald A,B,C,D*
- 4:45 p.m. – 5:00 p.m. Day One Wrap-Up
Location: *Emerald A,B,C,D*
-

Conference Agenda



Saturday, October 25, 2014

8:30 a.m. – 9:00 a.m. Conference Registration
Location: *Emerald Foyer*

8:50 a.m. – 9:00 a.m. Welcoming Remarks, Senator Karen Keiser, 33rd District

9:00 a.m. – 10:30 a.m. You Can Do it, Too! Replicable Programs Promoting Culturally and Linguistically Appropriate Services
Location: *Emerald A,B,C,D*

10:30 a.m. – 10:45 a.m. Break

10:45 a.m. – 12:15 p.m.

Breakout A – <i>Emerald ABCD</i>	Breakout B – <i>Emerald E</i>	Breakout C – <i>Emerald F</i>
Language Access Checkup: Taking Healthcare’s Vitals	Structuring & Sustaining Effective Interpreter Training Programs	Language Access Legislative and Policy Discussion: 2015 and Beyond

12:15 p.m. – 1:30 p.m. Lunch –
Location: *Emerald A,B,C,D*

1:30p.m. – 3:00 p.m.

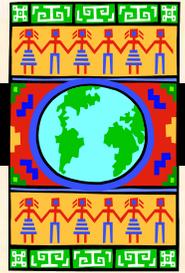
Breakout A – <i>Emerald ABCD</i>	Breakout B – <i>Emerald E</i>	Breakout C <i>Emerald F</i>
Technology: Tools and Tips for Language Access	Drafting a Language Access Plan	The Interpreter Said What? Interpreter Skill Development Session

3:00 p.m. – 3:15 p.m. Break

3:15 p.m. – 4:00 p.m. WASCLA Annual Meeting & Sharing Resources
Location: *Emerald A,B,C,D*

4:00 p.m. – 4:15 p.m. Conference Wrap-up
Location: *Emerald A,B,C,D*

Session Descriptions



Friday Sessions

Washington State Government's Journey to Promote Language Access

Faculty:

Christy Curwick Hoff, Department of Health, Washington State Governor's Council on Health Disparities

Gillian Dutton, Professor of Law, Seattle University School of Law

This session will cover efforts in the state to ensure Washingtonians with limited English proficiency have access to state government information and services. The session will highlight where we've been and current efforts and will include a discussion about what future steps are needed to ensure Washington State remains a leader in promoting language access. Through this presentation, participants will learn about Washington State's history with past language access complaints and settlements; learn about the Governor's Interagency Council on Health Disparities and its efforts to promote language access statewide; understand how the Interagency LEP Workgroup serves as a resource on language access issues for state agency employees; understand the extent to which state agencies have formal processes in place to ensure access to government resources and services; and identify strategies to ensure the state address languages access in a systematic and coordinated way across state agencies.

Interpreter Certification Update

Faculty:

Moderator: Thérèse Mirande, Professor Emerita, Pierce College

Robert Lichtenberg, Language Access Coordinator, Administrative Office of the Courts

Paul Bert, CI/ CT, Interpreter Support, Center for Childhood Deafness and Hearing Loss

Maria Siguenza, Interpreter Quality Assurance Coordinator, Department of Social and Health Services, Language Testing and Certification Program (LTC)

Alejandro Maldonado, Chair, Certification Commission for Healthcare Interpreters (CCHI)

This session will provide updates on Washington State interpreter certification programs related to credentialing interpreters in the medical and legal settings. In addition, the session will also include an update on the process currently under way in Washington to implement interpreter credentialing of ASL interpreters working in educational settings. Finally, the session will include an update on the national healthcare interpreter certification program developed by CCHI.

Federal Civil Rights Enforcement in the 21st Century

Faculty:

Kate Crisham, Assistant United States Attorney, United States Attorney's Office for the Western District of Washington, Human Trafficking Coordinator

Bruce Miyake, Assistant United States Attorney, United States Attorney's Office for the Western District of Washington, Criminal Division, Terrorism and Violent Crimes Unit

Mike Diaz, Assistant United States Attorney, United States Attorney's Office for the Western District of Washington, Civil Division's Civil Rights Program Coordinator

As we celebrate the 50th anniversary of many landmark federal civil rights laws, and recognize all the changes that have taken place since then, some may ask: what is the federal government doing anymore in this area, especially here in Western Washington and in areas that may affect limited English proficient persons? This session will describe and offer you a chance to ask questions about three areas of federal civil rights laws that the United States Attorney's Office for the Western District of Washington enforces: hate crimes, human trafficking, and the language access protections derived from Title VI of the Civil Rights Act of 1964, which prohibits discrimination based on race, color and national origin by entities receiving federal financial assistance. Come learn what your federal government is doing in the 21st Century!

Building the Future: Language Access in Education

Faculty:

Moderator: Gillian Dutton, Professor of Law, Seattle University School of Law

Sarah Albertson, Program Supervisor, Equity and Civil Rights,
Office of Superintendent of Public Instruction

Danielle Eidenberg-Noppe, Ombuds, Washington Office of Education Ombuds

Kelli Schmidt, Deputy Chief Attorney, Office for Civil Rights - Seattle Office,
U.S. Department of Education

Recently the Washington state legislature passed a bill requiring an assessment of the need for training for interpreters and bilingual staff working in schools. Surveys and focus groups gathering information for the report have shown some surprising facts: many interpreters currently working in the school system have not been adequately trained and large numbers of LEP parents are not receiving language access services in crucial school settings. Students are often being asked to interpret in high stakes situations such as the meeting to discuss *their own* Individualized Education Plan or disciplinary actions. This panel will describe efforts undertaken by the WASCLA Education Workgroup, the Office of Superintendent of Public Instruction, and the Department of

Education to improve this situation and will discuss how generating data can be a useful tool in identifying gaps in services and in developing solutions.

How to Engage in Difficult Conversations regarding Language Barriers and Implicit Bias

Faculty:

Gillian Dutton, Professor of Law, Seattle University School of Law

What does it mean to be culturally competent? How do our cultural values and unconscious biases impact the way we interact with people from other cultures? This session will discuss the meaning of cultural competence and some techniques for assessing your own cultural lens. Participants will learn about the impact of everyday bias, explore barriers to responding to bias, and practice ways to respond when incidents occur.

Saturday Sessions:

You Can Do it, Too! Replicable Programs Promoting Culturally and Linguistically Appropriate Services

Faculty:

Moderator: Joana Ramos, WASCLA Board of Directors Co-Chair, Healthcare Committee Chair
Ginger Kwan, Executive Director, Open Doors for Multicultural Families of Kent, Washington
Matias Valenzuela, Manager, King County Equity and Social Justice Initiative, Community Engagement & Partnerships, Public Health Seattle King County
Penny Lara, Public Health Seattle King County's First Friday Forum
Evelyn Guerra, Representative, Seattle Area Interpreter Leadership

Panelists from government sector and public and private agencies and organizations, small and large, will share examples of how they have created relevant services for their constituents/clients, and how they address barriers to equal access for LEP populations. This session includes networking time for sharing ideas and asking questions, to help participants gain the knowledge base needed to build programs grounded in the CLAS standards.

Language Access Checkup: Taking Healthcare's Vitals

Faculty:

Moderator: Molly Ertel, Spanish Translation Specialist, Washington State Department of Corrections

Britt Anderson-Sparks, Program Coordinator of Interpretive Services, Group Health Cooperative

Joana Ramos, WASCLA Board of Directors Co-Chair, Healthcare Committee Chair

This session will be a panel presentation offering an overview of the current state of language access and language assistance services in healthcare delivery statewide, along with discussion of relevant local and national policy issues, the impact of the Affordable Care Act, innovations and challenges, and areas of collaboration and focus for 2015. Topics will include: relevant state and federal law and policy: funding for language assistance services; language assistance services in local healthcare facilities; the Apple Health (Medicaid) Interpreter Services program; educational resources for consumers and providers; and ongoing civic engagement work to ensure equal access to insurance coverage through WA Healthplanfinder. Q & A time for participants will be included.

Language Access Policy and Legislative Discussion: 2015 and Beyond

Faculty:

Moderator: Sarah Leyrer, Attorney, Columbia Legal Services

Mauricio Ayon, Political Director, Washington Community Action Network

Sarah Clifthorne, Strategic Campaigns Supervisor, WFSE/ AFSCME Council 28

State Representative Luis Moscoso, 1st Legislative District

State Representative Cindy Ryu, 32nd Legislative District

Panelists will provide an overview of 2014 legislative and policy happenings which had a language access component and together discuss areas for collaboration anticipating the 2015 legislative session. The discussion will include any known or forthcoming legislative issues that have a language access component as well as time for participants to offer their input and feedback.

Structuring & Sustaining Effective Interpreter Training Programs

Faculty:

Sandra Graham, Coordinator, Nursing Assistant Program, Transcultural Healthcare Specialist, Walla Walla Community College
Thérèse Mirande, Professor Emerita, Pierce College
Eliana Lobo, Director, Interpreter Quality, InDemand Interpreting

A successful interpreter training program has many components, including a base of operations, expert faculty, and students with the language skills required to meet the community needs. This panel will examine the options for and realities of putting these building blocks together to create quality interpreter training programs that are sustainable. Participants include community college faculty, experienced interpreters and trainers and an interpreter supervisor.

The interpreter Said What? An Interpreter Skill Development Session

Faculty:

Claudia A'Zar, Washington Court Certified Interpreter, Spanish
Glenna White, Washington Court Certified Interpreter, Spanish
Diana Meredith, Washington Court Certified Interpreter, Spanish

One word, many meanings. We, as interpreters, cannot be content to say that we speak two languages: Regional and national differences as well as context can result in words or phrases having dramatically different, sometimes opposite meanings. We interpreters are in constant learning mode. Learn when to seek clarification, how to accept correction, and when to stick to your guns!

Technology: Tools and Tips for Language Access

Faculty:

Ariele Belo, Director, Deaf & Hard of Hearing Services, Hearing, Speech & Deafness Center
Eliana Lobo, Director, Interpreter Quality, InDemand Interpreting
Kathleen To, Manager, Interpreter Services, Swedish Medical Center
Linda Golley, Manager, Interpreter Services, University of Washington Medical Center
Mark Hoshi, Director, Washington State Registry of Interpreters for the Deaf
Sam Mattix, Washington Court Certified Interpreter, Lao; Washington Court Registered Interpreter, Thai
Pablo Sepulveda, Washington Court Certified Interpreter, Spanish, DSHS Medical Certified Interpreter, Spanish

An expert panel of interpreter program managers (for both spoken and signed languages) and interpreters weigh in on what helps and what hurts in the quest for high-quality, reliable and cost-effective communication services. All too often assumptions are made about the promise of technology to service delivery needs, like language access. While technology is an important tool, the realities of ensuring meaningful language access are quite complex. In this interactive discussion, participants will learn about current language tech tools, how to select and use them, as well as which types to avoid.

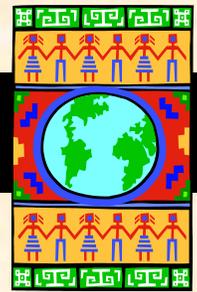
How to Draft a Language Access Plan

Faculty:

Kristi Cruz, Attorney, Northwest Justice Project
Christy Curwick Hoff, Department of Health, Washington State Governor's Council on Health Disparities

Most successful language access programs start with the creation of a written limited English proficient Language Access Policy and procedural guide as well as a plan for implementation. This session will provide an overview of the components for a comprehensive plan, discuss some sample policies, and describe some potential barriers and solutions that commonly arise in implementation. Many issues must be addressed for a language access program to be successful, from technology to community outreach, and we will focus on a few of these in detail to illustrate an effective approach to language access.

Keynote Speaker



Justice Steven C. González

Steve González was appointed to the Washington State Supreme Court effective January 1, 2012, and subsequently won a contested race for a six-year term. Before joining the Supreme Court, Justice González served for ten years as a trial judge on the King County Superior Court hearing criminal, civil, juvenile, and family law cases.

Prior to his election to the King County Superior Court, Justice González practiced both criminal and civil law. He was an Assistant United States Attorney in the Western District of Washington, a Domestic Violence Prosecutor for the City of Seattle and an Associate in the Business Law Department at the Seattle law firm Hillis Clark Martin & Peterson.

As an Assistant United States Attorney, Justice González was part of the team that successfully prosecuted the international terrorism case *U.S. v. Ressam*, for which he received two Department of Justice awards: the U.S. Attorney General's Award for Distinguished Service and the Director's Award for Superior Performance. He also prosecuted organized crime cases and served as the Hate Crimes Prosecution Coordinator. After September 11, he lectured on international terrorism prosecution to U.S. Attorneys in Washington D.C.

While working in private practice, Justice González gained significant civil and business law experience, including acquisitions, mergers, land use, intellectual property, commercial litigation, and contract negotiation. He regularly provided pro bono representation to people who could not afford to pay for a lawyer. Justice González continues to be a frequent lecturer at continuing legal education seminars.

Justice González has received numerous awards throughout his career, including the "2012 Difference Makers Award" from the American Bar Association's Solo, Small Firm and General Practice Division and "Judge of the Year" awards from the Washington State Bar Association, the Washington Chapter of the American Board of Trial Advocates, and the Asian Bar Association of Washington in 2011. He also received the Exceptional Member Award from the Latina/o Bar Association of Washington in 2011 and the Vanguard Award from the King County Chapter of Washington Women Lawyers in 2009.

Justice González is passionate about providing open access to the justice system for all. He was appointed by the Supreme Court to the Washington State Access to Justice Board and served on the Board for seven years, including the last two years as its Chair. He currently chairs the Interpreter Commission and the Court Security Committee. Justice González also mentors students through the Future of the Law Institute and serves as a Board member for the Washington Leadership Institute, a program that aims to develop Bar and community leaders who reflect the diversity of Washington State.

Justice González earned his B.A. with Honors in East Asian Studies from Pitzer College and his J.D. from U.C. Berkeley School of Law (Boalt Hall) where he was the Technical Editor of the *La Raza Law Journal*. As a part of his undergraduate degree, Justice González studied at Waseda University in Tokyo, Japan and at Nanjing University in China. Before law school, he did graduate work in Economics at Hokkaido University on a scholarship from Rotary International. He received an Honorary Doctor of Laws Degree from Gonzaga University School of Law in 2011 where he gave the commencement address. Justice González speaks Japanese, Mandarin Chinese, and Spanish. He lives in Seattle with his wife, Michelle, an Assistant Dean at the University of Washington School of Law, and their two sons.

Special Guests –

Justice Mary I. Yu

Appointed by Governor Jay Inslee on May 1, 2014, Justice Yu joined the Supreme Court after more than 14 years as an accomplished trial court judge in King County Superior Court where she presided over a wide variety of criminal, civil, and juvenile cases, and presided over hundreds of adoptions and other family law matters. As a trial court judge, Justice Yu became known for treating everyone with respect and fairness, approaching each case with an open mind and understanding that each decision has an impact on an individual's life.

Before becoming a judge, Justice Yu served as Deputy Chief of Staff to King County Prosecutor Norm Maleng and as a deputy in the Criminal and Civil Divisions. Prior to attending law school, Justice Yu worked in the Peace and Justice Office for the Archdiocese of Chicago first as staff, and later appointed by Cardinal Bernardin as director of that office.

Justice Yu has a deep record of service both on and off the bench, mentoring young attorneys, law clerks and students, co-chairing the Court's Minority and Justice Commission, teaching at Seattle University School of Law and serving as Jurist in Residence, co-chairing the Washington State Bar Association/University of Washington Law School Leadership Institute, serving on the board of FareStart and the advisory board for the University of Washington School of Law's Gates Public Service Program. She is personally devoted to the Civility Project of the Robert's Fund Foundation and to the Seattle Girls' School Mock Trials, serving as their judge for the last eleven years.

Justice Yu is the recipient of the following awards: 2014 "Judge of the Year" from the Washington State Association for Justice; 2014 "Betty B. Fletcher Judge of the Year" Award from Washington Women Lawyers, King County Chapter; 2013 "Public Official of the Year" from the Municipal League Foundation; 2013 Latina/o Amicus Award from Seattle University School of Law Latina/o Law Student Association; 2012 "President's Award" from the Asian Bar Association of Washington; 2012 "Difference Makers Award" from the American Bar Association Solo, Small Firm and General Practice Division; the 2011 "Judge of the Year" award from the Washington State Bar Association (shared with Justice Gonzalez); 2011 Seattle Girls' School Grace Hopper Award; 2009 Norm Maleng Award from the Washington State Bar Association; 2008 "Judge of the Year" from the Asian Bar Association; 2008 President's Award from Washington Women Lawyers; 2006 "Model of Excellence" Award from the Latina/o Bar Association of Washington; the 2005 "Judge of the Year" award from the American Board of Trial Advocates; and the 2005 Reah Whitehead Public Leadership Award from Seattle University School of Law.

Justice Mary Yu was raised in Bridgeport, a south side neighborhood in Chicago, by immigrant parents; her mother came from Mexico and her father from China. She is the first in her family to graduate from college. She received her B.A. from Dominican University, M.A., Religious Studies from Mundelein College of Loyola University in Chicago, and J.D. from the University of Notre Dame Law School.

Senator Karen Keiser, Washington's 33rd District

Senator Keiser has been a Washington State Senator since 2001 and has earned a reputation as a tireless advocate for improving health care. Before coming to the Senate, she served in the House of Representatives from 1996 to 2001. Senator Keiser represents the 33rd District. Karen is the assistant ranking member on the Washington state Senate Ways & Means Committee, where she serves as ranking member on the Capital Budget. She also sits on the Senate Health Care Committee, which she formerly chaired and served as ranking member while ushering in implementation of the Affordable Care Act at the state level. In addition to serving the citizens of Washington, Karen serves as the chair of the Working Group of State Legislators for Health Reform, a group of legislators from across the nation working to implement health reform. She also is a vice-chair of the National Conference of State Legislators Health Committee and an Executive Board member of the Progressive States Network.

The former journalist and communications director holds a bachelor's degree in political science and a master's in journalism from the University of California.

Karen has earned numerous awards for her legislative and civic achievements including:

- American Cancer Society Legislative Champion
- The ARC Employment Champion for the Developmentally Disabled
- WSPA Distinguished Public Service Award
- Progressive States Network State Leader Award
- Children's Alliance Champions for Children Award
- Center for Policy Alternatives State Legislator of the Year

Mr. Linh Thai, Community Liaison, Congressman Adam Smith

Mr. Linh Thai serves as Community Liaison for the local office of Congressman Adam Smith, who represents Washington's 9th District. The 9th District, runs from Bellevue to northeast Tacoma, and includes South Seattle, Tukwila, Kent and Federal Way; it is now Washington's first minority-majority district. The rapidly changing demographics of Western Washington are reflected among District residents and their families, who speak over 160 different languages. To begin to proactively reach out to these diverse communities, Congressman Smith's office has translated its Congressional Services Introduction mailers into six top languages spoken at home other than English. Those languages are: Chinese, Korean, Somali, Spanish, Tagalog and Vietnamese.

Luis Moscoso Washington State House of Representatives, 1st Legislative District

Luis is a first generation Peruvian-American born in Dubuque, Iowa. Soon after getting his bachelor's degree in anthropology from the University of Iowa he moved to the Pacific Northwest. As a student, Luis paid for his education in part by driving a city bus, and translated those skills into his career with Community Transit as an operator, shop steward, and founding member of the Amalgamated Transit Union Local 1576 Charter in Everett, Washington. Luis worked behind the wheel at Community Transit for 20 years, providing experience and excellence as an operator and organizer. Luis has worked with teens, youth, and others to develop communities in Snohomish County. He founded the communities of color coalition, the NAACP Snohomish County, and currently organizes with the Snohomish County Citizen's Committee for Human Rights. He has

contributed to the Mountlake Terrace Policing advisory board and the Neutral Zone after school center for at-risk youth.

Luis was elected to the Democratic Party as Secretary in 2005, and worked as Government Relations Director for the Washington Public Employees Association until his retirement in 2009. The following year he ran for an open seat in the 1st Legislative District and began his legislative duties in January of 2011. Luis is the first person of color to represent the 1st Legislative District.

In 2012, despite numerous hurdles, he successfully passed legislation aimed at keeping at-risk youth out of gangs by focusing on prevention and intervention tactics in schools and community centers. He also worked to break ground on a new facility at UW-Bothell for students of science, technology, engineering, and math. Aware of transportation needs in his district, Luis worked on securing funding for projects to improve and maintain commute times for residents in the region.

Cindy Ryu, MBA

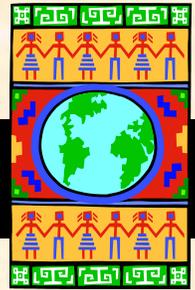
Washington State House of Representatives, 32nd District Position 1

Representative Ryu was born in Seoul, South Korea shortly after the Korean War. Her parents grew up affluent, but lost their family land in North Korea. Starting over, they focused on educating their three sons and one daughter in South Korea, then Brunei and ultimately in the USA. To pay for their education and these moves, her father who was trained as a teacher became a migrant, skilled laborer and a heavy machinery mechanic in Southeast Asia and then a welder in America. Being bilingual, Rep. Ryu embraces her Korean heritage while she is also a patriotic American who gave up a lucrative career in insurance to serve in elected office.

Rep. Ryu served as President of the Shoreline Chamber of Commerce and Dollar For Scholars. While a Shoreline City Councilmember, she was elected Mayor by her peers in 2008, becoming the first female Korean American mayor in the United States. After losing her City Council seat in 2009, Rep. Ryu was elected in 2010 to represent the 137,000 citizens of the 32nd Legislative District in Shoreline, Edmonds, Woodway, Mountlake Terrace and Lynnwood.

Rep. Ryu is the vice chair of the House Business and Financial Services Committee and is a member of these committees: Transportation, Technology and Economic Development, Rules, PSRC Transportation Policy Board, Joint Legislative Oversight Committee on Trade Policy, Legislative Committee on Economic Development and International Relations, and Joint Committee on Energy Supply and Energy Conservation.

Presenters' Biographies



Sarah Albertson is a Program Supervisor with the Equity and Civil Rights Office at the Office of the Superintendent of Public Instruction (OSPI). In this position, Sarah works with parents, students, and school employees to resolve allegation of discrimination; conducts civil rights trainings; and reviews school districts to ensure that their policies, procedures, and practices do not result in discrimination. Before joining OSPI, Sarah received her law degree from Seattle University School of Law.

Britt Anderson-Sparks has served at Program Coordinator of Interpretive Services at Group Health Cooperative for over 10 years. Her work has led to extensive experience in continuously identifying and implementing process changes, improvements and planning methodologies to ensure communication assistance for all points of contact in the organization, and specializing in ensuring compliance with regulatory standards.

Claudia A'Zar is a Spanish court interpreter certified by the US Courts and the State of Washington. Born and raised in Mexico, she began learning English at an early age. Claudia has extensive experience working in conference and court settings in many venues in Washington State and the USA. She is also a translator specializing in forensic transcription/translation and she has served as an expert on numerous occasions. Claudia has a degree in Business and Economics from the University of Las Americas in Puebla, Mexico and has studied at the Court Interpreting Summer Institute at the University of Arizona, and at the Translation and Interpretation Institute at Bellevue College. Currently Claudia works with Dr. Susana Stettri Sawrey, offering courses in advanced interpretation at Bellevue College. Claudia has also been an instructor at the Court Interpreter workshops offered by the Administrative Office of the Courts in the State of Washington.

Ariele Belo is the Director of Deaf and Hard of Hearing Services at the Hearing, Speech & Deafness Center. She supervises staff within the program in Seattle, Tacoma and Bellingham. Ariele is native of Seattle and alumna of the Hearing, Speech & Deafness Center's Parent-Infant Program (PIP). She had over 15+ years of experience as advocate for deaf and hard of hearing. She also has 15+ years as Qualified Deaf interpreter for deaf and deaf-blind. Ariele received her Bachelor of Science in Leisure Studies and Recreation from California State University with emphasis in business management, non-profit management and outdoor leadership, and earned a Contract Management Certificate from University of Washington. Since joining HSDC, she has graduated from Project LEAD (Leadership Effectiveness, and Diversity), a United Way of King County program "which aims to increase the representation of people of color on nonprofit boards and in other positions of community leadership in King County." Her passion is volunteering in the deaf community and she is currently on the Board of Directors of Deaf Spotlight.

Paul Bert, CI CT, has been a certified ASL/English interpreter since 1988. He has interpreted in a wide variety of settings. He has also worked in various capacities coordinating interpreter service delivery in community and educational settings. He currently coordinates interpreters for the Tacoma School District. He also provides interpreter evaluation, training, and system consultation as the Interpreter Support person for the Center for Childhood Deafness and Hearing Loss (CDHL), which is the state agency that works with school districts across the state to serve Deaf and hard of Hearing Children. He proctors the EIPA written and performance tests to help ASL interpreters prepare for the implementation of new regulations beginning in the 2016 school year.

Sarah Clifthorne is a social justice advocate with over ten years of professional union experience mobilizing members, developing leaders, and building union power through collective action campaigns in a variety of employment sectors. She currently works as the Strategic Campaigns Supervisor for the Washington Federation of State Employees (WFSE) AFSCME Council 28. At WFSE / Council 28 she supports their medical and social service interpreter members, helping them to mobilize, develop and advocate for better language access and working condition policies, carry out legislative campaigns, negotiate and enforce union contracts, and communicate through social media and in print.

Kate Crisham is an Assistant United States Attorney and the Human Trafficking Coordinator for the United States Attorney's Office for the Western District of Washington. She has prosecuted a wide variety of violent crimes, including human trafficking, forced labor, and cases involving the sexual exploitation of children and adults, and has given numerous presentations and trainings on human trafficking to both law enforcement and community organizations.

Kristi Cruz was certified as an American Sign Language Interpreter in 1996 and is currently an attorney at the Northwest Justice Project, CLEAR hotline. She was the inaugural Seattle University School of Law Leadership for Justice Fellow (2009) for her work at the Northwest Justice Project on a language access project. In 2010, Ms. Cruz was a co-reporter for the American Bar Association's Standards for Language Access in Courts project, and most recently worked on an LSC TIG-funded project to create language access-related trainings and an online searchable database of interpreters and translators working in Washington State. Her current work at NJP involves expanding legal aid access in the deaf, hard-of-hearing, and deaf-blind communities by providing CLEAR intake services in American Sign Language over video phone. She is actively involved with the Washington State Coalition for Language Access (WASCLA), serving as a co-chair of the Board of Directors, and is a member of the Washington State Administrative Office of the Courts, Interpreter Commission.

J. Michael Diaz is an Assistant United States Attorney and the Civil Rights Program Coordinator for the Civil Division in his office, the United States Attorney's Office for the Western District of Washington. He has prosecuted a wide variety of Civil Rights cases in coordination with the Civil Right Division in Washington DC, including with its Disability Rights, Educational Opportunities, Employment Litigation, Federal Compliance and Coordination, Housing, and Special Litigation Sections of that Division. He has been on faculty at the Department of Justice's National Advocacy (Training) Center, presenting on Civil Rights Enforcement, in the Civil arena.

Gillian Dutton is the Director of the Externship Program and Associate Professor of Lawyering Skills at Seattle University School of Law. She is a Korematsu Center Faculty Fellow and Faculty Advisor to the Iraqi Refugee Assistance Project and the Access to Justice Institute Citizenship Project. She teaches four externship seminars (civil, criminal, judicial and international) and continues to work in the areas of language access, cross-cultural communication, immigrant benefits, human trafficking and refugee health. Prior to joining Seattle University in June of 2009 she spent 15 years directing the Refugee and Immigrant Advocacy Project, a University of Washington Law School clinic based at the Seattle office of the Northwest Justice Project (NJP) where she was also the Senior Attorney. Before that, she worked at Evergreen Legal Services in Yakima, Washington where she represented Spanish-speaking farm workers in housing and public entitlements cases. Professor Dutton is a national expert on language access on the law. Her work on language access began in her early years as a lawyer and includes negotiating a consent decree with Washington State Department of Social and Health Services, founding and serving on the board of the Washington State Coalition for Language Access, participating in the Washington State Inter-Agency LEP Workgroup, and assisting in numerous efforts at the state and national level to improve language access in courts, agencies and organizations. From August 2010 to February 2012 she served as a consultant for the American Bar Association on a project to draft ABA Standards for Language Access in Courts. Professor Dutton has an M.A. in Chinese history and is a 1988 graduate of Boalt Hall School of Law at the University of California at Berkeley. She is a recipient of the 1999 Charles A. Goldmark Award for Distinguished Service and the 2005 Northwest Immigrant Rights Project Golden Door Award.

Danielle Eidenberg-Noppe is an Education Ombuds within the Governor's Office of the Education Ombuds. She has worked as a K-12 educator in Washington State for over 20 years. In addition to a Bachelor of Arts in Cultural Anthropology from Washington University in St. Louis, Ms. Eidenberg-Noppe received a Masters in Teaching (with endorsements in ELL, Cultural anthropology, English and Elementary Education) from Seattle University. Ms. Eidenberg-Noppe is also a Certified Parent Coach® having earned this certification through Seattle Pacific University's Parent Coaching Institute. Ms. Eidenberg-Noppe has taught elementary and high school ELL, high school Cultural Anthropology, and taught, developed, and coordinated intergenerational oral history and audio arts programs for recent immigrant and refugee students of all ages. She also worked for several years as the Family Involvement Coordinator at Neighborhood House, an agency serving Seattle's low income communities. As an Education Ombuds, Ms. Eidenberg-Noppe enjoys working with families and K-12 public schools across Washington State to support students by encouraging positive and productive school-family communication and involvement.

Molly Ertel is a DSHS and Washington Court certified Spanish Interpreter. With an unremarkable grade of "C" for her two semesters of Spanish at Roosevelt University in Chicago, IL, Molly satisfied the foreign language requirement for graduation. However, her part time job at a trendy restaurant put her in contact with staff who spoke a very vibrant Spanish. It contrasted sharply with the "textbook-ese" she'd been taught and so began her informal lessons in living Spanish. She soon decided to take a conversational Spanish summer course in Cuernavaca, Morelos, Mexico. She stayed twelve years. Among the many language lessons learned there was her discovery that being bilingual did not qualify her to translate textbooks for medical, dental and computer science students. Molly eventually moved to Spokane, WA where she started taking state language certification tests. She has three certificates from the DSHS for social services interpretation, medical interpretation and English to Spanish translation. She also earned her

court interpreter certification in 1998. Somewhere along the way she finished her B.A. degree at Eastern Washington University. For the past 18 years she has worked as the Spanish translator for the State Department of Corrections and has developed a bilingual glossary of over 2000 terms, an interpreter manual for disciplinary hearings, testing processes for prisons and community corrections and language access policies. With an eye toward her post state-service future, Molly is looking into federal court interpreter certification.

Linda Golley has been a health worker in many settings, specializing in care for immigrant, inner city, disabled, low income, and homeless communities. She teaches care teams how to identify and eliminate common barriers to care encountered by their patients and families. Linda has an M.A. in Organizational Management.

Sandra Gonzalez Graham, MSN Ed, has 35 years of working in the healthcare environment as a Registered Nurse and a Health Science Educator. Sandra currently holds a position at Walla Walla Community College as a Nursing Assistant Coordinator and Transcultural Healthcare Specialist. This position allows Sandra to develop educational programs and pathways for students entering the healthcare work force. Sandra coordinates the Nursing Assistant Program, Spanish Medical Interpreter/Translator Program. Her clinical expertise is an asset to teaching in the Medical Assistant Program and other Allied Health course offerings such Transcultural Competency for Healthcare Professionals. Sandra has been involved in the IBEST- Integrated Basic Educational Skills Training model of instruction since 2000. Highlights of her career have been co-authoring and publishing a bilingual Fotonovela for the Alzheimer's Association called "En Busca de Un Nuevo Amanecer" (In Search of A New Beginning). She is the sole-proprietor of "La Bilingue Interpreter Services".

Evelyn Guerra is a Spanish Medical Interpreter who coordinates interpreter services at Seattle Cancer Care Alliance. Prior to joining SCCA, Evelyn worked as a contract Spanish Medical Interpreter, taking many assignments at SCCA and other Seattle area hospitals and clinics. Evelyn has a special affiliation for cancer medicine and research having worked for six years raising funds for St. Jude Children's Research Hospital as a Bilingual Event Marketing Manager. Throughout her professional career, Evelyn has used her bilingual skills to engage with the Hispanic community and further their access to services and to assert their rights; this includes her work at Radio Sol, a Spanish-language radio station Seattle; and her volunteer work with the Red Cross Language Bank, where she enjoyed serving clients working with organizations as diverse as Northwest Immigrant Rights Project, The Tenants Union, and Seattle area food banks. Long before it became her profession, Evelyn was interpreting for family, friends and acquaintances as is probably true for anybody who grew up bilingual.

Christy Curwick Hoff, MPH, is a Health Policy Advisor for the Governor's Interagency Council on Health Disparities and the State Board of Health. Christy received her Bachelor of Science degree in biological sciences from the University of California at Irvine and her master of public health degree in environmental and occupational health from Loma Linda University. Christy gained experience working at the national level while serving in the Public Health Prevention Service at the Centers for Disease Control and Prevention. Before joining the Board, she worked as an occupational safety and health researcher for the Department of Labor and Industries.

Mark Hoshi was a Certified Deaf Interpreter (CDI), but now works primarily as an electrician. He remains heavily involved with interpreter issues and is currently a Director / member of the Board

of Directors for the Washington State Registry of Interpreters for the Deaf (WSRID). Mr. Hoshi was formerly an ASL instructor at the Seattle Central Community College. Mr. Hoshi is also a Facilitator with the Deaf Political Action Coalition and the Deaf Teen Leadership Camp. He is the Co-Chair of the theater group, TADA!, which stands for Theatre, Allies, and Deaf Audiences. He is active in the community and serves as the Director of the Children's Program at the Ellensburg Annual Deaf Spring Family Retreat. Mr. Hoshi is a member of the UW/ Harborview Hospital Advisory Committee on Interpreter Services. Mark works as a licensed commercial electrician in the Greater Seattle metro area. He serves on various organizations promoting the betterment of the Deaf Community; Deaf Culture and American Sign Language; Sign Language interpreters and empowering Deaf teens and children.

Ginger Kwan has 13 years' progressive working experiences in the field of developmental disabilities as a parent consultant, ethnic outreach specialist, project coordinator, program developer, cultural competence trainer and the Executive Director of Open Doors for Multicultural Families. Both her professional work and personal life have been involved with serving diverse families of children with special needs. Ginger believes that with appropriate language and cultural support to refugee and immigrant parents who have limited English proficiency, they will be empowered to make informed decisions and be strong advocates for their children with intellectual and developmental disabilities.

Penny Lara has worked in Public Health for 19 years and is currently the Health Care Reform Project Manager for the Access and Outreach team at Public Health Seattle-King County, where she is responsible for ensuring that outreach plans for Seattle & King County are inclusive and comprehensive. Penny has been actively involved in programs targeting the Latino community including Women Infant Children (WIC), Breast Cervical Colon Health Care Program, City of Seattle-PeoplePoint, and Access and Outreach. She successfully coordinated the first "Promotora Program" at Public Health – Seattle & King County from 2006 to 2011 in which she trained and effectively developed natural leaders in communities of vulnerable populations. Penny's work with Public Health has been an asset in her work with policy makers in México and the United States. She is a former member of the Institute of Mexicans Abroad and served as an Advisor for the President of México during the administration of Vicente Fox and Felipe Calderón. Ms. Lara was a founding member of the Consulate of Mexico in Seattle's Ventanilla de Salud (Health Window) and Binational Health Week. She was designated to accompany former Governor Christine Gregoire during her first Trade Mission to Mexico. Penny also enjoys serving as a board member of non-profits that serve the Latino community.

Sarah Leyrer is the recently-elected secretary of WASCLA. In her professional life, she is an attorney at Columbia Legal Services advocating on behalf of low-income immigrant workers, especially farm workers, mostly in the areas of employment, consumer, and housing law. Sarah has worked at CLS offices in Moses Lake, Wenatchee, and now Seattle. She has extensive experience helping her clients navigate the social and political barriers posed by language (and related discrimination), including working with some of the most marginalized populations in Washington: indigenous immigrants from southern Mexico who speak unwritten pre-Columbian languages such as Mixteco and Triqui. Sarah loves it when people she is working with take power and achieve justice through the legal system.

Robert Lichtenberg is the Language Access Program Coordinator for the Washington State Administrative Office of the Courts (AOC). He oversees spoken language interpreter testing and training, staffs the Interpreter Commission, and provides training and resource assistance to court personnel statewide on interpreter matters. Before joining the AOC, he served as Assistant Director of the Office of the Deaf and Hard of Hearing, an agency in the Department of Social and Health Services, where he was responsible for program coordination and staff supervision of several program activities covering social and telecommunications services.

Mr. Lichtenberg is a graduate of University of Washington School of Law and of Lewis and Clark College, where he majored in Economics. He also has a post-graduate certificate in Rehabilitation Management from San Diego State University.

Eliana Lobo is the Director of Interpreter Quality at InDemand Interpreting. She is a trainer of medical interpreters and a trainer for VRI (video remote interpreting). Eliana is a native speaker of both English and Portuguese. She was born and raised in Brazil, Mexico, and the U.S., and has lived and worked in the U.S. and Brazil as an adult. Eliana has over 20 years of experience as a trilingual interpreter/translator. She is an experienced court and medical interpreter. She received a Fulbright Grant to conduct research in Brazil and the U.S. after completing her master's in Bilingual Education from Brown University. She has taught ESL in Brazil and the U.S., and Portuguese at Brown University, and was formerly the trainer and supervisor of medical interpreters at Harborview Medical Center.

Alejandro Maldonado, CCP, CHI™-Spanish, is the Chair of the Certification Commission for Healthcare Interpreters (CCHI) and the LEP Coordinator for the Minnesota Department of Human Services. Alejandro develops and maintains statistical information on LEP community needs, provides policy recommendations to the Senior Management Team, and oversees Title VI compliance of all 87 counties in Minnesota. He served as the vice chair of the Interpreting Stakeholder Group (ISG) and At Large Member of the Board of Directors of ISG; past vice chair of the Latino Advisory Committee, which provided advice to the Minneapolis Mayor's Office and City Council. He has been a professional Spanish healthcare interpreter and translator for the last two decades. In addition to the study of linguistics, interpreting, and management, Alejandro founded Avante Enterprises; he is a Certified Coach Practitioner (CCP). And as an FAA licensed commercial pilot, he flies charitable missions for Angel Flight Central.

Sam Mattix is a Lao (AOC-certified 1997) and Thai (AOC-registered 2008) interpreter and has interpreted in Lao and Thai for legal proceedings in 15 states. He was a consultant to the NAJIT Transcription/Translation Project, providing input regarding non-Roman script languages. During that time he also developed and presented a concept to NAJIT for software specifically adapted to the needs of multilingual forensic transcription work, and worked on the taskforce that began development of the envisioned "TT Ensemble" software. Sam is currently in a second term as an interpreter representative on the Washington State Court Interpreter Commission, on which he serves as chair of the Education Committee, and member of Disciplinary Committee and of the ad hoc committee on online interpreter scheduling. The ad hoc committee has developed a document entitled "Guiding Principles for Design of Interpreter Scheduling System" to discuss with language access coordinators, court IT system managers, and interpreter schedulers/managers.

Diana Meredith is a Spanish language court interpreter certified by the US Courts and the States of Washington and California. Born in Chile, she grew up speaking both English and Spanish and is completely bicultural. She was educated in her native country, where she received a BA in English and Spanish literature, began her professional career in Chile and continued in Argentina, interpreting at many multinational conferences. Diana currently works in a variety of legal venues, including the U.S. District Courts in Seattle, Tacoma and Sacramento and the Superior Courts of King County and Yolo County. She is a U.S. rater for the Federal Court Interpreter Certification Examination, sponsored by the Administrative Office of the Courts, and rater for the State of California Interpreter Certification Examination. She is principal interpreter and translator for the Conference of Western Attorneys General at seminars provided (with State Department and USAID funds) to Mexican prosecutors, forensic experts and crime scene investigators. Training is provided to assist Mexico in its transition from its former inquisitorial system to a new oral advocacy criminal justice system. In this capacity, Diana specializes in interpreting and translating forensic DNA evidence, blood spatter patterns, crime scene investigations, ballistics, forensic photography, chain of custody and collection of trace evidence. Diana has written and edited prize-winning books on vintage automobiles.

Thérèse Marie Mirande, Ph.D., is professor emerita of World Languages and Language Interpreting at Pierce College. She has 27 years experience in the community college system. She developed the Language Interpreting program at Pierce College, which launched in 2008. In addition to being a member of the WASCLA Board of Directors, she is Vice Chair of the Standards and Training Committee of the National Council for Interpreting in Health Care. She is a DSHS-certified interpreter working in Spanish and French.

Bruce Miyake is an Assistant United States Attorney for the Western District of Washington in the criminal division. He is assigned to the Terrorism and Violent Crime Unit where he is responsible for prosecuting violent crime such as firearms offenses, sexual assaults, sex trafficking, bank robbery and offenses involving organized crime. He is also the Civil Rights Program Coordinator for the criminal division where he is responsible for prosecuting and investigating criminal civil rights violations such as hate crimes and official misconduct. Prior to the United States Attorney's Office, Bruce Miyake worked for the King County Prosecuting Attorney's Office as a deputy prosecuting attorney in the criminal division and handled a wide variety of criminal cases which included drug distribution, sex assault cases, robbery, and homicide.

Joana Ramos, MSW of Seattle is an independent health policy consultant and founding member of the Washington State Coalition for Language Access. She is Co-Chair of WASCLA's Board of Directors and Chair of the Healthcare Committee. Her background in policy and direct practice in health and human services, and as a Brazilian Portuguese medical interpreter (holding both DSHS and CoreCHI™ credentials) guides her work to eliminate health inequalities. Joana led WASCLA's multi-year campaign to preserve Washington's Medicaid Interpreter Services program; created the first collaboration to address language barriers in pharmacies; directed the Tools for Health project which developed Washington's first multilingual consumer toolkit on language access rights in healthcare ; and she continues advocacy efforts to ensure language access to Washington Healthplanfinder for ACA implementation.

Kelli Schmidt has been actively engaged in the practice of civil rights law for 20 years. Since 1999 she has worked for the U.S. Department of Education's Office for Civil Rights (OCR), and is currently a Deputy Chief Attorney in the Seattle Regional office. OCR's mission is to ensure equal access to education and to promote educational excellence throughout the nation through vigorous enforcement of civil rights. OCR enforces Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, and national origin by recipients of federal funds, as well as other federal laws that prohibit discrimination on the basis of disability, sex, and age. Prior to working for OCR, Ms. Schmidt worked in both the King County and Pierce County, Washington offices of TeamChild, a nonprofit organization that provides civil legal services to youth involved in the juvenile justice system. Additionally, she has worked for a public defender agency and a legal services agency that represents persons in prisons, jails, and mental institutions. She obtained her Bachelor of Arts degree from the University of California at Santa Cruz, and her Juris Doctor with Honors from the University of Washington School of Law. She is also a member of the Washington State Bar Association's Civil Rights Law Section and was recently elected to serve as Trustee on the Section's Executive Committee.

Pablo Sepulveda, born and raised in Chile, has lived in the United States for the past 27 years. He has earned five college degrees including a Masters in Music in Woodwinds performance from the University of Washington. He has worked as an independent interpreter and translator for the past 19 years. He currently works as a legal interpreter for Seattle Municipal Court, Lynnwood Municipal Court, Bothell Municipal Court, Kirkland Municipal Court, King County District Court, Snohomish County and King County Superior Court. He also works as a conference interpreter in corporate settings and as a broadcast voice-over simultaneous interpreter for TV programs. With his clean broadcast voice-over technique Sepulveda delivers clear simultaneous and consecutive interpretations in any setting.

María Sigüenza is the Interpreter Quality Assurance Coordinator for the Department of Social and Health Services' Language Testing and Certification Program (LTC). María, a proud WWU graduate, is a certified medical interpreter. She has worked freelance in Whatcom, Skagit, and Thurston counties and as an in-house interpreter with Skagit Valley Hospital in Mount Vernon. María is currently not working as an interpreter, but instead focusing on LTC and finishing prerequisites with the goal of becoming a bilingual healthcare provider to better serve her community.

Kathleen To is Manager of Linguistic Services at Swedish Medical Center in Seattle. She has managed a Refugee Resettlement & Social Services program in IL, taught ESL, and provided family support services to refugee & immigrant families for over twenty-five years. She has trained organization staff in immigration, cultural competency, cross-cultural healthcare & literacy topics. She introduced VRI technology to SMC in 2009 as a modality to increase language access for SMC patients. Currently, VRI is deployed at four Swedish campuses, soon to include Swedish Edmonds.

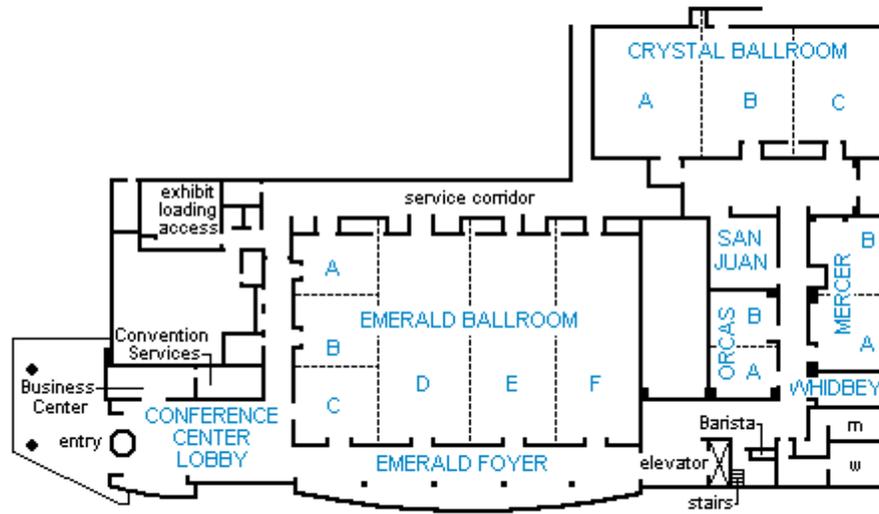
Matias Valenzuela, Ph.D., is the Manager of King County Equity & Social Justice, a countywide effort to address the root causes of inequities working with all county agencies and the community. He is also the Manager of Community Engagement & Partnerships in the Director's Office of Public Health - Seattle & King County, collaborating with local organizations and residents

to advance the public's health. He has taught abroad as a Fulbright professor, and he is an Affiliate Assistant Professor at the University of Washington's School of Public Health and Community Medicine.

Glenna White is a Spanish court interpreter with certifications held in federal court and the State of Washington. She has over 23 years' experience in courtrooms in Washington, Oregon, Alaska, and Montana. Glenna has a Bachelor of Arts in Spanish from the University of Washington and attended college and lived in Mexico City for many years. She has extensive experience in bilingual forensic recordings and has served as an expert on numerous occasions. For the last thirteen years, she has served as a rater for the oral exams for federal Spanish court interpreters (AOUSC).

Facility Map

HILTON SEATTLE AIRPORT AND CONFERENCE CENTER - THIRD LEVEL

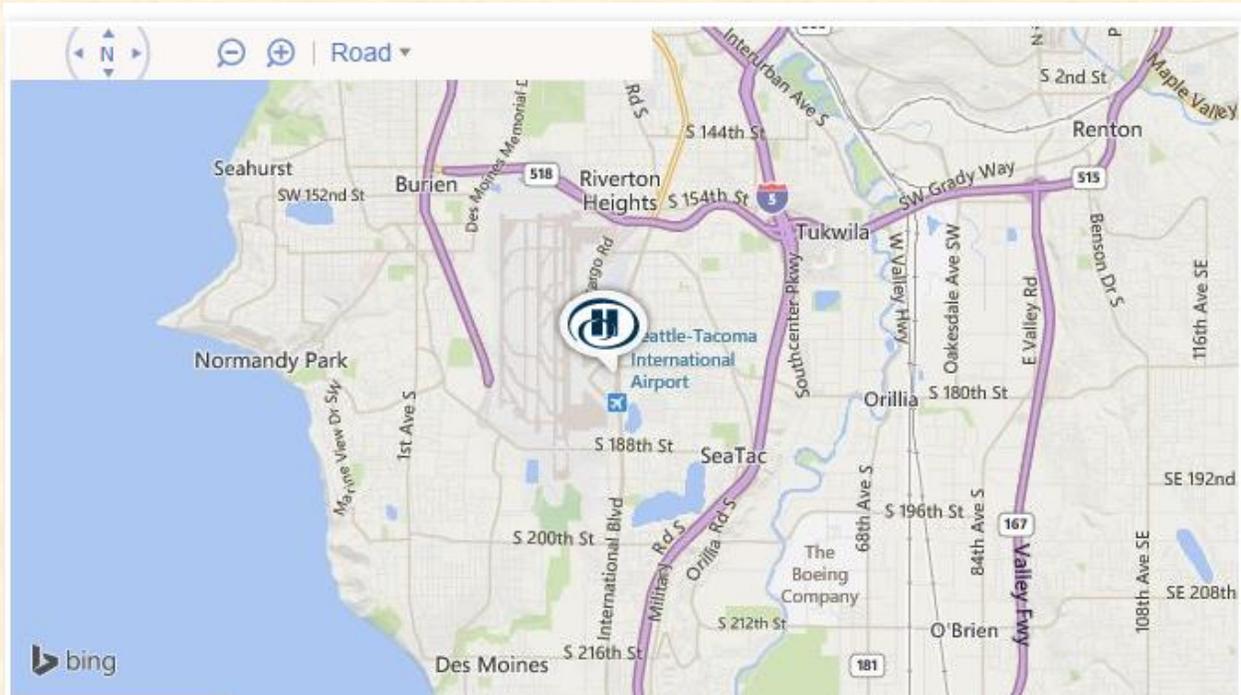


Directions / Map

DIRECTIONS FROM THE HOTEL STAFF

From the North: On I-5 southbound, take the 188th St exit (#152) you will merge onto 188th westbound. Go to the fourth traffic light which is International Blvd. Turn right onto the Blvd, we are on the right, just before the fourth traffic light (176th Street).

From the South: On I-5 northbound, take the 188th St exit (#152). There is a light at the bottom of exit, turn left onto 188th. Follow this to the fifth light which is International Boulevard. Turn right onto the Blvd, we are on the right, just before the fourth traffic light (176th Street).



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