# Interpreter Services Data Dashboard

## Data Dashboard Measures

### What is the Dashboard?

The data dashboard was created to fill multiple requests of reporting out the volume of jobs requested by providers and social workers. Stakeholders, Washington Federation of State Employees for Language Access Providers (WFSE LAP), Health Care Authority (HCA) contract requirements, and Department of Social and Health Services, Language Testing and Certification Division DSHS/LTC wanted to know the impact to the limited English proficient (LEP) residents of Washington.

This dashboard will provide multiple layers of information to multiple stakeholders. It will allow HCA to determine outsourcing, where should we target language access providers for recruitment, what are the needs in specific languages, and counties.

Suppressed numbers: Any field that contains *** is suppressed for privacy. This provides security and safety to our Medicaid clients. HCA adopted a data governance practice of organizing and implementing policies, procedures, standards and roles across the entire data life cycle that enable the effective use of HCA's data assets across organizational and technological boundaries.

### For more information

HCAInterpreterservices@hca.wa.gov

HCA-Interpreter Services Website

Interpreter Services data dashboard website

DSHS-LTC website

### Contract Fill Rate

This rate is measuring whether an interpreter accepted and was assigned to the request. This rate is often used to determine if there is a sufficient pool of interpreters available to accept the requests submitted by Medicaid providers and DSHS/DCYF social workers. A request is considered filled if an interpreter accepted and was assigned, at any point, even if the interpreter gives the job back at a later date.

### Completed Rate

This rate measures whether a request was filled by an interpreter, and the appointment was completed with the interpreter, client and provider receiving service. A completed rate does not include late or last minute cancelations or no shows. This rate is measuring a completed appointment by all individuals.

### Filled and completed

This rate is measuring the difference between a request that was filled and if that same request was completed. The intention is to determine if requests that are returned by an interpreter get refilled.

### Language Testing & Certification (LTC) Rate

This report uses the contract fill rate, meaning an interpreter accepted and was assigned to the request. LTC uses the measures from this report to determine if the fill rate is 90% or more and determine if testing will be offered for that language.