

# LTC Advisory Committee Meeting

10/14/19

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## Attendees

- Larysa House
- Karen Jost
- Cynthia Roat
- Leroy Mould
- Yukie
- Lana Gunaratne-Graham
- Huan Nguyen
- Kathy Templet
- Ryan Guy
- Jodi McBride

## Membership

- New Member - Stacy Winokur, representative from DCYF
- Recruiting for:
  - One interpreter at large
  - One WA licensed physician
  - One instructor from a higher-education institution
- Please direct interested parties to send a letter of interest to [dshsct@dshs.wa.gov](mailto:dshsct@dshs.wa.gov)
- For details re composition of LTCAC: see [2019 Collective Bargaining Agreement](#).

## LTC News

- Dr. Fu retired last month after nearly 30 years leading the program
- Search for new LTC Program Manager is in progress
- Hope to have someone in the position by December
- Meanwhile Ryan Guy and Jodi McBride continue LTC operations
- Testing for the month of November has been reduced to screened languages and employees only and only in Seattle and Yakima due to the program manager vacancy
- Anticipate a regular schedule in December and will look for opportunities to make up the missed dates if possible
- LTC has been moved into the DSHS Office of Diversity and Inclusion, under the supervision of Senior Director, Theresa Powell
- This move will improve the connection between LTC and language access efforts across DSHS
- When the program manager position is filled and trained, I will transition to a new position, adding agency language access issues to my duties, but I will continue to guide LTC in rules revision, revocations, appeals and legislation.

## Review of WAC Continuing Education Requirements

- Review disposition of interpreters who failed to satisfy the renewal requirements
- Current LTC Roster: 4,368 total credentials (including provisional)
- L&I/ULS lost several hundred interpreters but the pool is increasing and requests are mostly being met.
- L&I down approximately 500 interpreters and have built back about 1/3 of that number – only access issues are with rare languages like Mongolian which always posed a problem.
- DSHS/ESA some trouble filling requests for Spanish in Okanogan County – due to a loss of several interpreters whose credentials expired – had to adjust block time requirements to help deal with loss of interpreters.

### WAC Revision

- LTC changes have postponed the start date for our formal WAC revision process
- We now expect to begin the process after the new program manager is in place – probably around January 2020
- We continue to gather preliminary input – please share your ideas for changes if you have them
- You may also email your suggestions to me any time -- [jodi.mcbride@dshs.wa.gov](mailto:jodi.mcbride@dshs.wa.gov)
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- Some areas of input received to date for further consideration:
  - CE Credits
    - Annual ethics
    - Number of total credits
    - Reporting cycle
    - Different categories
    - Request for waiver or inactive status
    - Rollover of extra credits to next cycle
  - Multiple Certificates/Authorizations
  - Background Checks
  - Revocations
    - Better defined process
    - Amend causes
    - Add lesser disciplinary actions
  - Expiration of oral test
- Today's discussion – add the following topics for WAC revision discussion:
  - Code of Ethics
  - Pre-test requirements
  - AFSCME has a workgroup researching and discussing discipline and revocation related issues

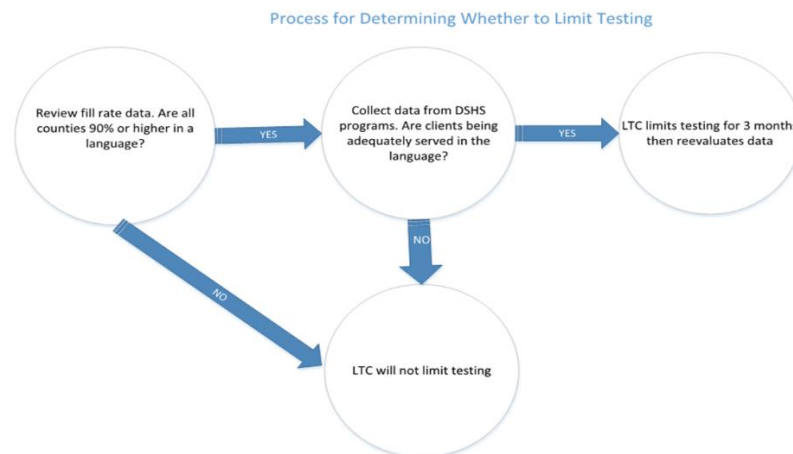
### Database

- Our IT department is working on an in-house build of a new database for LTC

- New system will
  - Cut down manual entry time for LTC
  - Allow LTC to track different types of CE credits
  - Easier to access for those using the list
  - Create a single profile based on individuals
  - Allow interpreters to make changes to their profile
  - Allow for better communication – auto-generated reminder emails
- Still needs final approval of OCIO– should know by November
- If approved, will take about a year to create

### Fill Rates and Testing Limits

- Limiting Testing Based on Language Fill Rates (RCW 74.04.025)
  - The Department of Social and Health Services, (DSHS), through its Language Testing and Certification (LTC) program, is required to “maintain an adequate pool of providers such that residents can access services”. See RCW 74.04.025.
  - The same statute also restricts LTC from providing testing in languages for which fill rates are 90% or higher.
  - As a recipient of federal funds, federal law requires DSHS to serve limited English proficient clients in a timely manner.
  - In order to balance its legal obligations, LTC will use the following framework to guide decisions on whether or not to limit testing.



- Proposed Process:
  1. Review fill rate data every 3 months from HCA Data Dashboard page 3 (LTC fill rates) and DES (LTC asks DES to collect this data from their individual contractors). LTC does not have the ability to restrict testing limits in only certain, counties or regions. If any counties have fill rates below 90%, or any data from DES indicates fill rates in any regions fall below 90% then LTC will not limit testing. If data from all contracts indicate that the overall fill rate AND the fill rate in every county is at 90% or higher, then proceed to number 2.

2. Collect and analyze other information and evidence. Consult DSHS programs to determine if there has been inability to fill requests for the language(s) with fill rates of 90% or higher. If evidence indicates that the needs of DSHS clients who may rely on interpreters in the language(s) with fill rates over 90 % are in risk of not being met, then LTC will not limit testing. If there is no evidence of inability to serve the needs of clients with LEP who speak the language(s) with fill rates over 90%, then LTC may limit testing as described in number 3.

3. Process for limiting testing. LTC will limit testing in the language for 3 months after which LTC will re-evaluate the data and evidence in determining whether to continue to limit or to re-open the language for testing.

- Fill rate review September, 2019:
- Languages over 90%: Russian 94% (entire State)
- Counties where not 90%:
  - Skagit 84% (289 requests): Number of DSHS interpreters contracting with ULS = 2, Mount Vernon CSO – 179 unique clients
  - Grant 85% (136 requests): Number of DSHS interpreters contracting with ULS = 3, Moses Lake CSO – 178 unique clients
- ∴ Applying the method described above – LTC will not limit testing of Russian at this time because the fill rate in all counties is not 90% or greater. LTC will review fill rate again in December, 2019
- Q: What if the number of requests is very low in the county where fill rates are low?
- A: Will take the big picture into consideration, see how the process evolves.
- Bottom line has to be service of the clients with LEP.

### Discussion

- Should the testing program be moved to DES or some other enterprise-based location since it serves agencies and entities throughout the State?
- DOL may be a good location – they do a lot of licensing for all types of things around the State.
- This is a topic of interest to everyone – would like to discuss with the new LTC program manager and arrange for future meetings with this topic.

### Housekeeping

- Next Meetings will be in January, 2020 dates to be announced. Watch for meeting invitations to come soon.
- Contact us any time with questions: [dshsct@dshs.wa.gov](mailto:dshsct@dshs.wa.gov)