

## Language Access Work Group

Chat Threads from

### Meeting 1 Main Room

July 25, 2023

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**Note:** Following are the complete and unedited chat threads that participants sent to each other in Zoom while meeting in the Main Room during the July 25, 2023 meeting.

10:32:15 From Ai-Media Captioner (Tiffany) to Everyone:

Hi folks, if there are breakout rooms, will there be a particular room you'd like the captioners to join?

10:34:01 From Benjamin Lee, Zoom Host to Ai-Media Captioner (Tiffany)(Direct Message):

Hello Tiffany,

Thanks for asking! For this session, we may have you join one of our breakout rooms with our Director, Theresa Powell. Though, breakouts are being recorded as well.

10:34:58 From Ai-Media Captioner (Tiffany) to Benjamin Lee, Zoom Host(Direct Message):

Reacted to "Hello Tiffany,

Than..." with 👍

10:36:18 From Helen Eby to Everyone:

could we have tony and ben's emails?

10:36:45 From Tony Rice, Tech Support to Everyone:

tony.rice1@dshs.wa.gov

10:39:04 From Tony Rice, Tech Support to Everyone:

SSB 5304 Language Access Work Group | DSHS (wa.gov)

10:39:44 From Milena Waldron - Interpreters United AFSCME to Everyone:

Can we please try to keep intros to a minimum? This meeting is too short already.

10:39:56 From María Sigüenza | CHA | she/her/ella to Everyone:

Reacted to "Can we please try to..." with ❤️

10:46:14 From Larysa House to Benjamin Lee, Zoom Host(Direct Message):

my video is not working. Any ideas?

10:46:57 From KEMIRTD to Everyone:

Im here

10:47:32 From Tony Rice, Tech Support to Everyone:

Reacted to "Im here" with 👍

10:48:24 From damchnn to Everyone:

you just passed my name Nadia Damchii. I am here. :)

10:49:35 From damchnn to Everyone:

sure

10:49:38 From Leroy Mould to Everyone:

Leroy Mould is here!

10:50:01 From Benjamin Lee, Zoom Host to Larysa House(Direct Message):

Hello Larysa! Ok, are you connecting to an external webcam from your laptop? There could be an issue with which video camera your computer is trying to use.

10:50:02 From Tony Rice, Tech Support to Everyone:

Reacted to "Leroy Mould is her..." with 👍

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- 10:50:59 From Benjamin Lee, Zoom Host to Everyone:  
Any questions for me, please send them to my e-mail address: benjamin.lee2@dshs.wa.gov
- 10:52:44 From María Sigüenza | CHA | she/her/ella to Everyone:  
Maria Siguenza, Hispanic Affairs. I have an 11 o'clock that I need to go to.  
Meeting invites to block our calendars with an agenda so we can adequately prepare for the meeting will be helpful. I look forward to seeing that.
- 10:53:08 From Larysa House to Benjamin Lee, Zoom Host(Direct Message):  
I am using my laptop camera. I was able to see a video at the beginning and then it disappeared.
- 10:53:20 From María Sigüenza | CHA | she/her/ella to Everyone:  
Also, please review spelling on your contact list: sIGuenza
- 10:53:45 From Tony Rice, Tech Support to Everyone:  
Reacted to "Also, please revie..." with ❤️
- 10:53:49 From Tony Rice, Tech Support to Everyone:  
Reacted to "Maria Siguenza, Hi..." with 👍
- 10:54:39 From Benjamin Lee, Zoom Host to Larysa House(Direct Message):  
Understood! It does appear that your video is 'Enabled'. Are you on dual monitors?
- 10:54:56 From Benjamin Lee, Zoom Host to Everyone:  
Reacted to "Maria Siguenza, Hisp..." with 👍
- 10:55:03 From Olga Okhapkina (Seattle) to Everyone:  
Olga Okhapkina is here!
- 10:55:18 From Jon Gould, he/him to Everyone:  
Question: I hear several references to medical interpreters. I read Section 3 of the bill as broader than medical....is the charge of this workgroup language access and interpreter certification for ALL interpretation settings? Or just medical?
- 10:55:27 From Tony Rice, Tech Support to Everyone:  
Reacted to "Olga Okhapkina is ..." with 👍
- 10:56:13 From Larysa House to Benjamin Lee, Zoom Host(Direct Message):  
i have enabled it. Thank you.
- 10:56:47 From Larysa House to Benjamin Lee, Zoom Host(Direct Message):  
it's working now.
- 10:57:01 From Benjamin Lee, Zoom Host to Larysa House(Direct Message):  
Reacted to "it's working now." with 👍
- 10:57:31 From wascla.lep@gmail.com to Everyone:  
Could you pls update the category description for WASCLA. thank you
- 10:58:33 From Tony Rice, Tech Support to Everyone:  
Reacted to "Could you pls upda..." with 👍
- 10:59:47 From Yun-Mei Wang Wilborn to Everyone:  
Hi, I am here. I am Yun-Mei Wang Wilborn
- 11:00:25 From Yun-Mei Wang Wilborn to Everyone:

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I guess my audio is not working

11:02:55 From Milena Waldron - Interpreters United AFSCME to Everyone:

FYI We have just spent from 10:39 to 11:02 dedicated to introductions. This could have been done more effectively and in greater details through the chat function or email. These meetings are already too short for us to tackle these complex and technical topics. I urge DSHS to use our time more judiciously.

11:02:57 From Tony Rice, Tech Support to Everyone:

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11:03:23 From Tony Rice, Tech Support to Everyone:

Reacted to "FYI We have just s..." with 👍

11:03:25 From wascla.lep@gmail.com to Everyone:

Are the meetings open to the public?

11:03:37 From Benjamin Lee, Zoom Host to Everyone:

Reacted to "FYI We have just spe..." with 👍

11:04:13 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:

Reacted to "FYI We have just spe..." with 😞

11:06:20 From Milena Waldron - Interpreters United AFSCME to Everyone:

Focus on goals not positions. Can you please clarify?

11:06:25 From Milena Waldron - Interpreters United AFSCME to Everyone:

Give examples?

11:06:57 From Helen Eby to Everyone:

Arrive prepared and ready to engage. Can we receive the materials ahead of time to prepare?

11:07:10 From Milena Waldron - Interpreters United AFSCME to Everyone:

So what is the goal?

11:07:12 From Benjamin Lee, Zoom Host to Everyone:

Reacted to "So what is the goal?" with 👍

11:07:18 From Benjamin Lee, Zoom Host to Everyone:

Reacted to "Arrive prepared and ..." with 👍

11:07:21 From Benjamin Lee, Zoom Host to Everyone:

Removed a 👍 reaction from "So what is the goal?"

11:07:24 From Sharon Armstrong (She/Her/Theirs) to Everyone:

Reacted to "Arrive prepared and ..." with 👍

11:08:08 From Tony Rice, Tech Support to Everyone:

Reacted to "Arrive prepared an..." with 👍

11:08:12 From Helen Eby to Everyone:

We did not have those materials available today. Can we have an agenda?

11:08:18 From Milena Waldron - Interpreters United AFSCME to Everyone:

More than as much as possible, wouldn't it be better as clear as Possible?

11:09:10 From Helen Eby to Everyone:

Community agreement reminders are for the chair to do.

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- 11:09:30 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:  
Reacted to "Are the meetings ope..." with 👍
- 11:11:20 From Jarrod Irvin (He/His) to Everyone:  
For those of us who speak passionately at times, please don't mistake my body language as animosity
- 11:11:42 From Milena Waldron - Interpreters United AFSCME to Everyone:  
Some languages come across as more "angry" than others. It's all in the eye of the beholder.
- 11:12:51 From Milena Waldron - Interpreters United AFSCME to Everyone:  
Conflict is not bad per se. It's what we do about conflict that turns into a good or bad thing.
- 11:12:53 From Tony Rice, Tech Support to Everyone:  
Reacted to "Some languages com..." with ❤️
- 11:12:57 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:  
Reacted to "Conflict is not bad ..." with 👍
- 11:12:59 From Tony Rice, Tech Support to Everyone:  
Reacted to "Conflict is not ba..." with ❤️
- 11:13:13 From KEMIRTD to Everyone:  
Replying to "Some languages come ..."  
true Milena
- 11:13:38 From KEMIRTD to Everyone:  
Reacted to "Conflict is not bad ..." with ❤️
- 11:13:56 From Zenaida "Z" Rojas (they/she) to Everyone:  
Can we add "Listen to each person" To truly hear them. And with an understanding that everyone here has the intellectual capacity and understanding to learn and grow. So we aren't afraid to ask questions.
- 11:14:18 From Milena Waldron - Interpreters United AFSCME to Everyone:  
Respectful conflict is ok. Again, this is very culturally determined. Some cultures are conflict averse.
- 11:14:38 From Sharon Armstrong (She/Her/Theirs) to Everyone:  
Reacted to "Can we add "Listen t..." with ❤️
- 11:15:17 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:  
Can we include something about not speaking over one another, being respectful of who is speaking ?
- 11:15:26 From Zenaida "Z" Rojas (they/she) to Everyone:  
Reacted to "Can we include some..." with 👍
- 11:15:56 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:  
Can we discuss the respectful conflict question?
- 11:16:19 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:  
Can we reword?
- 11:16:42 From Tony Rice, Tech Support to Everyone:

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Unfortunately I have to take off all. Thank you for very productive discussion and I look forward to working with and learning from you all at future meetings. Take care.

11:17:16 From Jarrod Irvin (He/His) to Everyone:

I keep getting kicked out. I think my connection is not great today

11:17:58 From Helen Eby to Everyone:

Could we follow Roberts Rules, speaking one at a time, not speaking twice until everyone has spoken once?

11:18:02 From Sharon Armstrong (She/Her/Theirs) to Everyone:

Assume best intentions? And ask when needed?

11:18:12 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:

Reacted to "Assume best intentio..." with ❤️

11:18:45 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:

Good call out @Cindy Roat!

11:19:12 From KEMIRTD to Everyone:

Thank you Cindy

11:19:21 From Benjamin Lee, Zoom Host to Everyone:

Reacted to "Unfortunately I have..." with 👍

11:19:58 From Milena Waldron - Interpreters United AFSCME to Everyone:

Robert's Rules of Order are great for group decision making. It allows for all voices to be heard respectfully.

11:20:11 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:

Reacted to "Robert's Rules of Or..." with 👍

11:20:24 From Benjamin Lee, Zoom Host to Everyone:

Reacted to "Robert's Rules of Or..." with 👍

11:20:25 From wascla.lep@gmail.com to Everyone:

We need flexibility for our communications . While Roberts Rules may offer guidelines, can be too rigid and not requirement to use

11:20:31 From Eliana Lobo, MA, CoreCHI to Everyone:

Thank you everyone!

11:20:52 From wascla.lep@gmail.com to Everyone:

Thank you for this convo, respect is the key

11:21:17 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:

Reacted to "Thank you for this c..." with 👍

11:21:30 From Benjamin Lee, Zoom Host to Everyone:

Reacted to "Thank you for this c..." with ❤️

11:21:57 From Patricia A Alonzo, VP of Language Operations, CHI & CMI to Everyone:

Reacted to "Thank you for this c..." with ❤️

11:22:38 From Milena Waldron - Interpreters United AFSCME to Everyone:

How did DSHS come up with that goal?

11:23:51 From Milena Waldron - Interpreters United AFSCME to Everyone:

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Txs

- 11:27:58 From Anita Maguire, Facilitator, (she, her) to Everyone:  
"Why is this work important to Washingtonians?" And "How do you think we reach our unifying goal in the most equitable, accessible, and financially reasonable way?"
- 11:28:20 From Benjamin Lee, Zoom Host to Everyone:  
Reacted to "'Why is this work im...'" with ❤️
- 11:28:51 From Anita Maguire, Facilitator, (she, her) to Everyone:  
Breakouts will last 15 minutes. Ending at 11:43.
- 11:43:26 From Benjamin Lee, Zoom Host to Everyone:  
Welcome back from the breakout rooms
- 11:44:08 From Jarrod Irvin (He/His) to Everyone:  
I have to step away. Thanks for the discussion. Looking forward to the future work.
- 11:44:14 From Benjamin Lee, Zoom Host to Everyone:  
Reacted to "I have to step away...." with 👍
- 11:45:36 From Patricia A Alonzo, VP of Language Operations, CHI & CMI to Everyone:  
Reacted to "I have to step away...." with 👍
- 11:46:22 From Milena Waldron - Interpreters United AFSCME to Everyone:  
for Herminia, DSHS facilitator. Joanna from WASCLA was referring to WAC 388-03-030. There CCHI and NBCMI credentials have been recognized since 2015. "Recognized interpreter" for spoken languages means a person who is certified by:  
(1) The Washington state administrative office of the courts (AOC) as a court interpreter; or  
(2) The Administrative Office of the United States Courts as a federal court interpreter; or  
(3) A national interpreter certification body as a health care interpreter and is recognized by the department; or
- 11:46:31 From Herminia Esqueda - DSHS (she/her/ella) to Everyone:  
Reacted to "for Herminia, DSHS f..." with 👍
- 11:47:55 From wascla.lep@gmail.com to Everyone:  
Thank you, Milena. I was also referring to a number of topics and recommendations brought up in the Rulemaking that led to the WAC revision of 2015, which were not addressed.
- 11:48:48 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:  
In person interpreter services are essential for persons who, don't respond well to VRI , OPI  
- In-person interpreter services are ideal for high stakes conversations, family conferences
- 11:49:11 From Patricia A Alonzo, VP of Language Operations, CHI & CMI to Everyone:  
26+ languages die annually, language preservation is critical
- 11:49:17 From Zugey to Everyone:  
apologies for repeated clarification. SSB 5304 will affect both the medical and social services certification correct?
- 11:50:00 From Sharon Armstrong (She/Her/Theirs) to Everyone:  
Replying to "apologies for repeat..."  
Thank you for this question! Theresa Powell's response was that we are specifically alluding to medical services.

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11:50:28 From Sharon Armstrong (She/Her/Theirs) to Everyone:  
Replying to "apologies for repeat..."

Interpreter services supporting the medical environment.

11:50:30 From Eliana Lobo, MA, CoreCHI to Everyone:  
Staci's audio is breaking up

11:50:34 From Benjamin Lee, Zoom Host to Everyone:  
Reacted to "In person interprete..." with 👍

11:50:52 From Helen Eby to Everyone:  
It is echoey.

11:50:54 From Sharon Armstrong (She/Her/Theirs) to Everyone:  
Reacted to "In person interprete..." with 👍

11:51:04 From Eliana Lobo, MA, CoreCHI to Everyone:  
cutting out and echoing

11:52:22 From Stacii McKeon DSHS/OOS to Everyone:  
Sorry about that. Thanks Anita.

11:52:24 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:  
Re: Comments made about languages of lesser diffusion Persons with LEP who speak languages of lesser diffusion are at a greater disadvantage when healthcare providers are unable to secure qualified interpreters through local/national agencies/sources

11:52:59 From Carrie Huie-Pascua to Everyone:  
Apologies, I have to jump off now. Looking forward to seeing everyone at the next meeting.

11:53:13 From Benjamin Lee, Zoom Host to Everyone:  
Reacted to "Apologies, I have to..." with 👍

11:53:29 From Marguerite Friedlander (she/her) to Everyone:  
I also have to sign off. Thank you and I will see you at the next meeting in August.

11:53:34 From Anita Maguire, Facilitator, (she, her) to Everyone:  
Reacted to "I also have to sign ..." with 👍

11:53:48 From Anita Maguire, Facilitator, (she, her) to Everyone:  
Reacted to "Re: Comments made ..." with 👍

11:53:55 From Benjamin Lee, Zoom Host to Everyone:  
Reacted to "I also have to sign ..." with 👍

11:54:39 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:  
Stigma

11:55:44 From Anita Maguire, Facilitator, (she, her) to Everyone:  
Reacted to "Stigma" with 👍

11:56:22 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:  
Sticking to core competencies is fundamental -

11:56:27 From Helen Eby to Everyone:

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This is a job description for interpreters of spoken languages:

<https://www.gauchatranslations.com/wp-content/uploads/2023/07/Interpreter-Job-Description-Recast-updated-Nov-23-2020-final-with-authors-and-editor.pdf>

11:56:37 From Anita Maguire, Facilitator, (she, her) to Everyone:

If you have follow up questions or comments please email [malia.wallace-mello@dshs.wa.gov](mailto:malia.wallace-mello@dshs.wa.gov).  
Thank you!!

11:56:39 From Sharon Armstrong (She/Her/Theirs) to Everyone:

Reacted to "If you have follow u..." with ❤️

11:56:45 From Milena Waldron - Interpreters United AFSCME to Everyone:

DSHS started testing medical interpreters in 1996 and stopped in 2022. Can DSHS please share with the group in writing the reasons why DSHS discontinued its medical interpreter certification program?

11:56:55 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:

Reacted to " DSHS started testin..." with 👍

11:56:59 From Casey Peplow, Room One she/her/ ella to Everyone:

I'm curious if / how medical providers are encouraged, incentivized, or required to use interpreters. We have a number of medical providers in our local clinics who speak spanish for example, fluently enough to not "need" an interpreter, but I wonder what their levels of expertise are in Spanish (if it's not their primary language) and if they can or should be required to either complete a level of training to ensure they are communicating at a high level similar to what is being required of interpreters, or required to use an interpreter.

11:57:19 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:

Reacted to "I'm curious if / how..." with 👍

11:57:41 From acapestany to Everyone:

Thanks everyone. Need to jump off.

11:57:42 From Milena Waldron - Interpreters United AFSCME to Everyone:

Can DSHS please share with the group in writing how many medical interpreters it certified and authorized per year in 2015, 2016, 2018 and 2019?

11:57:51 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:

Reacted to "Can DSHS please shar..." with 👍

11:58:25 From Eliana Lobo, MA, CoreCHI to Everyone:

Can DSHS please share with the group in writing how many medical interpreters it certified and authorized per year in 2015, 2016, 2018 , 2019? 2020? 2021? 2022? 2023?

11:58:46 From Tony Griego (He/Him) to Everyone:

Replying to "Can DSHS please shar..."

Agree! Background data on the number of medical interpreters and associated costs to get certified would be helpful

11:58:47 From wascla.lep@gmail.com to Everyone:

There are processes for vetting bilingual providers to be able to offer in-language care, and some WA medical systems do this. And there will always be a need for interpreters. Language



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access is about all forms of communication, this workgroup is specifically about medical interpreting


11:58:52 From Benjamin Lee, Zoom Host to Everyone:

Webpage on DSHS - <https://www.dshs.wa.gov/office-of-the-secretary/ssb-5304-language-access-work-group>


11:58:56 From Eliana Lobo, MA, CoreCHI to Everyone:

Reacted to "Webpage on DSHS - ht..." with 

11:59:04 From Sharon Armstrong (She/Her/Theirs) to Everyone:

Reacted to "Webpage on DSHS - ht..." with 

11:59:12 From Sharon Armstrong (She/Her/Theirs) to Everyone:

Reacted to "There are processes ..." with 

11:59:29 From Benjamin Lee, Zoom Host to Everyone:

Thank you all for engaging with the work group, a pleasure to have you be here!

11:59:32 From Sandy Yang ACRS to Everyone:

thank you

11:59:38 From Teddy D Kemirembe she/her to Everyone:

Thank you all

11:59:38 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) to Everyone:

Thanks all

11:59:40 From Casey Peplow, Room One she/her/ ella to Everyone:

Thank you!

11:59:41 From Leroy Mould to Everyone:

Thank you!

11:59:46 From Elena Langdon to Everyone:

thank you

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