

Language Access Work Group

Chat Threads from

Meeting 2 Main Room

August 8, 2023

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 August 8, 2023 meeting.

- 10:33:22 From Benjamin Lee, Zoom Host to Radu Smintina(Direct Message) : Good to see you again Radu!
- 10:33:42 From Radu Smintina to Benjamin Lee, Zoom Host(Direct Message) : Hi Ben! Likewise.
- 10:33:55 From Benjamin Lee, Zoom Host : <https://www.dshs.wa.gov/office-of-the-secretary/ssb-5304-language-access-work-group>
- 10:34:07 From Benjamin Lee, Zoom Host : LTC Website
- 10:35:20 From Helen Eby : I
- 10:35:26 From Helen Eby : Hi.
- 10:42:35 From Marguerite Friedlander (she/her) : I am here.
- 10:43:18 From Mateo Rutherford to Benjamin Lee, Zoom Host(Direct Message) : Hi Benjamin, I have an invite in my Zoom to "join 5 - Stacii" Is that going to drop me into a room?
- 10:43:20 From Alicia Bowman to Benjamin Lee, Zoom Host(Direct Message) : Scotts hands up
- 10:43:45 From Alicia Bowman to Benjamin Lee, Zoom Host(Direct Message) : Marguerite is here
- 10:43:52 From Lynora Hirata : I was late to the meeting and didn't hear my name - Lynora Hirata from DCYF and HAPPEN
- 10:44:01 From Mateo Rutherford to Benjamin Lee, Zoom Host(Direct Message) : Feel free to share my contact information.
- 10:44:33 From Benjamin Lee, Zoom Host to Mateo Rutherford(Direct Message) : Thanks for the note Mateo - apologies, that was me assigning you to your breakout room for later :)
- 10:44:36 From Marguerite Friedlander (she/her) : I was also late to the meeting due to technical difficulty. Marguerite Friedlander from DOL.
- 10:45:10 From Mateo Rutherford to Benjamin Lee, Zoom Host(Direct Message) : Thanks Benjamin, the room invite is gone now.
- 10:45:27 From Anita Maguire, DSHS (she, her) : Reacted to "I was also late to t..." with 👍
- 10:45:44 From Benjamin Lee, Zoom Host : SSB 5304 Language Access Work Group | DSHS (wa.gov) - <https://www.dshs.wa.gov/office-of-the-secretary/ssb-5304-language-access-work-group>
- 10:46:03 From Benjamin Lee, Zoom Host to Mateo Rutherford(Direct Message) : Right, it will reappear later when I open them again.
- 10:47:18 From Mateo Rutherford : I would add one thing from the background materials I read, although it is not specifically part of this group: Retention of certified interpreters in the workforce.
- 10:47:29 From Benjamin Lee, Zoom Host : Reacted to "I would add one thin..." with 👍
- 10:47:44 From Mateo Rutherford : It seems there is no data on why there is high turnover, so difficult to come up with countermeasures/incentives.
- 10:48:00 From Benjamin Lee, Zoom Host : Going forward, if anyone has any technical questions or needs, please use the chat to ask Ben Lee for assistance. Thank you.
- 10:48:05 From Helen Eby : For retention of interpreters, they need to be paid enough to be able to stay in the business.

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- 10:48:19 From Helen Eby : That is not the case at this time.
- 10:48:21 From Scott Hubbell DSHS he/him : Scott Hubbell here....DSHS PEAR consultant to Community Services Division
- 10:48:29 From Benjamin Lee, Zoom Host : Questions that are posed in the chat or Q&A will be addressed in the chat or will be answered in the FAQ's on the SSB 5304 Website
- 10:48:33 From Sharon Armstrong DSHS (She/Her/Theirs) : Reacted to "I was late to the me..." with 👍
- 10:49:21 From Benjamin Lee, Zoom Host to Eliana Lobo, MA, CoreCHI(Direct Message) : Thanks for raising your hand Eliana, we will get to you shortly.
- 10:49:22 From Helen Henera to Benjamin Lee, Zoom Host(Direct Message) : Eliana Lobo has her hand up
- 10:49:48 From Benjamin Lee, Zoom Host to Helen Henera(Direct Message) : Reacted to "Eliana Lobo has her ..." with 👍
- 10:50:21 From Marguerite Friedlander (she/her) : Reacted to "For retention of int..." with 👍
- 10:51:03 From Milena Calderari-Waldron : Thank you, Eliana. I share your mission drift concerns.
- 10:51:05 From Zenaida "Z" Rojas (they/she) : Also, who comes up with the questions we are discussing?
- 10:51:10 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Agree 100 %
- 10:51:28 From Luisa Gracia Int. : Reacted to "Thank you, Eliana. I..." with 👍
- 10:51:29 From Zenaida "Z" Rojas (they/she) : Yes thank you Eliana!
- 10:51:35 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "Yes thank you Eliana..." with ❤️
- 10:51:36 From acapestany to Benjamin Lee, Zoom Host(Direct Message) : Do you see me?
- 10:51:37 From Cindy Roat (she, her) : Thank you, Eliana. I agree with you.
- 10:52:18 From Benjamin Lee, Zoom Host to acapestany(Direct Message) : Yes, I do!
- 10:52:21 From SWEDISH INTERPRETERS : hello guy Hugo Nunez (Swedish interpreters) present sorry for getting here a little late
- 10:52:28 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "hello guy Hugo Nunez..." with 👍
- 10:52:29 From acapestany to Benjamin Lee, Zoom Host(Direct Message) : Why don't I see myself?
- 10:53:04 From Patricia A Alonzo, VP of Language Operations, CHI & CMI : I did too
- 10:53:06 From Benjamin Lee, Zoom Host to acapestany(Direct Message) : The view panel might be different. Do you see others or just the speaker?
- 10:53:40 From Mateo Rutherford : CCHI now offers full certification (knowledge and skills) for all languages.
- 10:53:52 From SWEDISH INTERPRETERS : you here and that is good Praticia
- 10:54:07 From Patricia A Alonzo, VP of Language Operations, CHI & CMI : Reacted to "you here and that is..." with ❤️
- 10:54:25 From Eliana Lobo, MA, CoreCHI : WA-DSHS has certified and authorized interpreter categories
- 10:54:39 From Patricia A Alonzo, VP of Language Operations, CHI & CMI : Reacted to "WA-DSHS has certifie..." with 👍

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- 10:55:46 From Helen Eby : If it is single submittal, I will wait until the end of the series to submit anything.
- 10:55:48 From Eliana Lobo, MA, CoreCHI : And yes, as Mateo points out, CCHI can now test knowledge and interpreter skills for all languages in their new credential CHI-P (P stands for Performance)
- 10:56:15 From Helen Eby : Eliana, they are not testing language transfer skills in all languages.
- 10:56:18 From Joana Ramos : How are submissions being shared, form any format used to submit?
- 10:56:25 From Helen Eby : The P part of the test is monolingual.
- 10:56:29 From Helen Eby : English.
- 10:56:41 From Sandy Yang ACRS to Benjamin Lee, Zoom Host(Direct Message) : I didn't click "join" to the group 4 because I wasn't sure if I was going to get redirected right away. Now the chat box to join the group is gone. Am I still going to be joining that group? Sorry :)
- 10:57:07 From Eliana Lobo, MA, CoreCHI : Yes Helen, but they are testing the essential skills, shadowing, memory retention, listening comprehension, context and much more
- 10:57:20 From Helen Eby : Like I said, in English. No language transfer.
- 10:57:36 From Mateo Rutherford : Great points. we test the same skill as in the Spanish, Arabic and Mandarin in an English only format.
- 10:57:42 From Benjamin Lee, Zoom Host to Sandy Yang ACRS(Direct Message) : Not at all, thanks so much for asking 😊 The initial window was me adding you to your assigned breakout room, that will pop up again when I open them.
- 10:57:47 From Cindy Roat (she, her) : The "P" part of the test has been shown to be statistically predictive of passing the actual interpreting test.
- 10:57:52 From Helen Eby : The law requires language transfer skills.
- 10:58:03 From Patricia A Alonzo, VP of Language Operations, CHI & CMI : Reacted to "The law requires lan..." with 👍
- 10:59:02 From Sandy Yang ACRS to Benjamin Lee, Zoom Host(Direct Message) : Great, thank you!!!
- 10:59:09 From Milena Calderari-Waldron : Can you please explain why DSHS stopped testing medical interpreters?
- 10:59:30 From Mateo Rutherford : Language transfer skills can be broken down into a set of other skills that are required. Those skill can be tested in a monolingual format. Language proficiency is of course a key element to the certification.
- 11:00:01 From Eliana Lobo, MA, CoreCHI : Reacted to "Language transfer sk..." with 👍
- 11:00:35 From Milena Calderari-Waldron : Mateo, Helen is correct. CCHI is not testing language transfer skills because it is monolingual. It is testing other useful skills.
- 11:00:49 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "Yes Helen, but they ..." with 👍
- 11:01:17 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "Mateo, Helen is corr..." with 👍
- 11:01:24 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "Language transfer sk..." with 👍

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- 11:01:39 From Mateo Rutherford : Breakdown the pieces of "Language Transfer Skills" and I think you will see that the certification does test these skills.
- 11:02:06 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Good question
- 11:04:02 From Luisa Gracia Int. : What is the cost of reviewing the test?
- 11:04:22 From Milena Calderari-Waldron : The standard practice to update a competency test is to do a Job Task Analysis. Has DSHS started that process yet?
- 11:04:56 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Why was no information provided to stakeholders prior to stopping testing ? - did state do an RFP for testing vendors?
- 11:05:40 From Helen Eby : Since Covid is over, why can't the state go back to testing as they used to?
- 11:05:48 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "Since Covid is over,..." with 👍
- 11:05:48 From Mateo Rutherford : From the background information, it seems to me it is more a question of resources. No one doubts that in-language certification testing is the gold standard, and the CHI-P is the most valid option available to assess interpreting skills for all languages that do not have an language-specific exam.
- 11:06:37 From Eliana Lobo, MA, CoreCHI : Reacted to "From the background ..." with 👍
- 11:07:11 From Milena Calderari-Waldron : Mateo, language transfer skills are used to convey meaning from one language into another. They need two languages. Shadowing is monolingual and it is indeed used to train for simultaneous interpretation. So while shadowing is great for training, shadowing is not a language transfer skill.
- 11:07:23 From Cindy Roat (she, her) : Thank you, Ruiqin!
- 11:07:46 From Eliana Lobo, MA, CoreCHI : Replying to "Since Covid is over,..."
Ruiqin mentioned that the test is quite outdated. It is also not accredited. It would need an entire revamp to become viable going forward and that will cost money...
- 11:07:54 From Benjamin Lee, Zoom Host : SSB 5304 Language Access Work Group | DSHS (wa.gov) - <https://www.dshs.wa.gov/office-of-the-secretary/ssb-5304-language-access-work-group>
- 11:07:59 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Covid pandemic was a time when the spotlight was on health inequities - stopping testing exacerbated a situation for rural communities that already struggle to fill interpreter assignments - this affets the most vulnerable
- 11:08:08 From Milena Calderari-Waldron : Reacted to "Covid pandemic was ..." with 👍
- 11:08:11 From Mateo Rutherford : Milena, please read the white paper and information about CHI-P. It seems you are not clear on all the cognitive skills that are being tested.
- 11:09:53 From Room One to Benjamin Lee, Zoom Host(Direct Message) : My mic isn't working... I don't see a room
- 11:10:14 From Benjamin Lee, Zoom Host to Room One(Direct Message) : Thanks! Is this Peplow?
- 11:10:15 From Room One : I didn't actually join a break out room as I didn't see one pop up
- 11:10:24 From Room One : Yes, Casey Peplow :)
- 11:10:49 From Benjamin Lee, Zoom Host : Reacted to "Yes, Casey Peplow :)" with ❤️

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- 11:31:44 From Senator Saldaña : Also, we heard from interpreters the need to have dignity and respect for their expertise and profession. They often feel like their voices and input are not centered to make sure they are able to provide quality service and make a living.
- 11:31:56 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "Also, we heard from ..." with ❤️
- 11:32:05 From Milena Calderari-Waldron : Reacted to "Also, we heard from ..." with 👍
- 11:32:33 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Yes, interpreters are essential members of the care team
- 11:32:55 From Scott Hubbell DSHS he/him : Replying to "Also, we heard from ..." Thank you Senator Saldana...I added this to my notes
- 11:33:08 From Marguerite Friedlander (she/her) : Reacted to "Also, we heard from ..." with 👍
- 11:33:10 From Senator Saldaña : Reacted to "Thank you Senator Sa..." with 👍
- 11:33:25 From Benjamin Lee, Zoom Host : Reacted to "Also, we heard from ..." with 👍
- 11:33:28 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "Thank you Senator Sa..." with 👍
- 11:34:27 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : "expensive" - how much is health equity worth?
- 11:34:31 From Mateo Rutherford : In CA the pass rate for court interpreting test is around 2%, because there are no pre-requisites. CCHI passing rates are much higher because we require training as a pre-requisite. So we are only testing people who should have at least a minimum proficiency in interpreting knowledge and skills.
- 11:34:42 From Herminia Esqueda : Reacted to "Also, we heard from ..." with ❤️
- 11:34:58 From Senator Saldaña : Reacted to "In CA the pass rate ..." with 👍
- 11:35:14 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "In CA the pass rate ..." with 👍
- 11:36:02 From Sharon Armstrong DSHS (She/Her/Theirs) : Also, group 3 suggested making sure the test requirements aren't so stringent that they create barriers for qualified interpreters.
- 11:36:41 From Milena Calderari-Waldron : While I am not opposed to pre-requisites such as language proficiency testing and interpreter training, who is going to pay for this? Interpreters themselves? If that is so, then we will be raising the entry bar based on financial ability to pay for all this as opposed to interpreting skills.
- 11:37:15 From Sharon Armstrong DSHS (She/Her/Theirs) : Group 3 also suggested creating prep platforms so that testers can prep and pass the test.
- 11:37:38 From Zugey : I'm hearing from individuals the concerns for paying to take the certification. If we are considering pre-requisites prior to taking the exam, wouldn't that be an additional cost and deterrent to the individual?
- 11:37:50 From Mateo Rutherford : City College of San Francisco has a model program. They have received grant funds this year to pay for CCHI certification for all their graduates. They also include a 60 hour internship placement into one of the local hospitals as part of the program. Gayle Tang coordinates their program.

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- 11:37:55 From Milena Calderari-Waldron : Reacted to "I'm hearing from ind..." with 👍
- 11:37:59 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "City College of San ..." with ❤️
- 11:38:01 From Patricia A Alonzo, VP of Language Operations, CHI & CMI : Reacted to "City College of San ..." with ❤️
- 11:38:07 From Ruiqin Miao, DSHS : Community colleges can not only be the entity providing interpreter training, but also doing testing/certification.
- 11:38:12 From Casey Peplow, Room One : Reacted to "City College of San ..." with 👍
- 11:38:20 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "Community colleges c..." with ❤️
- 11:38:20 From Eliana Lobo, MA, CoreCHI : Reacted to "Community colleges c..." with 👍
- 11:38:28 From Cindy Roat (she, her) : LTC used to do "provisional" certification. It led to a lot of substandard interpreters never moving to get actually certified.
- 11:38:29 From Mateo Rutherford : Yes, Community Colleges can become test centers.
- 11:38:36 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Reacted to "Yes, Community Colle..." with ❤️
- 11:38:38 From Patricia A Alonzo, VP of Language Operations, CHI & CMI : Reacted to "Yes, Community Colle..." with 👍
- 11:38:42 From Senator Saldaña : Reacted to "Yes, Community Colle..." with ❤️
- 11:38:49 From Gabrielle Bachmeier (she/her) : Reacted to "Community colleges c..." with 👍
- 11:38:54 From Joana Ramos : We can learn from some other states that actively support preparation training and testing, and CE for interpreters, through dedicated state funding and. Public-private partnerships, sponsorships, etc.
- 11:39:06 From Helen Eby : We can't hear stacii well.
- 11:39:07 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : sound quality is very poor
- 11:39:13 From Eliana Lobo, MA, CoreCHI : Reacted to "Yes, Community Colle..." with 👍
- 11:39:16 From Senator Saldaña : Reacted to "We can't hear stacii..." with 👍
- 11:39:23 From Milena Calderari-Waldron : DSHS testing fees for written and oral are \$75 which is why most WA interpreters used that alternative. CCHI and NBCMI tests are a lot more expensive, several hundreds more, are their pre-requisites are expensive too.
- 11:39:32 From Eliana Lobo, MA, CoreCHI : bad audio now
- 11:39:37 From Agata Ianturina : hard to hear
- 11:39:53 From Eliana Lobo, MA, CoreCHI : audio is breaking up
- 11:39:58 From Eliana Lobo, MA, CoreCHI : only Stacy
- 11:40:02 From Benjamin Lee, Zoom Host to Stacii McKeon DSHS/OOS(Direct Message) : Audio is a little difficult on your end. Coming in and out
- 11:40:30 From Stacii McKeon DSHS/OOS to Benjamin Lee, Zoom Host(Direct Message) : Pay them benefits.
- 11:40:38 From Eliana Lobo, MA, CoreCHI : Thank you Anita!

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- 11:40:42 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) : Court interpreter test is much harder than medical interpreter test
- 11:40:45 From Cindy Roat (she, her) : Updating the DSHS test will be prohibitively expensive. Why are we reinventing the wheel and duplicating expensive testing systems that already exist?
- 11:41:01 From Stacii McKeon DSHS/OOS to Benjamin Lee, Zoom Host(Direct Message) : Update test so that we get better interpreters.
- 11:41:04 From Ruiqin Miao, DSHS : Reacted to "Updating the DSHS te..." with 👍
- 11:41:04 From Eliana Lobo, MA, CoreCHI : Reacted to "Updating the DSHS te..." with 👍
- 11:41:29 From Stacii McKeon DSHS/OOS to Benjamin Lee, Zoom Host(Direct Message) : Create better system of delivering interpreters
- 11:41:34 From Luisa Gracia Int. SMC : What is the cost of reviewing and updating the test?
- 11:41:45 From Stacii McKeon DSHS/OOS to Benjamin Lee, Zoom Host(Direct Message) : Those were the main ones.
- 11:41:47 From Helen Eby : Reacted to "What is the cost of ..." with 👍
- 11:41:50 From Eliana Lobo, MA, CoreCHI : Replying to "Updating the DSHS te..."
I agree that it would be wasting limited funds. Better to spend on training and certification costs. Each language test will cost upwards of 100K for EACH language if you intend to pursue accreditation
- 11:42:06 From Eliana Lobo, MA, CoreCHI : I agree that it would be wasting limited funds. Better to spend on training and certification costs. Each language test will cost upwards of 100K for EACH language if you intend to pursue accreditation
- 11:42:18 From Cindy Roat (she, her) : There has not yet been a specific cost assessment, but I put together a general idea as input to the Ways and Means committee. I would be happy to share.
- 11:42:31 From Benjamin Lee, Zoom Host to Stacii McKeon DSHS/OOS(Direct Message) : Reacted to "Those were the main ..." with 👍
- 11:42:37 From Quan Tran (Interpreters United President) : According to the statute the state must provide testing and certification for interpreters who lost their certification due to the lack of CE and ethics credits from the last 4-year cycle. ULS was chosen to do all these things and the agency terminated all testing 3 months ago.
- 11:42:39 From Benjamin Lee, Zoom Host to Stacii McKeon DSHS/OOS(Direct Message) : Thank you so much!
- 11:43:21 From Cindy Roat (she, her) : ULS is not a credible certification body, for various reasons. For one, as the provider of interpreters for HCA, it has a direct conflict of interest.
- 11:43:45 From Eliana Lobo, MA, CoreCHI : Why was an interpreter agency chosen to assess and test interpreters for the state? It does look like a conflict of interest...
- 11:43:52 From Stacii McKeon DSHS/OOS to Benjamin Lee, Zoom Host(Direct Message) : Have the state pay the test fee. It needs to be affordable.
- 11:43:55 From Milena Calderari-Waldron : In August 2022, when we looked at DSHS public database, there were Medical Certified Interpreter 1930 and Medical Authorized Interpreter 523. In contrast, California had 1264 for California (993 CHI and 271 CHICore).

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- 11:44:16 From Helen Eby : Reacted to "In August 2022, when..." with 👍
- 11:44:23 From Zenaida "Z" Rojas (they/she) : Those are amazing ideas!!
- 11:44:47 From Benjamin Lee, Zoom Host : SSB 5304 Language Access Work Group | DSHS (wa.gov) - <https://www.dshs.wa.gov/office-of-the-secretary/ssb-5304-language-access-work-group>
- 11:46:11 From Larysa House : Can we have a script of all the messages from the chat? There is a lot of interesting and useful information and thoughts.
- 11:46:39 From Helen Eby : You can save the chat. Check the three dots next to the smiley face at the bottom, and click on them. Then click on save chat.
- 11:47:10 From Quan Tran (Interpreters United President) : Interpreters United Local 1671 (WFSE) represents over 1000 interpreters of all languages in Washington. Collectively, we have thousands years of experience in this business. The state must respect us and work with us to serve the most disenfranchised population.
- 11:47:24 From Benjamin Lee, Zoom Host : Reacted to "Can we have a script..." with ❤️
- 11:49:07 From Benjamin Lee, Zoom Host : <https://www.dshs.wa.gov/office-of-the-secretary/ssb-5304-language-access-work-group>
- 11:49:18 From Anita Maguire, DSHS (she, her) : SSB 5304 Language Access Work Group | DSHS (wa.gov)
- 11:49:57 From Milena Calderari-Waldron : Here is a link to Interpreters United position in 2022 regarding DSHS decision to stop testing.
<https://interpretersunited.wfse.org/docs/Position%20paper%20on%20DSHS%20Testing%20Charges%20-%20Jan%202023.pdf>

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