

Language Access Work Group

Chat Threads from

Meeting 3 Main Room

August 22, 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 22, 2023 meeting.

10:34:48 From Benjamin Lee, Zoom Co-host To Everyone:

SSB 5304 DSHS Website

<https://www.dshs.wa.gov/office-of-the-secretary/language-testing-and-certification-program>

10:34:58 From Benjamin Lee, Zoom Co-host To Everyone:

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

10:38:01 From Milena Waldron Interpreters United AFSCME To Everyone:

Is it absolutely necessary to review the rules for engagement at every single meeting? We have so little time to discuss important issues...

10:40:32 From Milena Waldron Interpreters United AFSCME To Everyone:

Our group had said that DSHS LTC should resume its testing of medical interpreters as it had been doing since 1995. Where is that opinion reflected on these notes?

10:43:19 From Helen Eby To Everyone:

The term centered is not particularly clear to lay people. It feels like jargon.

10:43:25 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:

Reacted to "Our group had said t..." with ❤️

10:43:42 From Helen Eby To Everyone:

Our group also said DSHS LTC should resume its testing of medical interpreters.

10:44:42 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

Reacted to "The term centered is..." with 👍

10:48:51 From Luisa Gracia Int. SMC To Everyone:

brb

10:49:04 From Benjamin Lee, Zoom Co-host To Everyone:

Reacted to "brb" with 👍

10:51:56 From Luisa Gracia Int. SMC To Everyone:

back

10:51:59 From Tony Griego (He/Him) To Everyone:

If the purpose of the workgroup is to provide the legislature with recommendations, then couldn't we recommend DSHS for testing but with the caveat that it would require additional funding and resources from the legislature? That wouldn't address the immediate concern but could address the future which seems the purpose of the report to the legislature.

10:52:19 From Helen Eby To Everyone:

Reacted to "If the purpose of th..." with 👍

10:52:29 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:

Reacted to "If the purpose of th..." with 👍

10:52:38 From Milena Waldron Interpreters United AFSCME To Everyone:

In 2019, DSHS expenses for medical interpreter testing were of \$142,990 and revenue from testing fees were \$174,840. Income appears to exceed expenses.

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- 10:52:44 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "Our group also said ..." with 👍
- 10:53:23 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "In 2019, DSHS expens..." with 👍
- 10:55:10 From Natalya Mytareva To Everyone:
BTW, CCHI tests are available at testing centers in WA, not only remotely. Also we provide additional accommodations as needed.
- 10:55:32 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "BTW, CCHI tests are ..." with ❤️
- 10:55:34 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "BTW, CCHI tests are ..." with 👍
- 10:55:55 From Zenaida "Z" Rojas (they/she) To Everyone:
Reacted to "If the purpose of th..." with 👍
- 10:57:13 From Milena Waldron Interpreters United AFSCME To Everyone:
Did I understand correctly that there is a need for ASL interpreter accommodation for a spoken language interpreter testing?
- 10:59:01 From Joana Ramos To Everyone:
Entire LTC program needs to be reviewed for operations & effectiveness for meeting today's needs. Many concepts, such as use of test centers, were recommend in LTC Rulemaking almost 10 years ago, but not implemented. Also Workgroup needs to be briefed on how current & future plans of DSHS re: medical interpreter testing fits with state's responsibilities under the Reyes Consent Decree
- 11:00:14 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Replying to "Did I understand cor..."
I was talking about the need for interpreters to continue getting tested in Washington, ergo we need more in person interpreters to serve the patient populations for who we can't serve effectively eith OPI and VRI- Teresa's answer was about accomodations for testing candidates
- 11:00:19 From Benjamin Lee, Zoom Co-host To Everyone:
SSB 5304 Language Access Work Group | DSHS (wa.gov)
<https://www.dshs.wa.gov/office-of-the-secretary/ssb-5304-language-access-work-group>
- 11:35:04 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Prometrix is a third party proctoring company
- 11:35:13 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
not a software
- 11:35:56 From Natalya Mytareva To Everyone:
BTW, Prometric is CCHI's testing vendor.
- 11:36:03 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "BTW, Prometric is CC..." with 👍
- 11:36:07 From Eliana Lobo, MA, CoreCHI-P To Everyone:

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- Reacted to "BTW, Prometric is CC..." with 
- 11:36:17 From Gustavo Negrete | Chair NBCMI To Everyone:
Same with NBCMI
- 11:36:19 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "BTW, Prometric is CC..." with 
- 11:36:25 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "Same with NBCMI" with 
- 11:36:29 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "Same with NBCMI" with 
- 11:36:30 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "BTW, Prometric is CC..." with 
- 11:37:40 From Natalya Mytareva To Everyone:
About accommodations, CCHI does offer all of the mentioned ones, and also human readers for blind candidates and human actuators for candidates with motor disabilities, and private testing rooms. We do not charge any extra fees for any of accommodations
- 11:37:56 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "About accommodations..." with 
- 11:37:58 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "About accommodations..." with 
- 11:38:03 From Milena Waldron Interpreters United AFSCME To Everyone:
Hoping that this will make it in the future notes. While ADA accommodations for testing candidates is desirable, spoken language interpreters are mostly freelancers therefore disabilities such as blindness or using a wheelchair will have a negative impact in their marketability. Blind interpreters can't do sight translation, one of the three modes of interpreting. Wheelchair bound interpreters will struggle providing on site interpreting.
- 11:38:25 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "Hoping that this wil..." with 
- 11:38:43 From Helen Eby To Everyone:
In our group we mentioned following the ASTM standards for interpreter testing.
- 11:38:53 From Helen Eby To Everyone:
That was not mentioned in the verbal report.
- 11:39:00 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
How are other States qualifying their Medical interpreters?
- 11:39:02 From Natalya Mytareva To Everyone:
CCHI has about 5-6 certified blind interpreters who work as over-the-phone interpreters
- 11:39:21 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "CCHI has about 5-6 c..." with 
- 11:39:25 From Herminia Esqueda - DSHS (she/her/ella) To Everyone:
Replying to "In our group we ment..."
Thanks Helen. It's in the notes

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- 11:39:28 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Replying to "Hoping that this wil..."
Agree completely Milena. However, many blind and disabled interpreters work from home via telephone or video to interpret. They should be able to get certified too.
- 11:39:53 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "CCHI has about 5-6 c..." with ❤️
- 11:40:10 From Zugey To Everyone:
Reacted to "CCHI has about 5-6 c..." with ❤️
- 11:40:48 From Zugey To Everyone:
Reacted to "Agree completely Mil..." with ❤️
- 11:41:14 From Helen Eby To Everyone:
We also recommended to reinstate the state test, since it is still better than the alternatives provided.
- 11:41:35 From Natalya Mytareva To Everyone:
Prometric has online testing and CCHI has been testing onlin through Prometric since 2020
- 11:41:38 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "Prometric has online..." with ❤️
- 11:42:03 From Milena Waldron Interpreters United AFSCME To Everyone:
Replying to "Hoping that this wil..."
Absolutely. Testing should provide ADA accommodations. Certain disabilities, however, limit interpreters' marketability. For example, blind spoken language interpreters will be limited to OPI.
- 11:42:20 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "Absolutely. Testing ..." with 👍
- 11:43:38 From Joana Ramos To Everyone:
For the record, there are some blind/visually impaired interpreters who work in person
- 11:44:03 From Gustavo Negrete | Chair NBCMI To Everyone:
Reacted to "For the record, ther..." with 👍
- 11:44:04 From Patricia A Alonzo, VP of Language Operations, CHI & CMI To Everyone:
Reacted to "For the record, ther..." with 👍
- 11:44:07 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "For the record, ther..." with ❤️
- 11:44:11 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Removed a ❤️ reaction from "For the record, ther..."
- 11:44:17 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "For the record, ther..." with 👍
- 11:44:17 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "For the record, ther..." with 👍
- 11:44:24 From Natalya Mytareva To Everyone:
Reacted to "For the record, ther..." with 👍

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- 11:45:05 From Milena Waldron Interpreters United AFSCME To Everyone:
DSHS can contract with a proctoring company for their written test. AOC is already doing it. DSHS will require extra funding from the legislature to do their tests online. In other words, it will cost WA State more money to do online testing than what it was spending in doing it all in person.
- 11:45:16 From Joana Ramos To Everyone:
Can we access the recordings for main meeting & chats Please? Due to time frame, the condensed reporting out does not cover many of the important points discussed
- 11:45:32 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Replying to "Hoping that this wil..."
@Eliana Lobo, MA, CoreCHI-P Good point, if a candidate asks for accommodations based on a disability and an entity covered under the ADA does not provide it, that could be construed as discrimination based on disabilities. Marketability of the interpreter is not a consideration the ADA (OCR) would likely take into account
- 11:45:54 From Helen Eby To Everyone:
Language testing: at the OHA, it was a real challenge to support languages that don't have language proficiency tests.
- 11:46:11 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "@Eliana Lobo, MA, Co..." with ❤️
- 11:46:26 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Replying to "Language testing: at..."
What is OHA?
- 11:46:53 From Natalya Mytareva To Everyone:
BTW, if anyone interested in the topic of AI in interpreting, please attend our virtual conversation on 8/29 - register at https://us06web.zoom.us/webinar/register/WN_W5E-WIA5Q-67-wPp3djTZg
- 11:47:08 From Helen Eby To Everyone:
Replying to "Language testing: at..."
Oregon Health Authority. I spent several years on the Oregon Council for Healthcare Interpreters there.
- 11:47:08 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "BTW, if anyone inter..." with ❤️
- 11:47:14 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "BTW, if anyone inter..." with ❤️
- 11:47:22 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:
Reacted to "Oregon Health Author..." with ❤️
- 11:47:27 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Replying to "Language testing: at..."
👍
- 11:47:33 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

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- Reacted to "Oregon Health Author..." with 👍
- 11:49:50 From Eliana Lobo, MA, CoreCHI-P To Everyone:
I echo Natalya's suggestion. If the topic of AI in language access is of interest to you, please attend our virtual conversation on 8/29 - register at https://us06web.zoom.us/webinar/register/WN_W5E-WIA5Q-67-wPp3djTZg
- 11:50:42 From Zugey To Everyone:
Reacted to "I echo Natalya's sug..." with 👍
- 11:51:08 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
RDA?
- 11:51:30 From Stacii McKeon DSHS/OOS To Everyone:
DSHS Research & Data Analysis Division
- 11:51:48 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "DSHS Research & Data..." with 👍
- 11:51:54 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Which is why it is disappointing that the state shut down the testing without consideration to the impact
- 11:52:46 From Helen Eby To Everyone:
The lack of funding is just because money that is not spent gets deleted from the budget, and during the pandemic this was not an expense. There should be a process to reinstate prepandemic budget lines.
- 11:53:02 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Is it possible to learn more about how the old test no longer meets the requirements?
- 11:53:16 From Milena Waldron Interpreters United AFSCME To Everyone:
Reacted to "Is it possible to l..." with 👍
- 11:53:22 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "DSHS Research & Data..." with 👍
- 11:53:22 From Joana Ramos To Everyone:
What is plan for legislation in 2024 on this topic?
- 11:53:37 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "What is plan for leg..." with 👍
- 11:54:01 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "What is plan for leg..." with 👍
- 11:54:27 From Joana Ramos To Everyone:
Will it be an agency-request bill?
- 11:55:10 From Cindy Roat (she, her) To Everyone:
Replying to "Is it possible to l..."
The test has not be updated since it was developed in 1995. As such, it is no longer valid and reliable.
- 11:55:15 From Joana Ramos To Everyone:

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Usually legislators want recommendations in order for legislative proposals to be developed, and given Dec. 1 deadline, seems that would be part of the intent.

11:55:23 From Gustavo Negrete | Chair NBCMI To Everyone:

Reacted to "The test has not be ..." with 👍

11:55:30 From Joana Ramos To Everyone:

Legislative proposals, that is.

11:55:45 From Benjamin Lee, Zoom Co-host To Everyone:

Reacted to "Usually legislators ..." with 👍

11:55:48 From Helen Eby To Everyone:

Replying to "Is it possible to l..."

I believe it was updated at least once.

11:56:10 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

When the decision is made as to what direction this will take, I hope SMEs will be involved

11:56:19 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

Stakeholders/SMEs

11:56:35 From Benjamin Lee, Zoom Co-host To Everyone:

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11:56:59 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:

Reacted to "When the decision i..." with ❤️

11:57:10 From Zugey To Everyone:

Thank you Thanh and Theresa, really appreciate your leadership and guidance as we all work together in this workgroup.

11:57:10 From Helen Eby To Everyone:

Could we get Teresa Powell's email in the chat, please?

11:57:38 From Cindy Roat (she, her) To Everyone:

Replying to "Is it possible to l..."

Tests need to be updated every 5-7 years.

11:57:41 From Malia Wallace-Mello, Project Manager To Everyone:

Theresa.powell@dshs.wa.gov

11:57:50 From Sharon Armstrong (She/Her/Theirs) DSHS To Everyone:

Reacted to "Theresa.powell@dshs...." with ❤️

11:57:55 From poweltr To Everyone:

theresa.powell@dshs.wa.gov

11:58:06 From Malia Wallace-Mello, Project Manager To Everyone:

Reacted to "Thank you Thanh and ..." with ❤️

11:58:07 From Helen Eby To Everyone:

Reacted to "theresa.powell@dshs...." with 👍

11:58:28 From Milena Waldron Interpreters United AFSCME To Everyone:

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FYI. The way DSHS is gathering stakeholders' input is very different from what other WA State agencies do.

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

Reacted to "FYI. The way DSHS is..." with 👍

11:59:22 From Eliana Lobo, MA, CoreCHI-P To Everyone:

Reacted to "The test has not be ..." with 👍

11:59:54 From Benjamin Lee, Zoom Co-host To Everyone:

Thanks all!

12:00:51 From Benjamin Lee, Zoom Co-host To Everyone:

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