

Language Access Work Group

Chat Threads from

Meeting 4 Main Room

September 5, 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 September 5, 2023 meeting.




- 10:30:45 From Benjamin Lee, Zoom Host To Everyone (in Waiting Room):
Good morning all,
Thank you so much for joining! We look forward to getting started shortly. We are experiencing some technical difficulties and appreciate your patience.
- 10:32:26 From Benjamin Lee, Zoom Host To Everyone (in Waiting Room):
For those just joining,
Thank you so much for being here! We look forward to getting started shortly. We are experiencing some technical difficulties and appreciate your patience.
- 10:35:46 From Benjamin Lee, Zoom Host To Everyone (in Waiting Room):
We will be starting the meeting shortly, thanks again all for your understanding and patience as we resolve technical issues.
- 10:35:55 From Sharon Armstrong To Everyone:
Stepping away for a moment. Be right back..
- 10:36:27 From Tony Rice, ODEAI To Everyone:
Anita is frozen on my screen
- 10:38:44 From Benjamin Lee, Zoom Host To Everyone:
If you have any technical questions or needs, please use the chat to ask me, Ben Lee, for assistance.
- 10:38:57 From Benjamin Lee, Zoom Host To Everyone:
Questions that are posed in the chat will be addressed in the chat or will be answered in the FAQ's on the SSB 5304 Language Access Work Group website.
- 10:39:41 From Benjamin Lee, Zoom 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>
- 10:44:17 From Joana Ramos To Everyone:
Pls let us know how to access recordings of breakouts. The info posted here about Mass.does not explain systems in place via state government and health agencies, etc.. The excellent program developed at Walla Walal CC no longer exists, but can serve as a model.
- 10:44:47 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "Pls let us know how ..." with 🙌
- 10:47:09 From vicky chan To Everyone:
i can hear you.
- 10:48:49 From Malia Wallace-Mello, Project Manager To Everyone:
I can hear you, Anita
- 10:48:56 From Malia Wallace-Mello, Project Manager To Everyone:
I can hear Ben too
- 10:50:31 From Benjamin Lee, Zoom Host To Everyone:
Reacted to "i can hear you." with 👍
- 10:50:35 From Benjamin Lee, Zoom Host To Everyone:
Reacted to "I can hear you, Anit..." with 👍
- 10:50:37 From Benjamin Lee, Zoom Host To Everyone:

Language Access Work Group

Chat Threads from

Meeting 4 Main Room

September 5, 2023

- Reacted to "I can hear Ben too" with 
- 11:24:43 From Jarrod Irvin (He/His) - DES To Everyone:
Generational would be a good component for cultural training
- 11:25:20 From Zugey To Everyone:
we need to remind providers that if they are receiving federal funding, they are REQUIRED TO PROVIDE LANGUAGE ACCESS. We as agencies, are only finding ways to make it easier for them to provide Language Access. Most agencies have contracts with Language Access providers only to ENSURE our customers are served.
- 11:27:22 From Elsie Rodriguez Paz, Certified Court Interpreter To Everyone:
Reacted to "we need to remind pr..." with 
- 11:28:33 From Cindy Roat (she, her) To Everyone:
Comment on terminology -- "target language" is the language into which an interpreter is interpreting. Since dialogic interpreting is two-way, the "target language" shifts between English and a LOTE (language other than English). "Target language" does not refer necessarily to the non-English language.
- 11:28:57 From Jarrod Irvin (He/His) - DES To Everyone:
I'm interested in the conversation around non-US interpreters. We've talked about that at DES too
- 11:29:22 From Jarrod Irvin (He/His) - DES To Everyone:
Reacted to "Comment on terminolo..." with 
- 11:29:54 From Rep Carolyn Eslick To Everyone:
I am also interested in the on-US interpreters. Is that something that can be in a bill this year?
- 11:30:01 From Ruiqin Miao, DSHS To Everyone:
Thank you, Cindy, for correcting the terminology regarding "target language".
- 11:31:06 From Jarrod Irvin (He/His) - DES To Everyone:
Like an interpreter mentorship thing?
- 11:31:56 From Cindy Roat (she, her) To Everyone:
I see a potential partnership with NOTIS (the Northwest Translators and Interpreters Society) for this.
- 11:32:43 From Leroy Mould To Everyone:
Replying to "I am also interested..."
I'm sure that Interpreters United would be supportive of a bill
- 11:34:08 From Cindy Roat (she, her) To Everyone:
Requiring remote interpreters to be US-based will increase the cost of providing language access significantly.
- 11:35:30 From Jarrod Irvin (He/His) - DES To Everyone:
Replying to "Requiring remote int..."
I agree Cindy. There would need to be a requirement for non-US interpreters to be familiar with how US-based healthcare works
- 11:36:01 From Elsie Rodriguez Paz, Certified Court Interpreter To Everyone:
Replying to "Requiring remote int..."
There are added costs but how can we do background checks for foreign remote interpreters? Healthcare system contracts with language vendors have very specific background check requirements

Language Access Work Group

Chat Threads from

Meeting 4 Main Room

September 5, 2023

- 11:36:27 From Leroy Mould To Everyone:
Reacted to "There are added cost..." with 👍
- 11:36:27 From Cindy Roat (she, her) To Everyone:
Replying to "Requiring remote int..."
I agree. for patient safety, the critical criteria is knowledge and skill of the interpreter, not where the interpreter is located.
- 11:37:53 From Elsie Rodriguez Paz, Certified Court Interpreter To Everyone:
Replying to "Requiring remote int..."
@Elsie Rodriguez Paz, Certified Court Interpreter these requirements are in place in the interest of protecting PHI, and out patients
- 11:37:59 From Cathy Vue To Everyone:
Thank you to our awesome facilitator, Sharon!!
- 11:38:12 From Malia Wallace-Mello, Project Manager To Everyone:
Reacted to "Thank you to our awe..." with ❤️
- 11:38:51 From Joana Ramos To Everyone:
Core issue for remote interpreter service is qualification of interpreters, not geographic location. Qualification requirements could be set at a state level. In WASCLA's experience, it has rarely been possible to learn specifics of about how remote interpreters are trained for serving health & human services programs
- 11:39:40 From Jarrod Irvin (He/His) - DES To Everyone:
Replying to "Requiring remote int..."
It seems it would be helpful if folks had a conversation to determine whether it's feasible to contract with interpreters outside of the US. For security reasons and whatever else may need to be considered, before we can talk about whether they can meet the qualifications
- 11:41:02 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Replying to "Core issue for remot..."
👍
- 11:41:09 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "Requiring remote int..." with 👍
- 11:43:24 From Joana Ramos To Everyone:
Replying to "Core issue for remot..."
'brigadinha. Lots to share in our upcoming chat. Once again, much of what I said was not reported out
- 11:45:16 From Luisa Gracia To Everyone:
Thank you all. I have to leave now. Have a nice week
- 11:45:22 From Benjamin Lee, Zoom Host To Everyone:
Reacted to "Thank you all. I ha..." with 👍
- 11:45:43 From Cathy Vue To Everyone:
We work closely with Highline's Welcome Back Center and they are great; Linda Faaren is a great collaborator
- 11:45:57 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "We work closely with..." with 🙌
- 11:46:01 From Sharon Armstrong To Everyone:
Reacted to "We work closely with..." with ❤️

Language Access Work Group

Chat Threads from

Meeting 4 Main Room

September 5, 2023

- 11:46:29 From Cindy Roat (she, her) To Everyone:
both national tests assess understanding of the National Code of Ethics for Interpreters in Health Care.
- 11:46:33 From Natalya Mytareva To Everyone:
FYI, Here is the content outline for CCHI's test: Professional Responsibility and Interpreter Ethics (23% of the exam)
Managing the Interpreting Encounter (24%)
Healthcare Terminology (25%)
U. S. Health Systems (13%)
Cultural Responsiveness (15%)
- 11:46:58 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "FYI, Here is the con..." with 🍌
- 11:48:21 From Jarrod Irvin (He/His) - DES To Everyone:
Replying to "both national tests ..."
I think one thing we were trying to articulate is that the situational or scenario-based questions could be used to help interpreters understand how Washington State wants people who work for them to interpret the Code (i.e. When it says this, we want you to...)
- 11:49:25 From Scott Hubbell DSHS he/him To Everyone:
Reacted to "FYI, Here is the con..." with 👍
- 11:50:39 From Cathy Vue To Everyone:
Thank you
- 11:50:48 From Benjamin Lee, Zoom 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>
- 11:51:01 From Leroy Mould To Everyone:
Thank you everyone! Great job today.
- 11:51:54 From Benjamin Lee, Zoom Host To Everyone:
Reacted to "Thank you everyone! ..." with 👍
- 11:51:59 From Benjamin Lee, Zoom Host To Everyone:
Reacted to "Thank you" with 👍
- 11:54:19 From Benjamin Lee, Zoom Host To Everyone:
Thank you all!

#####