LTC Advisory Committee Meeting
1/29/18

Attendees
- Karen Jost
- Kathy Templet
- Milena Calderari-Waldron
- Larysa House
- Leroy Mould
- Cindy Roat
- Huan Nguyen
- Yvonne Simpson
- Hungling Fu
- Don Barnes
- Jodi McBride

Membership Changes
- New Member – Milena Calderari-Waldron, representing interpreters and WFSE/AFSCM
- Retired/stepped down – Connie Stacy (DES) and Nancy Foote (physician)
- Still need:
    - Interpreter at large
    - Second representative from immigrant or refugee advocacy organizations
    - Trainer from higher education institution
- Several suggestions including: DES replacement believed to be Brad Devol, Kate White Tudor (immigrant community health), Sofia Garcia-Beyaert (higher ed), doctor in Vancouver area (Leroy will forward details), doctors in Seattle (Yvonne will look into)

Update on New Database
- IT declined in-house build
- Back in RFI process but getting some support on the search
- FileMaker Pro (current database software) will no longer be supported soon
- Members of committee voiced strong support of our need – LTC will determine where members can send letters of support
- Send suggestions on new database specifications to LTC

Background Check / Code of Conduct
- WAC 388-03-162 requires background check and signed code of conduct on certificate renewal (every four years along with completion of other requirements)
- First of these renewals will be on 4/6/19
- LTC will create a page on our website within the year that will have links and instructions for interpreters/translators
- Need to decide when background checks will be accepted, i.e. within one year of expiration vs. any time after certification
- LTC currently investigating details of the background check
    - CTS uses a name/date of birth check

- o This is good for arrests within one year
- o We will only be accepting background check once every 4 years max, may want to do something more
- o Milena suggested LTC look into AOC background check procedure
  - ▪ Required prior to certification
  - ▪ More intensive check using fingerprints - $30
  - ▪ Asked to update whether you have any new charges every 2 years
  - ▪ Random checks
  - ▪ Contact – James Wallis/Bob Lichtenberg
- When background check shows activity – what happens?
  - o This is the start of an investigation by LTC into whether the activity is connected to the language service assignments (WAC388-03-170)
  - o Milena – fairly easy to look into the details because they are public records and usually available online
  - o What about a sexual offense or some other criminal activity that would make this person dangerous and a liability contacting clients?
  - o WAC does not seem to grant LTC authority to deny certification for anything unless we find it is connected to language service assignments
  - o Will be some who should not be around clients – but generally unable to preemptively deal with these cases
- LTC will consult AG advisor on background check
- Cindy – Can we notify interpreters in some way re: background check/signed code requirement? Many did not get notice of CE requirements
  - o Notice was provided by publishing on LTC website, sent out from NOTIS, language service companies, interpreters' union, etc.
  - o Cindy – sent emails out to all the emails on our online database list
  - o Always are some who don't get notice and some who do – but would like to have better method to communicate basics to all eventually
  - o Other systems like AOC are fully automated
  - o LTC database still has incomplete email and address information and too many records to be able to give meaningful and equal notice
  - o By 4/6/19 all credentialed interpreters/translators should have current email addresses with LTC – this is the primary (and almost exclusive) way CE credits are reported and how the background check and signed code of conduct will be collected as well
  - o Any new database must include an easy way for people to update their contact information and to receive regular notice and information

Decertification Request Review Committee
- So far the subcommittee has revoked 4 credentials under WAC 388-03-170
- Two others have been sent warning letters
- Notice sent to language service companies, LTC AC, and the LEP committee.
  - o request by Milena to send LEP committee charter document to this group
- LTC has heard about 2 appeals so far – LTC must inform AG
- Will look into the appeal process – to see what that timeline is

- Board of appeals decision will provide feedback on process
- LTC will create detailed instructions with how to proceed in the future
- Recent case of interpreters who have known criminal conduct
- In one case activity is connected to language service contract, but actions are now more than 2 years ago (WAC 388-03-173 prevents LTC from revoking)
- However, when this interpreter tries to renew – background check will bring up this activity, or LTC will be able to deny certification as the activity was connected to language services
- Other case where there was known criminal activity – it was not shown to be in connection with language service contract – not covered by WAC
- Raises question of whether it is interpreter's duty to show that the activity was not connected or burden on LTC to show it is connected. Probably burden on LTC – but another issue for AG advisor.

Questions

- Decrease in interpreter availability after 4/6/19 by language/geographic area?
  - Very hard to estimate with limits of our database
  - Many who are on track now will not be after 2018 ethics deadline, then again after 4/6/19 code of conduct/background check requirement
  - Many are re-testing or newly tested daily
  - Jodi will send Karen the report from summer 2017 and will do another one like that periodically to send to anyone interested, recognizing that these numbers will continue to change daily – and will only show general trends
- How are out of state or national certifications recognized?
  - WAC 388-03-114
  - AOC (WA and National) can provide social services interpreting by sending formal request plus copy of certificate plus LTC ethics and orientation trainings to the language agency with whom they wish to contract
  - CCHI and NBCMI can provide medical interpreting by sending formal request plus copy of certificate plus LTC ethics and orientation trainings to the language agency with whom they wish to contract
  - ATA can provide translation services by sending formal request plus copy of certificate plus LTC ethics and orientation trainings to the language agency with whom they wish to contract.
  - LTC does not keep a record of the people who make the above requests – we have no way to follow up on their status because they are authorized by other entities
  - Authorizations through foreign countries, US territories, non-profit organizations, and other states – may be able to provide services. These individuals must send a request for recognition to LTC along with detailed information about the testing process and LTC will determine if the certification meets the LTC required standards on a case by case basis
- What are the top requested languages?

- o Milena shared statistics from recent report done for AFSCME (sent this report to Jodi and she will send to committee)
- o High Demand: over 2,000 requests per month
  - ▪ Spanish, Russian, Vietnamese
- o Medium Demand: 100-2,000 requests per month
  - ▪ Arabic, Somali, Cantonese, Korean, Punjabi, Cambodian, Farsi, Mandarin, Burmese, Ukrainian, Amharic, Nepali, Tigrinya
- o Low Demand: less than 100 requests per month (too many to list)
- What is the difference between languages of lesser diffusion and languages of lesser demand?
  - o Languages of lesser diffusion generally refers to how many people speak a certain language in given region and how widespread geographically that language is.
  - o Languages of lesser demand is a more helpful term – refers to those languages that have low requests for services

Discussion

- Unification of credentials
  - o Should we have a unified credential for people who have both a medical and social services certification or authorization
  - o Credentials can't be combined. Combining different types of credentials will compromise the validity of the test instruments
  - o In the future LTC may want to develop an easier way to identify interpreters who have both credentials: medical and social services
- Unification of compliance period
  - o Many people have more than one certification or authorization – they all have different expiration/renewal dates
  - o This is difficult both for the individual and for LTC
  - o Some way to unify the CE and renewal compliance dates in the future – perhaps with new database
- National Provider Identifier
  - o Most interpreters in WA already have this
  - o New database should use this – one number to identify individuals regardless of how many/which credentials they hold with LTC
- Database – two levels of social services certified
  - o Currently no way to search online database for those who passed the social services certified simultaneous test
  - o LTC will request that IT add this as a possible search to the database – may not be that hard for them to do – would improve interpreter selection for social service jobs

Housekeeping

- Upcoming 2018 meetings:
  - o April 23, July 23, Oct. 22
  - o Meetings will remain on Mondays
- Send agenda items to Jodi any time