LTC Advisory Committee Meeting

10/23/17

**Attendees**

* Karen Jost
* Larysa House
* Megan Parke
* Leroy Mould
* Cindy Roat
* Huan Nguyen
* Yvonne Simpson
* Hungling Fu
* Don Barnes
* Jodi McBride

# Collective Bargaining Agreement Changes

* Committee Membership
  + 17 members – up from 14
  + 4 union reps – up from 1 – we have 3 now Megan, Leroy and Larysa.
  + Recommendation for Milena Calderari-Waldron for the 4th position. LTC will contact
  + **Need one interpreter not working under union contract**
  + **Need one trainer from higher education institution**
  + **Still need one representative from immigration/refugee organization**
  + Jodi now 2nd member from LTC
  + Please send suggestions for new positions to Jodi
* Union wants to interact with LTC test candidates on written test days
  + Working on a video presentation – approx. 4 min.
  + Is this an option in written test facilities?
  + LTC will look into this

# LTC Seeking New Database

* Current Database has 6 systems that don’t communicate with each other
* Outdated/hard to work on
* Seeking in-house IT build
* Input on database – send to Jodi

**Test Update/Revision**

* Tests updated in 2008-2009, implemented in 2010, and more difficult pass requirements in 2014
  + 4/6/19 significant decrease in interpreter pool
  + LTC would prefer to focus resources on new database than updates to test at this time
  + Estimated cost of updating the test – possibly 40-50k- LTC will look for estimate and share details with group
* If this committee recommends test revision, with convincing supporting data and a majority vote, LTC will make the final decision on whether to pursue the revision request with DSHS management
* Helen Eby’s Certification Comparison
  + Our pass rates are lower than some of the national
  + Overall our pass rates are very consistent over different languages and over our many years of testing – over 20 years of statistics
  + If fill rates are good and pass rates are consistent – may not be a problem to solve
* Incidents of poor interpreting and lack of quality and skills – many ways to raise the bar so the pool is more proficient
* What about adding prerequisites to testing
  + Certain number of hours training?
  + Prep course?
  + Previous education?
  + More discussion needed on this
* Bottom line for LTC – currently we are providing a pool of interpreters who are adequately qualified to provide interpreter services for DSHS, per independent studies by Helen Eby from Oregon
* Would not endorse taking action that reduces the interpreter pool beyond what will be happening already in 2019
* Are the current interpreters providing adequate services? Independent study by Eby, suggests yes

**Ethics 2016**

* If a person did not earn an ethics credit by 12/31/16, their certificate will expire on 4/6/19
* Until 4/6/19 those people remain fully certified and can continue to practice
* On or before that date, they will need to take the tests again in order to become certified again

**Review of HCA/CTS Contract**

* Positive review overall – high fill rates/low complaints
* Misconception regarding LTC database ‘purge’ – that will happen staring in 4/6/19
* Some issues with searching on our online database
* **General search tips:**
* capital letters are not necessary – you can use either capital or lower case
* fill in as few search boxes as possible to get the results you want
* if you are entering a certification or authorization number do not include the two letters
* when you search with a number it will only bring up the single certification/authorization associated with that number
* searching for a name should bring up all credentials for that person if they have not changed their name
* **Language-specific tips:**
* **Chinese-Mandarin and Chinese-Cantonese**: no space between hyphens and must use both words in each search
* **Farsi / Persian / Dari**: Use just Farsi; or just Farsi / Persian; or Farsi / Persian / Dari; do not switch order, and always put a space between words and slashes
* **Bosnian / Croatian / Serbian**: Use just Bosnian; or just Bosnian / Croatian; or Bosnian / Croatian / Serbian; do not switch order, and always put a space between words and slashes
* Contact LTC if you have problems with your searches

**Endorsements**

* Though an endorsement system makes good sense, resources don’t allow for LTC to create this
* What entity would decide the level of experience/education needed for endorsement?
* Who would keep track of these?
* There are scheduling programs that would prioritize interpreters with more experience, more CE credit hours in certain areas, etc, automatically before opening the spots to all
* Could DSHS require the contracting entity (CTS or others) to use this type of scheduling program?
* Some prioritizing is going on already – i.e. customer requests, gender, age etc.
* More discussion needed

# Subcommittee Reports

* **Professional Development Committee**
  + Amended CE course approval criteria so that in-depth courses have a credit cap of 8 hours
* **Decertification Request Review Committee** 
  + 10 Decertification requests filed by HCA, all dismissed for now
  + Update from Kathy (HCA) – they have sent letters out to 5 allowing 10 days to accept the offer of an interview
  + Will be filing on those that do not respond or decline soon
  + Karen (L&I) is launching an online site to accept interpreter complaints and organizing a group to handle investigations/interviews
* **Languages of Lesser Diffusion** 
  + Spokane test prep group
    - results were pretty good – about 60 % pass rate – but too small sample to draw conclusions
    - started another class in September
  + Jodi will share information regarding these types of classes with committee members – please forward any information you would like to share to her

**Seattle in Need of Proctor**

* Often we use retired school teachers
* Need attention to detail, good with people
* Approximately 4 days (32 hours) per month
* Contact Jodi with suggestions

**ID Badges**

* Should DSHS issue ID Badges?
* Issue for some interpreters getting in to certain medical facilities with their Union badges
* CTS does not issue badges
* Some facilities require badges
* Leroy will forward names of facilities to LTC
* LTC will contact the facilities and investigate the problem

**Housekeeping**

* Proposed 2018 meetings:
  + Jan. 22, April 23, July 23, Oct. 22
  + Meetings will remain on Mondays
* Send agenda items to Jodi any time