

LTC Advisory Committee Meeting 11/16/15

Advisory Subcommittee Reports

Professional Development

- Report on past meeting using notes from 10/20/2015 (pgs. 3-4)
- Noted that because of database, orientations are not yet counted as CE, therefore not yet posted as option on website
 - Those emailing proof of completion are being advised to turn proof of completion once it is announce on the Continuing Education tab that orientations are an option for CE.

Language of Lesser Diffusion

- Report on past meeting using notes from 10/21/2015 (pg. 5)
- Current Actions:
 - Cambodian and pacific islanders top two languages in Seattle that need interpreters.
 - Harborview (Community leader) is helping create a curriculum for medical transcripts. Elderly and educated Cambodians are on the first list to review curriculum and interpreters are on the second list.

Discipline and Decertification

- Report on past meeting using notes from 11/09/2015 (pgs. 6-8)
- Current Actions:
 - Draft Charter posted on SharePoint
 - Form is in progress with Forms Coordinator
- Ubah W and Phil G are new DDS members

LTC Updates

- Test increase process
 - Requires approval of majority vote of house and senate. Soonest increase will not happen until 2017.
 - **(Increasing rates could affect amount of interpreters for certain languages.)**
- Spokane Testing
 - Data on demographics/language shown to Committee for reference
 - Ideas:

- Monitor interpreters that are allowed to take test. To ensure each language is able to be provided with interpreter and classes are not flooded with languages that are already well balanced.
- Outcome:
 - Look at fill rates to determine another testing session (open to public) in Spokane
 - Special testing sessions for smaller languages.
 - **Policies/procedures need to be set before this happens**
- Scheduling Issues
 - Send out communication notifying agencies of tests dates for sign up, to help insure that smaller language groups have an opportunity to reserve a spot for testing

Next Meeting
01/11/2016 10:00am-Noon
SL-04

Professional Development Committee

October 20, 2015 10:00am-12:00pm

Introductions

- Present:
 - Milena Calderari Waldron
 - Hungling Fu
 - Larysa House (11-12)
 - Louise Morehead
 - Cindy Roat
 - Maria Siguenza
- Absent
 - None

Overview/Edit PDC Documents

- Milena provided group with charter document from 2011. Maria will update, then distribute for further editing/feedback from group members

Discussion

- CE Activity voting members
 - Maria, as previously belonged to PDC, will have a voting right
 - Dr. Fu will break a tie, if there is one
 - If PDC members submit a course (s)he will teach, member must abstain from voting
- Orientation/Ethics Trainings
 - New Medical Interpreter Orientation
 - Will be available for current interpreters
 - 2 credits
 - Available for those who have a medical certificate/authorization.
 - If individual has social service and/or translator certificate, or social service authorization, this medical orientation will be counted in their file as well.
 - Reason: includes important infection control information that we want all medical interpreters to overview.
 - New Social Service Interpreter/Translator Orientation
 - Will be available for current interpreters
 - 2 credits

- Only available for those who have a social service/translator certificate or authorization ONLY (no medical cert/auth).
- Should we require a minimum of hours interpreted to maintain certifications?
 - Difficult to track, how would this be tracked?
 - Will be a barrier to languages of limited diffusion
 - A great way to keep interpreters who are still working in field
 - Not included in WAC
 - Final decision: No, we should not require a minimum of hours interpreted to maintain certification.
- What if an individual is short on credits by the end of the 4 year period? Should a we implement a policy to review such cases?
 - AOC currently has a process that includes putting an interpreter on probationary status
 - ~Three months to catch up on requirements
 - WAC 388-03-160 clearly states that if in 4 year period 20 credits are not accumulated, then certificate will be void.
 - Option to retest for certificate if this is the case
 - Interpreter/translator will not be decertified permanently, they will only have to retest
 - Final decision: no, we should not have a review policy implemented.
- Should activity presenters receive credit?
 - Milena, Louise, Cindy will not vote, as conflict of interest is posed
 - Larysa, Dr. Fu, Maria, Don and Jim (supervisor, director) will have voting rights
 - Opinions
 - Yes, we should allow credit to presenters for the *first time they present the activity*.
 - Logic:
 - The presenter is learning something new, not only for their use, but for teaching. This means that the presenter needs to not only learn the material for their own reference, but they needs to learn the material well enough to TEACH it. They need to be prepared for questions, both expected and unexpected, and need to know the material well enough to be able to answer adequately.

Languages of Lesser Diffusion Subcommittee

Wednesday October 21, 2015

Funding

Is someone thinking of providing funds?

- Union? DSHS? HCA? AOC? All of the above? None?

Things to think about:

- This is a national goal: reservoir of LLD is not necessarily within state.
- Major service providers will most likely be in support of LLDS efforts
- We need to be strategic
 - Within state we have a certification process
 - Need to create a parallel process to aid WA State interpreters to provide language access while they better their skills for certification.

Framework

- Basic literacy; basic math; knowledge of court, social, health environment terminology
- Literacy is important in both languages (target, English)
 - Adult education programs exist to teach adults English
 - Target language education—international via web
 - There's an organization in Great Britain that Linda has made a connection with
- Provisional/temporary/In-training status
 - Cannot give official status from LTC (maybe AOC?) while in training
- Scheduling
 - LTC can do special testing sessions when there is an adequate number of test candidates in languages of lesser diffusion. (number should be decided)
 - This will help bypass on-line scheduling and competing with those who speak "popular" languages
 - LTC needs to increase testing in Spokane
 - LTC will open testing in Seattle 07/2016

Action Items

- Mission Statement
- LTC- testing in Spokane
- Meeting with AOC

Discipline and Decertification Subcommittee

November 9, 2015

Present:

Maria Siguenza
Dr. Hungling Fu
Robin Ledbetter
Johnny Shults
Larysa House

Overview WAC 388-03-172

- Discuss process that is outlined within WAC
- LTC should be impartial- should be neutral when talking about individual in question
 - LTC is the certifying body, should be responsible for final decertification
 - There should be three/three (management reps, interpreter reps)
 - Who will have liability re: decision?
 - How is the court doing this?
 - Clarification: LTC will be the final decertifying body. During consultation with DDS, LTC will be neutral party.
 - Policy should be written on this so that it can be as transparent as possible
 - This idea needs to be run by upper management (a lot of responsibility/authority should on shoulders of members who are not officially part of LTC).
 - Who is a tiebreaker?
 - Include Phil Gonzales in DDS.
 - Include someone who is not affiliated with the state or the union
 - Cindy, Ubah, Linda, Susan, etc.
- When someone has been decertified, and appeals? What is their status?
 - Process: guilty—send letter to interpreter/translator—remove from database—then they appeal—they don't receive certification until it is overturned by BOA
- Process to inform all agencies about decertified interpreter—
 - Send letter to all language agencies
- LISTSERV for Decertification
 - Excel list with names of those decertified
 - Include appeals in process
 - So interpreters aren't "blacklisted" immediately
- Discipline

- We should have a question on the form (that will exist) that asks “what have you done to address this issue” “what steps have you required the interpreter to take” to address behavior/problem
- Create form—send to DDS members for editing
 - Form needs to be clear regarding decertifying reasons stated in WAC 388-03-170
- What constitutes an investigation?
 - If information on form is found to be insufficient, form is sent back to agency inquiring
 - Three options:
 - Revoke, Uphold, or third option (training/suspension/etc.)
- Database component
 - If it is deemed that interpreter/translator needs add'l training, where will this be recorded?
 - At least add a note section on database?
 - In terms of f/u—LTC needs to be responsible for keeping these deadlines
- Process:
 - Form, supporting documents are received by LTC
 - Form and supporting documents are emailed to DDS members
 - Preliminary decision from DDS members sent to LTC, or:
 - If members have questions for the interpreter/agency investigating
 - LTC will make contact with questions
 - LTC relays information back to DDS members
 - If members need to meet:
 - Quorum: 4/7 members (at least one person from each section)
 - If decision has not been met within 30 day window:
 - Within thirty days of receiving the official revocation request and investigation findings, send your written notification
 - “final decision...requesting extension for further review”
 - Committee makes final recommendation to LTC
 - LTC makes final decision to Revoke/Uphold certification/authorization
 - LTC sends letter to affected parties
 - If decertification:
 - Sends email to LISTSERV
 - Individual’s name, all /authorization certification number(s), date decertified,
 - Make aware that there is an appeal process (WAC 388-03-176)
- When patient/provider have concerns, where should they report?
 - A patient should report their concerns with the provider, they can go to the front desk and request a new interpreter or call back after the appointment to let the provider know that the interpreter they received was not adequate
 - Not a simple process

- A provider should report their concerns to the language agency with whom they are contracting for interpreter services

Action Items

- Forms
- LISTSERV (for language agencies)
 - Send de-cert emails on the same day of the month
- Charter
 - Include Process Policies
- Website (once policy outline is done)