

LTC Advisory Committee Meeting Minutes

11/30/2020

Attendees

- Cindy Roat
- Katherine Templet
- Karen Jost
- Huan Nguyen
- Leroy Mould
- Milena Calderari-Waldron
- Stacy Winokur
- Yvonne Simpson
- Larysa House
- Ruiqin Miao
- Kathleen Prieto

LTC Updates: Gateway Launch

(1) Current status

- Gateway was launched on time on 11/13/2020.
- LTC processed around 370 user requests by 11/25: This was about 37 per day. LTC anticipates an increase in daily signup in December when many interpreters/translators will submit their annual ethics credit.
- Some users encountered a problem at the identity verification step in SAW: This process is not directly related to Gateway. The reason why users fail is not clear. LTC suggests they contact SAW and Email LTC if they need urgent help.
- LTC is working with IT on post-launch tech issues (e.g. duplicate profiles for some users who have two or more credentials).

(2) Communication with stakeholders

- Notices and updates on the LTC website (11/13): Gateway user's manual and access link were posted on the launch day; other related messages were updated.
- Blast Emails to interpreters/translators with active credentials (11/17-11/20): Email notifications were sent to about 3,000 credential holders. The messages include links to Gateway and user's manual.
- Emails to language agencies and LTC Advisory Committee (11/23)
- Notice posted in DSHS Newsletter (starting 11/23, for a month): A message was posted in DSHS weekly newsletter to communicate the news of Gateway launch with bilingual employees.

Feedback and suggestions

- Suggestions on how to get users to set up their profile as soon as possible: To provide some information/messages that stakeholder agencies (e.g. HCA and L&I) can send to contracted agencies and/or their GovDelivery distribution lists
- Feedback and suggestions on Gateway enhancement and/or user's manual: To add instructions on how to properly sign out of Gateway (and SAW)

Housekeeping

- Dates of meetings for 2021: To be decided

Other topics

- Proposed topic for next meeting: Design of LTC tests