

Language Access Work Group

Chat Threads from

Meeting 6 Main Room

October 3, 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 October 3, 2023, meeting.

10:30:59 From Benjamin Lee, Zoom Host to Everyone (in Waiting Room):

Hello all,

We will start our meeting momentarily! Thanks for your patience.

10:33:31 From Benjamin Lee, Zoom Host to Everyone:

SSB 5304 Language Access Work Group | DSHS (wa.gov)

10:33:32 From Benjamin Lee, Zoom Host to Everyone:

<https://www.dshs.wa.gov/office-of-the-secretary/ssb-5304-language-access-work-group>

10:35:56 From Helen Eby to Everyone:

I have not received the options ahead of time, so reviewing them now on the spot might be a bit premature.

10:36:07 From Benjamin Lee, Zoom Host to Everyone:

Draft Options | DSHS (wa.gov)

10:36:10 From Benjamin Lee, Zoom Host to Everyone:

<https://www.dshs.wa.gov/office-of-the-secretary/draft-options-0>

10:36:53 From Rep Carolyn Eslick to Everyone:

Pass

10:37:04 From Faye Chien to Everyone:

pass

10:40:19 From Leroy Mould to Everyone:

Pass. I need to review all the late submissions.

10:40:32 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

Reacted to "Pass. I need to re..." with 👍

10:42:26 From Helen Eby to Everyone:

The options submitted do not reflect any input from the Interpreters United proposal.

10:42:27 From Carrie Huie to Everyone:

Pass

10:44:39 From Helen Eby to Everyone:

Good point, Cindy!

10:44:46 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

Reacted to "Good point, Cindy!" with 👍

10:44:59 From Luisa Gracia - Interpreter Services SMC To Everyone:

Reacted to "Good point, Cindy!" with 👍

10:48:58 From Vicky Chan to Everyone:

pass

10:49:13 From Benjamin Lee, Zoom Host to Everyone:

Draft Options | DSHS (wa.gov)

<https://www.dshs.wa.gov/office-of-the-secretary/draft-options-0>

10:49:24 From Benjamin Lee, Zoom Host to Everyone:

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<https://www.dshs.wa.gov/office-of-the-secretary/ssb-5304-language-access-work-group>

11:02:26 From Luisa Gracia - Interpreter Services SMC To Everyone:

I see that CCHI and NBCMI representatives are in the meeting. Please correct me if I am wrong but I believe these entities may have a financial gain in DSHS outsourcing testing to their organizations. That will be a real COI and they should recuse from voting.

11:02:47 From Helen Eby to Everyone:

Reacted to "I see that CCHI and ..." with 👍

11:02:51 From Zenaida "Z" Rojas (they/she) To Everyone:

Reacted to "I see that CCHI and ..." with 👍

11:03:36 From Milena Calderari-Waldron to Everyone:

Reacted to "I see that CCHI and ..." with 👍

11:03:36 From Elena Vasiliev to Everyone:

Reacted to "I see that CCHI and ..." with 👍

11:03:42 From Elena Vasiliev to Everyone:

Removed a 👍 reaction from "I see that CCHI and ..."

11:03:45 From Elena Vasiliev to Everyone:

Reacted to "I see that CCHI and ..." with 👍

11:06:03 From Helen Eby to Everyone:

Thanks, Eliana. We have never had a discussion as a group to get consensus, the summaries were incomplete.

11:06:09 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

Reacted to "Thanks, Eliana. We h..." with 👍

11:06:14 From Leroy Mould to Everyone:

Reacted to "I see that CCHI and ..." with 👍

11:06:17 From Milena Calderari-Waldron to Everyone:

Reacted to "Thanks, Eliana. We h..." with 👍

11:06:19 From Luisa Gracia - Interpreter Services SMC To Everyone:

Reacted to "Thanks, Eliana. We h..." with 👍

11:06:25 From Zenaida "Z" Rojas (they/she) To Everyone:

Reacted to "Thanks, Eliana. We h..." with 👍

11:06:35 From Helen Eby to Everyone:

I asked about that several meetings ago.

11:06:56 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

And the people who facilitated are not familiar with the issue, industry, I'm not sure the points participants made were always accurately captured

11:07:40 From Helen Eby to Everyone:

The test was refreshed recently. It is not a 30-year-old test with no updates.

11:07:57 From Eliana Lobo, MA, CoreCHI-P To Everyone:

Replying to "I asked about that s..."

I know right?

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Did you miss the meeting where Theresa Powell made it very clear that DSHS did not have the several hundred thousand dollars needed to re-establish the DSHS_LTC program and that it was "off the table"?

11:08:28 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Replying to "I asked about that s..."

That was an resounding NO!

11:08:47 From Helen Eby to Everyone:
Replying to "I asked about that s..."

Oh, they said that many times. Buit they were making money on the test. They were not losing money. So, they don't need a budget.

11:08:52 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
It was sustained for 30 years

11:08:58 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "Thanks, Eliana. We h..." with 👍

11:09:11 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "And the people who ..." with 👍

11:09:43 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Health equity is not free. This testing is something the state should consider a cost of doing business

11:09:45 From Anita Maguire, DSHS (she, her) Facilitator to Everyone:
As Dr. Miao is replying to questions/comments raised by pervious workgroup members, we are extending her comment time to address these concerns. Thank you.

11:09:50 From Helen Eby to Everyone:
Even CCHI says that at home remote testing for the oral exam is not the best option.

11:09:58 From Cindy Roat (she, her) To Everyone:
Replying to "I asked about that s..."

The last time I spoke with Dr. Fu, he told me that, far from making money, the state subsidized the test, about 50% of the cost.

And that did not include the cost of maintaining LTC.

11:10:02 From Milena Calderari-Waldron to Everyone:
Saying that DSHS medical interpreter tests are outdated without a Job Task Analysis is an opinion not based on data. They might be old but that is addressed with test refreshment which can be addressed through an RFP. DSHS doesn't need to start from scratch. And online proctoring can be contracted with a proctoring company like the Administrative Office of the Courts does.

11:10:08 From Cristina Labra to Everyone:
Reacted to "I know right?
Did yo..." with 👍

11:10:19 From Helen Eby to Everyone:
Replying to "I asked about that s..."

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They can raise the price to double what it is and cover the cost.

11:11:18 From Milena Calderari-Waldron to Everyone:

Cindy, please read the union's recommendations. The union did a request for public records for 2019 that shows that income exceeded expenses.

11:11:28 From Leroy Mould to Everyone:

Pass for now.

11:11:59 From Helen Eby to Everyone:

Here is the Union recommendations document.

<https://www.dshs.wa.gov/sites/default/files/lrc/documents/Draft%20Recommendation%2013.pdf>

11:12:48 From Cindy Roat (she, her) To Everyone:

Replying to "Cindy, please read t..."

I will, Milena. I just received it half an hour ago, and I was on another Zoom meeting, so I could not review it before this meeting.

11:13:35 From Luisa Gracia - Interpreter Services SMC To Everyone:

I see that CCHI and NBCMI representatives are in the meeting. Please correct me if I am wrong but I believe these entities may have a financial gain in DSHS outsourcing testing to their organizations. That will be a real COI and they should recuse from voting.

11:13:44 From Helen Eby to Everyone:

Reacted to "I see that CCHI and ..." with 👍

11:14:22 From Helen Eby to Everyone:

NBCMI has a COI with this poll.

11:15:19 From Milena Calderari-Waldron to Everyone:

Both CCHI and NBCMI tests are very expensive while DSHS tests have been extremely cheap. In December 2019, WA State had hundreds more credentialed medical interpreters than California, the most populous state.

11:15:53 From Helen Eby to Everyone:

In Oregon, to make the test affordable for interpreters, the state had to subsidize the tests. Is DSHS going to do that?

11:16:03 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

Reacted to "In Oregon, to make t..." with 👍

11:16:09 From Milena Calderari-Waldron to Everyone:

Reacted to "In Oregon, to make t..." with 👍

11:16:26 From Casey Peplow, Room One she/her/ ella To Everyone:

Pass

11:17:20 From Helen Eby to Everyone:

Oregon also had to subsidize the training and the language proficiency testing. The whole shebang.

11:17:44 From Eliana Lobo, MA, CoreCHI-P To Everyone:

I'd rather see DSHS subsidize costs for national certification than spend money on re-establishing a valid, accredited certification exam. Much more cost effective.

11:17:51 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

Reacted to "I'd rather see DSHS ..." with 👍

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- 11:18:37 From Helen Eby to Everyone:
DSHS is trying to not spend money... so I don't expect them to fund any of the costs.
- 11:19:58 From Eliana Lobo, MA, CoreCHI-P To Everyone:
which brings us back around to the costs associated with bringing back the state certification, as that will cost money too. I'd rather see it spent on students rather than on re-inventing the wheel.
- 11:20:12 From Milena Calderari-Waldron to Everyone:
Eliana, while appealing, DSHS subsidizing national medical certification interpreter exams means that taxpayer funds will be used to support private organizations over which it would have no jurisdiction whatsoever.
- 11:21:29 From Helen Eby to Everyone:
Reacted to "Eliana, while appeal..." with 👍
- 11:22:32 From Milena Calderari-Waldron to Everyone:
From December 2019 to September 2023, thanks to DSHS stopping testing medical interpreters, WA State has lost 1/3 of the medical interpreter credentials.
- 11:22:49 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "From December 2019 t..." with 😞
- 11:22:56 From Helen Eby to Everyone:
The summaries from the breakout rooms are very incomplete. They generally do not reflect my comments.
- 11:22:56 From Luisa Gracia - Interpreter Services SMC To Everyone:
Reacted to "Eliana, while appeal..." with 👍
- 11:24:31 From Ruiqin Miao, DSHS To Everyone:
Participants in this work (representing either an organization or individual) have expertise in different areas regarding the topic. To allow everyone to vote is necessary to ensure the final report reflects all voices.
- 11:25:00 From Helen Eby to Everyone:
Consensus is generally reached through debate. We have not had that process.
- 11:25:15 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "Consensus is general..." with 👍
- 11:25:19 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "Consensus is general..." with 👍
- 11:26:08 From Milena Calderari-Waldron to Everyone:
Ruiquin, nobody disagrees that CCHI and NBCMI representatives are subject matters experts and their feedback is welcome. But when it comes to voting, they have a real conflict of interest because they stand to gain financially.
- 11:26:25 From Elena Vasiliev To Everyone:
Reacted to "Ruiquin, nobody disa..." with 👍
- 11:26:45 From Helen Eby to Everyone:
Reacted to "Ruiquin, nobody disa..." with 👍
- 11:26:47 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "The summaries from t..." with 👍
- 11:26:50 From Natalya Mytareva to Everyone:

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Replying to "Ruiquin, nobody disa..."

I agree, and if allowed to vote will abstain.

11:27:00 From Eliana Lobo, MA, CoreCHI-P To Everyone:

Reacted to "I agree, and if allo..." with 👍

11:27:08 From Milena Calderari-Waldron to Everyone:

Reacted to "I agree, and if allo..." with 👍

11:27:08 From Helen Eby to Everyone:

Reacted to "I agree, and if allo..." with 👍

11:27:09 From Luisa Gracia - Interpreter Services SMC To Everyone:

Reacted to "Ruiquin, nobody disa..." with 👍

11:27:45 From Joana to Everyone:

The Office of Equity plan is to include coordination of language services for state government. We have not heard from them, and they are early in their process. But need for qualified interpreters is a statewide need, not limited to state government, and another reason why state needs to invest in health equity measures as does the entire healthcare sector

11:28:27 From Eliana Lobo, MA, CoreCHI-P To Everyone:

Reacted to "The Office of Equity..." with 👍

11:28:38 From Cindy Roat (she, her) To Everyone:

Reacted to "The Office of Equity..." with 👍

11:29:10 From Milena Calderari-Waldron to Everyone:

Just to clarify, pulling out medical interpreter testing from DSHS doesn't necessarily means throwing away those tests. They can be transferred to the new entity.

11:29:41 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

Reacted to "The Office of Equity..." with 👍

11:31:09 From María Sigüenza | CHA | she/her/ella To Everyone:

Replying to "Just to clarify, pul..."

Agreed, Milena. Those tests were brilliant.

11:31:23 From Helen Eby to Everyone:

NBCMI and CCHI charge for renewal.

11:32:08 From Natalya Mytareva to Everyone:

Because the tests - state and national - are different, CCHI is not allowed by our accreditation standards to accept anyone else's test.

11:32:16 From Cristina Labra to Everyone:

I agree with @María Sigüenza | CHA | she/her/ella. If cost is a concern to add de DSHS certification program as an options, why costs are not a concern for the other options? Setting up a centralized office would be more costly.

11:32:37 From Yvonne Michelle Simpson to Everyone:

Replying to "Because the tests - ..."

Thank you

11:32:37 From Tara Bostock to Everyone:

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- Reacted to "I agree with @María ..." with 👍
- 11:32:55 From Milena Calderari-Waldron to Everyone:
thank you, Maria. I admit that it bothers me when people belittle DSHS tests. They are brilliant tests indeed. And DSHS can test interpreting performance skills in ALL languages something no other entity has achieved. Brilliant!
- 11:33:41 From Natalya Mytareva to Everyone:
However, CCHI offers a deep discount to all DSHS -certified interpreters - \$0 for application, \$150 for the "written" knowledge exam and \$150 for the performance test (compared to the regular fees of \$40+\$191+\$302).
- 11:34:07 From Joana to Everyone:
Reacted to "The Office of Equity..." with 👍
- 11:34:14 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "However, CCHI offers..." with 👍
- 11:34:22 From Yvonne Michelle Simpson to Everyone:
Reacted to "However, CCHI offers..." with 👍
- 11:35:12 From Natalya Mytareva to Everyone:
CCHI's written test has only 25% of questions on terminology. And then CCHI has a disciplinary process to monitor certified interpreters, including revoking certification for unethical behavior.
- 11:35:24 From María Sigüenza | CHA | she/her/ella To Everyone:
Replying to "thank you, Maria. I ..."
- We share the same sentiment.
- 11:36:25 From Milena Calderari-Waldron to Everyone:
DSHS medical test, until it stopped in August 2022, was \$30 for written and \$45 for oral. And no renewal fees. Which is the main reason why WA State had more credentialed medical interpreters than California. And why we have DSHS medical interpreters in languages of low demand and lesser diffusion.
- 11:36:46 From Eliana Lobo, MA, CoreCHI-P To Everyone:
The CoreCHI-P (P stands for performance) tests all languages as well. DSHS's methodology for testing is to record a sight translation, and then some time later, play back the recording and check the back translation into English against the original English text. Whereas CCHI tests various components, listening, short-term memory, understanding of meaning, etc. in English, after carefully examining which skills that a good interpreter needs, can be measured in English. So much broader assessment than DSHS's single back translation.
- 11:37:30 From Helen Eby to Everyone:
The Core CHI P exam is only in English. It does not include transferring a message of any type from one language to another.
- 11:37:45 From Michael Woo (Kin On) To Everyone:
Pass. Thanks!
- 11:37:57 From Cindy Roat (she, her) To Everyone:
It occurs to me that a great deal of "new" information is being put into the chat, which simply underlines that we have not had enough time to really discuss this issue openly. The real

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debate is going on in the chat, which diverts attention from what speakers are saying. I wish we had a different process, though I understand the problems with the time frame.

11:38:07 From Eliana Lobo, MA, CoreCHI-P To Everyone:

Reacted to "It occurs to me that..." with 👍

11:38:08 From Yvonne Michelle Simpson to Everyone:

Reacted to "It occurs to me that..." with 👍

11:38:09 From Milena Calderari-Waldron to Everyone:

You just said it, Eliana. The DSHS tests interpreting performance skills (consecutive and sight) while Core CCHI tests other skills.

11:38:13 From Casey Peplow, Room One she/her/ ella To Benjamin Lee, Zoom Host (Privately):

I have to head into another meeting. Thank you, and I look forward to hearing about the next steps in this process!

11:39:21 From Benjamin Lee, Zoom Host to Benjamin Lee, Zoom Host (Privately):

Reacted to "I have to head into ..." with 👍

11:39:43 From Cindy Roat (she, her) To Everyone:

No, neither CCHI nor NBCMI provide interpreter services.

11:40:22 From Natalya Mytareva to Everyone:

Replying to "No, neither CCHI nor..."

Correct! Our only business at CCHI is medical interpreter certification.

11:40:27 From Eliana Lobo, MA, CoreCHI-P To Everyone:

CCHI and NBCMI are testing certification only. They are NOT language service providers.

11:40:45 From Natalya Mytareva to Everyone:

Reacted to "CCHI and NBCMI are t..." with 👍

11:40:51 From Helen Eby to Everyone:

Replying to "No, neither CCHI nor..."

Is that why there was a temporary waiver during the pandemic for the oral test?

11:40:54 From Gustavo Negrete, Chair-NBCMI To Everyone:

Reacted to "CCHI and NBCMI are t..." with 👍

11:41:07 From Gustavo Negrete, Chair-NBCMI To Everyone:

Reacted to "No, neither CCHI nor..." with 👍

11:41:12 From Gustavo Negrete, Chair-NBCMI To Everyone:

Reacted to "Correct! Our only bu..." with 👍

11:41:14 From Helen Eby to Everyone:

Replying to "No, neither CCHI nor..."

That was temporary, but LTC is making it permanent... even for languages with an oral exam available.

11:41:14 From Milena Calderari-Waldron to Everyone:

RCW 39.26.300(6) Purchase of spoken language services. (6) All interpreter services procured under this section must be provided by language access providers who are certified or authorized by the state, or nationally certified by the certification commission for health care interpreters or the national board for certification of medical interpreters. When a nationally

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certified, state-certified, or authorized language access provider is not available, a state agency is authorized to contract with a spoken language interpreter with other certifications or qualifications deemed to meet agency needs. Nothing in this subsection precludes providing interpretive services through state employees or employees of medical or vocational providers.

11:41:17 From Antoinette Wynne (she/her), DES To Everyone:

My name is Antoinette Wynne, and I am the Language Access Program Manager for DES. I oversee the language access suite of DES statewide contracts.

Option 1: This option may not be available. DES Statewide Contracts are intended for statewide use by eligible purchasers. Eligible purchasers are government entities (federal, state, local, or Tribal) and certain nonprofit organizations are eligible to use statewide contracts. This option requires purchasers to be independent/individual interpreters.

Also, this option causes for a concern which testing contractors and service contractors. This may be a conflict of interest.

11:41:26 From Antoinette Wynne (she/her), DES To Everyone:

Recommend options 2 or 4, as the subject matter experts around testing, training and managing to keep separate from statewide contracts.

All Interpreters must be skilled to industry standards, expectations, and trends. Interpreters must have the proper certification based on the interpreting type of service. For Spoken Language Interpreter, acceptable industry standards and expectations for DES Statewide Contracts already include:

- Washington State Department of Social and Health Services (DSHS) Language Testing and Certification Program (LTC)
- Interpreters trained through accredited higher education institution (university or college) programs

11:41:29 From Cristina Labra to Everyone:

Reacted to "Recommend options 2 ..." with 👍

11:42:30 From Tara Bostock to Everyone:

Could the time be extended to allow us to connect with other program staff?

11:42:30 From Gustavo Negrete, Chair-NBCMI To Everyone:

Replying to "No, neither CCHI nor..."

The NBCMI still offers a remote testing option for both written and oral exams

11:42:38 From Helen Eby to Everyone:

You said you could add the option for DSHS continue providing certification. Will you update the survey with that option?

11:42:39 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:

Reacted to "It occurs to me that..." with 👍

11:42:42 From Benjamin Lee, Zoom Host to Everyone:

Medical Interpreter Testing and Certification Poll

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<https://fortress.wa.gov/dshs/dshssurveys/S2/?st=eZP7g5AErLn6ugUangAE6XBv82oDEpxoleAEzK%2FNZ8w%3D>

11:43:11 From Natalya Mytareva to Everyone:
Replying to "No, neither CCHI nor..."

We have extended the time to test during the pandemic, but we have tested in 2020 in usual testing windows, as well as in 2021-22 We just allowed candidates to tee an oral exam not within 12 months but within 18, but many have not used this extension.

11:48:25 From Helen Eby to Everyone:
During the discussion, you said it would be reasonable to include continuing with the DSHS LTC exam as an option. Could you update the poll with that option before we vote?

11:49:06 From Cindy Roat (she, her) To Everyone:
She said it would be reasonable to submit a minority report.

11:49:28 From Helen Eby to Everyone:
In discussion she also said the DSHS option should be there, after some other stakeholders spoke.

11:53:06 From Antoinette Wynne (she/her), DES To Everyone:
DES Statewide Contract Amendments: I would also like to point out, whatever the outcome of the certification program DES statewide contracts will need to be amended to revise legal language for authorized certifications for interpreters.

Current contract language includes "Acceptable industry standards and expectations include the Washington State Department of Social and Health Services (DSHS) Language Testing and Certification Program (LTC) or Authorization, guidelines outlined by the American Translation Association (ATA) for Interpreters, the Certification Commission for Healthcare Interpreters, or the National Board for Certification of Medical Interpreters. Interpreters trained through accredited higher education institution (university or college) programs, which are widely accepted by industry experts, the interpreter community, and by Washington State Purchasers are also acceptable."

11:53:46 From Elena Vasiliev to Everyone:
Entities with financial interests should be recused from voting, in my opinion. Thank you.

11:54:48 From Tara Bostock to Everyone:
Is option 1 going to be removed/changed based on Antoinette's comments?

11:55:15 From Faye Chien to Everyone:
Sorry I need to jump off for another meeting. Thank you.

11:55:44 From Natalya Mytareva to Everyone:
Replying to "Entities with financ..."

Just to clarify, if we are going to request all with the conflict of interest to recuse, then that includes representatives of colleges since they are beneficiaries of options 2 and 5.

11:56:32 From Gustavo Negrete, Chair-NBCMI To Everyone:
Reacted to "Just to clarify, if ..." with 👍

11:57:08 From Gustavo Negrete, Chair-NBCMI To Everyone:
Reacted to "Just to clarify, if ..." with 🙏

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- 11:57:24 From Milena Calderari-Waldron to Everyone:
Just to clarify, test refreshment of DSHS has a small amount of money attached by DSHS never followed this industry standard. Instead it submitted a huge fiscal note based on starting test from scratch making all languages certified instead of certified/authorized.
- 11:57:33 From Luisa Gracia - Interpreter Services SMC To Everyone:
Reacted to "Entities with financ..." with 👍
- 11:58:12 From Helen Eby to Everyone:
Reacted to "Just to clarify, tes..." with 👍
- 11:59:12 From Helen Eby to Everyone:
Joanna is right. We need to have the ranking be optional.
- 11:59:41 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "She said it would be..." with 👍
- 12:00:10 From Eliana Lobo, MA, CoreCHI-P To Everyone:
Reacted to "Just to clarify, if ..." with 👍
- 12:00:32 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "Joanna is right. We ..." with 👍
- 12:00:45 From Eliana Lobo, MA, CoreCHI-P To Everyone:
I have to go, my flight is boarding now. Thanks you everyone!
- 12:00:59 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "I have to go, my fli..." with ❤️
- 12:01:02 From Milena Calderari-Waldron to Everyone:
In other words, test refreshment of the current DSHS medical interpreter tests based on a Job Task Analysis has a small price probably around 1/2 \$Milliion. DSHS ignored this option. Instead, DSHS is destroying a successful medical interpreter program that has functioned for almost 30 years.
- 12:01:12 From Benjamin Lee, Zoom Host to Everyone:
Reacted to "I have to go, my fli..." with ❤️
- 12:01:30 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "In other words, test..." with 😞
- 12:02:16 From Helen Eby to Everyone:
What if we like none of the options?
- 12:02:44 From Helen Eby to Everyone:
I guess in that case, based on what you told Joanna, we send you an email.
- 12:02:51 From Helen Eby to Everyone:
What email address should we use?
- 12:02:54 From Elsie Rodriguez Paz- Providence-Swedish (She/her/ella) To Everyone:
Reacted to "What email address s..." with 👍
- 12:03:45 From Helen Eby to Everyone:
I have to leave for an appointment.
- 12:03:53 From Benjamin Lee, Zoom Host to Everyone:
Please send to our Language Access Work Group account
workgroupssb5304@dshs.wa.gov
- 12:04:11 From Tara Bostock to Everyone:

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I also need to leave. But would really prefer if we had more time to respond to the survey.

12:04:17 From Cindy Roat (she, her) To Everyone:

Thank you for all, both individually and at the State, for all your work in this group. Your passion and dedication is noted and appreciated.

12:05:00 From Tara Bostock to Everyone:

Thanks, all


12:05:00 From Luisa Gracia - Interpreter Services SMC To Everyone:

Thank you all, I have to go to another meeting. Have a good week.


12:05:07 From Jarrod Irvin (He/His) - DES To Everyone:

Thanks everyone

12:05:17 From Natalya Mytareva to Everyone:

Reacted to "Thanks, all" with 

12:05:23 From Natalya Mytareva to Everyone:

Reacted to "Thank you for all, b..." with 

12:06:02 From Zugey to Everyone:

Anita did great!!!

12:06:06 From Benjamin Lee, Zoom Host to Everyone:

Thank you everyone for your time and engagement.

12:06:19 From Natalya Mytareva to Everyone:

Thank you, everyone!

12:06:19 From Joana to Everyone:

Thank you

12:06:34 From Antoinette Wynne (she/her), DES To Everyone:

Enterprise Services Policy No. POL-DES-090-00

Delegated Authority Policy Applies to: Any state office or activity of the executive branch of state government, including state agencies, departments, offices, divisions, boards, commissions, institutions of higher education as defined in RCW 28B.10.016 and correctional and other types of institutions.

Authorizing sources:

- State Law RCW 39.26.090
- State Law RCW 28B.10.029
- State Law RCW 39.26.130
- OCIO Policy #121

See also: DES Procedures: PRO-DES-090-00A

12:06:50 From Benjamin Lee, Zoom Host to Everyone:

workgroupssb5304@dshs.wa.gov

12:06:50 From Michael Woo (Kin On) To Everyone:

Thank you.

12:06:56 From Gustavo Negrete, Chair-NBCMI To Everyone:

Thank you, all

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