**Washington State
Department of Social
& Health Services**

Transforming lives

Language Access Work Group
Notes from
Meeting 1 Main Room
July 25, 2023

SUMMARY OF MEETING 1

Meeting 1 Participants

Fatma Abdinasir	Lynora Hirata	Olga Okhapkina
Patricia Alonzo	Larysa House	Casey Peplow
Gabrielle Bachmeier	Carrie Huie Pascua	Theresa Powell
Milena Calderari-Waldron	Jarrod Irvin	Jennifer Price
Gwendolyn Cash, EdD	Teddy Kemirembe	Joana Ramos
Nadia Damchii	Trisha Lamb	Cindy Roat
Helen Eby	KaraLynn LaValley, PhD	Elsie Rodriguez Paz
Marguerite Friedlander, Esq.	Eliana Lobo	Zenaida Rojas
Sherri Fujita	Ruiqin Miao, PhD	Roy Salonga
Zugey Garcia	Leroy Mould	Manny Santiago
Jon Gould	Natalya Mytareva	María Sigüenza
Luisa Gracia	Fidelie Nawaj	Yun-Mei Wang Wilborn
Tony Griego	Hugo Nuñez	Sandy Yang

Meeting 1 DSHS Support Staff

Sharon Armstrong, Breakout Room 1 Facilitator
Adolfo Capestany, Breakout Room 4 Facilitator
Herminia Esqueda, Breakout Room 2 Facilitator
Benjamin Lee, Zoom Co-Host
Anita Maguire, Main Room Facilitator
Stacii McKeon, Breakout Room 3 Facilitator
Tony Rice, Zoom Host
Malia Wallace-Mello, Project Manager

WELCOME

The Main Room Facilitator introduced herself then gave a quick recap of the agenda. The Zoom Host and Co-Host then introduced themselves. Participants were encouraged to send chat messages to the Zoom hosts if encountered any technical problems.

BREAKOUT ROOM EXPLANATION

Participants were informed that they would spend some time in breakout rooms to capture their ideas about the importance of the work they are doing, their ideas for improvements, and barriers they have experienced. Each breakout room had a dedicated facilitator to help prompt the conversation and document participants' thoughts. The Breakout Room Facilitators introduced themselves.

GETTING TO KNOW YOU FORM and SSB 5304 LANGUAGE ACCESS WORK GROUP SITE

Following the participant introductions, the Main Room Facilitator thanked everyone for attending and thanked those who had filled out the **Getting to Know You** form. Some information from that form will be shared on the **SSB 5304 Language Access Work Group** website. If participants would like to have their contact information shared with fellow participants, they were asked to inform the work group Project Manager. Information regarding the Senate bill and the work group can be found on that website.

ESTABLISHED COMMUNITY AGREEMENTS

The participants considered various community agreements before deciding on the following for how they will treat each other and the work:

- Respect each other in action and in speech.
- Stay present.
- Listen with an open mind.
- Arrive prepared and ready to engage.
- Consider your thoughts before speaking.
- Honesty in all communications.
- Contribute from your lived experience.
- Clarify to avoid assumptions.
- Plain speak as much as possible.
- Avoid acronyms and complicated verbiage.
- Ask questions out of curiosity.
- Use specific (brief) examples for clarity.
- Be open to different modes of expression (cultural/linguistic).
- Respectful disagreement is okay.

Participants were thanked for accepting these agreements and holding themselves accountable to them as the group works together to develop understanding and propose recommendations.

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EXPLANATION OF THE WORK GROUP'S UNIFYING FOCUS

After the work group Project Manager introduced herself, she provided some background information for the participants.

With the onset of COVID-19 in 2020, changes in the deployment of the program to protect the community were made to include online third-party options for interpreters to be tested.

Substitute Senate Bill 5304 requires DSHS to convene a language access work group. The purpose of the work group is to study and made recommendations to the Legislature regarding interpretive service certification policies and programs for limited and non-English speaking Washingtonians. The work group shall hold its first meeting on or before August 1, 2023, and shall submit its final report before December 1, 2023.

The unifying work group goal is to ensure that all Washingtonians have access to medical interpreter services without language barriers. Participants' help was welcomed in this work.

BREAKOUT ROOM DISCUSSIONS

Participants were moved into breakout rooms to discuss two questions: *(1) Why is this work important to Washingtonians? (2) How do you think we reach our unifying goal in the most equitable, accessible, and financially reasonable way?*

For more information about the breakout room discussions, please see the notes from each of the four breakout rooms on the **Meeting 1 of 6** page of the SSB 5304 Language Access Work Group site.

CONCLUSION AND NEXT STEPS

All participants were encouraged to complete the **Getting to Know You** form, which can be found on the SSB 5304 Language Access Work Group website.

In preparation for the August 8 meeting, participants were asked to think about how they would answer this question: In what ways can the State of Washington support having more qualified medical interpreters?

Participants were encouraged to contact the work group Project Manager, Malia Wallace-Mello, if they have any questions.

Everyone was thanked.

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