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Language Access Planning & Implementation in Washington: Lessons Learned


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Know your audience

What	How
<ul style="list-style-type: none">• Person's language<ul style="list-style-type: none">◦ Written (Braille)◦ Spoken◦ Sign language• Literacy level (can they read?)• Best communication mode (especially for sign language users)	<ul style="list-style-type: none">• Ask right questions• Create client record with two fields• Use correct language name/code



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Know your audience (continued)

- How many clients in particular language group?
- How often contacts occur?
- How important the contact is?


Lessons learned:

* <i>Demographics change</i>	* <i>Requirements change</i>
* <i>Tracking modes change</i>	* <i>Organizations change</i>
• <i>Technology evolves</i>	* <i>Languages change</i>

It will never be perfect, but don't stop trying!!!



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Which type of language access service to use?

Bilingual employees
Where? What languages? For what purposes? With what qualifications?


Interpreters
With what qualifications? Who will manage? How much to pay? Agency vs. individual freelance contractor

Translators
With what qualifications? Quality/accuracy? Timeliness/urgency? Consistency of terminology?

Alternate format
Who will produce? How much to pay? Timeliness/urgency? Who will manage?



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What did we do in Washington?

Solutions

1. Bilingual employees tested and hired
2. Translation services were handled in house
3. Interpreter services contracted out – tried different modes.
4. Established all inclusive rates through contracts (minimums; per hour; per minute – OPI; per word)

Lessons

1. Important to establish clear roles
2. Different types of documents need different handling + volume + quality
3. Monitoring contractors can be a challenge. Interpreters are the important resource.
4. Interpreters and translators may not get fair rate from the agency/contractor; not all work can be wrapped in to one rate (DTP)



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Our successes

- Bilingual employees are hired/assigned in accordance with Administrative Policies and paid a differential rate
- Telephone Based Interpreter Services contracts are used (NASPO ValuePoint available for all participating states)
- Translations are contracted out through State Procurement using performance based contracts for different types of documents
- Translation Memory software, turnaround time frames, and review of each project are required in contracts
- Comprehensive web-based Translations Tracking System was developed and now used for over 12 years.




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(continued)

- Contract with one coordinating entity for interpreter has been established
- Interpreters got unionized in WA – opened communication venue for DSHS and HCA with interpreters – aka Language Access Providers
- State procured contract for communication materials in alternate formats



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What's next?




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Washington State Health Care Authority

Our Focus

QUALITY

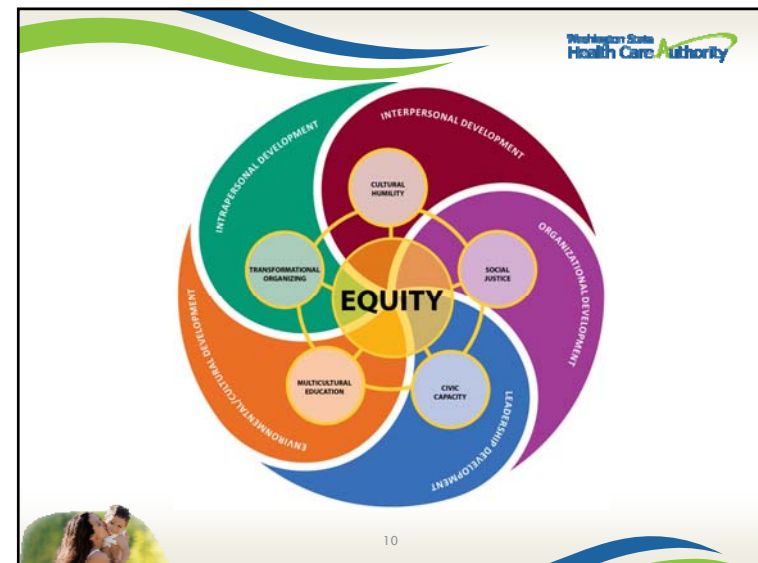
COMMUNITY PARTNERSHIPS

TEAM WORK

laws, regulations and guidelines
Compliance practice
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Washington State Health Care Authority

Questions?

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