



Office of
Equity and Inclusion

Oregon Council on Health Care Interpreters Meeting

AGENDA

September 12, 2016

10:00 am – 12:00 pm
Lincoln Building, Transformation Center
421 SW Oak Street Suite 775
Portland, Oregon 97204

Conference Line: 1-888-251-2909
Participant code: 301558 (Host: 440277)
Participate by Webinar:
<https://global.gotomeeting.com/join/687194413>

#	Time	Topic	Content	Lead
1.	10:00 – 10:05 am	Welcome	<ul style="list-style-type: none"> Welcome and introductions 	Erin Neff-Minyard
2.	10:05 – 10:15 am	Agenda review and approval of last minutes	<ul style="list-style-type: none"> Agenda, June 2016 minutes review and approval 	Erin
3.	10:15 – 10:45 am	OHA updates	<ul style="list-style-type: none"> Updates on Equity and Policy Manager and HCI Program Coordinator positions Council membership renewals and new membership Updates on new HCI applications Legislative priorities for the HCI program OHA/OEI web updates Discrimination and harassment free workplace policy forms Renewal letters for qualified and certified interpreters 	Kweku and Shelley
4.	10:45 - 11:00 am	Break		
5.	11:00 - 11:25 am	Committee and workgroup updates	<ul style="list-style-type: none"> Education and Training 	Ping
6.	11:25 - 11:35 am	Continue updates	<ul style="list-style-type: none"> HCI Compensation 	Susan/Kweku
7.	11:35 - 11:45 am	Continue updates	<ul style="list-style-type: none"> Legislative and Policy 	Erin
8.	11:45 - 12:00 pm	Public Comment		

Next HCI Council Meeting:
December 12, 2016 from 10:00 am-12:00pm
Lincoln Building, Transformation Center
421 SW Oak Street, Suite 775
Portland, Oregon 97204

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**Oregon Council on Health Care Interpreters
Minutes
6/13/ 2016**

Members Present:

Erin Neff-Minyard (Chair)
Susan Morgan
Mel Deleon
Helen Eby
David Cardona

Samuel Pino (phone)
Vanloeun Ping (phone)
Heidi Schmaltz (phone)

Absent:

Lara Knudsen

OHA Staff Present:

Shelley Das
Kweku Wilson
MacKenzie Bangs

Introductions, agenda and minutes review

Erin welcomed everyone to the meeting. We reviewed the agenda and minutes after introductions. The agenda was accepted and Helen made a motion to approve the minutes as written, Susan seconded this motion and it passed.

Committee updates

We reordered the agenda to prioritize issues or committee decisions that need a quorum to approve. There were no issues that required urgent Council vote.

OHA updates

- Introduction of Shelley Das:
Kweku introduced Shelley, the interim Equity and Policy Manager who has worked at OEI as the Grants Coordinator since 2001. Shelley worked on several grant writing projects including the State Innovation Model (SIM) grant for the HCI learning collaborative.

Shelley informed the Council that the learning collaborative will formally end in September 2016, but OEI may continue this training on a smaller scale and in different formats including focusing on communities that have fewer or no trained HCIs. As part of this plan, OEI is working with the Department of Consumer and Business Services (BCBS) to train interpreters from the Compact of Free Association (COFA) populations. The interpreters will after their training, help COFA populations to enroll in Medicaid's premium assistance program. OEI is also planning to organize a learning collaborative in Southern Oregon.

We also discussed the following: whether there was a database on Pacific Islander interpreters, the growing need for COFA interpreters, and other interpreters who speak languages of lesser diffusion.

Council agenda discussion

- Licensure program:

Helen and Melanie talked about a licensure program for HCIs. Helen suggested that the current silos (qualification and certification) create problems for interpreters and health systems. We also discussed the limits to creating a licensure program for interpreters under current laws.

- Continuing Education(CE):

- To ensure that interpreters have information on local opportunities to obtain CEs, Helen suggested that information on local programs that offer CEs: Oregon Society for Translators and Interpreters (OSTI), Oregon court interpreter program, and Oregon Health Care Interpreter Association (OHCIA) should be included in the OHA/OEI letter that is issued to qualified and certified interpreters.
- David questioned whether there were other organizations that offered CEs locally. To maintain OEI's neutrality, David suggested the inclusion of all local CE offerings. We also discussed the appropriate place for advertising such information, including OEI's website. A decision on this was deferred until we gather more information. Ping suggested that training programs can also provide information on locally available resources for interpreters. We agreed to refer this issue to the appropriate committee for further deliberation.

- Rules Advisory Committee (RAC)

Kweku updated Council members on the RAC process and public hearing. He said most comments and questions at the public hearing focused on CE requirements, especially, the required 12 CE units from national certification organizations. OHCIA argued against this provision, including the cost of such CEs (estimated to be about \$300). The need for

flexibility and preference for local CEs were suggested. Based on such feedback, section 333-002-0120 sub section (c) was reworded as follows:

“An additional 12 hours that cover any topics accepted for continuing education by interpreter certification testing centers on the Authority maintained list provided for in OAR 333-002-0070”.

- Questions and discussion:

- Do the new rules require Oregon certified interpreters to maintain their national certification? Kweku suggested that maintaining national certification was very important but not required for renewing Oregon certification.
- Melanie informed us that section 333-002-0170 sub section (B) provides clarification by recognizing CEs obtained by certified interpreters from their national certification organizations.

“For certification, the continuing education required by OAR 333-002-0120 and any additional hours required by the applicant’s national certifying body during the preceding three years. Actual recertification by the national body is not required”.

- The need for OHA/OEI to track and maintain CE credits for interpreters.
- CE requirements for HCIs was compared to the Oregon court certification process. Melanie informed us that the national court certification program does not require CEs or the renewal of certification.
- Should CE requirements be separate for qualification and certification? We agreed to maintain the current rubric which is the same for all HCIs.
- Ping questioned whether the rules process duplicates or complements what the Education and Training Committee (ETC) is doing. Kweku suggested that the committee’s work on CEs informed the rules process, and will continue after the rules process. Helen confirmed that the section of the new rules on CEs reflect the input from the committee.

- Work experience:

- The Council was informed that OEI decided on maintaining the work experience requirement as part of the HCI application process, but reduced the required hours to 15 for qualification and 30 for certification. Also, all interpreting work experience will be acceptable and the work experience requirement will only be for the initial application process and not required for renewing applications.

- There were questions on the legal basis for requiring work experience, feasibility, and quality of the experience interpreters will acquire. But there was also broad support for maintaining the work experience requirement.
- OEI decided to extend the grace period for letters of renewal for existing Oregon certified and qualified interpreters to 6 months.
- Council membership application:
 - The request to “grandfather” expired and expiring members has been presented to the OHA Director. The Council will be informed about the Director’s decision.
 - To facilitate this process, we agreed that members whose term had expired or will expire this year must send emails confirming their intent to remain on the Council for another three year term to Kweku. This will help him respond appropriately to questions that may come up from the OHA Director.
 - A motion for Kweku to send out email’s to such member by Friday, June 17th and receive responses by June 24th passed unanimously.

Committee updates

- Education and Training Committee(ETC)

Ping provided updates on the following:

- Review and establish process for renewing training programs: this will be completed in October. Ping informed the Council that the committee will use the criteria below to evaluate all training programs. As part of this review, OEI will send letters to all approved training programs for information on their programs, including trainers’ resumes.
- Criteria:
 1. Preference for trainers to be qualified, and certified if certification is available in the language they interpret.
 2. Trainers must be practicing interpreters with at least two years of continued practice experience in the last two years.
 - Other acceptable qualifications:
 3. National/federal interpreter certification including spoken or signed language
 4. Certification from the Certified Commission for Health Care Interpreters(CCHI)
 5. National Board of Certification for Medical Interpreters (NBCMI)
 6. Registry of Interpreters for the Deaf (RID)
 7. Washington State interpreter certification

- 8. Completion of at least one week Trainer of Trainer's(TOT) course or a year of teaching experience
 - Optional qualifications:
- 9. A Bachelor or Master's degree in Education
- 10. Master's degree in interpreting plus one year of teaching experience

- Review language proficiency levels: Helen, Heidi and Kweku will work on this and update the committee when this work is completed.
- Create a rubric for CE requirements: the committee will continue to work on this in their next meeting. This work will be completed by the end of September.
- Review qualifications for interpreters of non-certified languages: this issue came up because of concerns about sight translation, especially by qualified interpreters. The committee will review the national guidelines on sight translation and provide recommendations at the December Council meeting. The adoption of Washington State's certification exam is also under consideration because the test is offered in more languages, and the cost is comparatively affordable. These discussions will be completed in December.

- Questions and discussion:
 - Can Washington State's certification exam be adopted under current law? Helen said the law does not state which exams to accept or reject.
 - The reciprocity arrangement for accepting Washington State's test.
 - Heidi said the criteria for recommending other exams/tests to OHA/OEI for inclusion should be based on languages that are not currently tested for in OHA/OEIs existing partnerships. The recommendations will be based on broadening the current language testing options.
 - Melanie suggested that while this work is important, the concept of reciprocity is vague and has not been clarified. Therefore working on the application process for renewing HCI letters and clarifying CE requirements may be more beneficial at this time.
 - Review program applications: Ping said this work is ongoing because the committee continues to receive applications. The application review turn around will be about 5 weeks.
 - The request for HCI Registry update: this update should distinguish the different languages interpreters are qualified and certified in and other languages that interpreters speak but are not qualified or certified in.
 - David suggested the need for more research to inform the renewal of certification and qualification letters in Oregon, especially for certified interpreters. This is necessary because Washington State's process changed on

June 1, 2016. According to David, he received notice from Washington State to renew his national certification and provide the required CEs before he can renew his Washington State certification. But Helen informed the Council that there are alternative ways to meet Washington State's requirements, including maintaining Washington State's CEs.

- **Legislative and Policy Committee:**

Erin informed the Council that the committee is still reviewing the bylaws and closer to completing this work. The next step will be creating a clean copy of the bylaws for the Council's review and approval.

- **Compensation Survey Workgroup:**

- Helen informed the Council that the workgroup had met twice and is working to define the following: the scope of the committee's work; the profession of interpreting; and fair compensation. The committee has also invited a consultant from Washington State to share her experience from her previous work on compensation survey for the interpreters union in Washington State.
- Melanie shared that Oregon DHS is doing an RFP on interpreting services for different state agencies. Also, ASL is developing a separate process for compensation that will end up requiring a 2 hour minimum payment for all ASL interpreter services. Since these are similar research projects, the compensation workgroup can look at what has already been done instead of recreating the background and scope for their work.
- Other surveys that have been deployed by different interpreter groups were discussed, including OHCIA, CCHI and Lutheran Community Services Northwest. Kweku informed the Council that OEI is committed to the HCI compensation workgroup survey. David also informed Council that OHCIA had sent him a survey to send out to interpreters on our OEI list. Heidi expressed concern that the OHCIA survey does not define language proficiency levels correctly. As part of the discussion on surveying, Shelley informed the Council that all the requests for OEI to deploy different surveys are voluntary requests.

Public comment:

There were no public comments.

The meeting adjourned.

Next steps

- Send email to expiring Council members for confirmation on whether they want to remain on the Council for another term.

- Follow up on Council appointment and reappointment process with OHA Director.
- Provide name tents for Council meetings
- Follow-up on other OEI updates
- Provide a link on the OHA/OEI website for useful resources including requests for deploying surveys from approved training programs.