

WASCLA Monthly Conference Call
February 25, 2009
11:00 to 1:00

Participant list no longer included since no way to be sure we are capturing everyone. Please remember to announce at a break in conversation if you join the call after the introductions at the beginning. Thanks!

A. WASHINGTON LANGUAGE ACCESS BILL UPDATE

Fatima reported that the bill is dead. Language bill that was introduced was looking to expand interpretation services. What killed the bill was that they had a provision that insurance would be required to pay. This year the fiscal note for this bill was 1.5 million and killed the bill. The bill generated hundreds of letters and support. But w/ a price tag attached to the bill, given the economic crisis, bill died. WASHINGTON CAN releasing a report around hospital care and access –seeking to raise awareness and will be back next year. She will prepare and try to get additional stories, connections. The fiscal note was not accurate in that it included a cost even though the bill said that no \$ would be spent. But bill had to include potential cost. New programs are not favored right now. Interpreter groups such as WITS and NOTIS definitely want to be notified of any future proposed legislation since they are impacted.

B. PRESCRIPTION TRANSLATION REQUIREMENTS IN WA

Joana Ramos -- Included in the minutes below is a list of a dozen docs and resources that address this issue, including NY case that mandates that pharmacies now must provide info. Joana hasn't been able to work in Washington yet on this issue. There will be a speaker at the Washington Prescription Drug Program to speak at the Washington State Refugee and Immigrant Conference. Friday, March 13th at 3:30.

Walgreens, Wal-Mart, CVS, Ride Aid, and Dwayne are listed on the complaint, with CVS failing to provide many services. We don't know what is being provided in Washington. Joana discussed doing a survey and contacting the pharmacy association and also contacting the UW School of Pharmacy. Harborview uses their in house interpreters, some folks don't use translation since not literate. Joana will contact folks on the Washington State Pharmacy Coalition and try to get on their agenda. Hope we can get them to consider implementing agreements in NY in Washington yes. At Swedish Medical Center, they are encouraging telephonic interpretation. It is harder to get a live interpreter but telephonic interpreter has worked for them. It is the same at Evergreen Hospital. Once Joana has time, she will try to get a group together with Harborview, Swedish and Evergreen as models.

Background materials on the NYC legal case, and other materials on needs and remedies may be accessed from the [NHuLP library](#) :

- Agarwal presentation - Language Access in Pharmacies: Advocacy in New York State

- April 2008 Webinar "Language of Drugs" audio and web conference recording
- Bush pitches Medicare plan to seniors of all languages (Apr. '06)
- Cajina presentation - Improving health literacy outcomes and medication safety for Limited English Proficient patients
- Languages pose barrier to drug plan. Outreach efforts are under way to help patients grasp - and comply with - the new coverage under Medicare. (Apr. '06)
- Medicare Prescription Drug Plans Fail Limited English Proficient Beneficiaries (Feb. '07)
- NHeLP Issue Brief - Language Services in Pharmacies: What is Required?
- NYLPI Discrimination Complaint against New York Pharmacies
- Weiss presentation - Availability of Multilingual Prescription Medication Information for Limited English Proficient Patients in New York City Pharmacies
- Youdelman presentation: Language Services in the Pharmacy Setting

The article published by Linda Weiss & colleagues can be accessed at:

Weiss, L., et al. [Access to Multilingual Medication Instructions at New York City Pharmacies](#). J Urban Health. 2007 November; 84(6): 742–754.

See also the [Dec. 8, 2008 statement from the Public Advocate for the City of New York : Language Access to Pharmacies Act of 2008:](#)

City Pharmacies Must Provide Free, Accessible Language Assistance and Translation Services for Prescriptions

Immigrants at Risk Because of Medicines with English-only Labels and Instructions

C. DSHS LANGUAGE SERVICES

JASON gave an update to look into language access services. There is an Ad Hoc Group looking at how things are happening in the state. Group has met once to identify challenges. Broken down into 6 groups of issues: 1. Public Education. 2. Quality of Services. 3. Staffing. Interpreter and Translator Resources. 4. Training Professional Development. 5. System Coordination. 6. Funding.

This first meeting was trying to identify potential solutions. Part of this discussion –and included people like JD and CR on group is to have key players and to get WASCLA involved so that there is a centralized voice. There is a decent change that recommendations will be strong. Issue of funding is key. There are groups that are very interested in funding a language access project. Part of this is a coordination piece and we are hoping it will coincide with formalization of WASCLA as part of upcoming retreat.

D. WASHINGTON COALITION AGAINST DV TRAINING

We received a request from WSCADV to go talk to them an advanced training on how to deal w/ language access issues. A law student has been working on detailed memo that will inform basis for part of this training. In mean time, JK and NWWLC worked on a draft brochure on issue of importance of interpreting and legal rights. JD will be doing a training in Mount Vernon and will report back next time.

We already have a place on WASLCA website a place for comments re access or lack thereof in WA and welcome your comments on how to expand this.

E. REGIONAL MEETINGS

Port Angeles Meeting

We sent out a brochure/registration materials to WASCLA. We are asking people to register as soon as possible. Portion of the meeting is going to be breakout groups so that there can be a discussion of what are interpreting issues and what needs to be resolved. There is a need for a list of indigenous interpreters. There has been another issue about the different roles. Eric Bakken from ICE said he will not be able to make it to PA meeting but open to act as a resource. VAWA discusses prohibited locations regarding the need to make sure victims of domestic violence can report violence without fear of immigration consequences. King County Courthouse has an agreement not to provide information to immigration. King County Superior Court's policy in regards to immigration arrests in the courthouse can be found at: <http://www.kingcounty.gov/courts/SuperiorCourt/info.aspx> in the section entitled "Other Information."

Olympia – Meeting

Jill has been exchanging phone calls w/ Governor's Office and Human Rights Office. She has names of people who have expressed an interest in participating, please send others to her if you have them. Stay posted for a conference in April or May. A question came up about a bill before the legislature that would split up DSHS in 4 groups. Jason said he didn't have much detail but this type of legislation has been frequently introduced in the last 15 years and there is no indication yet as to whether the bill will go anywhere.

F. REFUGEE AND IMMIGRANT CONFERENCE

Ashley Mai is part of the committee. Beth asked her to pass on the word that there will be a 2009 conference held at UW. There is a specific track on health issues and she encourages everyone to participate. Scholarships will be made available. Contact Beth Farmer. This will be a great conference, great networking opportunity, Refugee Screening, Cross-Cultural Communication. Things that specifically relate to language are the pharmacy piece and a session on Cross-Cultural Communication, working with patients who are LEP. We will try and get WASCLA materials to resource area.

G. SPOKANE CONFERENCE UPDATE

Molly Ertel has contacted 5 different hotels. Consensus is to look for something downtown. She looked at Ramada Inn by the airport because of airport location and sent pricing to JD and JoAnne Guzman. Their meeting area only holds about 125 people. Possibility there would not be a big enough room. We should plan for possibly 250 people. We are still looking at October 16 and 17, the 9th and 10th may also be a

possibility but not good because of other conference in Boston on Oct 9 to 11. Other options are Spokane Club and DoubleTree but we have to be careful about price since funds are tight due to budget cuts and NJP will probably not be able to contribute as much as in the past. . Spokane Club can accommodate 250 people. Require \$1,000 deposit. We can get rooms at \$80. Catering charges \$5000 for 2 days. Don't know if that includes meeting rooms. One more thing, possible: ABA might hold their meeting in Spokane. They will be focusing on diversity and are looking at the same dates. If their conference coincides w/ ours we could consider a joint session, although probably not good given numbers of people. .

H. DIRECTORY WORKGROUP UPDATE

The group had a separate conference call re future directory and discussed different options. One which is now is Oregon. One developed in CA. One suggested by interpreters. There are many differences databases on interpreters. Feel that any type of certification and education of interpreters is the most important info. Milena and Emma are distributing document to all those interpreters that gave input. At the next call will provide all the comments. Part of the reason looking at CA and Minnesota is that they have a database and may be willing to share the technology. A recent Microsoft Court-certified Chinese interpreter joined the group and might be able to develop database much cheaper.

I. TECHNOLOGY WORKGROUP UPDATE

The group talked about sharing technology resources. Group is adding Jamie Lucero, who teaches translation work. Linda Golly from UW Medical Center also agreed to join this group. We talked about starting with technology descriptions and links to resources. Eliana did a lot of work: Went to Portal and looked at all the documents that had a translated document. She only looked at documents that had a translated version; first looked at States, then looked at Medical. Majority had to do w/ how to apply for assistance. Need more in the area of social service. Our group decided was that we would focus on a description that we would all try to generate. People may be unavailable about the different kinds of technology and where to get it. This is a call out to anyone who is not in the committee to let us know where we can find those resources. The first step is to create a catalogue.

J. RETREAT PLANNING DISCUSSION

Planning is moving forward. Date is April 18. Group is hoping that Mariko Lockart will facilitate. Katrin's husband has expertise in non-profits and has offered to present the info. Retreat is free and low budget! We welcome everyone's interest. Food is potluck with possibly some help from WITS.

K. FUNDING POSSIBILITIES.

Coordinated Language Access Services for Survivors

Catherine Carroll will submit a proposal is for WASCLA and Sexual Violence Legal Center to apply for grant, to host a series of workgroups or forums whether they are doing overall assessment, also to include service delivery, and to pull together an Advisory Group—keeping it multidisciplinary and to help support some of the other projects that WASCLA. Wide open, not a lot of \$, but it would help support ongoing summits, operational expenses. The name is Coordinated Language Access Services for Survivors. The grant has to be submitted by March 4th. July 1 is starting deadline but would have to see. She hopes to get letters of support from WASCLA members. Please email her at Catherine@svlawcenter.org Grant will be highlighting the need for funding around language access is critical and the fact that we've been doing it for years unfunded, also hopes to also focus on DV and SA survivors.

Seattle U Fellowship

Kristi Cruz reported that SU is offering a post-graduate fellowship. It is a one-year funded position. NJP has sponsored this proposal which would focus on language access to assist w/ WASCLA and broader NJP language access and training. Proposals are due in another month. Kristi is applying but will not find out until May. It is a one-year-position.

L. FINAL ISSUES,

Next call is March 25th from 11:00 – 1:00. We may have a new conference call provider.

MEETING ADJOURNED ***