00:00:27:07 - 00:01:08:13

Moses Perez

Hola everyone, my name is Moses Perez and I am with Open Doors for Multicultural Families. We are based out of Kent, Washington, and we serve individuals and individuals with intellectual and developmental disabilities, as well as families, primarily multicultural families. So we have over 54 staff and speak over 24 different languages. So we employ its motto as well as allowing language access supports as well to be there to service our families and individuals and shock you.

00:01:08:23 - 00:01:45:15

Moses Perez

And just reminding myself, slow down. So we've been getting some great training from our interpreters throughout all of these language access forums. And I just want to again thank the interpreters for being patient with us and working with us as we're on this learning journey. All together. So yeah. And speaking of interpreters. Shaun, I'm so excited to have Melena Calderari Waldren with us today.

00:01:46:16 - 00:02:26:23

Moses Perez

Melena has been absolutely instrumental in helping the families we serve to pass HB 1153. Melena brings a lot of expertize. But what I appreciate about Melena is her heart for families. I don't want to go too much into detail, but I can just say that without Melena and her representation of the interpreters in Washington State, we would not have been able to pass language access this year.

00:02:26:24 - 00:02:57:21

Moses Perez

So I just want to thank you, Melena, for that. And you know, before I introduce you or before I pass it over to you, Melena, I just want to kind of thank the participants today for all the Language Access Forum that you have attended and you've participated. All the great questions that you have presented as well as best practice is that you have shared with not only us, but other participants that are represented in this call.

00:02:59:04 - 00:03:27:15

Moses Perez

And today we're going to be talking about one of the topics that you, as participants identified as being important was, I believe you asked the question, how do I build out my interpreter network? I remember another question from one of the participants that I have an interpreter. Somewhat of an interpreter network, but how can I build upon that?

00:03:28:14 - 00:04:01:15

Moses Perez

How can I sustain that network? And so today we're hoping to to address this particular issue. Like I said, we brought a really great interpreter with a lot of experience. However, we will, aside from the presentation, we will have time for some questions and answers. So that way we can be more customized to your individual situation. So with that, I'll go ahead and turn it over to Melena.

00:04:01:15 - 00:04:05:03

Moses Perez

Thank you. Melena, once again for being here. Can't wait to hear from you.

00:04:06:21 - 00:04:32:06

Melena Calderari Waldren

Thank you, Moses, for, first of all, dragging me here. And I greatly appreciate it. And thank you, guys. This wonderful organization that cares so much to reach out to people whose limited English proficiency to not allow them to actually access all the services they desperately need.

00:04:34:24 - 00:05:05:05

Melena Calderari Waldren

Welcome, everybody, and let's start. So this is me. I am a certified interpreter, court certified medical and Social Services Certified. I am the coauthor of The Standards of Practice and Ethics for Washington State Judiciary Interpreters, which is published by the Administrative Office of the Courts. I am a drafting members of industry standards. ASTM is an international organization that sets industry standards.

00:05:05:15 - 00:05:33:12

Melena Calderari Waldren

And for those who don't know, there are industry standards for absolutely everything in this life. And I also used to teach ethics for interpreters at Bellevue College. I am fluent in four languages Spanish, French, Italian and English. I also have an O-levels, nothing from the University of London. In summary, I'm a polyglot, which is a common occurrence with interpreters.

00:05:35:07 - 00:06:09:00

Melena Calderari Waldren

These are the concerns that most told me wise people had. And because I looked at all this, I created this PowerPoint presentation that we will turn into a PDF file that I will share with this organization. It is chock full of resources and hopefully you can use it. There are many types of language access services and there are many types of language access providers.

00:06:09:13 - 00:06:46:21

Melena Calderari Waldren

In this light, I have list a lot of them, not all of them, because for example, we have people that do subtitles and captions that they are not necessarily here. But this is to give you an idea of the type of language access services that exist. And basically, it's always about transferring the message either from one oral or sign language into another oral or sign language, or transferring messages with different scripts or transferring messages written in one language to another.

00:06:47:10 - 00:07:24:24

Melena Calderari Waldren

So what do spoken language interpreters do? One, this is what I'm here to talk about today. Well, they transfer messages, meaning from one language into another language, and the source message can be either oral or written. But the final product for interpreters is always oral for the spoken language interpreters. We have three modes of interpretation simultaneous interpreting, consecutive interpreting and site translation.

00:07:25:00 - 00:07:48:09

Melena Calderari Waldren

And now let's look at what that might look like. And this is a little nice little icon that shows you that for simultaneous we are talking of equipment. When you don't do it with equipment, you can only do it with one person and you're whispering in their ear. That's called Shusha tage. And I must say that with the pandemic that is going away.

00:07:49:14 - 00:08:22:13

Melena Calderari Waldren

Anyways, so simultaneous interpretation requires technology. For the most part, consecutive interpretation is what you're more used to. One person speaks, the other one just listens and then pause. And then another person speaks. Meanwhile, the interpreter, you know, transfers the message. So with like person one speaks, interpreter speaks person to response, interpreters speaks, person one answers. Then we have site translation.

00:08:22:14 - 00:08:56:17

Melena Calderari Waldren

Basically, there is a written document and the interpreter is reading aloud a document written in another language, because the person listening to this rendition does not read the language in which it the document is written. And now here are our definitions taken from the ASTM. Standard. Standard practice for language interpretation. So you can go and use them when you have to.

00:08:56:17 - 00:09:00:00

Melena Calderari Waldren

And you have to create policies in your organic sheets.

00:09:02:06 - 00:10:01:01

Melena Calderari Waldren

So when do these interpreters use this? Three different modes of interpretation. Well, similar tenants are for presentations, trainings, hearings. The presentation we are having right now is done simultaneously into other languages. In this case, in simultaneous interpreting, the listener is passive. It is the fastest mode. However, it is the hardest skill to master for interpreters. It is very hard and there's only a few number of interpreters who actually pass the test for simultaneous interpretation with a 70% or higher, which means they got to write 70% of the meaning of the message. The other 30%, who knows? Of course, we have people who can do 95%, but it's important for you to understand that

00:10:02:13 - 00:10:30:13

Melena Calderari Waldren

it's a hard skill to master. So hats off to the interpreters who are currently interpreting for us. Consecutive bode well. It's best suited for one on one meetings. Testimony. It's basically a conversation with a limited English proficient person. Now drawback, you have to a lot double the time and what you are going to see is that the interpreter takes notes.

00:10:30:24 - 00:11:03:12

Melena Calderari Waldren

This is not shorthand. This is memory aids. Things that will help the interpreter to remember what has just been said. And here's the secret. Within 5 minutes of writing these notes. If you ask any interpreter to tell you What did you write, the won't be able to tell you. Sight translation. Well, this is better as you saw for written documents. But however, this is not a translation for publication at all.

00:11:04:09 - 00:12:02:09

Melena Calderari Waldren

It's just for informational purposes. And you need to give the interpreter time to read it first so that then they can actually interpret it. There are several ways to deliver our services and the main division is between onsite interpreting and remote interpreting. Onsite interpreting means that the interpreter is at the same physical location as at least one other person that meets language interpretation. In other words, the interpreter has moved to somewhere to be next to somebody. Now, it could be that all the participants are in the same location or that some participants joined through some audiovisual or audio technology such as a phone.

00:12:02:23 - 00:12:28:13

Melena Calderari Waldren

It happens. We just need to be flexible and interpreters. Professional interpreters are trained to render services in all sorts of circumstances. And then there is remote interpreting, which means the interpreter is not at the same location as those who actually meet the language interpretation. That's the case of today. There are three options.

00:12:29:05 - 00:13:05:16

Melena Calderari Waldren

Audiovisual, which is sorry, audio only, which is over the phone interpretation. Right. But nowadays we have so many platforms like Zoom that allow you to have an audio channel that you're not necessarily on the phone. You can actually listen to the audio channel from your computer. Funny how things change and then you have audiovisual and there are two types of remote interpreting in the audiovisual and that one is VR Ray video, remote interpretation.

00:13:05:16 - 00:13:55:19

Melena Calderari Waldren

And then I like using RSI a remote simultaneous interpretation, which is what spoken language interpreter is doing today. But the sign language interpreters are actually doing very well. Now, let's look at this. Yes, remote interpreting for spoken languages. Kabza three flavors API VRA, RSI, now API which is over the phone interpretation. It is the oldest and it began in the 1980s when AT&T, you remember that company, it had a language line based in Monterrey, California, because that is where the well-known Masters in conference interpreting program is located.

00:13:56:01 - 00:14:26:17

Melena Calderari Waldren

So they decided to give some jobs to the students while they were pursuing their degrees in conference interpreting via AI began in the 2000s with high speed internet connections becoming more prevalent through cable. They these are virtual meetings platforms such as Skype go to meeting and zoom. The pandemic has made everybody acutely aware of this. You know.

00:14:27:06 - 00:15:07:23

Melena Calderari Waldren

Virtual meeting platforms. Finally, RSI. RSI is a newcomer because it has a technology improvement over VRA. VRA has only one audio channel. RSI has at least two audio channels or more, which is what you're experiencing today. It began in 2014, more or less e for the European Parliament with custom built, very expensive and clunky platforms that had their own interpreters who had to navigate these things.

00:15:08:14 - 00:15:44:23

Melena Calderari Waldren

But RSI exploded during the COVID pandemic because Zoom had added an interpretation channel at the end of 2019, just in time for COVID. And in March 2022. Yeah, some months ago, Zoom added relay interpreting feature and that allows for multilingual meetings that previously were only possible at the UN or the European Parliament. So now we can all do the same thing they do at the UN.

00:15:45:03 - 00:16:27:15

Melena Calderari Waldren

The European Parliament remote interpreting also has two little ways of, you know, reaching out to interpreters or grabbing those interpreters. Remote interpreting can be pre-scheduled or on demand. Pre-scheduled is I'm going to need an interpreter remotely or this day for this time. Even if you pre-scheduled it the very same morning for that afternoon. That's pre-scheduled. However, on demand is the I grabbed the phone dial a couple of numbers tell them I need Swahili interpreter I'm boom.

00:16:27:24 - 00:17:08:08

Melena Calderari Waldren

The Swahili interpreter materializes from the senior as well. The quality of these remote interpretation is not the same because with the prescheduled remote interpretation, you can actually know exactly who is going to be doing the service, rendering that service. You have to check their credentials, URLs, etc. with the on demand you get whomever. And that might be someone who knows where it's a part of the world who is not necessarily credentialed, no criminal background checks, etc., etc., etc..

00:17:08:16 - 00:17:47:10

Melena Calderari Waldren

So. You know, you just need to be an informed consumer. And here is the definitions. And this is also the problem of this different delivery modalities with API, you can only use the consecutive mode with VRA, you can do consecutive accent translation modes and in RSI you can do simultaneous and also allows consecutive sites. But for that, you know, you'll have to move to the English Channel.

00:17:48:07 - 00:18:24:11

Melena Calderari Waldren

So it allows for all three modes of interpretation for spoken that which is Washington State is a beacon for language access. Washington state has two certifying bodies for spoken language interpreters. The Department of Social and Health Services, known as the assay test, certifies medical interpreters in eight languages and authorizes all others. And for social services, they have certification in eight languages.

00:18:24:11 - 00:18:55:22

Melena Calderari Waldren

They have a simultaneous certification as well, and they have authorization for all the other languages, courts have a consortium exam that is shared by all of the states in the United States. It's a standard that states the tests that that is controlled by the National Center of State Courts. And they have 15 languages, four certified and about 60 languages, four registered.

00:18:56:14 - 00:19:27:06

Melena Calderari Waldren

So that is a mouthful. And this links will take you to the websites of each certifying body. So these certification programs, you just click and go directly to those websites. But let's look a little bit at what all this amount of certifications and labels really mean. Here is the social services. Look at the difference between a certified interpreter and an authorized interpreter.

00:19:27:18 - 00:20:03:24

Melena Calderari Waldren

Okay, fine. The written exam is the same, but the oral exam very different for certified interpreters. They had to pass a transfer skills exam. They actually test them, perform consecutive interpretation, site translation and simultaneous interpretation for the authorized languages. It's an oral memory test. They have a series of art related sentences that they listen in English and they have to interpret into their language.

00:20:04:16 - 00:20:39:18

Melena Calderari Waldren

Then they have. All of this is recorded, of course, because then they sent the tapes to the graders. Then they have a series of sentences in English that they have to repeat also in English, and then they listen to what they actually interpret it at the beginning, and they have to now interpret it back into English. The grader can only get a tape all in English, and that's how they actually rate the exam.

00:20:40:12 - 00:21:20:00

Melena Calderari Waldren

Now, all of these interpreters have to do the same online orientation and training and those videos, you know, they have to renew their credential every four years. They have to do continuing education in general. Topics 16 credits and four credits in ethics. Look at the pass rate out of 100 candidates, only 36 to 38 pass this exams. And did you know that the bar exam in Washington state has a pass rate of 67% and structural civil engineer 62%?

00:21:21:02 - 00:22:05:01

Melena Calderari Waldren

Yes. Passing this exam. It's not easy. So let's look at title test. How can I to previous. Oh right. And previous. Oh right. I did social services medical next. Sorry. And now let's look at the courts. Okay, that we go. So here we go. This is the difference between a certified court interpreter and a registered court interpreter. Yes, the region exam is the same one, but of course the oral exam is different.

00:22:05:10 - 00:22:28:17

Melena Calderari Waldren

Again, certified. And you should always remember that a certified interpreter means that they have been tested in their transfer skills in their consecutive site, simultaneous. That's what they get tested. But for the registered interpreters, they have to pass an oral language proficiency test.

00:22:29:05 - 00:23:24:12

Melena Calderari Waldren

And for court, they need to get the grade of actual superior, which is equivalent to the inter-agency language roundtable. Level three. It is a very hard level of fluency is like, you know, not necessarily native but near native. And there is a website for the Iola and in that website you can check all the descriptions for all the different levels of proficiency and the reasons why this interpreters need to be at level three or above. There are five levels, and if the interpreter does not have a language fluency of INR three and above, then their interpretation will not be very accurate at all.

00:23:25:23 - 00:24:48:02

Melena Calderari Waldren

Of course, they all have to do the same mandatory training and then they have to do the oath and criminal background check. Then continuing education credits. The pass rate for the court exam is less than 10%. Next. So let's look at the interpreter ethics. Professional interpreters are bound by codes of ethics. There are four ethical values, professional values that interpreters must uphold accuracy is the true north of interpreter ethics. We must interpret everything without additions, omissions or explanations, impartiality. We must not allow our own biases and prejudices to taint our interpretation. And we must disclose any actual or potential conflict of interest and avoid perceived conflict of interests. We get a lot of training about this, and if you have any questions about this, please read the standards of practice and ethics that I am one of the coauthors published by the Administrative Office of The Courts.

00:24:48:19 - 00:25:24:06

Melena Calderari Waldren

Neutrality. It's not a synonym of impartiality. Then it means that we cannot take sides. We cannot show preference for anybody, neither for the LEP, the Limited English Proficient person, nor for the English speaker, for anybody. Our only client in reality is communication. Finally, confidentiality. We cannot divulge any information acquired while interpreting. So this is what an interpreter who is a professional interpreter, will uphold.

00:25:25:09 - 00:26:11:07

Melena Calderari Waldren

We have codes of ethics. So interpreters who are credentialed in the State of Washington must follow these codes of ethics. And the interpreters who interpret, who are not credentialed by the courts but are interpreting it. The courts are still required to abide by this court rule. So the Code of professional responsibility for Judiciary Interpreters is a court rule promulgated by the Washington State Supreme Court. The Code of Ethics for DSH is certified and authorized interpreters is an administrative law, the Washington from the Washington Administrative Code.

00:26:12:07 - 00:26:52:01

Melena Calderari Waldren

And again, if any of these interpreters are found, it violates some of these codes. The consumer, the end user, can actually lodge a complaint with the certified bodies and that interpreters will face disciplinary action. There is a whole process for that. Where do you find this professionally targeted as well? This is it. This is a screenshot of the database which is public posted online where you can actually sort interpreters by their name, by their credentials.

00:26:52:01 - 00:27:24:17

Melena Calderari Waldren

Their language is that counties, the dates where they got their credential renewed or acquired. And let me show you what it looks like. Hopefully this link works well. Yeah, it does work. Let's say I want Patrick and let me go and search Google. Google, boom. Look at that. All the contact information. Voila. Right, easy peasy.

00:27:24:17 - 00:27:39:09

Melena Calderari Waldren

Yeah. How do I return to my PowerPoint? There we go. Sorry about that. And where do I find court certified interpreters and registered interpreters?

00:27:39:19 - 00:28:35:22

Melena Calderari Waldren

Well, this is it. This is the public online searchable database administrative office of the Courts and oh, dear, this is the Interpreter Commission link. All done. Sorry. Here we go. Washington interpreters. There we are in here. Let's go over a language here of Arabic. Not a lot of Arabic, let me tell you right now. And here we go. One, two, three. Right. And when you go and click their name, here's all the contact information again. Easy to find up. All right. Okay. Wrote one.

00:28:36:20 - 00:29:09:03

Melena Calderari Waldren

Okay. How do you hire these freelance interpreters? Because, let's be frank, the vast majority of interpreters services more than 70% nationwide right across the world are provided by freelance interpreters, independent contractors. So when you want to ask if there is an interpreter available at that exact time, well, whatever email you send or form you send, it should have the date, the time, how long you expect this to last?

00:29:09:13 - 00:29:37:14

Melena Calderari Waldren

Is it going to be onsite? Well, then they need to address is it going to be simultaneous onsite? But then you need equipment, is it going to be remote instead? Well, give them the link to the Zoom meeting or the phone number for the three week call. But don't do that until you've told them that you need them for this time and then you need to tell them what type of event, one on one, meeting, presentation, whatever.

00:29:37:14 - 00:30:02:03

Melena Calderari Waldren

This is going to be the person they need to contact and the per the name of the limited English proficient person. Right to make sure that you avoid conflict of interest. But again, you don't necessarily have to disclose the name out of that. You can actually wait because sometimes we interpret for people who are, you know, victims of domestic violence.

00:30:02:03 - 00:30:10:13

Melena Calderari Waldren

So we don't know until we show up. Sooner or later, if we know that person, we must disclose this relationship we may have with this.

00:30:10:13 - 00:30:50:22

Melena Calderari Waldren

First. Name and conditions. You need to actually tell, you know, how much you're going to pay. You will have to negotiate with them. Is it going to be hourly, half day, full day? What is their cancelation policy? What is their no show policy? That is, if the any person doesn't come or the speaker speaker doesn't come, they're still going to charge you if they have to go on site, if they have any travel policy, do you pay them for travel time, mileage instructions or if you have a particular invoice or if not, they'll just send you theirs.

00:30:51:04 - 00:31:23:23

Melena Calderari Waldren

You're going to need to ask them for a W-9. And then so what are the rates? Well, I just gave you a link to something that is publicly posted by the government, so here you go. Link here. Isn't this wonderful? I love this. Public information sites, open pricing on ordering, open selected document. And here you have. Oops, sorry, I need to move this thing a little bit.

00:31:25:05 - 00:31:29:12

Melena Calderari Waldren

Category pricing, all of that, all that pricing. Look at that.

00:31:31:10 - 00:32:11:19

Melena Calderari Waldren

And it has you can sort by language by category by comp money, by price, etc. to solve this, you know, they are pivot tables. I love people tables. It's so convenient. Anyways, moving on, what are the best practices? Well, here we go. You should have in your organization a language access coordinator. You should designate someone who knows about how to contact interpreters and how to determine the particular needs for each interpreter encounter.

00:32:12:06 - 00:32:39:05

Melena Calderari Waldren

They're all different every time you're going to need something like this, something like that. So you need someone who knows what they are ordering you. Basically, you're ordering services from a menu and let's say you want fish, and if you don't know how to order, you're going to get beef. So make sure that you know what you're ordering.

00:32:39:05 - 00:33:59:15

Melena Calderari Waldren

You need a language access plan so that the people in your organization, no how to do this and how to evaluate and watch the processes, choices for making requests, contracting, invoicing. There should be a plan. It always helps. If there is a plan, you should hire credentialed interpreters. Armatures are really nice and cute, but they are not going to be necessarily partial, accurate, neutral, or even confidential. So you know your friend etc. might be really nice. They are cute, very friendly, but you know, it's always better to go with professionals. But that's something you'll have to determine your level of viability. How comfortable are you with exposing yourself to liability due to inaccurate interpretation? Dynamic contracting generally is the best way in the sense that the interpreters go the extra mile they keep 100% of the pay and you have 100% control over the counter.

00:34:00:03 - 00:34:37:16

Melena Calderari Waldren

The other way is to contact which company, who is going to reach out subcontractors and build charge you a fee for doing it. But that's another valuable way of doing it. You always, always meet to give interpreters background information because context is everything when it comes to interpretation. So interpreters should have glossaries if you already have them. If you're going to show videos, give them the links so that they can view the videos ahead of time documents, PowerPoint, slides, everything you have.

00:34:38:18 - 00:35:15:03

Melena Calderari Waldren

Finally, for simultaneous interpreting, you need to hire a team of truly interpreters for each language there. And the reason why you do this is because studies show that after the first 15 minutes, the errors in meaning accumulate dramatically. And eventually, within less than an hour, the interpreter has thrown out. And it's not going to be pleasant. The poor end user is just going to hear a lot of babbling and here are some resources for you all.

00:35:15:18 - 00:35:21:12

Melena Calderari Waldren

And that pretty much it's my little PowerPoint presentation.

00:35:21:12 - 00:35:50:24

Moses Perez

Thank you, Melena. Thorough as usual. And although I know it was very thorough and had a lot of information, I know that there's probably some questions out there that are still lingering that might be more individualized to your community. We know that all communities do not look like all communities do not seem to face all the same challenges.

00:35:50:24 - 00:36:23:22

Moses Perez

So we wanted to make sure that we reserve some time to get to some individual questions. I have a couple here for you, Melinda, that I'm going to read off. And then I think I have one that kind of points towards myself and I can I can cover that one when I do my wrap up. So the first question is thinking about if the audience is organizations, counties or state and represent representatives or even families.

00:36:24:07 - 00:36:52:23

Moses Perez

This is the question how can again the audience support informal interpreters and, translators to become formalized or certified? What can they do to help those interpreters that are not certified today? But how can these organizations and state entities help them or support them to become certified?

00:36:52:23 - 00:37:31:22

Melena Calderari Waldren

Well. The DSHS exam is actually very cheap. It's only $75. So that would be the first thing that they could do. Go and take that exam, which is cheap, affordable. Now, there are self-assessments that people can do to find out are there language fluency? I. I am going to modify the PowerPoint to add the link to the interagency language Roundtable.

00:37:31:22 - 00:37:45:14

Melena Calderari Waldren

It has self-assessments. And while you when you answer all those questions, it tells you the level of fluency in the English language. Right? At least that's free.

00:37:46:01 - 00:38:03:04

Melena Calderari Waldren

Another way, but a little bit more expensive would be to take the language proficiency tests. They run about 200 dollars. In English. And the other language another 200 dollars.

00:38:04:19 - 00:38:37:10

Melena Calderari Waldren

So that you find out your language fluency in those two languages. And if you test level three and above, you know, you are going to make an interpreter for sure. I mean, for most likely, because we have, however, discovered that people that even with that high level of proficiency, they subjects cannot pass the tests because being bilingual does not an interpreter make.

00:38:38:01 - 00:39:09:20

Melena Calderari Waldren

In other words, we can all play the piano. Chinese chopsticks, right? Very few can become concert pianists. That's an Interpreter. And the highest level of interpretation skills is simultaneous interpretation. That's very few people. So my advice...test. And the DSHS test is very cheap.

00:39:09:20 - 00:39:42:06

Moses Perez

Awesome. Thank you. So yeah, that's I wrote that in my notes. So I, you know, I can see some, some employment service providers if they feel a very good relationship with their existing interpreter or interpreters, might be able to maybe help out the interpreter with the costs to become certified. That might be a thing. So the $75 to the DSH testing, $200 for language proficiency testing. Okay.

00:39:42:21 - 00:39:53:19

Melena Calderari Waldren

There's also trainings out there and those trainings are either remote or in-person trainings are extensive though. They run...

00:39:53:19 - 00:39:55:21

Moses Perez

What kind of trainings? Melena, can I ask you.

00:39:56:04 - 00:40:17:10

Melena Calderari Waldren

For interpreters, you know, they they train you. So how to use interpreter skills you know, and they exist. But a 40 hour training is about 600 to $800. Taking the training helps, but it doesn't guarantee that you're going to pass the test. Right. But it helps.

00:40:19:01 - 00:40:19:14

Melena Calderari Waldren

So yeah.

00:40:19:22 - 00:40:45:22

Moses Perez

That yeah, that's great. Thank you for that. I actually myself training in medical interpreting and I did not feel like I was ready for for a national test or even a DSHS test. It was very informative, but it also let me know what I didn't know and what I still had to research more on. So thank you for that.

00:40:45:22 - 00:40:48:04

Shaun Wood

Shaun here. Can I ask a follow up question to that?

00:40:48:12 - 00:40:49:11

Moses Perez

Yeah, absolutely.

00:40:50:05 - 00:40:58:10

Shaun Wood

I'm wondering, Melena, are those questions are those trainings offered virtual? Are they are they virtual trainings that so...

00:40:58:19 - 00:41:46:01

Melena Calderari Waldren

Some especially with the pandemic? Yes, yes, some are virtual some are in person. There is a wide array of training providers across the nation, many places, very reputable places. It helps doesn't guarantee passing the tests because the matter of skills and it's a matter of brain connections, you know that when they have done functional MRI of interpreters, most humans use one hemisphere at a time. This one lights up and then the other one that lights up at this one is start when they do functional MRI of interpreters, especially what they do simultaneous interpretation.

00:41:46:16 - 00:42:04:15

Melena Calderari Waldren

Both the hemispheres are needed, so the interpreters are one of those rare humans, but when they do simultaneous interpretation, those two hemispheres are talking to each other. That is not what most humans get to.

00:42:04:15 - 00:42:55:07

Shaun Wood

That's incredible. Yeah, I am thinking about this question from the perspective that we've heard from our community that there are many people, maybe sometimes in more rural places, maybe not, that are engaging a lot of informal interpreters. And so from a system perspective, I'm wondering if like if the State of Washington DDA wanted to create a training process that they could give to them to help them get ready for that DSHS test, so we could have actually certified interpreters that are already with the communities that we're with. Is that something that would that would work? Is that or have you heard of programs like that where communities have tried to make that that jump between informal and formal or certified interpretation.

00:42:56:01 - 00:44:03:07

Melena Calderari Waldren

Like who is going to train them? Right. You actually need, you know, specialists and specialized training. So so I mean. I don't know why reinvent the wheel with there's so many other places that already do it. I mean, I'm talking about 50 different programs out there. And so why bother get the money and add also up the state of Washington is it is lucky it has more than 1500 interpreters work credentialed. You know I don't know I think it's I cannot tell you as an organization what to do. But I'm just letting you know that the professional interpreters exist and they are ready to work. So it's your choice. How much risk and how much you want to make sure that whatever you're saying is communicated accurately.

00:44:04:17 - 00:44:05:20

Shaun Wood

Thank you for taking my question.

00:44:07:08 - 00:44:41:05

Moses Perez

Yeah, excellent follow-up question and excellent, excellent answers. And the second question that I have is, you know, I think the second question, Shaun, is, is touching on your follow up question we received. The question is, are there any best practices for training, for training formal or certified interpreters or translators on the services we provide and also teach them our industry language.

00:44:41:16 - 00:44:56:21

Moses Perez

So I believe what they're talking about is, is there a good way to train certified interpreters in in the intellectual and developmental disability industry? What would that be?

00:44:57:08 - 00:45:31:22

Melena Calderari Waldren

And that is definitely something this organization could put up. I mean, could create because interpreters, you know, credentialed interpreters need continuing education credits. So this organization could definitely put together a training PowerPoint, whatever you want, and submit it to DSA. Kiss for approval for credits. And once that happens, you can even charge for interpreters to take this training and they'll pay it.

00:45:32:13 - 00:46:03:11

Melena Calderari Waldren

So yeah, this is something if you want to make sure that these interpreters that you're going to be hiring actually do your terminology, the services you provide created. And if you go to the DSA, just Web site of the certification program, you will find the criteria for approval of continuing education credits. Just follow all those instructions that's submitted and go for it.

00:46:03:11 - 00:46:10:01

Melena Calderari Waldren

Yeah, I'll, I'll encourage you to do that.

00:46:10:01 - 00:46:32:03

Moses Perez

Yeah. Thank you. Do you have… Does anybody else have a follow up question to that? I, I think that that's I did not know that. So that's very good to know. Thank you. I think we're we're good on that question. Okay. There was I think I can go ahead and bring this up because we have enough time.

00:46:32:13 - 00:47:09:18

Moses Perez

There is another question, Melena, around, you know, special education students that are in public schools, when they're when they when their families are informed and they're informed that their child has a developmental disability, many times, like let's just take high school, for example, this student will begin to receive special services. Special bungee supports, maybe like an iPad for it, whether that be speaking or communicating non-verbally, they get all these kind of like special services.

00:47:09:18 - 00:47:55:21

Moses Perez

And then with our with the language access bill that was passed into law in public schools this year, they might have now better support and more accountability right in this bill, bit more likely now to provide those language access supports. And this question was like, that's great for public schools, for when students are in public schools. But what about and but what about when they transition and they graduate and they get into the community and start accessing adult services like in with these employment agencies that are present here today?

00:47:57:14 - 00:48:24:19

Moses Perez

What can this community do to try to, I guess, have some more structure to maybe, you know, this might have been from a parent. I couldn't tell by the question, but how can we hold the employment services providers, sorry, accountable like we're kind of doing with the school? How can we do that with employment service agencies?

00:48:24:19 - 00:49:16:15

Melena Calderari Waldren

There is a great website that might be really helpful and write it down: LEP.GOV. So any organization that receives federal funds or indirectly it's subject to executive order 13166. I think it is signed by President Clinton and that requires these organizations that receive these federal funds directly or indirectly to provide language access services at no cost for the limited english proficient person.

00:49:17:16 - 00:50:20:15

Melena Calderari Waldren

So that would be my first question of these organizations you're telling me about, do they receive any federal funds directly or indirectly? And if the answer is yes, then they have to provide you with language access services. And if they do, you can file a complaint with the federal government who will very fast contact the organization and tell them so what exactly is your language access plan? Because that is one of the requirements to receive this funds. So and to the complaint, the links, the forms you will all find all that information in LEP.GOV, a website that advocates for language access services you should know by heart. Yes.

00:50:22:04 - 00:50:44:04

Moses Perez

Excellent. Excellent. I see that Morgan has dropped in the link for LEP.gov and Melena as a follow up question, I clicked on the link and then there's like the tab that says file a complaint. But then there's multiple agencies listed what's, what might be the one that we would select for this?

00:50:44:04 - 00:50:50:05

Melena Calderari Waldren

Well, It depends under the it depends the funds where do they come from?

00:50:50:13 - 00:50:50:24

Moses Perez

Okay.

00:50:51:00 - 00:50:54:20

Melena Calderari Waldren

Which federal agency sent those funds.

00:50:55:05 - 00:50:55:20

Moses Perez

I got you.

00:50:56:10 - 00:51:05:21

Melena Calderari Waldren

Is it Health and Human Services? Is it the Department of Education? I don't know.

00:51:05:21 - 00:51:16:00

Moses Perez

Got you. Yeah. Yeah, I saw the Department of Commerce, too. There's funds that people receive from them. There's a lot of funds there. So. Very good point. Okay.

00:51:16:10 - 00:51:38:08

Moses Perez

Wonderful. I think we're done here then. I would like to just because I know we have some parents with us today and I don't know if this any of these questions came out of the parents, but we have some subject matter experts. I don't know if you remember Liliana Jiminez, she was very instrumental in helping us with the Language Access Bill.

00:51:39:08 - 00:52:05:19

Moses Perez

We also well, I can't see really good. I just want to ask, do any parents because you are the ones that are receiving these services for your children when they make the transition from high school and they go now to go get employment services as an adult who has parents are the ones that are having those interactions and closest to the issues.

00:52:05:19 - 00:52:13:14

Moses Perez

Do any of you have any questions for Melena before we move on?

00:52:14:24 - 00:53:12:03

Parent via Interpreter

Yes, I do have a question. I'd like to ask something. One of my questions that is that as spam, will we have access to we would we would like to contact an interpreter, someone who my family and and create an organization like an independent organization. We also, as you said, you could put a...say an interpreter is doing something wrong. They're not doing a good interpretation, and that could have an impact on my son's health or something like that. Then you could complain also not to the company, that complaint, but as a parent you can't complain about, can you?

00:53:12:03 - 00:53:46:10

Melena Calderari Waldren

Yes, you can. You have to complain to the certifying body, which would be either DSHS or AOC, the Administrative Office of the Courts, depending on the credential. However, an interpreter who is not credentialed, it's not I mean, if they want to try, but there is very little jurisdiction the state agencies have over interpreters who are not credentialed.

00:53:47:21 - 00:53:58:13

Melena Calderari Waldren

So, you know. Another good reason to hire credentialed interpreters.

00:53:58:13 - 00:54:10:15

Parent via Interpreter

So that was my question, whether we as parents can contract and hire interpreters with credentials as parents.

00:54:10:15 - 00:54:52:03

Melena Calderari Waldren

Yes, you can, because these are freelance interpreters, and all you need to do is you go in to the website, sort by language, by county, whatever, and you just contact interpreters directly. It happens all the time. You can do that now. If you do that, you're going to have to pay them out of your pocket. If the organization that's providing the services contacts them, they will be responsible for paying them. So it's your choice.

00:54:54:06 - 00:55:16:17

Parent via Interpreter

But as I've noticed that sometimes I can see interpretation is not going well and I've told the organizer, the person who organized the event for the meeting and I don't see that they do anything about it sometimes interpretations for my daughter, you know, are not good and I get scared.

00:55:16:17 - 00:55:50:10

Melena Calderari Waldren

Well. If I were a parent and I'm getting an interpreter, I would demand to see the credential of that interpreter. So called certified interpreters have an ID that they have to carry and display all the time. DSHS doesn't have an ID, but you can ask them whether or not they are DSHS certified and on your phone you can actually verify whether or not that person is credentialed.

00:55:50:22 - 00:56:30:15

Melena Calderari Waldren

And if that person is not credentialed, you have all the right as a parent to file a formal complaint to that entity that is giving you a not an unqualified interpreter. And may I strongly suggest you file a complaint with the federal government because nothing changes unless we complain. Only the squeeky wheel gets grease. And "el que no llora, no mama" in Spanish.

00:56:30:15 - 00:56:58:08

Parent via Interpreter

Thank you so much. That really encourages us to do something because really most of the time we've had people, you know, that are...us people that are LEP's, you know, we are in a panic because if we are complaining about someone who speaks English. So thank you for giving us that encouragement that that it can be done. Thank you so much.

00:56:58:08 - 00:57:16:24

Melena Calderari Waldren

Absolutely. There is no better advocate for a child than that child's parent. You, as a parent, have rights. Exercise them.

00:57:16:24 - 00:57:45:12

Moses Perez

Hermosa, beautiful. This is that made my day. Thank you, Liliana, for that great question. And thank you, Melena, for that great advice. I want to just give one more opportunity here. If Winnie or Angela, if you have a question, I think Angela is having some technical difficulties. But when you do, you have a question before we move on to the final section here.

00:57:45:12 - 00:58:08:15

Moses Perez

Wonderful. So thank you, Melena, once again, those of you are out there if you want to give her a hand clap. I'm just so appreciative of this technical expertize as well as your heart. Melena And that's that, that comes through. Okay. So, Shaun, if you want me just to go ahead and continue here.

00:58:09:09 - 00:58:10:01

Shaun Wood

Sounds good to me.

00:58:10:20 - 00:59:04:08

Moses Perez

Okay. So I know I have some trusty coworkers with me today. I have Emily Fung, Maggie Luis and Luisa Lawley there. They all work served with me at Open Doors. I believe Emily will be helping me out with a few links as I touch different topics. One of the questions that that came to me as we were brainstorming for the session, I believe us from Shaun, was I had mentioned to Shaun, should I say about we were talking about our language access bill HB 1153 and this is is to ensure that language access supports are provided in public schools as well as Washington charter schools.

00:59:05:11 - 00:59:32:10

Moses Perez

And so let me just make sure here the link, Emily, if you can post that link for me there. If you have desire to find out more about this bill, it I just want to say it was a lot of work on behalf of our parents, including Liliana, Winnie Wayan Lee, that's with us, as well as Angela.

00:59:32:23 - 01:00:54:01

Moses Perez

They worked tirelessly to ensure that this bill passed it. It took us seven years, but I do thank our parents for having that patience and and that trust and confidence in us to keep trying and and we did it. You all did it, Liliana. You did it. Winnie You did it. Angela When I was sharing some of the details with Shaun, Shaun heard something about a language access toolkit and so one of the components in the bill requires OSPI to establish, first of all, a language...a language access technical assistance program. And as part of that technical assistance program, they're supposed to hire a supervisor to supervise that program. So we wanted to make sure that funds were provided to have someone leading that effort. And I'm happy to say that I have met Leonard Alvarez. He has been very cooperative and engaged with Open Doors and various stakeholders.

01:00:54:20 - 01:01:36:21

Moses Perez

And one of the things that he's tasked to do is to create a language access toolkit and specifically this if I could bring this up here, the language, the Language Access Technical Assistance Program will do multiple things. One, it will improve cultural responsiveness and family engagement with all families in public schools. It will train and assist districts with language access programs across Washington.

01:01:36:21 - 01:02:28:15

Moses Perez

They are tasked also for developing training for interpreters in educational settings, as well as to provide this toolkit that I mentioned, which is another way to say that is a bank of resources to help districts follow best practices for language access. I know one of the components that they talked about was creating a glossary of terms for educational settings and specifically dealing with intellectual will and, and or developmental disability setting like the IEP, the individual education program or in the 504 meetings that parents have with educators.

01:02:29:22 - 01:03:38:12

Moses Perez

So Shaun wanted me to mention this because there might be an opportunity there where this can be shared out more widely and publicly can quote me on this. But I believe they said that the glossary and some of these tools were going to be hosted on the OSPI website for parents, for educators to access. So I have a feeling that it's going to be open, but I'm in the process of confirming that Shaun. So when I get that information from Leonard, when he responds back to me, I'll make sure I share that to you. And then hopefully the tentative timeline for when that's going to be available. So that was the first thing I wanted to mention that the other the other thing is that to be, I guess, to keep up to date on what's going on with the implementation efforts of the Language Access Bill that became a law.

01:03:39:16 - 01:04:10:12

Moses Perez

Now it's all about implementation. So although it took us seven years, thanks again to our parents, it feels like our work is now just starting again because we have to make sure that this law is implemented the correct way. And one of the one of the ways that we wanted to ensure this happened is to include inside of the bill funds for a community advisory committee.

01:04:10:12 - 01:04:47:11

Moses Perez

And this community advisory committee would hold OSPI, Office of Superintendent Public Instruction, as well as PESB, Professional Educators School Board, who's going to be working on the credentialing of interpreters in school settings. And so this Community Advisory Committee will be there to hold them accountable, to make sure the implementation is done in a way that is to the standards that our families are asking for.

01:04:47:11 - 01:05:21:00

Moses Perez

However, this Community Advisory Committee might only be made up of 14 or 18 individuals from different sectors of this situation. So what we did at Open Doors is we created a language access update call and this is we're looking at doing it bi monthly. We had our first one. I want to say quote me if I'm wrong here, Emily, but I think it was last month and then we're going to do another one.

01:05:21:12 - 01:05:52:08

Moses Perez

Is that right? Okay. In July and then so on. And as we get closer to the October frame timeframe, when legislative season starts, we're going to see if we have to up that to monthly. So it's right now it's bi monthly. So correct myself there and I believe, Emily, if you could share the the link, she's going to share a link so you can join our our our mailing list so you can find out when the next call is going to take place.

01:05:52:13 - 01:06:19:23

Moses Perez

We're going to be giving updates again on the implementation of this law. Leonard Alvarez and a few other employees from OSPI were so kind to attend the meeting last month and they gave us a brief update. But they also told us they're still working on this. They're kind of getting their staff and process procedures in order. So I believe they need to come back to our next meeting.

01:06:20:15 - 01:06:46:24

Moses Perez

So if you have any questions around that language access toolkit or anything in general about this bill, it would be good for you to show up and represent and ask those questions. Okay, I see the form. So yeah, I, I, I'm, I'm, I'm going to go ahead and give it back to you. But again, I just want to thank your entire team.

01:06:47:13 - 01:07:22:17

Moses Perez

Morgan I know Brandy's not, not here. I'm trying to see all the names, but the entire Wise team. Thank you for being proactive in providing these supports to employment service providers and all the different entities that are part of this call. Unfortunately, Shaun, many times these types of changes don't happen until people get sued, until, you know, DSHS has established a medical interpreting program and certification program after they got sued.

01:07:23:10 - 01:07:48:21

Moses Perez

So it's just it's so refreshing to see that, you know, Wise took this up and, and all the different participants that have been part of this call are are doing this for the right reasons and not just because something negative happened. So it really kind of brings me back to what Melena said about that risk. You do want to incorporate risk in your strategies.

01:07:48:21 - 01:08:01:00

Moses Perez

You know, we don't want anything bad to happen, but it's just really good to see people doing it forthright first and getting ahead of it. So thank you, Shaun, and thank you to your team and I'll hand it back to you all.

01:08:01:02 - 01:08:28:08

Shaun Wood

Thank you, Moses. Yes. Nobody nobody got sued for us all to be here today or any of the other sessions. But it has a pleasure to work with Open Doors, and and really we've been able to connect with so many different community organizations and groups that are doing this work and interested in this work. And so I'm really excited to see where this goes.

01:08:30:07 - 01:08:54:08

Shaun Wood

All of the recordings and resources for the everything that we've covered in these last months will be available on the Wise website. You see the link there, it's gowise.org/languageaccess and if you can't remember that, just go to our website, gowise.org and it's easy to access the language access session there.

01:08:56:06 - 01:09:13:05

Shaun Wood

We'll be working on a final report in partnership with Open Doors and it will be created for DDA based on what we've learned and all of these recommendations. And we'll send out a version of that as well as additional resources to everyone who's attending. With that, I'd like to say a personal thank you to everyone that's been a part of this.

01:09:13:19 - 01:09:38:06

Shaun Wood

I personally have learned a lot and and I'm really looking forward to implementing much of what we talked about in all the professional settings that we work in. Thank you so much. See you all next time.