# Interpreter services spoken language data dashboard

## What is the dashboard?

The data dashboard was created to fill multiple requests of reporting out the volume of jobs requested by health care providers and Department of Social and Health Services (DSHS) and the Department of Children, Youth and Families (DCYF) employees.

The dashboard is updated monthly with data provided by Universal Language Service and will provide layers of information to allow stakeholders to review interpreter services data for Apple Health (Medicaid), DSHS, and DCYF social service requests. It will also allow HCA to determine where we should target recruitment for language access providers (LAP), and to identify the needs for specific languages and counties.

Suppressed numbers: Any field that contains "***" is suppressed for privacy. This provides security and safety to residents of Washington. HCA adopted a data governance practice of organizing and implementing policies, procedures, standards, and roles across the entire data life cycle that enables the effective use of HCA's data assets across organizational and technological boundaries.

## For more information

- Email HCA interpreter services
- HCA interpreter services
- Interpreter services data dashboard
- DSHS language testing and certification program

## Contract fill rate

This rate measures whether an interpreter accepted and was assigned to the request. This rate is often used to determine if there is a sufficient pool of interpreters available to accept the requests submitted by health care providers and DSHS/DCYF employees. A request is considered filled if an interpreter accepted and was assigned, at any point, even if the interpreter gives the job back later.

## Completed rate

This rate measures whether a request was filled by an interpreter and the appointment was completed with the interpreter, client, and provider receiving service. A completed rate does not include late or last-minute cancelations or no shows. This rate measures a completed appointment by all individuals.

## Filled and completed

This rate measures the difference between a request that was filled and if that request was completed. The intention is to determine if requests returned by an interpreter get refilled.

## Language testing and certification (LTC) rate

This report uses the contract fill rate, meaning an interpreter accepted and was assigned to the request. LTC uses the measures from this report to determine if the fill rate is 90% or more and if testing will be offered for that language.