

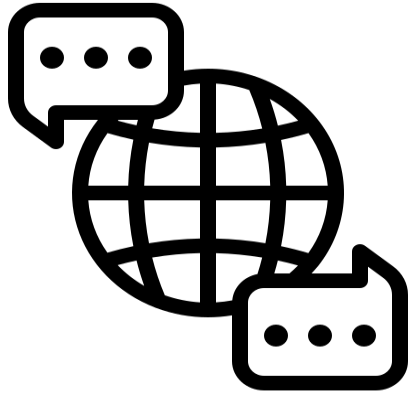
Language Access Services

June 7, 2024

Language Access program
Interpreter Services program

Welcome!

Getting started!



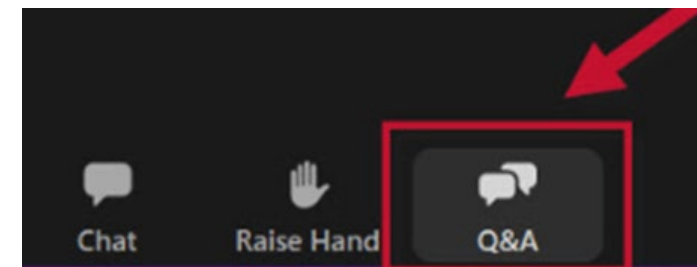
Language Access

- American Sign Language (ASL)
- Transcription and captioning services
(Links provided via chat)



Questions

- Use the Q&A feature



This webinar will be recorded

Agenda



Language Access
program



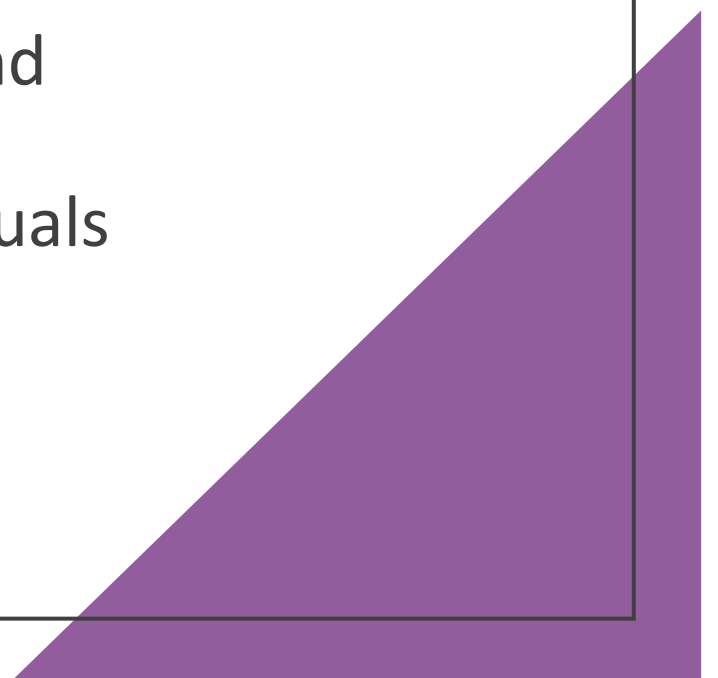
Interpreter
Services program



Q&A session

Language Access at HCA

The Washington State Health Care Authority is committed to bridging communication barriers and providing meaningful access to our programs and services to Limited English Proficient (LEP) individuals and to those who are Deaf, DeafBlind, Hard of Hearing, and/or visually impaired.



Language Access Program

Language Access program

- ▶ Internal program that bridges the communication barrier between HCA employees and Washington state residents by providing language assistance to clients.
- ▶ Committed to help advance equity for those we serve by providing an opportunity for everyone to receive information about agency programs and benefits and services in their preferred spoken, signed, or written languages.
- ▶ Increases ability to fully understand how our agency can assist them and how to apply and take advantage of the applicable health care benefits and services that HCA offers to live the healthiest life possible.

Services overview

Translations

- Transcription and captioning services
- Written word
- Alternative format (braille and large print)

Spoken interpretation

- In-person
- Over-the-phone
- Video remote

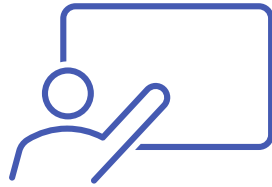
Sign language interpretation

- In-person
- Video remote

Ongoing improvement efforts



Data analysis



Training



Collaboration



Innovation



Community

Resources

- ▶ Health Care Authority Language Access webpage
 - ▶ hca.wa.gov/about-hca/language-access
- ▶ How to find translated materials and information about Apple Health coverage
 - ▶ hca.wa.gov/assets/program/18-012.pdf* (available in 15 languages)

[አማርኛ - Amharic](#) | [اَرَبِيَّة - Arabic](#) | [မြန်မာ - Burmese](#) | [អក្សរខ្មែរ - Cambodian \(Khmer\)](#) | [中文 - Chinese](#) | [فارسی - Farsi \(Persian\)](#) | [한국어 - Korean](#) | [ພາສາລາວ - Laotian](#) | [ਪੰਜਾਬੀ ਦੇ - Punjabi](#) | [Русский - Russian](#) | [Af-soomaali - Somali](#) | [Español - Spanish](#) | [ትግርኛ - Tigrigna](#) | [Український - Ukrainian](#) | [Tiếng Việt - Vietnamese](#)

- ▶ Do not see materials in the language you need?
 - ▶ Call HCA at 1-800-562-3022

Improving and advancing language access is not just a necessity but a **priority** in our pursuit of health equity.



Questions | Suggestions

hcalanguageaccess@hca.wa.gov

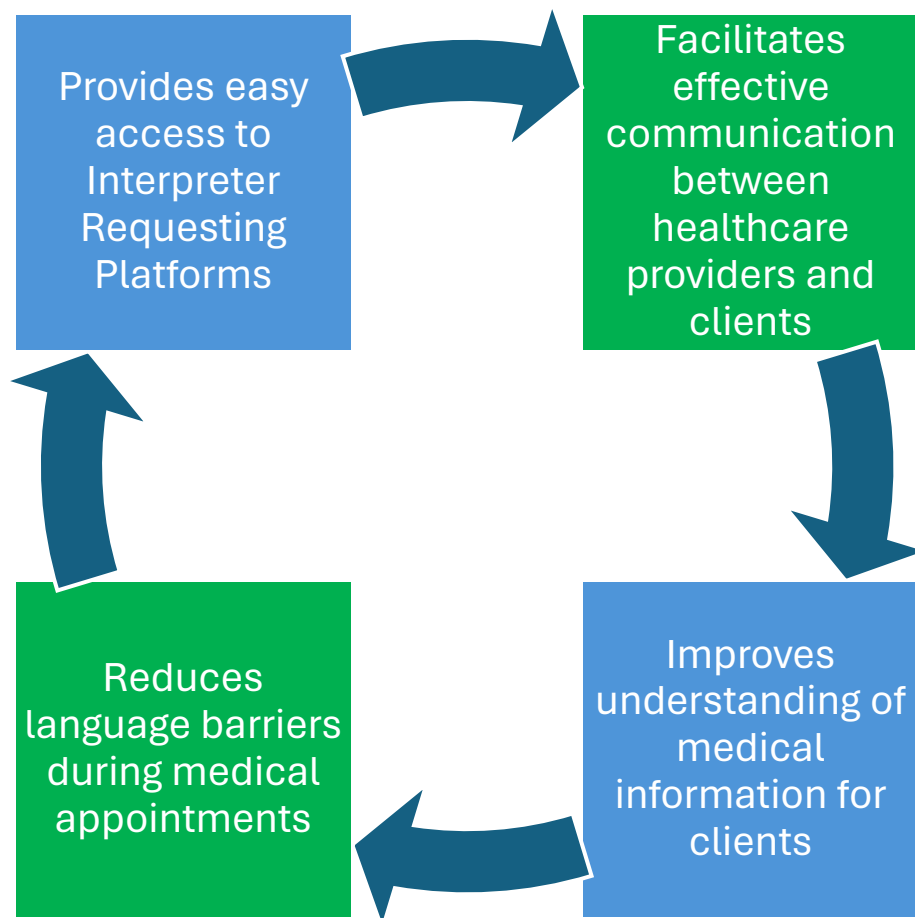
Thank You!



HCA Interpreter Services Program

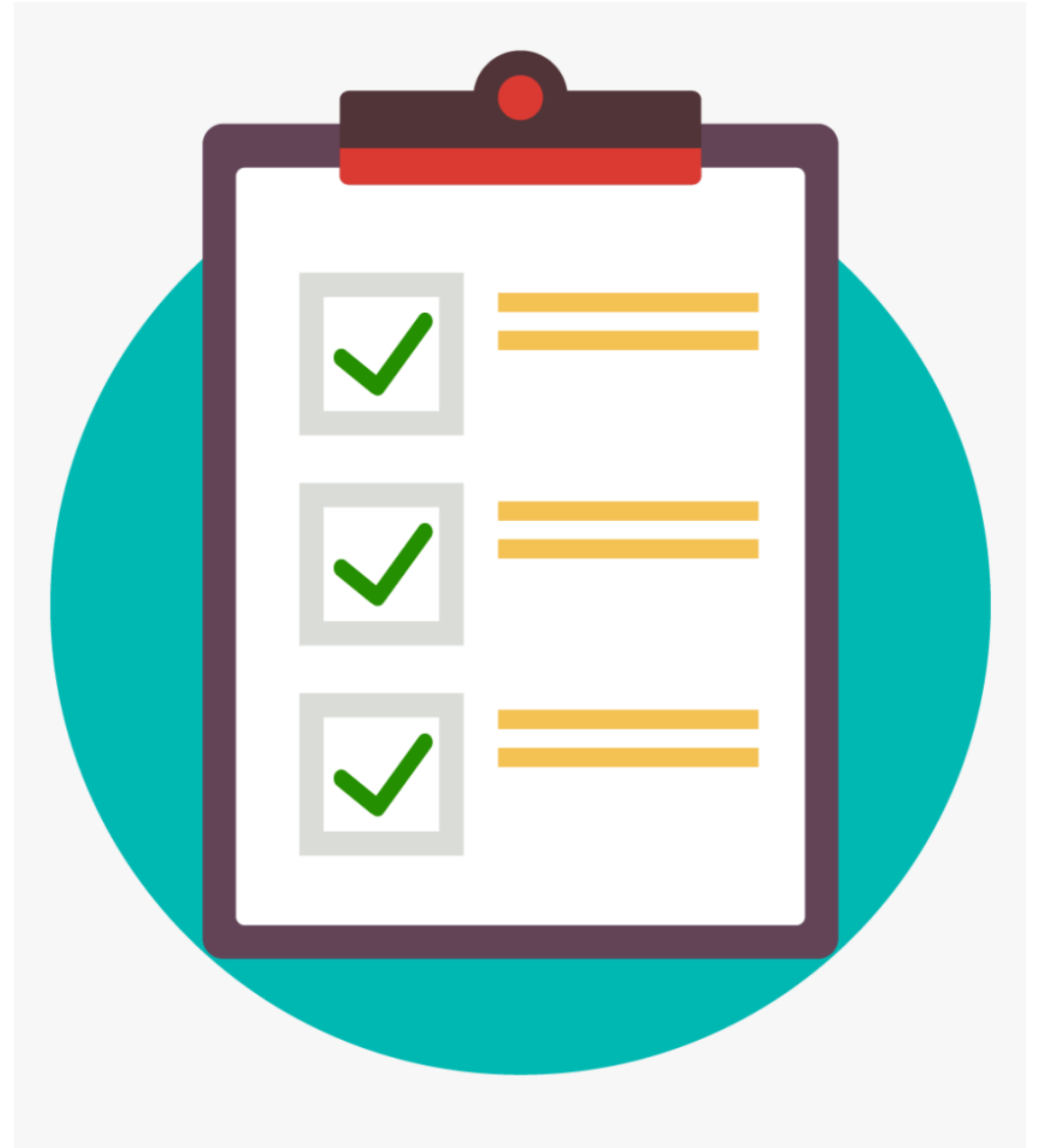
Introduction to HCA's Interpreter Services

A cost saving program for Medicaid providers to assist in providing more equitable health care services for eligible Medicaid clients.



Program Requirements

- The health care provider is an enrolled HCA Medicaid provider.
- The client must be enrolled in an allowable Medicaid program
- The appointment is a pre-scheduled health care appointment.



Provider Responsibilities

- According to Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act,
- **Providers are required to assure language access.**

If a healthcare provider does not provide interpreting for a client, they are federally out of compliance.



Interpreter Services Dashboards

There are two dashboards on our HCA Interpreter Services Webpage under Resources:

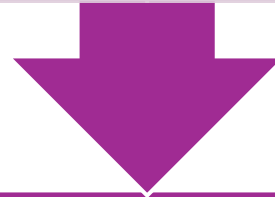
- Signed languages
- Spoken language
- Terms and definitions differ between the two dashboards.
- The dashboards are compatible with Spectrum, to support accessibility.
- **Privacy notice:** HCA is required to protect the privacy of individuals receiving services. For that reason, the report for spoken language suppresses both the number and percentage of interpreter service requests with less than 50 requests. HCA is required to suppress the number and percentage on sign interpreter requests with less than 11 requests.

Introduction to Sign Language Dashboard

Data is provided from ODHH monthly

Data is obtained through the ODHH online request form system.

Data is displayed by metric and via map



Data is available from

March 2023

Current last full month

Sign Language Dashboard Definitions

Completed appointment:

A request has been filled by an interpreter, and the appointment was completed with the client and provider.

Fulfilled rate:

The percentage of total service requests where an interpreter was assigned when compared to total service requests.

How to Move Through the Sign Dashboards

Select the tabs at the top of the dashboard to move between port/page at a time.

Select the page numbers to select a report/page from a popup menu.

To change the date range, select the end of data range you desire from the pop out calendar.

Then select the start date of the range you desire in the first field from the pop out calendar.

Sign Language Dashboard Review Greater Columbia ACH April 2023 – April 2024

Review the
Dashboard
to find the
answer:

How many request were
received

What service type was most
common

What contractor fulfilled the
majority of the requests



Interpreter Services Program Data – Sign Language



HCA Interpreter Services Sign Language Dashboard

Total Service Requests
910

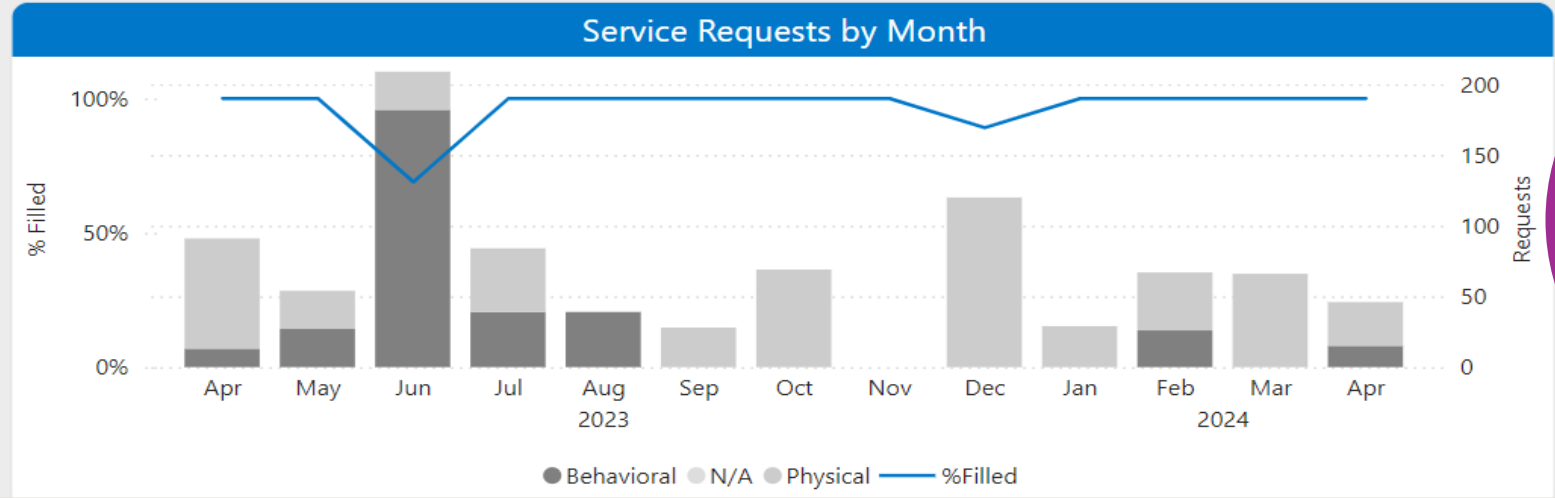
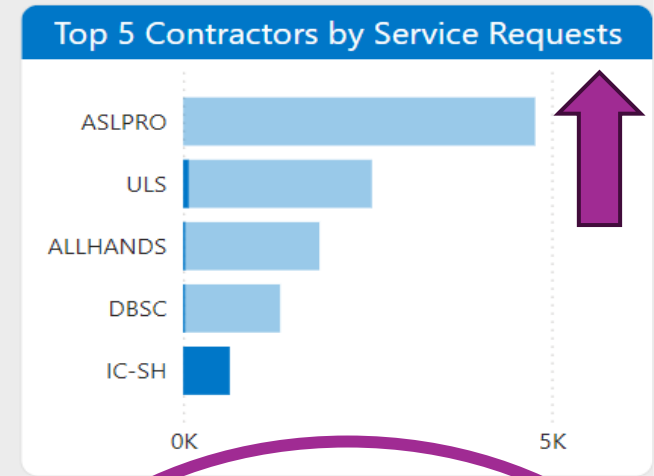
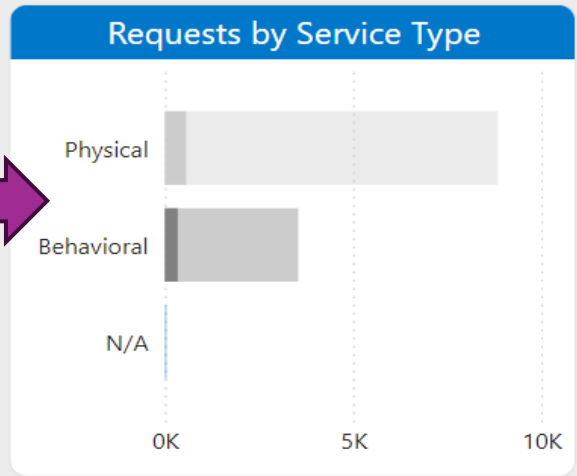
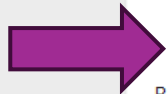
Average Days Elapsed Between Request and Appointment Date
15

Remote Visits
24%

Request Date Selector
4/1/2023 | 4/30/2024

Fulfillment Rate
91%

Completed Appointments
423



FulfillmentRate by ACH

ACH	%	Requests
Better Health Together	87%	400
Cascade Pacific Action Alliance	89%	1454
Greater Columbia ACH	91%	910
HealthierHere	93%	4498
North Central ACH	100%	35
North Sound ACH	87%	1347
Olympic Community of Health	100%	***
Pierce County ACH	91%	1908
SWACH	87%	1849

Introduction to Spoken Language Dashboard

Data is provided from Coordinating Entity monthly.

Data is obtained from the online scheduling platform.

In-Person data includes DSHS and DCYF



Data displayed is for HCA and other agency use including DSHS
LTC

Data is available for the most current 2 years

Data changes as it matures

Spoken Language Dashboard Definitions

The spoken language dashboard definitions were negotiated with the WFSE-Interpreters United Union.

Completed rate:

Measures whether an interpreter filled a request and if the appointment was completed with the client and provider.

Contract fill rate:

Measures whether an interpreter was assigned to and accepted a request.

How to Move Through the Spoken Language Dashboards

Select the forward or backward arrows to move one report/page at a time.

Select the page numbers to select a report/page from a popup menu.

To change the date range, select the end of data range you desire from the pop out calendar.

Then select the start date of the range you desire in the first field from the pop out calendar.

Filter the reports by category, language, job, county, program or fill rate.

Select the down arrow for the criteria field you want to filter.

Select the check box to the left of the item you want to filter by. PowerBI will automatically update the report based on your selections

Select the check box to the left of the item you want to filter by.

PowerBI dashboard training is available to learn more about navigating the dashboard.

Interpreter Services Program Data – Spoken Language

HCA Interpreter Services Contract Fill Rate (Non-Urgent, Top 7, and HD/LD Languages)



Requests 491530	Fill Rate 82%
Top 7 409701	HD/LD 81829

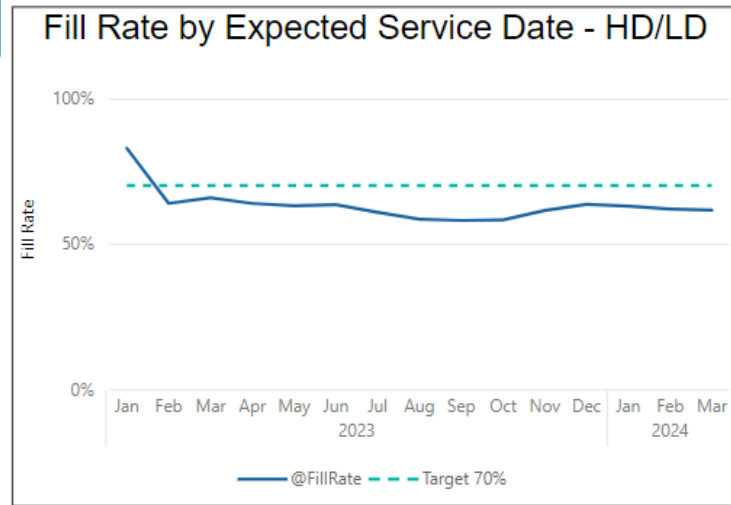
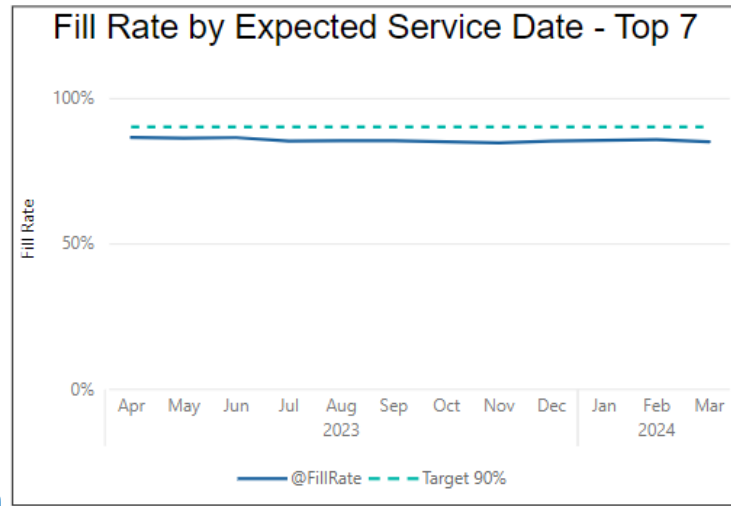
Dates (last day of month only)
1/1/2020 3/31/2024

Category: All
Language Name: All

Job County: All
Program: HCA

Service Type: All

Small Number Suppression
*** less than 50 requests



Fill Rate by Top 7

Language	% Requests	Rate
Russian	23%	87%
Spanish	57%	86%
Arabic	6%	86%
Vietnamese	7%	83%
Korean	2%	82%
Cantonese	4%	80%
Somali	2%	71%
Total	100%	86%

Fill Rate by HD/LD

Language	% Requests	Rate
Mandarin	11%	86%
Punjabi	7%	76%
Farsi	8%	74%
Ukrainian	29%	63%
Dari	25%	59%
Amharic	5%	59%
Burmese	2%	55%
Tigrinya	4%	51%
Nepali	1%	43%
French	3%	37%
Oromo	2%	31%
Cambodian	4%	8%
Khmer	0%	3%
Total	100%	62%

Fill Rate by County

CountyST	% Requests	Rate
Adams, WA	***	100%
Clallam, WA	***	20%
Columbia, WA	***	100%
Douglas, WA	***	75%
Kittitas, WA	***	17%
Kootenai, ID	***	0%
Latah, ID	***	0%
Mason, WA	***	80%
Pacific, WA	***	100%
Pend Oreille, WA	***	0%
San Juan, WA	***	100%
Stevens, WA	***	76%
Walla Walla, WA	***	90%
Whitman, WA	***	100%
King, WA	41%	81%
Pierce, WA	14%	79%
Snohomish, WA	13%	83%
Clark, WA	8%	84%
Spokane, WA	8%	81%
Benton, WA	6%	89%
Yakima, WA	4%	86%
Franklin, WA	2%	88%
Thurston, WA	1%	78%
Cowlitz, WA	1%	69%
Lewis, WA	1%	69%
Skagit, WA	1%	76%
Whatcom, WA	0%	64%
Grant, WA	0%	86%
Chelan, WA	0%	97%
Kitsap, WA	0%	75%
Okanogan, WA	0%	97%
Total	100%	82%

Video Remote Requests

Fill Rate January 2023- March 2024

Review the Dashboard to answer fill rate questions:

How many requests occurred

What is the statewide fill rate.

What is the fill rate for Arabic.



REMINDER

Contract Completed Rate: Measures whether an interpreter filled a request and if the appointment was completed with the client and provider.

Interpreter Services Program Data – Spoken Remote Jobs

HCA Interpreter Services Fill Rate - All Requests, All Languages

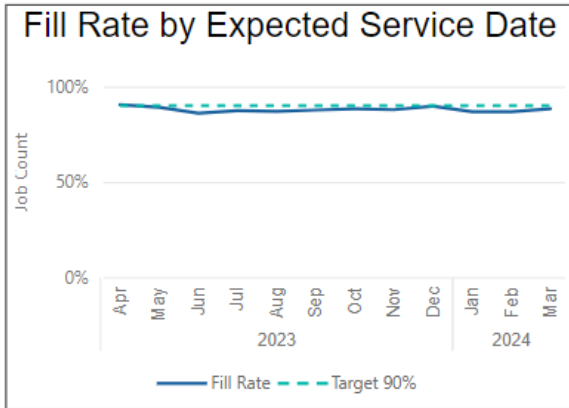
Requests: 16970
Fill Rate: 88%

Dates (last day of month only)

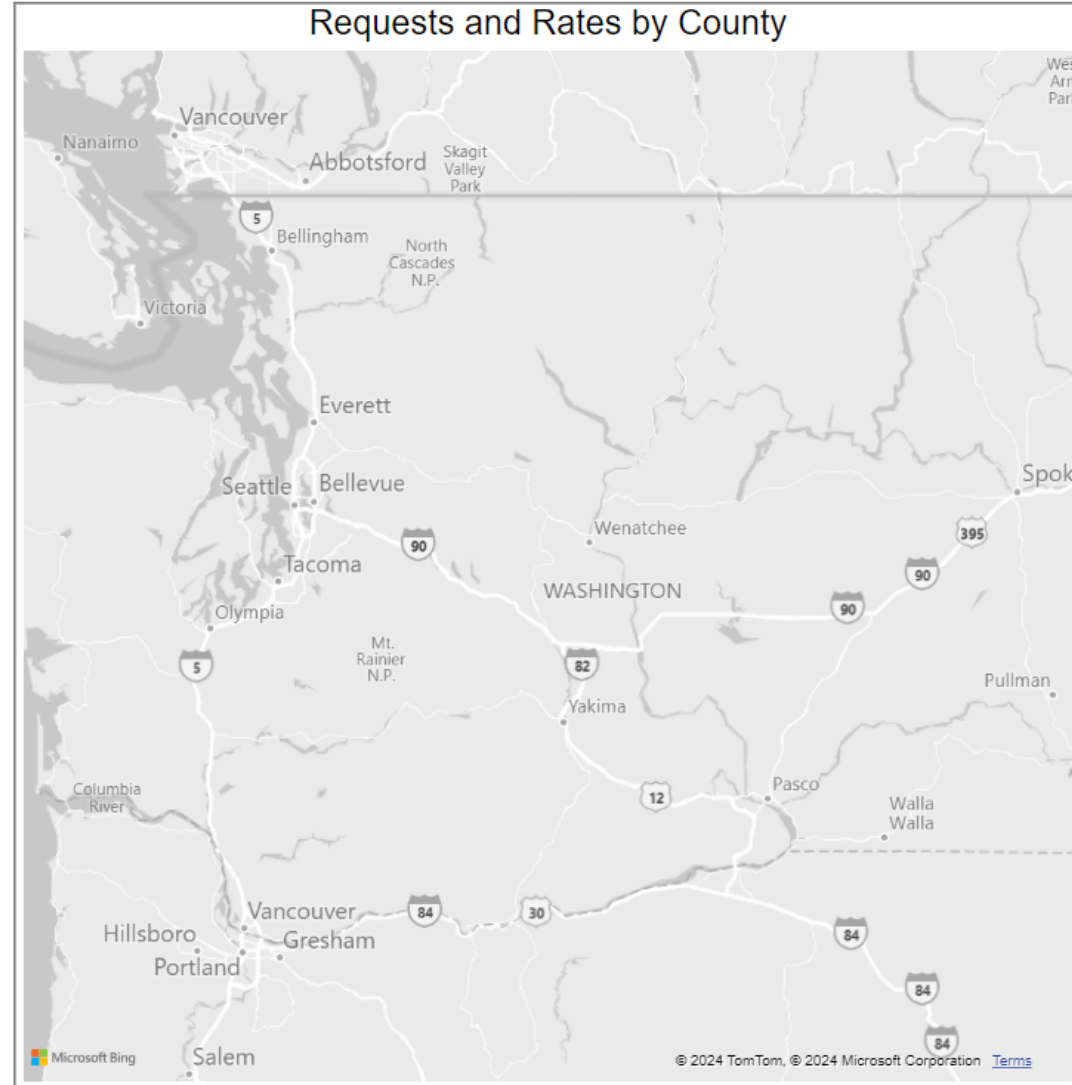
1/1/2023 3/31/2024

Language Name: All
Job County: All
Program: HCA

Service Type: Video Pre-Scheduled



Language	% Requests	Fill Rate
Hindi	***	100%
Japanese	***	100%
Urdu	***	100%
Arabic	8%	93%
Spanish	66%	92%
Mandarin	1%	91%
Cantonese	2%	90%
Russian	3%	89%
Vietnamese	3%	88%
Punjabi	0%	87%
Ukrainian	3%	84%
Korean	1%	82%
Amharic	1%	82%
Farsi	1%	81%
Dari	2%	80%
French	1%	78%
Polish	***	75%
Oromo	***	74%
Romanian	***	69%
Tagalog	0%	68%
Lao	0%	65%
Portuguese	1%	64%
Mixteco Bajo	***	64%
Somali	2%	61%
Burmese	***	59%
Persian	***	57%
Tigrinya	1%	54%
Portuguese, Brazilian	***	54%
Thai	***	50%
Nepali	***	42%
Mixteco Alto	***	37%
Total	100%	88%



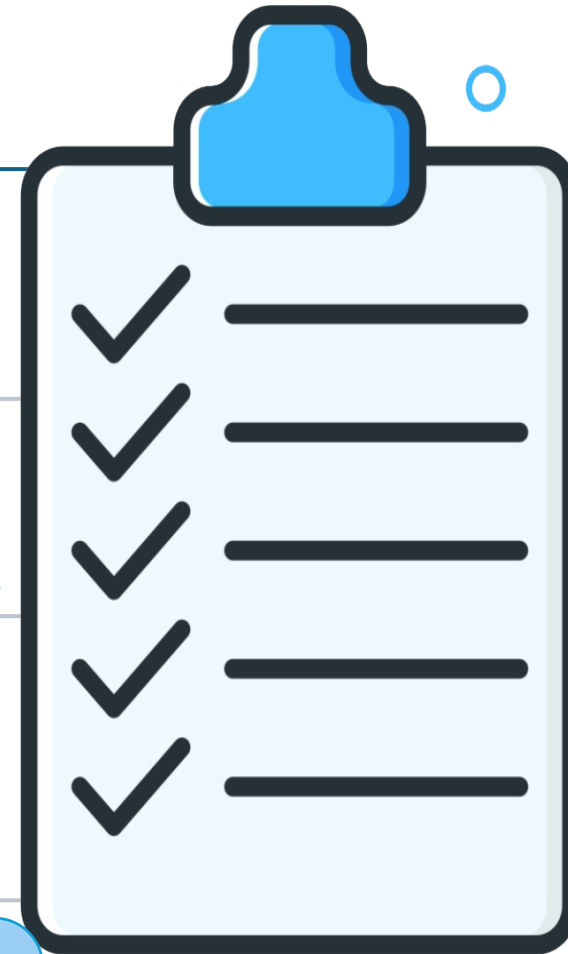
Video Remote Requests Completion Rate January 2023- March 2024

Review the
Dashboard to
answer
completion rate
questions:

What is the statewide completion rate.

What is the completion rate for Farsi.

What language has the highest completion rate .



REMINDER

Contract Completed Rate: Measures whether an interpreter filled a request and if the appointment was completed with the client and provider.

Completion Rate Video Remote jobs

HCA Interpreter Services Appointment Completion Rate

Requests
16970

Complete Rate
63%

Dates (last day of month only)

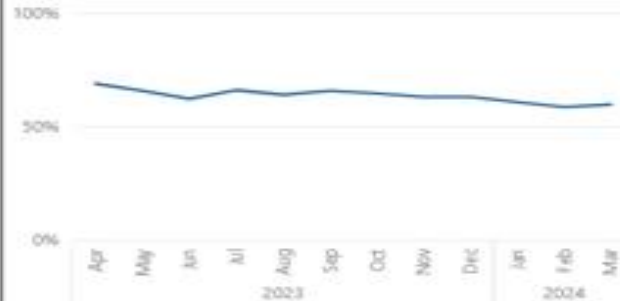
1/1/2023 3/31/2024

Language Name Job County Program
All All HCA

Service Type

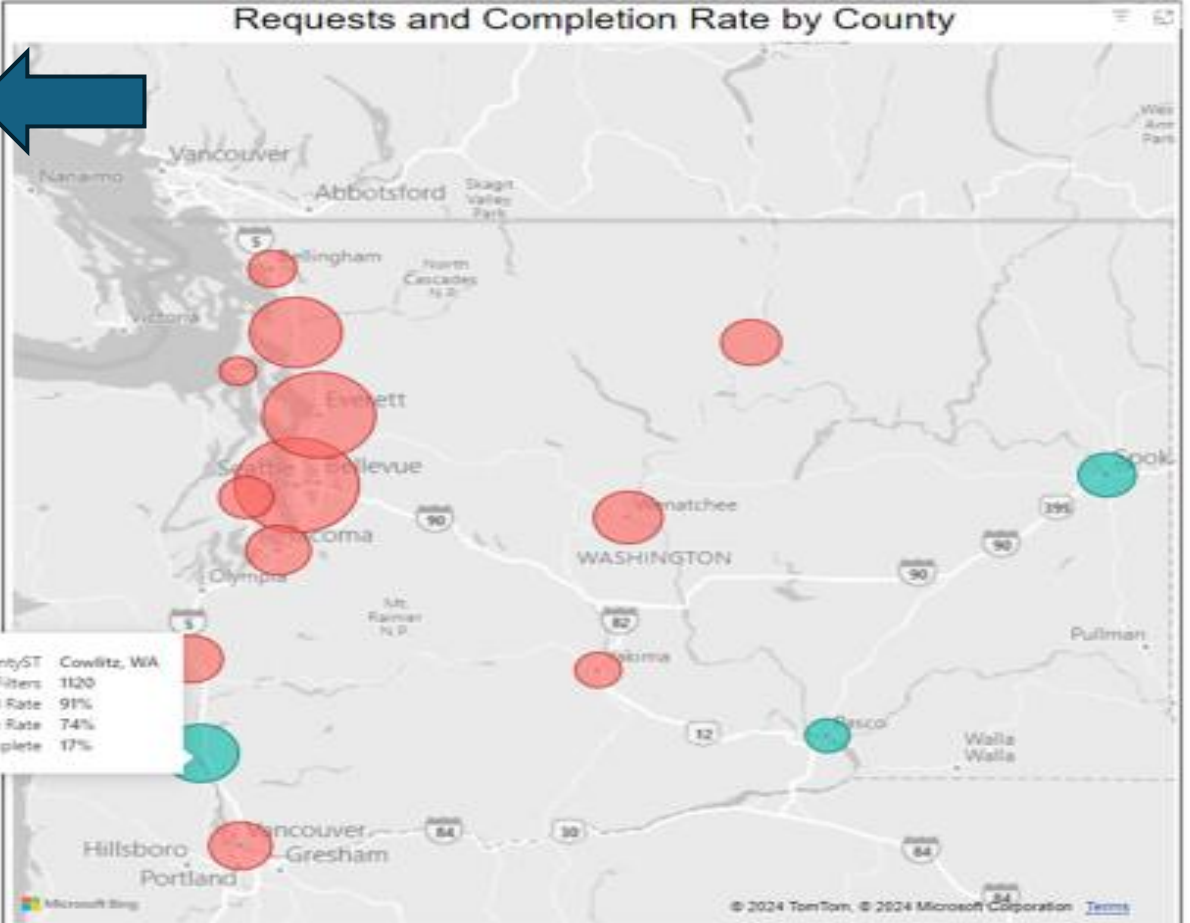
Video Pre-Scheduled

Completion Rate by Month



Rates by Language

Language	Fill Rate	Complete Rate
Spanish	93%	69%
Arabic	93%	68%
Urdu	100%	67%
Russian	90%	65%
Cantonese	92%	65%
Polish	75%	64%
Punjabi	85%	64%
Vietnamese	85%	61%
Korean	82%	58%
Ukrainian	84%	58%
Mandarin	92%	55%
Mixteco Bajo	64%	55%
Farsi	81%	54%
French	78%	54%
Oromo	74%	54%
Japanese	100%	54%
Tagalog	68%	54%
Dari	80%	54%
Burmese	59%	54%
Amharic	82%	54%
Portuguese	64%	43%
Persian	57%	40%
Tigrinya	54%	40%
Lao	65%	40%
Thai	50%	40%
Somali	61%	40%
Nepali	42%	40%
Portuguese, Brazilian	54%	23%
Hindi	100%	20%
Mixteco Alto	37%	16%
Romanian	69%	15%
Turkic	14%	14%
Total	88%	63%



Returned and Unfilled Definition

This metric measures how many filled requests were returned (given back) AND were never refilled.

How many filled requests that did not have an interpreter for the date of service

HCA Video Remote Returned and Unfilled March 2023-2024

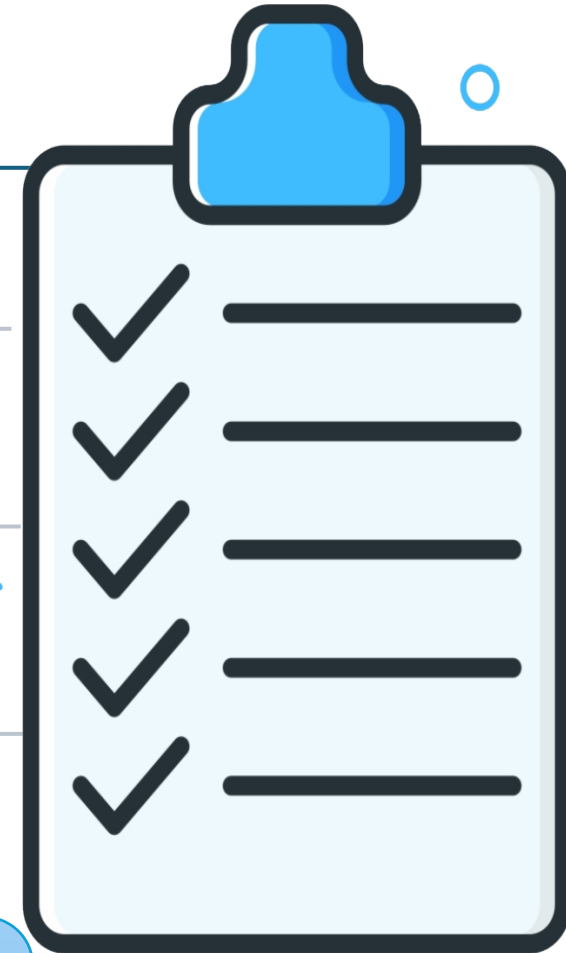
Review the Dashboard to answer returned/unfilled questions:

How many requests were returned by interpreters.

What is the statewide returned and unfilled rate?

What language has the highest rate of returned and unfilled requests? *

What is the fill rate and the returned and unfilled rate for Pashto?



REMINDER

Contract fill rate: Measures whether an interpreter was assigned to and accepted a request

Returned and Unfilled Rate Video Remote jobs

HCA Interpreter Services Returned and Unfilled

Filled
14953

Returned, Unfilled
117

< 24hrs , Unfilled

% Returned, Unfilled
1%

Dates (last day of month only)

1/1/2023 3/31/2024

Language Name Job County

All All

Category Program

All HCA

Service Type

Video Pre-Scheduled

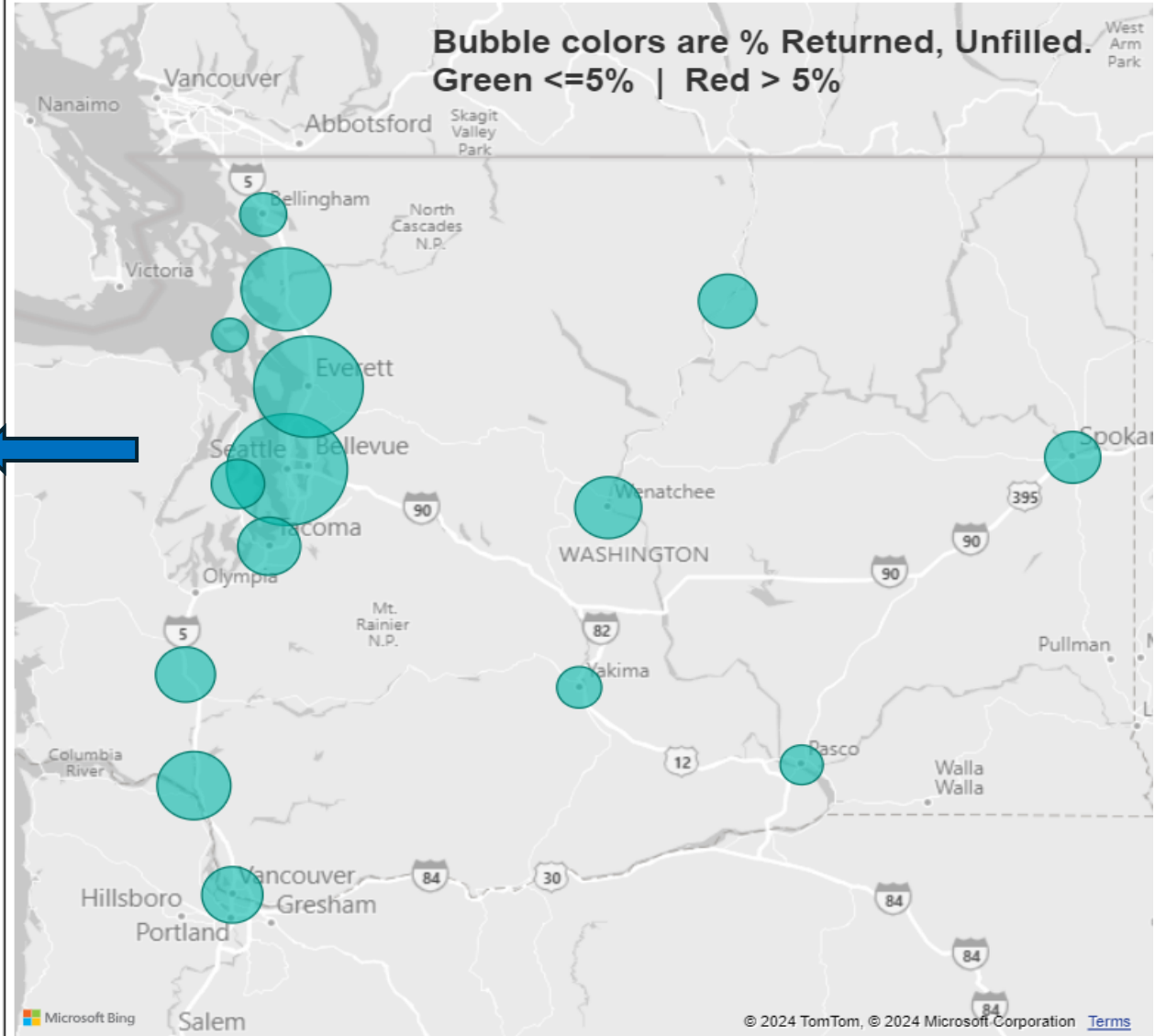
Return Rate by Month



Rates by Language

Language	Fill Rate	Return Rate
Nepali	42%	38%
Romanian	69%	33%
Urdu	100%	33%
Swahili	22%	25%
Hindi	100%	20%
Limbu	65%	17%
Sinhali	61%	10%
Amharic	82%	9%
Tigrinya	54%	8%
Portuguese	64%	8%
Portuguese, Brazilian	54%	7%
Oromo	74%	6%
Pashto (Pashtu, Pushto)	19%	6%
Burmese	59%	4%
Korean	82%	3%
Cantonese	92%	3%
Vietnamese	85%	3%
Farsi	81%	2%
Dari	80%	2%
Ukrainian	84%	1%
French	78%	1%
Russian	90%	0%
Spanish	93%	0%
Arabic	93%	0%
Afghani	0%	0%
Albanian	0%	0%
Bengali (Bangla)	0%	0%
Bosnian	0%	0%
Cambodian	0%	0%
Catalan	0%	0%
Chuukese	0%	0%
Total	88%	1%

Requests and Rates by County



ISP Projects and Participation

Annual ODHH Expos

ODHH Interpreter shortage workgroup

DESLanguage Access Purchaser Meeting

DES Language Access Contractor Meetings

DES Multi-Agency Language Access community of practice

DSHS LTC Advisory Committee

WASCLA monthly Language Access Update Call

Participating in 2025-2027 WFSE - LAP Contract Negotiations with Partner Agencies.

Provide consultation to partner agencies to ensure effective practice for LAPs.

Provide consultation improving SL utilization, services, resources.

Accessibility Projects

Working with ODHH on New SL vendor Contracts for Urgent and Last-Minute Appointments

Resources

- [Interpreter Services Webpages](#)
- [Spoken Language Data Dashboard](#)
- [Spoken Language Dashboard Information Sheet](#)
- [Sign Language Data Dashboard](#)
- [Interpreter Services Contact information](#)
- [Client Information webpage. Rights and Grievances](#)
- [Universal Language Services](#)
- [Office of Deaf and Hard of Hearing](#)



Q&A Session

Thank You!