



WASCLA Language Access Summit XII

## **Taking Action: Making Inclusion A Reality**

October 13th & 14th, 2017

Wenatchee, Washington

## Message from the WASCLA Board of Directors

To All Who Are Here,

We would like to thank you for your participation at the Summit, your support for the mission of WASCLA, and your continued efforts to improve language access services in Washington State. The WASCLA Board would like to thank the volunteers on the Summit Planning Committee for their efforts, and to thank all of our presenters for participating and sharing their expertise.

We also thank our generous sponsors, without whom the Summit would not be possible. This year, our sponsors have made it possible for WASCLA to offer a limited number of need-based scholarships to assist a few students and WASCLA members to attend.

If you find this conference valuable and would like to support next year's event, or if you would like to ensure that WASCLA can continue to provide scholarships to people in need, we welcome your donation.

Thank you for joining us at Summit XII!

Sincerely,

*Anita Ahumada  
Fanny Cordero  
Rafael Estevez  
Maha Jahshan  
Sarah Kaster  
Sarah Leyrer  
Joana Ramos  
Elena Rivera-Patton  
Elena Safariants  
P. Diane Schneider*



## WASCLA Mission

To ensure the availability and delivery of effective legal, health, educational, social and all other essential services to Limited English Proficient (LEP) residents of Washington State through the collaborative efforts of advocates, service providers, policy makers, interpreters, translators, and community members.

## CONFERENCE AGENDA

*The presentation rooms are called Orchard South, Orchard North, and Golden Delicious. All plenaries and lunch will be in Orchard South. The location of breakout sessions are noted here.*

### Friday, October 13, 2017

8:30 a.m. – 9:00 a.m.      Conference Registration

9:00 a.m. – 9:15 a.m.      Welcoming Remarks

9:15 a.m. – 10:15 a.m.      Welcoming Communities Part 1:  
**Why We Do This Work**

10:15 a.m. – 10:30 a.m.      Break

10:30 a.m. – 12:00 p.m.      Sessions:

<b>Policy and Advocacy Track Combined</b> Orchard South	<b>Interpreter Skills Track</b> Orchard North
State Agency Panel: Language Access Updates from Labor, Courts, Health Care, and Emergency Services	Vicarious Trauma & Interpreter Self-Care

12:00 p.m. – 1:00 p.m.      Lunch and WASCLA Annual Meeting

1:00 p.m. – 2:15 p.m.      Sessions:

<b>Policy &amp; Research Track</b> Golden Delicious	<b>Advocacy Track</b> Orchard South	<b>Interpreter Skills Track</b> Orchard North
Introduction to Research & Using Data as an Advocacy Tool; Overview of the Washington Tracking Network	Combating Hate Crimes and Violence Against Immigrants	Interpreting in Education Settings

2:15 p.m. – 2:30 p.m.      Break

2:30 p.m. – 3:30 p.m.      Sessions:

<b>Policy &amp; Research Track</b> Golden Delicious	<b>Advocacy Track</b> Orchard North	<b>Interpreter Skills Track</b> Orchard South
Language Access in Schools: Spoken and Signed Languages	Advocacy in Action: Hospital Charity Care & Language Barriers	What Interpreters Need to Know: Training and Continuing Education

3:30 p.m. – 3:45 p.m. Break

3:45 p.m. – 4:15 p.m. Review and Planning: **Where Do We Go from Here?**

<b>Policy &amp; Research and Advocacy Track</b> <b>Joint Session</b> Orchard South	<b>Interpreter Skills Track</b> Orchard North
Facilitated discussion to review themes from presentations, identify unmet needs, and begin to formulate action plans for future collaborations.	Facilitated discussion to review themes from presentations, identify unmet needs, and begin to formulate action plans for future collaborations.

4:15 p.m. – 4:45 p.m. Welcoming Washington: Best Practices for Equity and Inclusion for Refugee and Immigrant Communities

4:45 p.m. – 5:00 p.m. Day One Closing Remarks

### **Saturday, October 14, 2017**

8:30 a.m. – 9:00 a.m. Conference Registration

9:00 a.m. – 9:15 a.m. Welcoming Remarks

9:15 a.m. – 10:15 a.m. Welcoming Communities, Part 2:  
**Making Inclusion a Reality in Challenging Times**

10:15 a.m. – 10:30 a.m. Break

10:30 a.m. – 12:00 p.m. Sessions:

<b>Policy &amp; Research Track</b> Golden Delicious	<b>Advocacy Track</b> Orchard North	<b>Interpreter Skills Track</b> Orchard South
Health Research Double Take: Building Research Partnerships and Assessing New Technologies for Emergency Communications	Advocacy to Change the System: Learning from the Washington State ASL Medical Interpreting Task Force	Interpreting in Legal Settings: Ethics

12:15 p.m. – 1:30 p.m. Lunch with Keynote Speaker  
**Rich Stolz, Executive Director, OneAmerica**

1:30p.m. – 3:00 p.m.

Sessions:

Policy & Research and Advocacy Track Joint Session Orchard South	Interpreter Skills Track Orchard North
Facilitated Discussion using the Just Lead tool around the barriers remaining in language access work and how to remove them. How are LEP residents faring across all service sectors?	Interpreting in Medical Settings: Ethics

3 :00 p.m. – 3:15 p.m.

Break

3:15 p.m. – 4:45 p.m.

Facilitated Discussion & Action Planning:  
**Creating an Inclusive Washington**

4:45 p.m. – 5:00 p.m.

Conference Wrap-up



### **QUESTIONS FOR REFLECTION**

The Summit theme, ***Taking Action: Making Inclusion a Reality***, is a response to requests from past Summit attendees to spend more time on pressing, common issues while we are together, and also is a response to the current political climate. Our goal is to make use of this time we have together to generate ideas and begin to plan important, future work.

For the final 10 minutes of each session, please think over what was discussed, and reflect on the three questions listed below. In facilitated group discussions that will take place later, Summit attendees will discuss the issues and ideas raised by these reflections, and identify how we might begin working to take action on them, through collaboration as a coalition of individuals and organizations with shared goals.

1. Thinking of the session you just attended, identify an unmet need related to the topic or subject area. The need may be anyone's: a community, an individual, a service provider, a public or private agency , etc.
2. If you know, how are people or organizations trying to address this unmet need now? Are there projects or systems seeking to meet this need? What has been the outcome of these efforts? Tell about success and challenges, including where efforts may be falling short?
3. Do you have an idea for how we might address this specific unmet need? Think big: assume that resources are no barrier.



## **SESSION DESCRIPTIONS**

### **Friday Sessions**

9:15 a.m. – 10:15 a.m. Welcoming Communities Part 1: **Why We Do This Work**  
*Orchard South*

#### Presenters

**Marsha Chien**, Washington State Office of the Attorney General, Wing Luke Civil Rights Unit  
**Gillian Dutton**, Seattle University School of Law

In a time of growing fear in immigrant communities, Marsha Chien, Assistant Attorney General in the Wing Luke Civil Rights Unit will highlight existing legal standards, including Title VI of the Civil Rights Act of 1964 and the Washington Law Against Discrimination, and how legal protections are needed for vulnerable immigrants if we are to truly realize the American dream. Presenters will also discuss how language access in courts, government services, medical care, and agencies in other sectors, actually promotes immigrant integration rather than increasing isolation.

### **10:30 a.m. to 12:00 p.m. Concurrent Sessions:**

#### **State Agency Panel - Language Access in State Government**

*Orchard South*

#### Panelists:

**Perla Gamboa**, Communication Consultant, Department of Labor and Industries  
**Robert Lichtenberg**, Language Access Program Coordinator, Administrative Office of the Courts  
**Jennifer Inman**, Interpreter Services Program Supervisor, Health Care Authority  
**Katherine Templet**, Interpreter Services Program Specialist, Health Care Authority  
**Anita Ahumada**, Commissioner, Washington State Commission on Hispanic Affairs  
**Rafael Estevez**, LEP Coordinator, Emergency Management Division, Washington State Military Department

Panelists will discuss efforts in place and/or underway by their respective agencies to assure meaningful language access for the clients and the communities they serve, including new programs or projects, and community engagement components.

- **L&I:** In October 2015, an agency-wide Language Access Policy was implemented to guide the quality of its services. This presentation will look at lessons learned, opportunities, and challenges that the agency has encountered since then, in maintaining high standards and meaningful access to programs, and resulting effects on the agency's culture.

- **AOC:** Washington courts and the interpreter commission recently updated the state's model language access plan which provides a template for courts to create a localized language access plan to serve LEP and deaf individuals in court settings. This new resource will be discussed as will updates to the court interpreter program operated by the AOC to credential court interpreters for Washington courts.
- **HCA:** New this year is a stakeholder engagement process which aims to guide improvements for clients needing spoken and signed language assistance. Process specifics including changes in agency external communications, in ASL interpreter services, interpreter scheduling, and Medicaid behavioral healthcare integration, as well as HCA's two new vendor RFPs in process for remote and in-person interpreter services, which will be discussed.
- **CHA:** After concerns were raised during the 2014 and 2015 wildfire seasons regarding a lack of language access services which put many Latino residents in grave danger, CHA mobilized to create a policy solution. The story of the efforts that ultimately led to passage of SSB 5046 mandating multilingual emergency notifications, and its enactment into law in July 2017, will be shared.
- **EMD:** Agency updates since the 2016 creation of the agency's position of LEP Coordinator will be shared, along with the latest developments and plans for implementation of the new law on emergency notifications.

## **Vicarious Trauma & Interpreter Self-Care**

*Orchard North*

Presenter:

**Yvonne Simpson**, Medical Interpreter Supervisor, Harborview Medical Center

Interpreters, in addition to other caring professionals, talk with people every day who are facing trying and desperate circumstances. The stress of those situations can begin to encroach on interpreters, affecting their health and ability to serve clients in any service sector. In order to continuously provide excellent service, it is important for interpreters to focus on self-care to avoid or heal from compassion fatigue. This session will help participants learn about compassion fatigue and vicarious trauma, know how to identify them in their own lives, and learn how create a personal self-care plan.

1:00 p.m. - 2:15 p.m. Concurrent Sessions:

## **Introduction to Research & Using Data as an Advocacy Tool and Washington Tracking Network**

*Golden Delicious*

Panelists:

**Moderator: Joana Ramos**, Health Policy Consultant, WASCLA Board Member

**Dan Bustillos**, Assistant Professor, School of Nursing & Health Studies University of Washington-Bothell

**Tina Echevarria**, Project Manager, Washington Tracking Network (WTN), Division of Environmental Public Health , Washington State Department of Health

As an introduction to the policy and research track, Dr. Bustillos will focus on the importance of a rigorous evidentiary basis for crafting policy and for advocacy efforts. Utilizing real-world language access policy efforts that he has worked on, he will show why robust data is necessary, and how activists who equip themselves with compelling empirical data can leverage existing laws and regulations to affect real social change. A short introduction to accessing, researching and contributing to rich data resources will also be provided—along with pointers for what to do when one becomes aware of language access gaps.

Additionally, participants will hear from Dr. Echevarria why access to information concerning which primary languages are spoken in a community is essential for communicating critical information. In response to this need the Washington Tracking Network has posted several measures on spoken languages on its public website. Emergency response personnel, healthcare providers, and environmental hazards professionals have used this resource. This tool can also help meet the requirements of Washington’s new law on multilingual emergency notifications. She will demonstrate various use scenarios for the WTN measures and audience feedback and interaction is requested.

## **Combating Hate Crimes and Violence Against Immigrants**

*Orchard South*

### Panelists:

**Moderator: P. Diane Schneider**, WASCLA Board Member

**Carolina Gutierrez**, Founder and Director, CIELO Sexual Assault Program

**Arsalan Bukhari**, Public Affairs Director, Council on American-Islamic Relations(CAIR) –WA

**Knight Sor**, Conciliation Specialist, Community Relations Service, U.S. Department of Justice

This session will include panelists sharing about their work in addressing violence against immigrants in their respective organizations, as well as an opportunity to have a larger discussion around national and local efforts to combat hate crimes. Panelists will also provide some background information around the nature of hate crimes and violence against immigrants to orient the audience to this topic. There will be some discussion of the legal protections currently available and possible advocacy efforts for future work.

## **Interpreting in Education Settings**

*Orchard North*

### Panelists:

**Fanny Cordero**, Community Interpreter and Translator; WASCLA Board Member and Education Committee Chair

**Darya Farivar** , Advocacy Program Coordinator, Open Doors for Multicultural Families

**Sylvia Reyna**, Supervisor, OSPI - Migrant Education Program

Presenters will offer perspectives on language access issues in K-12 public school settings, drawing from their respective work experiences and varied roles, including as interpreters, as bilingual staff, and/or as advocates and educators. This session will offer perspectives on language access delivery in the schools, particularly in the absence of formal training or guidelines for interpreters. Panelists will explain the need for a holistic approach to achieve meaningful communication, that must also take into account school and family culture and acknowledge factors including ethnicity, generation, disability, religion, geographic location, and gender. As language access advocates, we will look at how we come up with outside-the-box solutions to challenges, and will share glossaries and other relevant resources.

## 2:30- 3:30 p.m. Concurrent Sessions:

### **Language Access in Schools: Spoken and Signed Languages**

*Golden Delicious*

#### Panelists:

**Danielle Eidenberg-Noppe**, Education Ombuds, Governor's Office of the Education Ombuds

**Diana Garcia**, Staff Attorney, Children & Youth Project, Columbia Legal Services

**Theresa Smith, Ph.D.**, Advocate and Educator; former ASL Interpreter and Trainer

Advocates who work directly to address the needs of LEP and deaf students and their families and to inform practices at the policy level, will discuss their respective efforts to eliminate language barriers. Danielle Eidenberg-Noppe will describe OEO's work with families and schools/districts to address unresolved school concerns. After observing patterns of language access barriers for parents, OEO embarked on a statewide study resulting in the 2015 Language Access Report which analyzed findings to create legislative and policy initiatives which are ongoing.

Diana Garcia will discuss her work as an attorney with the Children & Youth Project of Columbia Legal Services to assist parents who do not speak English or are LEP and whose children are enrolled in special education programs. She will share issues that have come up with the interpreters provided to the parents during Individualized Education Program (IEP) team meetings. In addition, she will discuss options parents have to resolve these issues.

Dr. Theresa Smith will share how the concerns of parents of Deaf and Deafblind students about access to Sign Language in public schools when an "oral only" education philosophy was being promoted by special interest groups, led to the first-ever research on the status of Deaf education in Washington. She will explain the advocacy efforts that led legislators to fund research into "stakeholder" views, outline the methodology used in this study and its results.

## **Advocacy in Action: Hospital Charity Care & Language Barriers**

*Orchard North*

### Panelists:

**Ann LoGerfo**, Directing Attorney, Basic Human Needs Project, Columbia Legal Services

**Tony Gonzalez**, Attorney, Basic Human Needs Project, Columbia Legal Services

Washington State's "charity care" laws obligate all hospitals to provide free or reduced cost services to low income households who qualify. Charity care is a powerful tool to ensure all communities in Washington have access to necessary hospital services. Statewide outreach revealed that most people are not aware that charity care exists and the problems are even worse for those with limited English proficiency. Minimal hospital signage, English-only notices in small font on the back of hospital invoices, English-only hospital websites, and English-only policies make charity care information difficult to access. With community input, Columbia Legal Services (CLS) pursued a legislative remedy. The proposed bill sought a prominent charity care notice on collection letters, in English and Spanish, but despite support, the legislation ultimately did not pass. CLS issued a report highlighting some of the language access issues with obtaining charity care and CLS continues to pursue litigation against hospitals for failing to meet their charity care obligations. The session will focus on this advocacy by CLS and others, including the updated August 2017 report which documents barriers experienced by Spanish-speakers seeking information on charity care and other financial assistance at hospitals statewide, and new updates.

## **What Interpreters Need to Know: Training and Continuing Education**

*Orchard South*

### Panelists:

**Moderator: Fanny Cordero**, WASCLA Board Member

**Martha Cohen**, Manager, Office of Interpreter Services, King County Superior Court

**Sandra Graham**, Spanish Medical Interpreter/Translator Program, Walla Walla Community College

**Yolanda Lopez**, Certified Spanish Court Interpreter, Yakima County

To do their jobs well, professional legal, social and medical interpreters need special skills beyond fluency in their language pair(s), skills which are developed through training, experience, and continuing education. To help interpreters earn and maintain the necessary credentials, training programs, conferences, and online courses offer important opportunities. But access to these offerings can be limited by time, money, and geography, plus it can be hard to find relevant, high-quality content. For languages of lesser diffusion, the language specific trainings may not be available. How can interpreters-- whether working in healthcare, courts, social services, schools, or other community settings-- get the information and practice they need to keep up-to-date on vocabulary, learn new and/or specialty subject matter, and develop techniques needed to handle challenging assignments. This session will discuss DIY approaches to help interpreters learn how to locate and select formal training programs, offer self-study techniques for subject-specific information and skills practice, and share multilingual resources.

3:45 p.m - 4:15 p.m. Concurrent Sessions:

### **Policy & Research and Advocacy Track Joint Session - Review & Planning**

*Orchard South*

Facilitators:

**Sarah Leyrer**, Co-Chair, WASCLA Board of Directors

**Joana Ramos**, Co-Chair, WASCLA Board of Directors

Facilitated discussion to review themes from presentations, identify unmet needs, and begin to formulate action plans for collaborations. In this session, WASCLA Board members will guide discussion of themes from today's sessions and identify possible action items.

### **Interpreter Skills Track - Review and Planning**

*Orchard North*

Facilitators:

**Thérèse Mirande**, Interpreter & Interpreter Trainer, Professor Emerita, Pierce College

**Fanny Cordero**, Interpreter and Translator, WASCLA Board Member

Facilitated discussion to review themes from presentations, identify unmet needs, and begin to formulate action plans for future collaborations.

### **4:15 p.m. – 4:45 p.m. Welcoming Washington: Best Practices for Equity and Inclusion for Refugee and Immigrant Communities**

*Orchard South*

Presenter:

**Sarah Peterson**, Director, Office of Refugee and Immigrant Assistance, DSHS

During this session, Ms. Peterson will share about the work of the State's Office of Immigrant and Refugee Assistance, best practices for immigrant integration and community engagement, and how language access plays a critical role in the agency's work.



## **Saturday Sessions**

9:15 a.m. – 10:15 a.m. Welcoming Communities, Part 2:  
*Orchard South* **Welcoming Communities & Language Access –  
Making Inclusion a Reality in Challenging Times**

### **Panelists**

**Jessica Rehms**, Northwest Immigrant Rights Project

**Norma Gallegos**, Hand in Hand Immigration & Citizenship Services

**Gustavo Montoya**, El Mundo Communications

In this session, panelists will engage in a holistic discussion of what it means to be a welcoming community - a discussion that requires looking beyond language barriers among immigrant communities to consider issues related to immigration, citizenship, cultural understanding, and community engagement. This session will look at where we are, but will also consider best practices for success and where we go from here to follow through on the promise of being a welcoming state.

## **10:30 a.m. – 12:00 p.m. Concurrent Sessions:**

### **Health Research Double Take: Building Research Partnerships and Assessing New Technologies for Emergency Communications**

*Golden Delicious*

### **Panelists:**

**Janessa Graves**, Assistant Professor, Washington State University College of Nursing

**Joana Ramos**, Health Equity Policy Consultant, WASCLA Co-Chair and Healthcare Committee Chair

**Hendrika Meischke**, Professor, Department of Health Services, University of Washington.

The first part of this session is to discuss a collaboration model comprised of community, research, and advocacy partnerships established with the objective of ensuring culturally and linguistically appropriate services aimed at improving population health services and outcomes for Washington State residents who have limited English proficiency. In partnership with WASCLA, the Language Access Research for Community Health (LARCH) coalition was formed with initial funding from the University of Washington Latino Center for Health. Our initial project is to survey current language assistance services as the basis for developing a research plan to identify strategies to better meet the healthcare communication needs of Latinos with LEP living in Washington. The plan will have statewide applicability to address the needs of all LEP populations. In this session, we will describe the formation and activities of the LARCH coalition, discuss the community partnership approach, benefits and challenges, and present research findings to date. Our hope is to inspire more research collaborations designed to help reduce language access barriers.

The second portion of this session will discuss how new technologies are now being used routinely in pre-hospital emergency services, including for communication with patients with limited English proficiency. However, there has been limited assessment of how effective various translation software programs, apps, and other media really are for multilingual communications. Work in this area by the Northwest Center for Public Health Practice has revealed both benefits of and caveats

about new technology for meaningful language assistance services. A recent study showed that pre-formatted fixed-question/answer language-specific software was considered by Spanish- and Chinese -speaking LEP persons and EMS personnel to be more accurate for communicating during a simulated emergency than a freely available online translation tool (Google Translate). Translation software is also being used by 911 call centers to translate non-English text messages from LEP texters. Survey results suggest that 911 communication with non-English texters is hampered by the inability of most call centers to receive character-based texts and lack of translation services. Policy implications of these findings will also be addressed.

## **Advocacy to Change the System: Learning from the Washington State ASL Medical Interpreting Task Force**

*Orchard North*

### Panelists:

**Moderator: Sarah Leyrer**, WASCLA Board Member

**Theresa Smith, Ph.D.**, Advocate and Educator

**Shawn Broderick**, former ASL Interpreter and trainer

This session will provide an overview of the work of the ASL Medical Interpreter Task Force, which is a prime example of community organizing to address identified language access barriers. MITF was formed shortly after Washington State's Medicaid programs were consolidated under the Health Care Authority (HCA) in 2011, including interpreter services for Medicaid recipients requesting a sign language interpreter, something that had previously been managed by the DSHS Office of Deaf and Hard of Hearing Services (ODHH). The results for deaf and deafblind patients was catastrophic: the percentage of appointments filled dropped from over 90% during the time it was administered by the ODHH to zero. Through the power of personal stories and community advocacy, MITF has worked with HCA to improve this access--although it remains a work in progress. In addition to this critical barrier, MITF members discussed additional barriers deaf individuals have in accessing healthcare services--from outright denial of interpreter services, to provision of unqualified interpreters, and inappropriate use of video remote interpreter services--MITF has taken efforts to address these issues in a variety of ways, which will be discussed as part of this presentation. Dr. Smith and Mr. Broderick will outline the history, problems faced, methods used, and progress of this task force.

## **Interpreting in Legal Settings: Ethics**

*Orchard South*

### Panelists:

**Anthony Gipe**, Attorney

**Judge Linda Coburn**, Edmonds Municipal Court

**P. Diane Schneider**, Court Certified Spanish Interpreter

This presentation will focus on ethical and legal issues as they pertain to interpreters; specific challenges facing minority communities and the justice system; and the impact of effective

interpreter services. While the target audience is certified court interpreters, attorneys, and judges, this presentation is relevant for anyone who serves LEP individuals in the justice system. Legal professionals and interpreters are expected to adhere to specific codes of conduct. Interpreters may be needed for cases of any type in the courts, and subject matter addressed in cases may involve medical, educational, criminal or civil issues. We will review situations in practice settings which may be unclear, or require special steps to address. In addition, we will describe problematic situations involving language access and elicit discussion on options for resolving them. Discussion will include the importance of parties being aware of ethical requirements for other professionals, as well as their own, in order to address potentially non-compliant practices.

12:15 p.m. – 1:30 p.m.      **Lunch with Keynote Speaker, Rick Stolz, OneAmerica Orchard South**

1:30 p.m. – 3:00 p.m.      Concurrent Sessions:

**Policy & Research and Advocacy Tracks Joint Session - Facilitated Discussion Using the Just Lead Tool Around the Barriers Remaining in Language Access Work and How to Remove Them. How are LEP residents faring across all service sectors?**  
*Orchard South*

Facilitator:

**Jennifer Werdell**, Executive Director, JustLead Washington

Facilitated discussion to generate research questions and action ideas. In this session, we will consider what we do and don't know about how LEP residents of Washington are faring across all service sectors, and develop a list next steps for use in Summit wrap-up session and beyond. Participants will be encouraged to consider actions they can take in their given role and area of practice to address identified barriers, provide resources, and create new partnerships. This will be a hands-on, interactive session. Bring your ideas for access.

**Interpreting in Medical Settings: Ethics**

*Orchard North*

Panelists:

**Elena Rivera-Patton**, Senior Spanish Interpreter, InDemand Interpreting

**Cynthia Roat**, National consultant on language access in health care

Healthcare interpreters face difficult ethical dilemmas and need to be able to make in-the-moment decisions. For example, if a patient asks that certain information not be interpreted, should it be kept confidential even if non-disclosure may harm the patient? Should everything be interpreted accurately even when a message could impact or harm the patient-provider relationship? Should the interpreter withdraw from a medical encounter that is too complicated

when that means the patient will get no interpreter at all? How is an interpreter to decide? This workshop will introduce experienced healthcare interpreters to a process for thinking about these difficult situations and for making quick ethical decisions, in the following steps:

1. Review of the Code of Ethics - Review and comparison of the National Code of Ethics for Interpreters in Health Care and DSHS' Interpreter, Translator, and Licensed Agency Personnel Code of Professional Conduct.
2. Presentation of a model for ethical decision-making - The ethical decision-making model in the California Healthcare Interpreting Association's Standards of Practice will be introduced, along with concrete examples on its application to real-life situations.
3. Practice - Participants will break up into small groups, with each given an ethical dilemma to consider. Groups will apply the CHIA model to the dilemma and come up with and share acceptable responses.

3:15 p.m. – 4:45 p.m.      **Facilitated Discussion & Action Planning -**  
*Orchard South*              **Creating an Inclusive Washington**

Facilitator:

**Jennifer Werdell**, Executive Director, JustLead Washington

JustLead Washington's mission is growing a sustainable network of community leaders who can effectively and collaboratively work toward equity and justice for low-income and marginalized individuals and communities throughout Washington State. In this session, Ms. Werdell will lead participants through a series of small group exercises, utilizing the input from the "Questions for Reflection" (the three questions asked at the end of each session during the conference), with a goal of developing action plans for future collaborations. Come prepared with ideas to share!



## PRESENTERS' BIOGRAPHIES

### Keynote Speaker Rich Stolz



Rich Stolz is the Executive Director of OneAmerica, Washington's largest immigrant and refugee organizing and advocacy organization. OneAmerica, originally called Hate Free Zone, was established in 2001 as a community response to the post 9/11 backlash against immigrant, refugee and Muslim communities. Today the organization is a nationally recognized leader advocating for human rights, immigration reform and other issues impacting immigrant and refugee communities, like education and the environment. Prior to OneAmerica, Stolz worked for the Center for Community Change in Washington, DC where he worked in low-income and people of color communities across the nation on public benefits, environmental justice and immigration reform. Stolz was born in South Korea, and he lives in White Center, a community just south of Seattle.

### Anita Ahumada

Originally from Chile, Anita Ahumada acquired a Masters in Social Work and Humanities at the Universidad de Chile, and worked as a social worker until moving to the U.S. three decades ago. As an employee of the WA Department of Corrections, she identified the need for language services for equal access to justice, which led her to pursue professional interpreter training at the University of Arizona. Anita was the first Washington State employee to earn Interpreter Certification. She has continued to apply these skills in her work and personal life, as co-founder of the Hispanic Coalition of Snohomish County, and co-founder of the Language Interpreters Services and Translations (LIST; now Language Testing & Certification) Office for the Department of Social and Health Services. Anita currently serves as a Commissioner for the Washington State Commission on Hispanic Affairs where her leadership was instrumental to the recent passage of SSB Bill 5046 to ensure equal access to multilingual communications in emergency situations. She is also a member of the WASCLA Board of Directors.

### Arsalan Bukhari

Arsalan Bukhari is Public Affairs Director at CAIR-Washington State, a chapter of America's largest Muslim civil liberties and advocacy organization. Raised in a middle class American Muslim household in North Seattle, Arsalan Bukhari's strong work ethic, values, faith, and sense of responsibility to community and country came from his upbringing as a practicing Muslim, and as a member of a military family. Two of his uncles are proud U.S. Army veterans, formerly stationed in Fort Lewis, WA and Fort Jackson, SC, and his brother-in-law a proud U.S. Navy veteran, formerly stationed in Naval Station Pearl Harbor, HI. Motivated by the growing prejudice against American

Muslims, and a sense of responsibility to community and country, Mr. Bukhari started as a volunteer with CAIR-WA and helped launch a new era for CAIR's Seattle office. He holds a Bachelor's Degree in Business Finance from Seattle University. An alumnus of the Seattle Police Department's Citizen's Academy, he leads local efforts to foster results-focused relationships with law enforcement officials, elected officials, political appointees, and representatives of various governmental agencies.

**Dan Bustillos, JD, Ph.D.**

An Assistant Professor in the School of Nursing & Health Studies, at the University of Washington-Bothell, Dr. Bustillos has also held faculty appointments at Saint Louis University's Center for Health Care Ethics, and its College for Public Health and Social Justice, as well as the Health Law & Policy Institute at the University of Houston Law Center. Dan is also active in health policymaking at both state and federal levels—most notably in the areas of health disparities, vaccination, cancer prevention, and pandemic preparedness. Dan's textbook *Understanding Health Care Ethics & Medical Law* was published in 2013.

**Marsha Chien**

Marsha Chien is an Assistant Attorney General (AAG) with the Washington State Attorney General's Wing Luke Civil Rights Unit. Marsha investigates and litigates cases of discrimination in employment, housing, and at government facilities and business open to the public, and most recently worked on Washington's lawsuit to stop implementation of Donald Trump's Muslim ban. Previously Marsha clerked for the Honorable Marsha J. Pechman of the U.S. District Court for the Western District of Washington and worked as a Skadden Fellow and Staff Attorney at The Legal Aid Society—Employment Law Center in San Francisco, California (now known as Legal Aid at Work). At Legal Aid at Work, she represented immigrants facing discrimination and/or retaliation in the workplace as well as plaintiff-intervenors in *Lau v. Nichols*, which requires the San Francisco school district provide supplemental language instruction for students with limited English proficiency. Marsha attended Georgetown University as an undergraduate and the University of Pennsylvania School of Law as a Toll Public Interest Scholar.

**Judge Linda W.Y. Coburn**

Judge Coburn has served Edmonds Municipal court since 2015. She is currently on the Washington Supreme Court Minority and Justice Commission and the governing board of the District and Municipal Judges' Association. She previously worked as a defense attorney with the Snohomish County Public Defenders Association, managing misdemeanor and felony caseload. She also previously served as a law clerk to the Honorable Judge Stephen Dwyer of the court of Appeals and the Honorable Judge George Bowden of Snohomish County Superior court. After working as a reporter and editor for the Seattle Times, Coburn returned to law school and graduated with honors from Seattle University, where she also served as Special Edition Editor on Law Review. Ms. Coburn is a member of the National Association of Women Judges, the American Judges Association, the Washington State and Snohomish County Bar Associations, and the Asian Bar Association of Washington.

**Martha Cohen**

Martha N. Cohen is a Washington State Court Certified Spanish interpreter and Manager of the Office of Interpreter Services for King County Superior Court in Seattle. She has provided training for interpreters and staff at Seattle University Law School, UW Law School, the Translation and Interpretation Institute in Bellevue, WA, Gonzaga University Law School in

Spokane, the American Bar Association, Legal Momentum, Asian & Pacific Islander Institute on Domestic Violence in San Francisco, interpreters in Guam Superior Court and Hawai'i Superior Court and a number of community-based organizations serving refugees and immigrants. Ms. Cohen is a national consultant on court-based interpreter programs and has presented information on how to work effectively with interpreters at the national, state and local levels for judges, attorneys and court personnel. She is a member of the Washington State Court Interpreters and Translators Society (WITS), the National Association of Judiciary Interpreters and Translators (NAJIT) and the American Translators' Association (ATA).

### **Fanny Cordero**

Fanny Cordero began her quest for language access at 13 when she landed in San Francisco. She is fluent in Spanish and French, and has worked extensively with School Districts and Universities in the Puget Sound area providing interpretation and translation services. In addition to her work with schools, Fanny has expertise working with attorneys in litigation teams for individual clients and in complex class actions, including mediation and negotiation. Fanny earned her B.A. in International Relations from UC Davis. She has WA State DSHS social services and medical Spanish interpreter certifications, is a candidate for the AOC Spanish Court Interpreter certification, and is also a Notary Public. In 2016, Fanny was nominated and elected to the WASCLA Board of Directors. Spanish is her native language.

### **Gillian Dutton**

Gillian "Jill" Dutton is the Director of the Externship Program and Associate Professor of Lawyering Skills at Seattle University School of Law. She is a Korematsu Center Faculty Fellow and Faculty Advisor to the Iraqi Refugee Assistance Project and the Access to Justice Institute Citizenship Project. In addition to teaching, she continues to work in the areas of language access, cross-cultural communication, immigrant benefits, human trafficking and refugee health. Prior to joining Seattle University in June of 2009 she spent 15 years directing the Refugee and Immigrant Advocacy Project, a University of Washington Law School clinic based at the Seattle office of the Northwest Justice Project (NJP) where she was also the Senior Attorney. Before that, she worked at Evergreen Legal Services in Yakima, Washington where she represented Spanish-speaking farm workers in housing and public entitlements cases. Professor Dutton is a national expert on language access on the law. Her work on language access began in her early years as a lawyer and includes negotiating a consent decree with Washington State Department of Social and Health Services, founding and serving on the board of the Washington State Coalition for Language Access, participating in the Washington State Inter-Agency LEP Workgroup, and assisting in numerous efforts at the state and national level to improve language access in courts, agencies and organizations. From August 2010 to February 2012 she served as a consultant for the American Bar Association on a project to draft ABA Standards for Language Access in Courts. Professor Dutton has an M.A. in Chinese history and is a 1988 graduate of Boalt Hall School of Law at the University of California at Berkeley. She is a recipient of the 1999 Charles A. Goldmark Award for Distinguished Service and the 2005 Northwest Immigrant Rights Project Golden Door Award.

**Tina Echevarria, Ph.D.**

Dr. Tina Echeverria is the Project Manager for WA Tracking Network (WTN) in the Division of Environmental Public Health of the Washington State Department of Health. She oversees the development of the WTN website and the topics posted. She enjoys networking with other programs, both internal to the agency and with external partners, that will improve both access to environmental health information and actions that protect people and the environment.

**Danielle Eidenberg-Noppe**

Danielle is an Education Ombuds for the Washington State Governor's Office of the Education Ombuds. She has been a K-12 educator in Washington State for the last 30 years and has developed, coordinated and taught intergenerational oral history and audio arts programs, as well as English for recent immigrant and refugee students. Ms. Eidenberg-Noppe also served as the Family Involvement Coordinator for Neighborhood House. In addition to a Bachelor of Arts in Cultural Anthropology from Washington University in St. Louis, she received a Masters in Teaching from Seattle University, and is also a Certified Parent Coach® through Seattle Pacific University. As an Education Ombuds, Ms. Eidenberg-Noppe enjoys working with families and schools across Washington State.

**Rafael Estevez**

Rafael Estevez became the Limited English Proficiency (LEP) Coordinator for Emergency Management Division (EMD) of Washington State Military Division in 2016, following his retirement from over 20 years of active military service. He is also a bilingual behavioral health therapist serving individuals, couples, and families, in both English and Spanish. Rafael earned a graduate degree in Psychology with a concentration in Marriage and Family Therapy (MFT) from Brandman University, and completed an internship with Greater Lakes Mental Health Services, where he focused on working with underserved and high-risk populations. He is deeply passionate about his job with EMD to ensure that no one gets overlooked, and continues to contribute to our society to make sure that emergency notifications and messaging are passed on throughout the State. As a volunteer, he further lives his commitment as a member of WASCLA's Board of Directors.

**Darya Farivar**

Darya Farivar is the Advocacy Program Coordinator at Open Doors for Multicultural Families, which supports diverse families with loved ones with developmental disabilities. She began in July 2016 after graduating from University of Redlands with a degree in Communicative Disorders. Darya speaks Farsi and her family's Iranian heritage is exceptionally important to her. This year she advocated on behalf of Open Doors' families in the first piece of legislation the organization has contributed to, HB 1451, surrounding language access in schools. She hopes to continue this work in the next legislative session.

**Perla Gamboa, M.A.**

Perla coordinates communications and outreach to Limited English Proficiency (LEP) customers at Labor & Industries. She received a Master's degree in Spanish and Latin American Studies from the University of Iowa. After 15 years as a college instructor, she brought her teaching experience to L&I where she mentors bilingual staff providing training and guidelines for best practices related to LEP customer interaction. Along with overseeing quality assurance of the agency's publications, Perla works to provide culturally appropriate interpretation and translation services to LEP populations, develops the agency's glossaries and manages LEP media.

**Diana Garcia**

Diana Garcia is a staff attorney in the Kennewick office of Columbia Legal Services. She is in the Children & Youth Project, which advocates for children and youth who face injustice and poverty by improving access to safe and stable families and homes, quality education, appropriate healthcare, and economic stability. She has also worked on representing farmworkers in cases involving employment and housing issues and educating farmworker families in a large array of issues. Diana graduated from the University of Washington and earned her J.D. at Gonzaga University School of Law.

**Norma Gallegos**

Norma Gallegos is Program Director, Hand in Hand Immigration Services of Wenatchee, where she serves immigrants from all countries and backgrounds living in North Central Washington. Since 2015, she has been a federally-accredited representative for the Board of Immigration Appeals (BIA) of the US Department of Justice. As a former Family Involvement Coordinator at Head Start for 20 plus years, Ms. Gallegos has deep knowledge of the Latino community in Eastern Washington. Her advocacy for children and families has been recognized with the Voices for Kids Award of the Children's Alliance and the Washington General Community Award from the Association of Washington Generals. Ms. Gallegos is also a board member of the YMCA of Wenatchee and Holden Village, and served over 5 years as member of the Wenatchee Diversity Council and Police Advisory Board. Previously she was a consultant/teacher for programs at Washington State University and the American Heart Association. Born in Mexico and raised in Kansas, she has lived in the Wenatchee area for over 25 years. Ms Gallegos is passionate about strengthening community relations as she believes that we all have an equal role in learning from each other and valuing multiple cultures.

**Anthony David Gipe, Esq.**

Anthony currently serves on the Washington State Minority and Justice Commission. He is a founding board member of the Washington State Bar Association Leadership Institute Advisory Board, for which he has been a faculty member for since its inception. From 2013-2016, Anthony served as President-Elect, President, and Immediate Past President of the Washington State Bar Association. He was a founding board member of QLAW from 2006-2008 and again from 2014 – 2015. He has also served on WSAJ liaison to WSBA, and as an adjunct investigator for WSBA on alleged ethical violations. Since 2015, Anthony has served as a Judge Pro Tem in Washington courts. He served as a Russian language interpreter and intelligence analyst during his career in the U S Navy, and was a certified Russian Language interpreter until 1999.

**Tony Gonzalez**

Tony works in the Wenatchee office of Columbia Legal Services, where he is currently involved in researching housing issues and hospitals' charity care policies as an attorney with the Basic Human Needs Project. His passion for public interest work stems from his parents' struggles and triumphs moving from Mexico to the U.S., which was reflected in his previous work as a Laurel Rubin Intern at Columbia Legal Services. Tony is a 2015 graduate of the University of Washington's LLM program in Taxation and a 2014 graduate of Seattle University's School of Law. He is fluent in Spanish.

**Sandra Gonzalez Graham, MSN Ed**

Sandra has more than three decades of experience working in the healthcare environment as a Registered Nurse and a Health Science Educator. Sandra currently holds a position at Walla Walla Community College as a Nursing Assistant Coordinator and Transcultural Healthcare Specialist. This position allows Sandra to develop educational programs and pathways for students entering the healthcare workforce. Sandra coordinates the Nursing Assistant Program, Spanish Medical Interpreter/Translator Program. Her clinical expertise is an asset to teaching in the Medical Assistant Program and other Allied Health course offerings such Transcultural Competency for Healthcare Professionals. Sandra has been involved in the IBEST- Integrated Basic Educational Skills Training model of instruction since 2000. Highlights of her career have been co-authoring and publishing a bilingual Fotonovela for the Alzheimer's Association called "En Busca de Un Nuevo Amanecer" (In Search of A New Beginning). She is the sole-proprietor of "La Bilingüe Interpreter Services".

**Janessa M. Graves, Ph.D. MPH**

Janessa Graves is health services researcher focusing on pediatric injuries, concussion, and disparities. Her expertise includes evaluations and comparisons of healthcare costs, utilization, and outcomes as they relate to policy changes, healthcare disparities, and variation in treatment for injury. Dr. Graves is currently an assistant professor in the College of Nursing and affiliate faculty in the Community Health Analytics Institute at Washington State University.

**Carolina Gutierrez**

Ms. Carolina Gutierrez is the Program Manager for Proyecto Esperanza the Sexual Assault Program at CIELO, Centro Integral Educativo Latino de Olympia (Integral Latino Educational Center of Olympia) an organization that promotes self-sufficiency and leadership to Latin@s in the Puget Sound area with educational and mental health services. Carolina has worked providing sexual assault services since 2009. CIELO's Sexual Assault Program has expanded services to the Latin@ Community in Mason County by providing services in Mam and Q'anjob'al, two Mayan languages spoken by a large Guatemalan community in Mason County.

**Jennifer Inman, MPA**

Jennifer Inman is the Interpreter Services Program supervisor for the Health Care Authority. She earned her Master's Degree in Public Administration from the Evergreen State College and has worked for the Medicaid state agency for 10 years. Jennifer has worked in the health industry her entire adult career starting in Providence Health Systems, and eventually moving into state service. Jennifer has spent the last seven years developing and implementing statewide program planning efforts.

**Sarah Leyrer**

Sarah Leyrer has advocated with Limited English Proficient individuals in varied contexts including the courts, the Washington Legislature, state agencies, and community commissions. As an attorney with Columbia Legal Services, she focused on employment, housing, and consumer rights of low-income immigrants, particularly farm workers with Limited English Proficiency in rural parts of Washington. For the past two years, Sarah's work has moved into the urban setting (with a more diverse language landscape) at the Seattle Office of Labor Standards, as she investigates Seattle businesses, ensuring workers receive the proper minimum wage, paid sick and safe time, secure scheduling, and a fair chance at employment.

**Robert Lichtenberg**

Robert “Bob” Lichtenberg is the Language Access Program Coordinator for the Washington State Administrative Office of the Courts (AOC). He oversees spoken language interpreter testing and training, staffs the Interpreter Commission, and provides training and resource assistance to court personnel statewide on interpreter matters. Before joining the AOC, he served as Assistant Director of the Office of the Deaf and Hard of Hearing, an agency in the Department of Social and Health Services, where he was responsible for program coordination and staff supervision of several program activities covering social and telecommunications services. Mr. Lichtenberg is a graduate of University of Washington School of Law and of Lewis and Clark College, where he majored in Economics. He also has a postgraduate certificate in Rehabilitation Management from San Diego State University.

**Ann LoGerfo**

Ann is Directing Attorney with the Basic Human Needs Project of Columbia Legal Services, a statewide, nonprofit organization that strives to achieve social and economic justice for all through large-scale litigation, policy reform, and innovative partnerships. She works at the Seattle office where she advocates for clients on access to the fundamentals of human need: housing, food, medical services and financial justice. Ann is also the primary attorney focusing on issues specific to the elder population of King County and Washington State. Ann joined CLS in 2015, following a varied legal career.

**Yolanda Lopez**

Yolanda B. Lopez is a court certified Spanish language interpreter for Yakima County Superior Court. Ms. Lopez received her Washington State court interpreter certification in 2004. Ms. Lopez also has DSHS interpreter certifications for medical and social services. She has worked as a freelance interpreter with various courts, agencies and law firms and has over 15 years of experience as a legal assistant and office manager with Columbia Legal Services, where her duties included interpreting and translation work for agency clients.

**Hendrika Meischke**

Dr. Hendrika Meischke is a Professor in the Department of Health Services at the University of Washington. She is a communication scientist with over 25 years of experience in research related to the interface between the public and the pre-hospital emergency care system (9-1-1). In the past six years her research has focused on communication challenges that affect health care delivery particularly as it relates to emergency care for limited English proficient populations. Her current research focuses on identification of the challenges for limited- and non-English speaking community members associated with “text-to-9-1-1” implementation nation-wide.

**Thérèse Mirande, Ph.D.**

Thérèse Marie Mirande, Ph.D. is professor emerita and former Coordinator of Languages & Interpreting at Pierce College, Lakewood, WA. She has a doctorate in Romance Languages & Literatures from the University of Washington, is a Washington State Department of Social and Health Services-credentialed Spanish and French interpreter, and a Yoga Alliance 200-hour Registered Yoga Teacher. Since 2015, Dr. Mirande has presented interpreter workshops. A teacher since 1979, she has served on the Standards and Training Committee of the National Council for Interpreting in Health Care and the Board of Directors of the Washington State Coalition for Language Access.

**Gustavo A. Montoya**

Gustavo Montoya is the Senior Editor and former CEO of El Mundo Communications a media company that has published *El Mundo*, Washington State's largest circulating Spanish newspaper serving 16 counties, since 1989. With extensive experience and knowledge about purchasing behavior, demographic trends and indirect marketing experience in the Hispanic/Latino community, Gustavo continues his role as *El Mundo's* Senior Editor, writing weekly articles on diverse topics that affect and empower the Latino community in Washington State and other communities nationwide. He also is a Systems Technology Professional who constantly advocates for the science and education among minorities. Mr. Montoya is a native of Colombia, and earned his BS in Information Technology from the University of Phoenix.

**Sarah Peterson**

Sarah Peterson is the Washington State Refugee Coordinator and oversees the Office of Refugee and Immigrant Assistance (ORIA) at the Washington Department of Social and Health Services. ORIA's mission is to help refugee and immigrant families and individuals to succeed and thrive in Washington State. Prior to joining DSHS/ORIA three years ago, Sarah spent 15 years working with refugee and immigrant communities in Philadelphia, Pennsylvania. Sarah attributes her passion in working with people from other countries to the rich experience she gained as a Peace Corps Volunteer in Guatemala. When she returned to the U.S., she earned a Master's Degree in Social Work (MSW) from the University of Pennsylvania. During her tenure in Philadelphia, Sarah gained a broad range of experience in the nonprofit sector. She worked as a foster care social worker serving Unaccompanied Refugee Minors. She managed a program helping individuals granted asylum navigate systems and remove barriers to achieving self-sufficiency in Pennsylvania. She directed the refugee resettlement program with HIAS Pennsylvania, helping to establish a citywide refugee health collaborative.

**Joana Ramos**

Joana Ramos is an independent health policy consultant and founding member of WASCLA. She is Co-Chair of WASCLA's Board of Directors and Chair of the Healthcare Committee. Her background in health and human services, advocacy, medical interpreting, bilingual education, and child welfare inspire her work. Joana has led WASCLA initiatives including a multi-year campaign to preserve Washington's Medicaid Interpreter Services program; Washington's first collaboration on language access in pharmacies; the Tools for Health project of multilingual consumer materials and provider education on language access rights; equity efforts for Affordable Care Act implementation, and policy work on emergency services and public agency equity practices. Joana is a graduate of Boston University and the UW School of Social Work.

**Jessica Rehms**

Jessie Rehms is a Staff Attorney at the Northwest Immigrant Rights Project (NWIRP) in Wenatchee, Washington, primarily serving immigrant survivors of domestic violence and individuals in immigration removal proceedings. Since the 2016 Presidential Election, Jessie has conducted numerous immigrant rights focused Know Your Rights presentations throughout Central and Eastern Washington. Jessie is a graduate of the University of Denver, Sturm College of Law and is bilingual in English and Spanish.

**Sylvia Reyna**

Sylvia Reyna is a program supervisor with the Title I, Part C Migrant Education Program of the Office of Superintendent of Public Instruction where she works to ensure that students from migrant families have equal opportunity to access services and resources for which they are eligible. The goal of the program is to ensure that all students will be able to be on the path to graduation, post-secondary education, and the world of work. Sylvia also works on a variety of coordination and collaboration efforts that directly impact the type of services and supports available to migrant students and their families, including opportunities to expand their knowledge and experiences in the areas of mathematics, English language arts, science, and leadership.

**Elena Rivera-Patton**

Elena is a Senior Spanish Interpreter at InDemand Interpreting. Accomplished health professional with a wide range of clinical and instruction experience serving both English and Spanish speaking communities. She has a background as a Medical Doctor from La Salle University in Mexico City, and has been working with issues of health and language equity for more than a decade. When she is not working, Elena enjoys spending time with her husband, two children and two dogs.

**Cynthia E. Roat**

Cynthia E. Roat is widely considered one of healthcare interpreting's pioneers. Over the past 25 years, Ms. Roat has made significant contributions to the field as an interpreter, teacher, consultant, organizer, researcher, mentor and author. Her most recent book, *Healthcare Interpreting in Small Bites*, is being adopted as an ancillary text in many interpreter training programs. She is a founding member and former board chair of the National Council on Interpreting in Health Care, a founding member of WASCLA, and current chair of NOTIS' Community Interpreter Division. She is known nationally as an engaging speaker, a knowledgeable resource, and an energetic advocate for language access in general.

**P. Diane Schneider**

P Diane holds an MPA from Seattle University, and completed the Institute of Court Interpretation program at the University of Arizona. She is a Washington State court-certified interpreter for the Spanish language, and a Commissioner Emeritus, of the Washington State Minority and Justice Commission. Previously served in the Washington State Department of Corrections and the US Department of Justice Community Relations Service. P. Diane taught English in Greece and is a Board member of WASCLA.

**Yvonne Simpson**

Yvonne is the Medical Interpreter Supervisor at Harborview Medical Center in Seattle. She holds a Master of Arts in Spanish (Linguistics) and has significant experience in interpreting, translating and training. Yvonne is a DSHS and nationally Certified Spanish Medical Interpreter. Formerly, she was the Lead Interpreter at St. Joseph's Hospital and Medical Center in Phoenix, Arizona. Just prior to joining the team at Harborview, she worked at the Crisis Clinic in Seattle where she became a Certified Compassion Fatigue Educator.

**Theresa Smith, Ph.D., MCSC, SC:L**

Theresa coordinated and taught in the Interpreter Training Program at Seattle Central Community College (SCCC) for 14 years where she wrote the original curriculum for both the ASL and the Interpreting Programs. In 1989, she left SCCC to become a co-founder and then Director of the American Sign Language, Interpreting School of Seattle (ASLIS) 1989 - 2007. Since 2012 she has

chaired the Medical Interpreting Task Force (MITF) a coalition of concerned organizations representing Deaf, DeafBlind, and hard-of-hearing individuals in Washington State. Theresa has been involved in the education of interpreters and an activist for establishing quality communication access throughout her career.

### **Knight Sor**

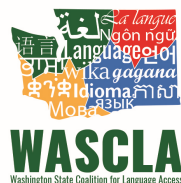
Knight Sor is a Conciliation Specialist at the U.S. Department of Justice – Community Relations Service since 2009. In this capacity, he assists advocacy groups, schools, law enforcement jurisdictions, and communities in response to intergroup tension or specific acts of intolerance in Federal Region 10, which comprises of Alaska, Idaho, Oregon, and Washington. Knight is a naturalized U.S. citizen, having emigrated as a refugee from war-torn Cambodia in 1979. He graduated from the University of Denver, Joseph Korbel’s School of International Politics and received recognition for his graduate thesis on South Africa’s security arrangement, *Kleurvolke: On the Creation of a Race-Based State*. He is also a recipient of the Pennsylvania State University’s highest physics award named after Professor Eleanor Wilson.

### **Kathy Templet**

Kathy has worked for Health Care Authority for more than 22 years in various programs of the Agency, and is the Interpreter Services Program Specialist. When HCA and Medicaid merged in 2011, Kathy was then tasked to learn about Medicaid eligibility, programs, and processes. Kathy has worked within the Interpreter Services Program since October 2014

### **Jennifer Werdell**

Jennifer Werdell is Executive Director of JustLead Washington, which hosts the statewide Leadership Academy and other programs, trainings, and services supporting the hard work of Washington’s equity and justice community. Prior to joining JustLead Jennifer served as the Associate Director of Seattle University School of Law’s Access to Justice Institute, where she collaborated with community partners to develop pro bono and social justice opportunities for law students and advised students engaging in public interest and pro bono work. Jennifer received her BA from Amherst College and her JD from New York University. After clerking for a federal magistrate judge in New York she was honored to work with the New York Legal Assistance group as an Equal Justice Works Fellow, staff attorney, and inaugural Director of Advocacy for Project FAIR, a pro bono program addressing public benefits and economic justice issues. Jennifer has also managed numerous nonprofit, philanthropic, and leadership projects and programs, including national network-wide initiatives for NPower, Microsoft’s corporate-wide volunteer program, and fellowship programs at the Harvard Kennedy School’s Center for Public Leadership.





## MAP OF VENUE

# Lower Level



## NOTES

This image shows a full page of white paper with horizontal grey ruling lines. The lines are evenly spaced and run across the width of the page, providing a template for handwriting practice or general writing. There are no margins, text, or other markings on the page.

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