

“The WASCLA Summit is the conference where I can connect with colleagues, learn about emerging issues related to my work in providing language access services, and I always leave inspired to continue this work.”



WASCLA Language Access Summit XI

Language Access: It's a Family Matter

October 21st and 22nd, 2016

Shoreline Conference Center

18560 1st Ave. NE

Shoreline, WA 98155

Summit Sponsors



Universal
Language Service



Northwest Justice Project



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LOCAL 1671 INTERPRETERS UNITED for professional pay,
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WASCLA Welcoming Message

Greetings and Welcome to WASCLA Summit XI!

I'd like to personally welcome each of you to WASCLA Summit XI: Language Access: It's a Family Matter. This is an exciting time for WASCLA, having just celebrated the organization's 10th anniversary, as we continue to grow and remain a valuable resource in connecting our partners to language access experts and solutions. The annual Summit is a wonderful opportunity to connect with our colleagues and further the work of improving access to services for limited English proficient and Deaf individuals in Washington State. WASCLA is excited to share in this work with all of you.

On behalf of the WASCLA Board of Directors, I'd like to thank each of you for attending the Summit and bringing your expertise to our gathering. Each member of the WASCLA coalition brings a unique perspective to our shared mission of improving access to services and removing language barriers. Each Summit participant contributes to the vision, the knowledge, and the experience that helps us all pave the way into the future. Throughout this conference, I ask you to stay engaged, keep us proactive, and help us shape the future of language services in Washington State. Thank you for being here and for contributing to another successful Summit.

Sincerely,

Joana Ramos

Board Co- Chair and Summit Planning Co-Chair

On behalf of the WASCLA Board of Directors 2016 – 2018

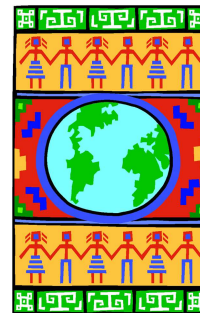
Anita Ahumada	Fanny Cordero
Maha Jahshan	Sarah Kaster
Jee Kim	Sarah Leyrer
Joana Ramos	Elena Safariants
P. Diane Schneider	

WASCLA Mission & Vision

Our Mission

To ensure the provision and delivery of effective legal, medical, social services to Limited English Proficient (LEP) residents in Washington State through the collaborative efforts of interpreters, translators, and service providers.

Conference Agenda

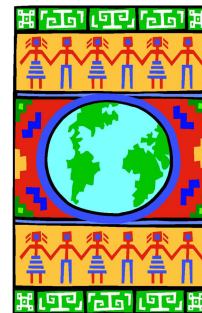


Friday, October 21, 2016

8:30 a.m. - 9:00 a.m.	Conference Registration Opens
9:00 a.m. - 9:15 a.m.	Welcoming Remarks
9:15 a.m. - 10:00 a.m.	Language Access in Government Agencies
10:00 a.m. - 11:00 a.m.	Emergency Management: Making Sure Everyone Gets the Word
11:00 a.m. - 11:15 a.m.	Break
11:15 a.m. - 12:15 p.m.	Education for All - Language Access in Schools after McCleary
12:15p.m. - 1:15 p.m.	Lunch with Keynote Speaker Rosalinda Guillén
1:15 p.m. - 2:15 p.m.	Data Counts for Language Access!
2:15 p.m. - 3:15 p.m.	Psychological Impact of Language Barriers for Parents and Children
3:15 p.m. – 3:30 p.m.	Break
3:30 p.m. - 4:45 p.m.	Police and LEP Communities: Challenges and Connections
4:45P.M. - 5:00 p.m.	Summit Day One Closing Remarks

Friday Evening Social: Summit attendees are invited to attend a no-host gathering at the conclusion of Friday's sessions at RidgeCrest Public House at 520 NE 165th St, Shoreline, WA 98155. We hope you'll consider stopping in to socialize with your colleagues!

Conference Agenda



Saturday, October 22, 2016

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

9:00 a.m. – 10:30 a.m. Everybody In: Advocating for Kids with Special Needs in LEP Families

10:30 a.m. – 10:45 a.m. Break

10:45 a.m. – 12:15 p.m. 2 Simultaneous Sessions (choose one):

Breakout A –	Breakout B –
Challenges for the Child, Family, & Interpreter -- when LEP Families Encounter the Justice System	Civic Engagement: Giving a Voice to LEP Families

12:15 p.m. – 1:15 p.m. Networking Lunch

1:15 p.m. – 2:45 p.m. 2 Simultaneous Sessions (choose one):

Breakout C –	Breakout D –
Teamwork with LEP Parents and Their Children: Healthcare Example	ED(ucation) Talk: The Language of K-12

2:45 p.m. – 3:00 p.m. Break

3:00 p.m. – 4:00 p.m. WASCLA Annual Meeting

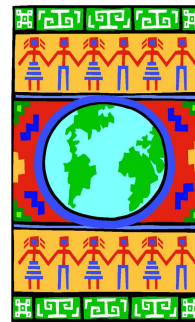
4:00 p.m. – 4:30 p.m. Language Access Hot Topics Discussion Groups

4:30 p.m. Summit Day Two Closing Remarks

Resource Room –

**** Be sure to check out the Resource Room — for information from our Sponsors and conference participants. ****

Friday Session Descriptions



Language Access in State Government

Panelists:

Rashelle Davis, Policy Advisor, Governor Inslee's Office

Lesley Morgan, Esq., Investigator, Office for Civil Rights, Pacific Region, U.S. Department of Health and Human Services

Libby Weisdepp, Access & Education Specialist, Washington Health Benefit Exchange

Moderator: Christy Curwick Hoff, MPH, Manager, Governor's Interagency Council on Health Disparities

Panelists from both state and federal offices will present on strategies to prevent discrimination and promote meaningful language assistance in governmental service, with a focus on the health and healthcare sectors. Topics for discussion will include new federal regulations implementing Section 1557 of the Affordable Care Act and how state agencies are responding to those regulations, as well as efforts to promote equity in state government.

Emergency Management: Making Sure Everyone Gets the Word

Panelists:

Rafael Estevez, Limited English Proficiency Program Coordinator, Emergency Management Division, Washington State Military Department

Lucianne Phillips, Private Sector Liaison and Limited English Proficiency Coordinator, Office of External Affairs FEMA Region X

Brian Terbush, Earthquake/Volcano Program Coordinator, Emergency Management Division, Washington State Military Department

Building on the introductory sessions at WASCLA Summit X about language access as an integral part of emergency management services, this year we will hear from state and federal agencies on work in progress. Representatives from Washington's Emergency Management Division (EMD) will conduct an on-site emergency simulation followed by a debriefing session to help give context to communication efforts. We'll hear updates on work in progress including information about activities in the Governor's Office, the creation of an LEP Program Coordinator position to carry out a Pilot Program with Spanish-speaking communities in Eastern Washington, and other initiatives. Representing the federal government, the Federal Emergency Management Agency (FEMA)'s Stakeholder Outreach Liaison will present an overview of the agency, and its scope of work with state and local governments and residents of emergency-impacted areas, including language

assistance services. Information will also be shared about the August 2016 Guidance issued jointly by several federal agencies on language access in emergency preparedness and response services.

Education for All - Language Access in Schools after McCleary

Panelists:

Sarah Albertson, Program Supervisor, Equity and Civil Rights, Office of Superintendent of Public Instruction

Yasmin Christopher, Legislative Assistant to Senator Pramila Jayapal, 37th Legislative District
Washington State Senate

Maria Juanes Reyes Hernandez, Parent Leader, OneAmerica

Maribel Montes de Oca, Education Organizer, Organizadora de Educacion, OneAmerica

Moderator: Kristi Cruz, Attorney, Northwest Justice Project

Panelists will discuss recent developments in the area of language access in Washington's schools including a statewide model language access plan and the development of resources for schools and families, parent perspectives on language access in schools including ongoing barriers, and considerations for future advocacy around language access, including ways of incorporating language access into basic funding of schools in a post-McCleary approach. Panelists will consider the progress made in the past two years to improve language services in schools as well as how Washington can ensure that language services are a part of the school funding discussions under McCleary, a 2015 Washington Supreme Court decision.

Data Counts for Language Access!

Panelists:

Nathalia Jimenez, M.D., MPH, Associate Professor Anesthesiology and Pain Medicine, University of Washington, Seattle Children's Hospital; Core Member Harborview Injury Prevention and Research Center

Megan Moore, Ph.D., MSW, Assistant Professor, University of Washington School of Social Work
Core Faculty, Harborview Injury Prevention and Research Center

Joana Ramos, MSW, CoreCHI™, WASCLA Co-Chair, and Chair, Healthcare Committee

Washington State has a growing immigrant and refugee population, who speak over 200 different languages. U.S. Census estimates indicate that some 19% of residents over age 5 report speaking a language other than English at home, 8% (or some half-million people) of whom indicated having limited ability to speak English. We know from more localized data that limited English proficiency (LEP) rates may be much greater when broken down by location and by language. National research has shown that LEP status negatively affects access to and utilization of healthcare services

and health outcomes. To date however, there has been limited research in Washington State examining language access and population health. This session will present data from three studies that documented: 1) limited availability of rehabilitation services for individuals with Medicaid and who were Spanish-speaking; 2) disparities in disability after traumatic brain injury for Hispanic children; and 3) outcomes of requests for interpreter services for Medicaid patients in Washington State, immediately before and after Medicaid expansion under the Affordable Care Act. Panelists will also discuss the importance of data to policy improvements in all sectors and will describe the dynamics of academic and community-based research. In addition, a practice example will be shared about how the connections made between the presenters has led to the start of a new research collaboration between the University of Washington, Washington State University and WASCLA for Language Access aimed at improving access to healthcare services for state residents with limited English proficiency.

Psychological Impact of Language Barriers for Parents and Children

Panelists:

Lily Baldwin-Garduño, MS, MIM, Adult Outpatient Services and Multicultural Services, Frontier Behavioral Health

Regina McGinnis, MA, LMHC, Mental Health Therapist with the Deaf and Hard-of-Hearing Program, Psychiatry and Behavioral Medicine, Seattle Children's

This presentation will discuss the behavioral and emotional adjustments that children experience when they are placed in the role of interpreter or language broker for institutions interacting with their parents. Ms. Baldwin - Garduño will present regarding her work with the Hispanic community and Ms. McGinnis will discuss her work with Deaf parents and / or children, including her work with limited English speaking foreign born parents of Deaf children and the impact of multiple language barriers within a family dynamic. In this presentation, the presenters will conceptualize language brokering as a family process that occurs within multiple social contexts. The session will explore provider's perceptions of and interactions with children brokers and their families, taken in context of the institutions in which children often do language brokering and will present some practices that may increase language and cultural support for immigrant families that foster positive child and family adjustment.

Police and LEP Communities: Challenges and Connections

Panelists:

Sahra Farah, Somali Community Services of Seattle

Vung It, Refugee Women's Institute, Community Participant

Detective Carrie McNally, Refugee Women's Institute, Seattle Police Department Participant

Hassan Wardere, Immigrant Family Institute Consultant and Coordinator

Maha Jahshan – Language Access Program and Policy Specialist for the City of Seattle, Washington State Coalition for Language Access Board Member

Panelists participated in a recent pilot program to build working relationships between local refugee communities and the police, based on a model which brought together East African women and female police officers. The focus was a mutual concern about youth at risk for, or involved in, criminal activities; and interactions between communities and police, in the context of cultural and communication gaps including language barriers. They will share experiences from the Refugee Women's Institute and how lessons learned are being applied to development of new Seattle initiatives, and the significance of this community model as a replicable example. Interpreter issues will be addressed throughout.

Friday Session Descriptions

Everybody In: Advocating for Kids with Special Needs in LEP Families

Panelists:

Patricia Gonzalez, Latino Information & Family Support Specialist, The Arc of King County

Miho Onaka, MSW, Project Coordinator, Open Doors for Multicultural Families for the Multicultural Parent Training and Information Center Project

Allison Templeton, Great LINCS Coordinator - Healthy Starts & Transitions, Washington State Department of Health

Moderator: Joana Ramos, WASCLA Co-Chair

New American parents across Washington State whose children have developmental and other disabilities and special health needs, often face significant language and cultural barriers as they try to navigate unfamiliar, complex and often-fragmented system of care. The kind of self-help skills and peer-led advocacy efforts often needed to secure services are a distinctly American phenomenon largely of the mainstream. Parents were at the forefront of achieving advances like the laws that guarantee all children the right to education and broader rights for people with disabilities. However, equity and inclusion can still be elusive at the practical level, which has spurred new approaches like the ones we will hear about today. Immigrant and refugee parent

leaders and advocates are creating new grassroots organizations and increasing diversified services in existing organizations, to offer emotional and practical support to families. The panelists bring multiple perspectives, as parents, service providers, advocates, and program managers, to share first-hand experiences and recommendations. Among the topics to be covered are techniques for helping LEP parents learn about their child's needs, how to understand and navigate unfamiliar systems, working with bilingual advocates and interpreters, and educating service providers. The group will also discuss the findings from recent focus groups conducted in six languages for parents with children enrolled in a new State care coordination program. The session will conclude with sharing of ideas on building meaningful service improvements.

Challenges for the Child, Family, & Interpreter -- when LEP Families Encounter the Justice System

Panelists:

Jacqueline Arnett, Detective, Lynnwood Police Department

Tiffany Krusey, Victim Services Coordinator, Lynnwood Police Department

Alyssa Layne, MSW, LCSW, Child Interview Specialist, King County Prosecuting Attorney's Office

Patti Toth J.D., Program Manager, Washington State Criminal Justice Training Commission

Children with limited English proficiency (LEP) and their families are particularly vulnerable when they come into contact with the justice system. LEP individuals of all ages may be parties to civil litigation and family law actions, or may themselves be victims of crimes, witnesses or suspects, and many challenging issues face interpreters and interviewers when LEP children are involved in investigative settings. One crucial challenge in communicating with LEP children and their families is building trust through the communication process and effectively interpreting for law enforcement investigators trained to interview abused child victims and possibly family members. The purpose of this session is to educate court interpreters about proper techniques to employ when interpreting for law enforcement and therapists in child abuse settings and to promote discussion amongst professionals to identify ethical factors which arise in those settings where LEP minors and LEP persons are involved. The goal is to offer information to interviewers and interpreters about practical solutions to commonly encountered interviewing challenges where LEP minors and their families are involved.

Civic Engagement: Building Community in a New Land

Panelists:

Larissa Chuprina, Ph.D., ESL and Culture Coach

Rosalinda Guillén, Executive Director, Community to Community

Cariño Barragán Talancon, Program Manager, Worker Rights Enforcement Program of Casa Latina

Moderator: Sarah Leyrer, Attorney, City of Seattle Office of Labor Standards, WASCLA Co-Chair

This panel will look beyond the legal basis and implementation practices of language access services to focus on promoting involvement of non- /limited-English speakers in civil society. Panelists will share lived experiences of how "access" should be considered broadly, the cultural aspects of communication, as well as the need to understand "how things work" in the U.S. and what newcomers need to know to be able to function within unfamiliar systems. Local examples of grassroots approaches and self-help models that offer information and support to meet personal and community needs will be described, along with discussion of process aspects, challenges, successes, and ideas for the future. This session will have you reflecting on your own work and the way in which you or your organization engages with diverse communities.

Teamwork with LEP Parents and Their Children: Healthcare Example

Panelists:

Elias Berner, Interpreter

Blanca Fields, Interpreter

Safia Ismail, Interpreter

Moderator: Cynthia E. Roat, MPH, National Consultant on Language Access in Healthcare

Three Seattle Children's interpreters share their stories around their roles as Patient Navigators, the ethical dilemmas they face when working with families, how they coach the providers when a child speaks English and the parents don't and other family-related interpreting experiences.

This presentation will address ethical issues faced by interpreters and patient navigators within the framework of assuring patient safety, a fundamental requirement in all healthcare settings. In the course of discussing how they manage their respective and differing roles, the panelists may reference The National Code of Ethics for Healthcare Interpreters as well as the DSHS Code of Ethics.

ED(ucation) Talk: The Language of K-12

Panelists:

Fanny Cordero, Freelance Interpreter/Translator, WASCLA Board of Directors

Sean Heans, Intake Specialist, Washington State Governor's Office of the Education Ombuds

Miho Onaka, MSW, Project Coordinator, Open Doors for Multicultural Families for the Multicultural Parent Training and Information Center Project

This session will introduce the Washington State Governor's Office of the Education Ombuds: who they are, how they can help, and give information about language access in the Washington state public school system grades K-12. This session will also include an interpreter's field experience and perspective: from interactions with families and schools in the K-12 public schools. Open Doors for Multicultural Families representative will share the role of cultural brokers in assisting LEP families of students receiving Special Education services and Special Education teachers to build effective working relationships. Glossaries and other resources will be discussed in the context of learning about common educational settings where interpreters will find themselves working, including IEP meetings, parent-teacher conferences, discipline, and more. The goal is for participants – interpreters, providers, and parents – to walk away with a better understanding of some common educational terms and resources available to assist in furthering understanding of a complex system.

WASCLA Annual Meeting

The WASCLA Board of Directors will host an annual meeting at the Summit as a way to share information with WASCLA members about the organization. The Board will:

- 1) Report on the activities of the organization in the past year;
- 2) Provide a financial report;
- 3) Acknowledge the 2014-2016 Board and Introduce the 2016-2018 Board Members;
- 4) Seek input from members about the organization's direction and focus in the coming year.

Hot Topics in Language Access

Moderated by WASCLA Board of Directors

This session will have participants group around language access service areas and pressing issues identified by WASCLA to brainstorm collaborations and solutions to some of Washington's ongoing language access barriers. This will be an interactive session drawing on the experience of all participants – interpreters, providers, advocates, and agency representatives – to consider ways to move the language access discussion forward.

Keynote Speaker



Rosalinda Guillén
Executive Director of Community to
Community Development (C2C)

Ms. Guillén is a widely recognized farm worker and rural justice leader. The oldest of eight she was born in Texas and spent her first decade in Coahuila Mexico, her family immigrated to LaConner, Washington, in 1960 and she began laboring as a farm worker with her family in the fields of Skagit County in Washington State at the age of ten. Ms. Guillén has worked within the U.S. labor movement with Cesar Chavez's United Farm Workers of America (UFW) and represented farm workers at the Local, State, National and International levels as an elected National Vice President of the Union. She was the UFW's lead Legislative and political officer for four years leading policy and election campaign efforts from Sacramento, California.

Rosalinda works on human rights and immigration reform, food sovereignty, economic justice, gender issues and environmental justice as these issues relate to the farm worker and immigrant community in Skagit and Whatcom Counties and North West Washington State. C2C is a Bellingham based women-led grassroots organization working for a just society and healthy communities. C2C is a leading organization in the US Food Sovereignty Alliance, The National Planning Committee of the U.S. Social Forum, The National Dignity Campaign, Grassroots Global Justice Alliance, Climate Justice Alliance, the Agricultural Justice Project and the National Domestic Fair Trade Association, Food Chain Workers Alliance, and Food First.

Presenters' Biographies

Sarah Albertson is a Program Supervisor with the Equity and Civil Rights Office at the Office of the Superintendent of Public Instruction (OSPI). In this position, Sarah works with parents, students, and school employees to resolve allegations of discrimination; conducts civil rights trainings; and reviews school districts to ensure that their policies, procedures, and practices do not result in discrimination. Before joining OSPI, Sarah received her law degree from Seattle University School of Law.

Jacqueline Arnett is a Detective with the Lynnwood Police Department; she is a nine-year veteran of the Department and has served as Persons Crimes Detective for five years. Detective Arnett's responsibilities include investigating domestic violence crimes, crimes against children, and sexual assaults. She holds completed an undergraduate degree in Criminal Justice and a Masters in Public Administration.

Lily Baldwin-Garduño, MS, MIM, of Spokane is a mental health professional and multicultural consultant in private practice. She previously held roles in academia, management, and clinical practice in her native Mexico and the U.S. Her background includes research, crisis services, outpatient care, and program evaluation, and as a DSHS certified social services interpreter. She also has been deeply involved in many equity-focused community service activities. Lily is a psychology graduate of the University of Morelos in Mexico, earned a specialty in Sociology from the Institute of Development (ISDIBER) in Madrid, and completed graduate studies in psychology at Eastern Washington University - Cheney and in International Business Management at Whitworth University.

Cariño Barragán Talancon is Program Manager for the Worker Rights Enforcement Program of Casa Latina, an organization that has provided educational and economic opportunities to the Latino immigrant community in King County for 20 years. She coordinates a program that offers Latino immigrant workers direct support in their effort to recover unpaid wages. Barragán's work includes education and outreach to Latino immigrant workers, managing campaigns to raise public awareness about wage theft and works with labor and community groups to support local and state policies that better protect workers. She also sits on the Washington State Labor Council Executive Board (which represents 400,000 workers statewide) on behalf of the Labor Council for Latin American Advancement (LCLAA).

Elias Berner is a certified Russian and Ukrainian interpreter and currently interprets for Seattle Children's Hospital. He has vast experience in both medical and legal interpreting settings.

Allison Templeton has a bachelor's degree in social work and a master's degree in epidemiology from the University of South Florida. She has worked in the public health sector for 6 years in the areas of HIV, hepatitis, community needs assessments, maternal and child health and substance abuse. Allison currently works as the Great LINCS Grant Coordinator, Office of Healthy Communities Division of Prevention & Community Health, at the Washington State Department of Health.

Yasmin Christopher is a Legislative Aide to Washington State Senator Pramila Jayapal. As a graduate of Seattle University Law, she was also a Spring 2014 Legal Extern with the Honorable Justice Mary Yu, during her final months in King County Superior Court, a Fall 2013 law clerk with the U.S. Attorney's Office and Summer 2013 policy fellow at the Polaris Project, an organization that takes a comprehensive approach to human trafficking, based in Washington D.C. She is also currently Vice President of the OneAmerica Board, a national delegate for We Belong Together, an organization that advocates for immigration rights as a women's equality issue, and an International Ambassador to the Bangladesh Work Camps Association, an organization that works to foster quality cultural exchange experiences in her native Bangladesh. She also has co-founded and continues to consult for an aspiring organization, ASHHO, to work on building resilient communities by providing comprehensive trainings to the community, businesses, agencies, and youth on how to recognize and appropriately respond to Human Trafficking while focusing on prevention and protection

Larissa Chuprina, Ph.D., ESL and Culture Coach, Dr. Chuprina is actively involved in the community to create a welcoming environment for newcomers. Born in Germany into the family of a Russian-German interpreter and raised in Ukraine, she developed love for languages and appreciation for various cultures in her early age. She came to the US as a Fulbright Scholar with affiliation at The University of Tennessee, where later she got her Ph.D. in Education. She has 20 years of teaching experience in higher education with professional interest in Cross-Cultural Communication. She is a certified Medical Interpreter. She sees her mission in promoting cultural awareness and understanding across cultures for fulfilled living for all.

Fanny Cordero can be best described as positive and passionate about language access. She is fluent in Spanish and French, and has worked extensively with School Districts providing interpretation and translation services. Fanny is an active community member and volunteers teaching Spanish in after school programs, and at the Olympia Food Co-op. She brings 20 years of experience working with attorneys on social justice issues and litigation, and earned her B.A. in International Relations from the UC Davis. She has WA State DSHS social services and medical Spanish interpreter certificates, is a candidate for the AOC Spanish court certificate, and is also a Notary Public. In 2016, Fanny was nominated and elected to the WASCLA Board of Directors. Spanish is her native language.

Kristi Cruz is an attorney at the Northwest Justice Project. Formerly, she was certified as an American Sign Language interpreter in 1996. She received her law degree from Seattle University School of Law and was the inaugural Seattle University School of Law Leadership for Justice Fellow (2009) for her work at the Northwest Justice Project on a language access project. In 2010, Ms. Cruz was a co-reporter for the American Bar Association's Standards for Language Access in Courts project. Her current work at NJP involves expanding civil legal services to the deaf, hard-of-hearing, and deaf-blind communities by providing CLEAR intake services in ASL by video phone.

Christy Curwick Hoff, MPH, joined the State Board of Health and Governor's Interagency Council on Health Disparities in October 2006. In Christy's role as manager of the Council, she oversees all aspects of the Council's operations; serves as the technical and strategic advisor to the Council Chair, its members, and its advisory committees; and manages the Health Impact Review work of the Board and Council. Christy also serves as the Tribal Liaison for both the Board and Council. Christy is passionate about helping to ensure that state policies and programs are intentional in

promoting equity. Prior to that Christy worked for an occupational safety and health research group within the Washington State Department of Labor and Industries, where she developed and implemented occupational health surveillance systems and served as an analyst, grant writer and administrator, and public health advisor to interdisciplinary research teams. Christy gained experience working at the national level while serving in the Public Health Prevention Service at the Centers for Disease Control and Prevention, where she worked in the areas of genetics and disease prevention as well as immunization registry development. Christy received her bachelor of science degree in biological sciences from the University of California at Irvine and her master of public health degree in environmental and occupational health from Loma Linda University.

RaShelle Davis is a Policy Advisor for Washington State's Governor Jay Inslee. Her portfolio includes education, civil rights, and ethnic/minority relations. Prior to joining the Governor's Office, Ms. Davis worked as a Policy Analyst for the Department of Early Learning where her work centered on ensuring that all children and families have access to quality early learning programs and child care. She is actively engaged in the local legal community by serving on the executive board of the Loren Miller Bar Association and previously having served as the At-Large Trustee for the Washington Young Lawyers Committee and Committee Member for the WSBA Committee for Diversity. In 2013, she was Vice Chair of the Board of Directors for Communities in Schools Seattle, a nationwide organization dedicated to improving educational results for vulnerable students. In addition to her commitment to education and public service, Ms. Davis is also passionate about diversity and international affairs. She speaks Chinese and has lived and studied in Taiwan, China, and the Netherlands. Ms. Davis received her B.A. from the University of Puget Sound in Business Administration with Honors and her J.D. from New York University School of Law.

Rafael A. Estevez Jr. is the Limited English Proficiency (LEP) Coordinator at Washington State Emergency Management Division of the Washington State Military Department. In this position, he provides educational outreach and coordination of preparedness, response and recovery activities for all hazards (natural and man-made) throughout Washington State. Rafael is a retired Veteran who earned a Master's in Psychology and continues to serve by providing Emergency Managers and our communities with LEP guidance and assistance. He is currently working on closing the language communication gaps and ensuring that everyone receives all emergency information simultaneously.

Sahra Farah is the Director of Somali Community Services of Seattle. Farah is a leader in the Somali community in the Seattle area. She moved to the United States at the age of seventeen. She counts running Somali Community Services of Seattle for twenty plus years without ever giving up as her biggest accomplishment.

Blanca Fields was born in Central America and came to Seattle, Washington with her parents and four siblings as refugees almost 26 years ago. She has experience working with the medical brigades that came from the U.S. and Canada to provide medical services to under-served communities and villages in Honduras. She began employment as a freelance Medical and Social interpreter in 1996. She also served the Latino community through her church, assisting families with interpreting and connecting them with resources in the community, as well as helping them to navigate the complex medical and social system here in the U.S. In 2008, Blanca began working at Seattle Children's Hospital as a Patient Navigator - a new role that was developed to help teach and empower our

Spanish and Somali speaking families with complex medical needs in order to better navigate our medical system.

Patricia Gonzalez has provided information and family support services to Latino and Spanish-speaking families at The Arc for over 6 years. During this time she has been able to adapt her work to meet the unique needs of the diverse families she serves including differences in cultures, language nuances, education level, use of dialect, etc. Through one-on-one support, group trainings, and leadership training programs, Patricia has empowered hundreds of Latino families to advocate for their children with special needs at an individual level as well as in Olympia. Patricia has a passion for social justice and has been involved with The Arc's Equity Team for many years where she educates our agency about the needs of the Latino community as well as learns from her colleagues about the unique experiences of different cultural groups, especially as it pertains to the intersection with disabilities. Patricia has a teenage son with a learning disability and provides excellent perspective as both a parent and professional in the field.

Sean Heans is a native of Peru. He moved to the USA when he was 16 years old with his brother and mother. After graduating from Shorecrest High School in Shoreline, Sean gained years of experience in the medical, legal and education interpreting forums. After witnessing the big graduation gap, Sean decided he would help by tackling the issue he found most impactful, Language Access. Sean decided to work at the WA Office of Education Office mostly specializing in improving language access in WA state public schools. He now is very familiar with education policy and law.

Safia Ismail was born in Somalia and raised in San Diego. Fully bilingual and bi-cultural, Safia has spent the past decade serving Seattle's Somali community as an LPN, a case worker and now as a Bilingual Patient Navigator at Seattle Children's Hospital. She also serves on the Somali Health Board in order to promote positive health outcomes to the Somali population within King County.

Vung It is a Burmese refugee who lives in the city of Seattle.

Maha Jahshan is a long time Washingtonian who holds a MA in Near Eastern Languages and Civilization with an emphasis on Cross Cultural Communications from the University of Washington. She has vast experience in working on complex policy issues with immigrant and refugee communities at the federal, state and local level. She is fluent in Arabic and has conducted research in the Middle East. Prior to being a Program and Policy Specialist at the Office of the Immigrant and Refugee Affairs at the City of Seattle, she was the Senior Program Manager at OneAmerica, Washington State's largest immigrant rights organization. There, in addition to helping lead the policy and civic engagement work, she developed and implemented the vision for an innovative youth leadership program which was the recipient of the 2014 Aubrey Davis Progressive Leadership Award from the Economic Opportunity Institute and the 2013 Colleen Willoughby Youth Civic Education Award from Seattle City Club. She is a Seattle Globalist columnist and a 2010 United Way King County Project Lead Graduate. She also served on the Women's Commission in the City of Seattle and taught at University of Washington, Seattle University and Middlebury College. She is also currently on the board of the Institute of Democratic Future.

Dr. Nathalia Jimenez is Associate Professor at the Department of Anesthesiology at the University of Washington School Of Medicine. She works as Pediatric Anesthesiologist at Seattle Children's and Core faculty at Harborview Injury Prevention Center.

Her research focuses on health-outcomes in minority populations especially Hispanic children. Her prior work includes studies on language barriers in pain assessment and treatment of minority patients. Currently she is funded by an NIH grant to study disparities in disability after traumatic brain injury for Hispanic children. In this grant she is evaluating language barriers for receipt of and adherence to treatment for Hispanic children.

Tiffany Krusey has been a Victim Services Coordinator with Lynnwood Police Department for three years, and previously served in the Federal Way Police Department. In this position, she connects victims to a variety of services within the criminal justice system and in the community. Tiffany holds a bachelor's degree Arts and has a background in theatre.

Alyssa Layne is a Child Interview Specialist with the King County Prosecuting Attorney's Office, and is responsible for conducting forensic interviews with children and vulnerable adults involved in criminal investigations into concerns of abuse, neglect or exposure to violence. After several years as a therapist working with children exposed to violent crime, Alyssa became a forensic interviewer in North Carolina before moving to Washington in 2015. She has conducted approximately 2,500 forensic interviews to date.

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 in rural parts of Washington. This work included outreach and education to isolated farm workers, and a special effort to reach out to indigenous-immigrant farm workers whose primary languages are only spoken. For the past year, Sarah's work has moved into the urban setting (with a different language landscape) as she investigates Seattle businesses for the Seattle Office of Labor Standards, ensuring Seattle workers receive the proper minimum wage, paid sick and safe time, and a fair chance at employment.

Regina McGinnis holds a Master's degree from Gallaudet University in mental health counseling and is a licensed mental health therapist in the State of Washington. With over eight years of experience, Regina's focus has been working with Deaf and Hard of Hearing Adults, Youth and their Families. Regina is Deaf and is fluent in American Sign Language and has extensive experience in working in a multicultural setting using multiple foreign language interpreters and ASL interpreters to communicate with children and their families. Regina works with a wide range of issues, including depression, anxiety, other mental health disorders, unresolved emotional issues, self-esteem/self-empowerment, Deaf and Hard of Hearing identity development, grief and loss, school based services, relationship/family concerns, advocacy, individual counseling for personal and emotional growth, and group services. Regina is a member of a variety of associations pertaining to the field of counseling and Deafness. She is a strong advocate for accessibility to mental health services for those who are Deaf and/or Hard-of-Hearing.

Detective Carrie McNally is a Detective in the Recruiting Unit for the Seattle Police Department. She creates strategic initiatives recruiting new and lateral officers for sworn positions within the Seattle Police Department and develops strong relationships and partners with educational institutes, military installations, and community organizations to recruit talented and dedicated personnel. She was an active participant in the Refugee Women Institute, an innovative program that was designed to build understanding and trust between refugee communities in Seattle and the Seattle Police Department (SPD). The institute, the first of its kind in the nation, aimed to build a grassroots network of refugee women leaders while increasing the cultural competency of the female officers who participated. From the age of 6, Detective McNally knew she wanted to be a police officer. As soon as she was old enough, she joined the Seattle Police Department because she wanted to work in a large, diverse, metropolitan department that had endless opportunities to make a difference. Over what is now a 25 year plus career, she has been fortunate to have been empowered and encouraged to create and lead programs and projects that benefit the agency and the law enforcement profession because of people that believed in her. She is passionate about leadership development and training, honoring those who serve and their families and mentoring personnel interested in public service.

Megan Moore joined the UW School of Social Work faculty in 2012. She is a core faculty member at the Harborview Injury Prevention and Research Center. Her interdisciplinary research agenda is focused on improving health and mental health outcomes for patient after traumatic injury. In particular, she is working to 1) address disparities in care and service access and 2) develop interventions to improve psychosocial care, communication and care transitions in healthcare settings. She centers her research in the public health system because of its function as a critical intervention point and safety net for medically underserved and vulnerable populations.

Miho Onaka is a project coordinator at Open Doors for Multicultural Families for the Multicultural Parent Training and Information Center Project. She received her MSW from University of Washington and has focused mainly on creating more accessible information and resources for families of diverse cultural and language backgrounds with youth with disabilities.

Lucianne Phillips is the Private Sector Liaison and Limited English Proficiency Coordinator for FEMA Region 10. She reaches out to private companies and non-English speaking international communities to work on disaster preparedness and response. Phillips responded to her first disaster at age 17 as a Red Cross Volunteer and has worked on disasters locally, nationally and internationally. Prior to joining FEMA, Phillips was abroad for five years as Country Director for Peace Corps in Macedonia and Liberia where she was a senior member of the country team for the United States Ambassadors. Phillips is fluent in French and Spanish and earned a Master of Public Administration degree from the University of Southern California with an area of specialization in disaster preparedness.

Joana Ramos is an independent health policy consultant and founding member of the Washington State Coalition for Language Access. As Co-Chair of WASCLA's Board of Directors and Chair of the Healthcare Committee, her background in health and human services, bilingual education, child welfare, and as a Portuguese medical interpreter, guides her work. She has directed WASCLA initiatives including a multi-year campaign to preserve Washington's Medicaid Interpreter Services

program; the first state collaboration on language access in pharmacies; the Tools for Health project of multilingual consumer materials and provider education on language access rights; and on language access for Affordable Care Act implementation. She also leads WASCLA's work on emergency management services. Joana is a graduate of Boston University and the University of Washington School of Social Work.

Cynthia E. Roat is a national consultant on language access in health care. She spent a decade working in rural Latin America before earning her Master's degree in International Public Health from the University of Washington. A certified Medical and Social Service Spanish-English interpreter, she began interpreting in 1991, however her interest in systems change led her into teaching and consulting in an effort to improve language access nationwide. Most recently, Ms. Roat spent three years at Seattle Children's Hospital managing a unique Bilingual Patient Navigator program before returning to her consulting work. Over the past two decades, Ms. Roat has made significant contributions, both in the U.S. and abroad, in many areas of language access. She is the author of a wide array of key resources in the field and a mentor to numerous interpreters, trainers and Language Access Coordinators. She is a founding member of the National Council on Interpreting in Health Care (NCIHC), where she was a long-time Board member and Chair of various committees, a founding member of WASCLA, and a former board member of NOTIS. She is known nationally as an engaging speaker, a knowledgeable resource, and an energetic advocate for language access in general.

Mohammad Roble came to the United States as a refugee in 1997. He has been working with the Seattle Public Schools since 1998. Currently he is the School Family Partnerships Liaison where he works with ELL students from East African backgrounds and their families. He holds a Masters Degree in Education from Antioch University and a BA in Animal Science from Somalia National University in Mogadishu, Somalia.

Brian Terbush is the Earthquake/Volcano Program Coordinator for the Emergency Management Division of the Washington State Military Department. In this position, he provides educational outreach and coordination of preparedness activities for earthquake and volcano hazards throughout Washington State. This includes working with cities, counties, and tribes to help them understand their local hazards, and manage risk to their communities. He earned a Bachelor's degree in Geology, and a Master's of Science in Geophysics, focusing on rock fall activity at Volcán Santiaguito, Guatemala. Brian also spent nine months as a volunteer volcano researcher at Universidad de Colima, in Colima, Mexico.

Patti Toth is a Program Manager for the Washington State Criminal Justice Training Commission and responsible for development and delivery of WA State's "Child Abuse Interviewing & Investigation" training. Patti started her career in 1980 as a Washington State prosecutor, where she tried numerous child abuse and sexual assault cases. She then served eight years as the first Director of NDAA's National Center for Prosecution of Child Abuse, and later worked as a trial attorney in the US DOJ's Child Exploitation Section. Patti provides training throughout the U.S. and in other countries, is a past president of the American Professional Society on the Abuse of Children (APSAC) and is active in the International Society for the Prevention of Child Abuse & Neglect (ISPCAN). Patti was the recipient of the 2008 J. Pat Finley Child Protection Lifetime Achievement Award.

Hassan Wardere is currently the Immigrant Family Institute consultant and coordinator. In addition to being the consultant for the Immigrant Family Institute, Hassan also works at Companion Athletics – a nonprofit organization that uses sports to develop leadership skills in youth. He dedicates most of his time to initiatives that help underserved East African immigrant and refugee youth. He grew up in Denver, Colorado, and graduated from the University of Colorado at boulder. Hassan’s love for work involving the immigrant and refugee communities is immeasurable, simply because he walked in those shoes as well.

Libby Weisdepp is the Access and Education Specialist at the Washington Health Benefit Exchange. She is responsible for the implementation of the Exchange’s language access plan and provides translation management. Libby is also responsible for the Exchange’s health insurance literacy education and serves as the lead for correspondence development. As a part of the Exchange’s Communications Department, Libby provides communication support and plain-talk expertise to customer communications. Libby is also a member of the Exchange’s navigator program, supporting certified navigators who provide consumer assistance to individuals enrolling in health coverage through the state-based exchange. She received her bachelor’s degree from The Evergreen State College, with an emphasis in Communications. Prior to her work at the Exchange, Libby was the Director of Operations for CHOICE Regional Health Network, a nonprofit health care collaborative in Western Washington. CHOICE served as a Navigator Lead Organization for the Exchange, where Libby managed the training, certification, technical support and administrative management of CHOICE’s Navigator during the first two open enrollment periods under the Affordable Care Act.

The WASCLA Board of Directors thanks all of our Presenters for sharing their time and expertise with us at Summit XI!

Continuing Education Credits

WASCLA has secured the following CEU credits:

ATTORNEYS

Washington State Bar Association - 10.5 MCLE credits approved

COURT INTERPRETERS

Washington Administrative Office of the Courts - 11 credits approved

Oregon Judicial Department - 9 credits approved

MEDICAL INTERPRETERS

Certification Commission for Healthcare Interpreters (CCHI):

8.5 credits approved

Department of Social and Health Services (DSHS) 5 credits approved (DSHS has awarded 2.5 credits per day of attendance.)

National Board of Certification for Medical Interpreters:

Will accept CCHI credits; contact NBCMI for information

Oregon Health Care Interpreter credits: Approved

Request details at: HCI.program@state.or.us

TEACHERS

OSPI Educator Clock Hours: 8.5 general credits approved

For specific CEU credit information, we have provided you with a CEU tracking form. Please visit the registration desk if you have any questions about CEUs.

WASCLA Announcements

Get Involved with WASCLA! We want to hear from you about language access initiatives we can work on collaboratively. If you would like to join our Board, an existing committee or work group, or you have a suggestion for a new project or funding source, please contact us by email with your ideas at: **wascla.lep@gmail.com**

Our Board of Directors works as a team along with WASCLA members to carry out policy work through committees and workgroups, as well as to operate the organization.

We currently have committees focusing on the following issue areas:

- Education:
- Emergency Management
- Healthcare
- Legislative and Policy

Our operations committees include:

- Development: fundraising and grant research
- Communications and Outreach
- Interpreter and Translator Directory
- Summit Planning: logistics and program planning
- Website; creating and maintaining a new site

Other Opportunities to participate with WASCLA's advocacy efforts:

- 1) Join the Board of Directors! WASCLA has Board vacancies. Email us to find out more!
- 2) Consider signing on to a letter opposing the U.S. Customs and Border Patrol's reversal of a 2012 policy that prohibited their agents from serving as interpreters for law enforcement. More information and the sign-on letter is in the Resource Room. WASCLA will mail the letter to appropriate officials after the Summit.
- 3) Join us for our monthly Language Access Update Conference call. These calls are held throughout the year, on the fourth Wednesday of the month, from 11 a.m. - 1 p.m. Call in information and agenda are sent monthly to those who sign up to receive our emails. You can sign up by emailing WASCLA at wascla.lep@gmail.com and use the subject: Monthly Call



WASCLA

Washington State Coalition for Language Access

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

