



Washington State Department of
Labor & Industries

Return to Work Partnerships and
Language Access



Working with Limited English Proficiency (LEP) Workers

*IARP Conference,
October 2023*

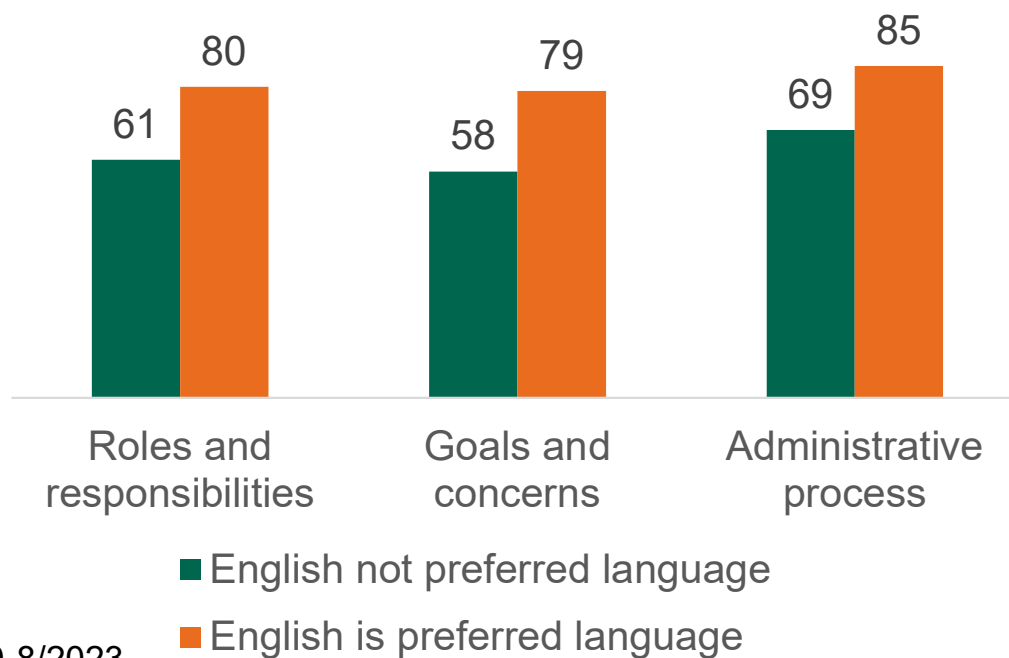
Topics

- The Data
- The Fishbowl
- The Standards
- The System
- The Future



The Data: According to our survey of workers with a vocational recovery referral

Share of workers with a positive response

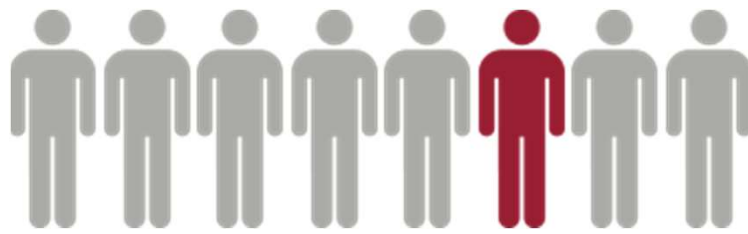


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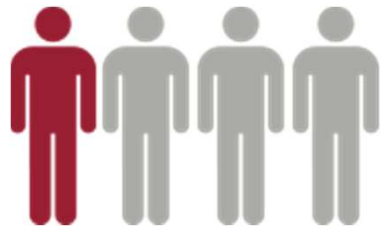
Those with limited English are more likely to be confused and do not feel like they have had the opportunity to discuss concerns and goals.



The Data: Do these experiences have an impact on outcomes?



One out of every 8 compensable claims is for a limited English proficiency worker.



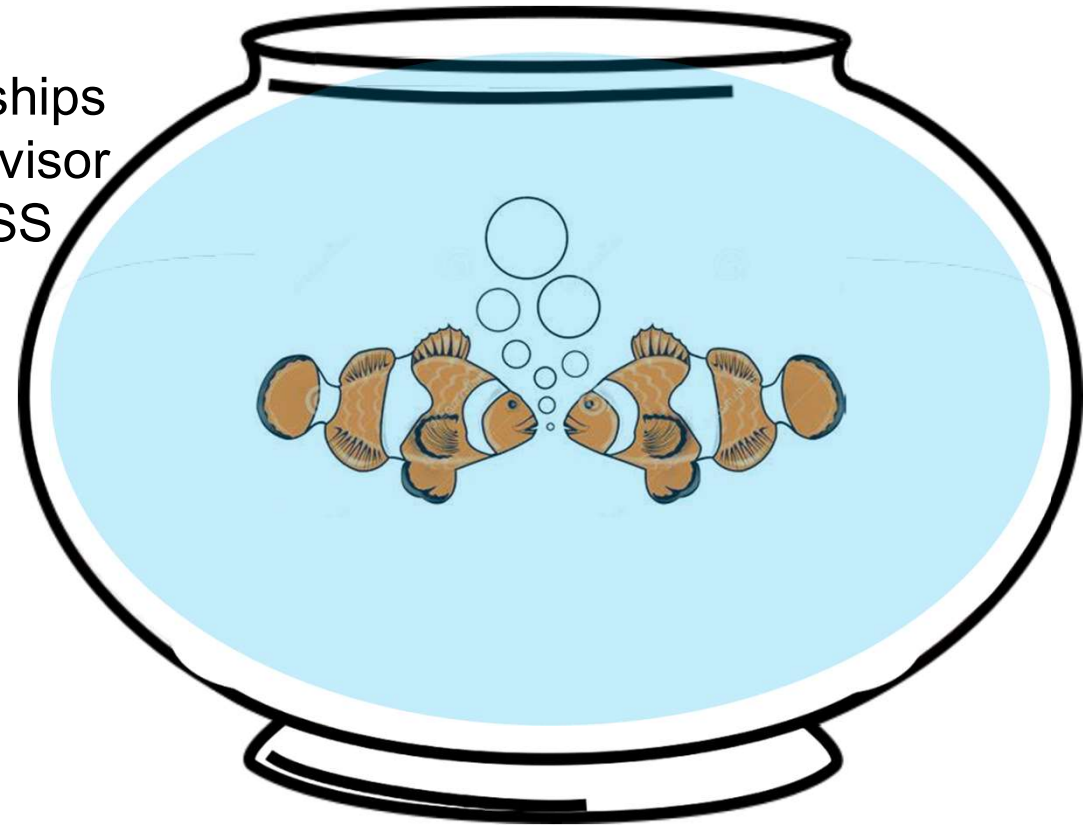
One out of every 4 pension outcomes is for a limited English proficiency worker.

Not speaking English doubles the probability of being determined totally, permanently disabled.

Data based on a review of claims closed in 2022

The Fishbowl

- **Erich Hahn**, Return to Work Partnerships
- **Verenise Cuellar**, Claims Unit Supervisor
- **Brooke Allan-Davis**, WorkSource VSS
- **Annabel Cobane**, VRC
- **Catherine Michaels**, VRC
- **Carrisa Barajas**, VRC
- **Mary Taylor**, VRC
- **Rolando Rodriguez**, VRC
- **Bailey Ramsdell**, VSS
- **Leia Sanchez**, VSS
- **John Martinez**, VSS



The Standards

- Culturally and linguistically appropriate services (CLAS) standards.
- Multiple, free, e-learning paths for a variety of professions.
- Includes tools, checklists, and guides.
- Offered by the Department of Health & Human Services
- *Do you need training? Let's see...*

Strengthen your
cultural competence!



CLAS Standards – Question 1

Q U I Z

Which of the following is a benefit of practicing cultural and linguistic competency?

- A. Being able to prioritize your culture, perspective, beliefs, values and worldview
- B. Building trust and respect with members of different social groups
- C. Developing channels of cooperation among cultures most similar to your own
- D. Eliminating the biases that affect your services

CLAS Standards – Question 2

Q U I Z

Our cultural identities affect how we experience a traumatic life event because they influence:

- A. How we view and respond to a traumatic life event
- B. How vulnerable we are to a traumatic life event
- C. Our membership in dominant and non-dominant social groups
- D. All of the above

CLAS Standards – Question 3

Q U I Z

Which of the following is NOT an example of how to best serve people with diverse cultural and linguistic needs?

- A. Adding questions to a standard assessment to learn about how the worker describes and makes sense of their injury
- B. Ensuring the availability of informational flyers that are translated into all languages typically spoken in the community
- C. Providing everyone with a standard recovery plan so that everyone is provided consistent and nondiscriminatory care
- D. Reducing language barriers and using plain talk

How'd you do?

What you'll get from the training:

- Understand the benefits of practicing cultural competency.
- Understand how the cultural identities of the people you serve can affect how they experience a significant life event, like a work injury.
- Ways to implement best practices for communicating effectively when working with an interpreter.
- Describe how to adapt the services you provide to meet diverse cultural and linguistic needs.

CLAS Standards

But wait, there's more!

- Ethics Continuing Education Credits
 - CRCC
 - CDMS
 - Submit your certificate of completion.
- *Post-approval fees may apply.

L&I's Request for Qualifications and Quotations (RFQQ)

- L&I issued solicitation K5140 to establish a new contract(s) for in-person, video, and telephonic interpretation services
- L&I is committed to making it easier to do business with us; so we contract with interpreter services to eliminate any provider barriers and reduce administrative burden when providing services to workers' comp recipients
- We need your feedback to prioritize needs, monitor and address issues, and continue to make improvements and incorporate requirements for future contract(s)
- Send feedback/concerns to: Interpretation@LNI.wa.gov

Interpretation services available through L&I during vocational appointments

- InterpretingWorks for all scheduled in-person appointments
- Language Link for video and telephonic interpretation services
- Individual in-person interpreters for “on-demand” visits
- Sign language interpreters/agencies registered with L&I

Interpretation services available through L&I during vocational appointments

Reminders:

- L&I providers (including vocational providers), as sub-recipients of federal funding, are required to provide language access services for limited English proficient (LEP) injured workers
- Vocational providers are responsible for identifying the need for interpretation services and scheduling these services
- Make sure to book the interpretation services when scheduling the appointment with the worker
- L&I interpreters must comply with the DSHS code of professional conduct
- Send any feedback or concerns regarding coverage issues or quality of interpretation services to the L&I contractors or L&I Interpretation Services program: Interpretation@LNI.wa.gov

Interpretation services available through L&I during vocational appointments

Best Practices

- Confirm the appointment with the worker
- Confirm that an interpreter was secured for the appointment
- Be patient and friendly
- Keep it simple
- Talk directly with the worker
- Pause between words and allow time for interpretation
- Interpreters have one job, to interpret what is being said during the appointment and ask for clarification when needed

The Future

- **Agency Request Legislation**
 - Includes proposed funding for English as a second language (ESL) training and high school equivalent (GED) classes for workers in vocational recovery or ability to work assessment (ahead of plan development).
- Upcoming system changes for out-of-state and out-of-country referrals.
- Continued bi-lingual Spanish-speaking survey calls to capture LEP worker experience data and discover opportunities.



Presenters: Kirsta Glenn, Erich Hahn, Amy Rhodes,
Cristy Zarate, and Angelique Guppy

Contact us at: **VocRecoveryProject@Lni.wa.gov**

