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On Behalf Of: Linguava
Committee: Senate Committee On Health Care
Measure: SB1578

My biggest concern is who will be running this portal? And how will the quality of services be monitored and by whom???

Such as interpreter credentials, expiration of credentials, (many "trained" interpreters think that just completing a 60 hour training automatically gives them credentials and this is NOT the case, or their credentials expire because they were not aware that they had to renew with Continuing Education Units. We encounter this on a regular basis), HIPAA compliance, quality of services rendered, scheduling errors, interpreter no shows, late arrivals, cancellation of appointments, mileage, travel bonuses.

These are just a few of my concerns not just for the LEP communities, but also for the interpreters. Who or where will they turn if there is an issue?