

Summary of Changes within our 2013-2015 Contract

Our NEW contract will begin July 1, 2013 only if the Legislature also funds it during the next legislative session. Below are some highlights of the new changes.

ECONOMIC

- ✓ Continues all the improvements gained in our first contract (2011-2013).
- ✓ Increases hourly pay to \$32 per hour for in-person services (except CSO block time appts) through CTS Language Link, and then increases hourly pay again to \$32.50 per hour starting July 1, 2014.
- ✓ Increases in-person hourly pay to \$32 per hour when DSHS contracts with an agency or interpreter instead of going through CTS LanguageLink.
- ✓ Cancellations within 24 hours due to mistakes by schedulers or patients will be paid (right now only no-shows are paid in these cases).
- ✓ Increases the time window for cancellations that will be paid so as to not count weekends and state holidays as part of the 24 hour window. For example, appts scheduled for a Monday that are cancelled on a Friday will be now be paid.
- ✓ No-shows at DSHS appts will be paid at 50% of the request time as well (right now only medical appts are).
- ✓ Mileage reimbursement at the FULL state rate after 20 miles one-way (but none if less than 20 miles).
- ✓ Provides clarity and protections for interpreters working at consecutive appts, including a clear minimum and guaranteed pay when one or more of the appts in the series are cancelled or no-shows.

RIGHTS AT WORK

- ✓ Creates streamlined payment timeline with two set pay dates on the 5th and 20th.
- ✓ Streamlines background check process and guarantees interpreters an electronic copy prior to the background check's expiration so you have time to share it with your other agencies.
- ✓ Replaces confusing and multiple vouchers used by the brokers and agencies with a clearer "appointment record form" to help make it easier for schedulers to fill out correctly.
- ✓ Protects our ability to correct electronic appointment record forms (vouchers) completed by schedulers.
- ✓ Requires State to notify us of ALL policies affecting us, not just policies covered by our union contract.
- ✓ Requires State to notify us of testing dates and times so we can orient new interpreters.
- ✓ Requires State to provide monthly reports about interpreters scheduled by DSHS directly, not through CTS, to help us track DSHS's use of lower-paid interpreters.
- ✓ Creates a permanent committee to work on creating and maintaining a stable pool of professional interpreters. This committee can make recommendations on issues like appointment distribution.
- ✓ Continues new rights we gained in summer 2012 for the DSHS/WFSE committee to work on identifying educational and training opportunities for interpreters.