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- C. Social Service Appointment Premium
In-person interpreting services for DCYF and DSHS appointments, excluding Block Appointments, will be paid an additional hourly premium of two dollars (\$2.00).

6.3 Appointment Times

- A. Minimums/Durations
 1. For in-person appointments scheduled for HCA authorized requestors, with the exception of family member appointments as set forth in Section 6.9: A LAP will be paid for a minimum of one (1) hour for each in-person appointment, regardless of the number of clients with LEP present and served during each appointment.
 2. For in-person appointments scheduled for DCYF or DSHS: A LAP will be paid for a minimum of ninety (90) minutes for each in-person appointment, regardless of the number of clients with LEP present and served during each appointment.
 3. For a family member appointment, provisions are set forth in Section 6.9 of this Article.
 4. Block Appointments will be scheduled for a minimum of two (2) hours, and LAPs will be paid for the duration of the scheduled Block Appointment.
 5. In-person, family member, or Block Appointments lasting longer than the minimum will be paid in fifteen (15) minute increments with any fraction of an increment rounded up to the nearest fifteen (15) minute increment.
 6. A LAP will be paid a minimum of three (3) minutes when they provide interpreting services via telephonic technologies, and a minimum of ten (10) minutes when they provide interpreting services via video remote technologies (VRI). When an LAP provides telephonic or video remote interpreting services longer than for the minimum, the LAP will be paid in one (1) minute increments, with any fraction of a minute rounded up to the nearest one (1) minute increment.

1 There is no requirement for prescheduling with an LAP to provide
 2 interpreter services via telephonic technologies or VRI. The State's third
 3 parties will use the first available DSHS authorized/certified/recognized
 4 LAP, except when an authorized requestor is unable to schedule an
 5 appointment at least twenty-four (24) hours before the start of the
 6 appointment due to an urgent or unforeseen need, or when the
 7 appointment is unfilled twenty-four (24) hours before the start of the
 8 appointment. Preference will be given to those located within the states of
 9 Washington, Idaho, or Oregon.

10
 11 B. Start times

12 The start time of the appointment will be the scheduled start time or the
 13 time the LAP arrives, whichever is later. If the authorized requestor,
 14 patient/client, and LAP all agree to begin earlier than the scheduled start
 15 time, the LAP will be paid from when they begin providing interpreter
 16 services.

17
 18 C. Scheduled Breaks for Block Appointments

19 An authorized requestor may include no more than a one (1) hour unpaid
 20 break within a single request for services, and only if the total duration of
 21 the appointment, including the unpaid break, is three (3) or more hours.
 22 The break duration must be clearly indicated in the requested scheduled
 23 time. Comments in a "note" section of an online request for services will
 24 not be considered as a scheduled break. Block Appointment breaks/lunch
 25 shall be flexible and taken when practicable and in accordance with
 26 DCYF's and DSHS' business needs.

27
 28 **6.4 Refusal of Services**

29 If the LAP arrives for the appointment and a patient/client or authorized requestor
 30 refuses interpreting services, but is present for the appointment, the LAP shall be
 31 paid per Section 6.5, No Shows and Cancellations.

32
 33 **6.5 No-shows and Cancellations**

34 A. If a client/patient with LEP or an authorized requestor fails to show for in-
 35 person interpreting services or cancels six (6) hours or less before the start
 36 of the appointment, including in cases of error on the part of the requestor,
 37 State, or third parties, the LAP will be paid thirty (30) minutes or seventy-
 38 five percent (75%), whichever is greater. The process for rounding to
 39 fifteen (15) minute increments set out in this Article will apply.

40
 41 B. If the authorized requestor cancels twenty-four (24) hours or less and
 42 greater than six (6) hours before the scheduled start of the appointment,

1 including in cases of error on the part of the requestor, State, or third
2 parties, an LAP will be paid fifty percent (50%) of the time requested or
3 thirty (30) minutes, whichever is greater. The process for rounding to
4 fifteen (15) minute increments set out in this Article will apply.
5

6 C. The twenty-four (24) hours for determining cancelled appointments shall
7 not include weekends or state recognized holidays.
8

9 D. Cancellation and no-show provisions for HCA family member
10 appointments are set forth in Section 6.9.
11

12 E. If an LAP accepts a new appointment that overlaps a cancelled or no-show
13 appointment, payment for the cancellation or no-show appointment will be
14 reduced by the replacement work under this Agreement, during the time
15 for which the cancelled or no-show job was scheduled. Under no
16 circumstances shall an LAP be paid twice for the same period of time.
17

18 This section does not apply to individual appointments within a series of a
19 family appointment.
20

21 F. If an LAP accepts a job more than four (4) hours from the scheduled start
22 time and it is then cancelled within thirty (30) minutes of being accepted
23 by the LAP, the LAP will not be eligible for payment as a no-show or
24 cancellation.
25

26 G. If an appointment ends earlier than the originally scheduled time, an LAP
27 will be paid for seventy-five percent (75%) of the originally scheduled
28 appointment length, or the completed appointment time, whichever is
29 greater. Payment related to this section shall be capped at one-hundred
30 thousand dollars (\$100,000) per fiscal year for each year of this
31 Agreement. The payment minimums described in Section 6.3 continue to
32 apply.
33

34 **6.6 Extended Services**

35 If asked by an authorized requestor, a LAP may choose, but not be required to
36 stay beyond the scheduled end time of an appointment. If the LAP chooses to stay
37 at the request of the authorized requestor, the LAP will be paid in accordance with
38 this Article.
39

40 **6.7 Double Booking**

41 If two (2) or more LAPs are scheduled for the same appointment, the LAP with
42 the earliest documented appointment confirmation date and time will complete the
43 appointment, unless otherwise agreed by the LAPs. When more than one (1) LAP

1 shows up for an appointment, the Coordinating Entity or foreign language
2 company will pay the LAP who does not fulfill the appointment at the no-show
3 and cancellation rate specified in [Subsection 6.5A](#).
4

5 **6.8 Travel Reimbursements**

6 All parking, ferry, and toll costs for travel to the scheduled appointment and
7 returning to the LAP's home or place of business for an in-person or family
8 member appointment will be reimbursed upon submission of a receipt at the time
9 the appointment is approved by the LAP for submission to DCYF, DSHS or HCA
10 for payment. Reimbursements claimed will be for the sole purpose of providing
11 services to DCYF, DSHS or HCA clients. Block Appointments are excluded from
12 these reimbursements.
13

14 **6.9 HCA Family Member Appointments**

- 15 A. The definition of a family member appointment is provided in Subsection
16 6.1D.
- 17 B. Appointments must be two (2) or more family members in a series of
18 ninety (90) minutes; or three (3) or more family members in a series of
19 one hundred and twenty (120) minutes.
- 20 C. The appointment must have its own unique identifier (job number).
- 21 D. Appointments must be linked within the series, allowing the LAP ability
22 to identify linked appointments.
- 23 E. The LAP must accept all family member appointments in the series.
- 24 F. The LAP will be paid from the start time of the first appointment in the
25 series through the actual end time of the last completed appointment in the
26 series, or a minimum of one hour, whichever is greater.
- 27 G. At no time will a LAP be paid twice for the same time period.
- 28 H. If any appointment within the series of family member appointments is a
29 late cancellation or the client with LEP or the authorized requestor fails to
30 show, the LAP will be paid for thirty (30) minutes. The total payment for
31 cancellations within other completed appointments will not exceed the
32 actual requested time.
- 33 I. If a LAP accepts a job more than four (4) hours from the scheduled start
34 time and it is then cancelled within thirty (30) minutes of being accepted
35 by the LAP, the LAP will not be eligible for payment as a no-show or late
36 cancellation.
- 37 J. If an authorized requestor cancels twenty-four (24) hours or less and
38 greater than six (6) hours before the scheduled start of the appointment,

1 including in cases of error on the part of the requestor, the State, third
2 parties, or the Coordinating Entities, a LAP will be paid fifty percent
3 (50%) of the time requested or thirty (30) minutes, whichever is greater.
4 The process for rounding to fifteen (15) minute increments set out in this
5 Article will apply. The total payment for cancellations within other
6 completed appointments will not exceed the actual requested time.

7 K. If an authorized requestor cancels with less than six (6) hours before the
8 scheduled start of the appointment, including in cases of error on the part
9 of the requestor, the State, third parties, or the Coordinating Entities, a
10 LAP will be paid seventy-five percent (75%) or thirty (30) minutes,
11 whichever is greater. The process for rounding to fifteen (15) minute
12 increments set out in this Article will apply. The total payment for
13 cancellations within other completed appointments will not exceed the
14 actual requested time.

15
16 L. The twenty-four (24) hours for determining cancelled appointments shall
17 not include weekends or state recognized holidays.
18
19

20 Tentatively Agreed To:

21
22 For the State:

For the Union:

23
24
25 /s/

/s/

26 Valerie Inforzato

Jason Holland

27
28 Date: October 1, 2021

Date: 10/1/2021

29
30