

Chair Andrea Salinas  
900 Court St. NE, H-485  
Salem, Oregon 97301  
House Health Care Committee

February 5, 2020

Re: Letter of support of HB 4115

In May of 2020 AllCare CCO, Inc. was awarded the Language Access Champion Award from the National Council on Health Care Interpreting. As an organization, we have worked in partnership with So-Health E (the Regional Health Equity Coalition in Southern Oregon) to focus on the training and education of bilingual Individuals. As a result of this work, we have increased the interpreter workforce capacity in Jackson, Josephine, Curry and Douglas County from 1 in 2015, to 124 in 2019 (as of 2/5/2020 140 individuals). These 124 individuals represent 14 spoken and signed languages. Not only have we increased capacity, we have seen an increase in the utilization of interpreter services by our Limited English Proficiency (LEP) members accessing services. At the same time, we have seen decreased total costs for these individuals.

The health care interpreter (HCI) is an essential part of the medical team. Interpreters offer a language and cultural bridge between a health care professional (like a doctor, nurse, dentist, etc.), and a limited English proficient (LEP) patient. This ensures the proper communication that allows for the LEP patient to receive quality medical care.

AllCare CCO, Inc. fully supports HB 4115. This bill will benefit both urban and rural communities in Oregon, and will allow interpreter services to be utilized throughout the state.

I would like to invite you to Southern Oregon to review our program, meet our diverse interpreters, and hear about the community impact we have seen by following the current laws and regulations.

Respectfully,  
Stick Crosby  
Network & Health Equity Director  
AllCare CCO, Inc.  
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