



February 10, 2023

The Honorable Rev. Dr. Deb Patterson
Chair, Oregon State Senate Committee on Health Care

The Honorable Cedric Hayden
Vice Chair, Oregon State Senate Committee on Health Care

Dear Senator Patterson and Senator Hayden,

On behalf of Certified Languages International, I am writing to oppose Oregon Senate Bill 584.

Our company is based in here in Oregon and provides remote interpreting services via telephone and video to clients located in all 50 states in over 235 languages. We service between 20,000 and 30,000 calls a day, all unscheduled and on demand.

In 2022 alone our company serviced over 250,000 interpreting encounters in Oregon in 140 languages. Our interpreters are located all across the US. And we are only one company. There are dozens of language service companies performing similar services and in the State of Oregon alone, more than 2 million remote interpreting encounters in over 150 languages take place every year. As it stands now, there are not even close to enough interpreters on the registry to begin handling this volume. For example:

- More than 9,600 Somali remote interpreting encounters occurred in 2022. There are 11 Oregon Qualified/Certified Somali interpreters currently on the registry.
- There were 40,000 Russian remote encounters last year with only 40 Russian interpreters on the registry.
- Approximately 12,000 Korean interpreting sessions occurred last year with only 4 Korean interpreters on the registry.

And of those interpreters on the Oregon registry, the vast majority of them only provide on-site interpreting services, not remote.

Having the state of Oregon successfully manage a scheduling and payment platform for this volume of business is unrealistic. In fact there was an article published just this week on a proposed class action lawsuit that claims that thousands of OHA and DHS employees have experienced extreme and disastrous payroll discrepancies with a new payroll system implemented in December 2022.

<https://www.koin.com/news/oregon/its-a-nightmare-oregon-workers-file-lawsuit->



CERTIFIED LANGUAGES
INTERNATIONAL

[over-payroll-issues/](#) This is for direct state employees. How would a platform successfully work when it is managing the scheduling and payment for millions of transactions performed by thousands of interpreters located all across the US annually?

The majority of the interpreting we provide is in the healthcare industry and our interpreters are professionals who are deeply sourced and tested prior to contracting with us. We pride ourselves on the highest quality of service. Our clients thoroughly vet our company's services prior to contracting with us and we are subjected to quality audits routinely.

Hospital systems require that Language Service Companies maintain:

- Testing
- Quality
- Training programs
- Experience
- Background checks
- Connection times
- Quality assurance programs

Requiring all healthcare interpreters to be certified by the State of Oregon and accessed through a state run scheduling portal is simply untenable.

We respectfully urge you to reconsider the provisions of this bill and to engage with stakeholders in the language industry to find a solution that adequately supports the linguistic needs of Oregonian patients and the industry as a whole.

Sincerely,

Kristin Quinlan
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