CHCF Lunch & Learn

CONDUCTING A BILINGUAL INITIATIVE

LESSONS LEARNED & BEST PRACTICES

Community Health Worker & *Promotor* Workforce
Capacity-Building Collaborative

Health Leads
June 18th, 2024

A Program of the California Health Care Foundation

Health Leads

California Health Care Foundation

TABLE OF CONTENTS

+ Welcome & Introduction
+ Lead with Empathy
+ Budget & Booking
+ Event Planning
+ Event Goes Live
+ Post-Event
+ Q&A

This document was created through a partnership between the California Health Care Foundation and Health Leads.

SPEAKERS

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HOST

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Senior Program Officer
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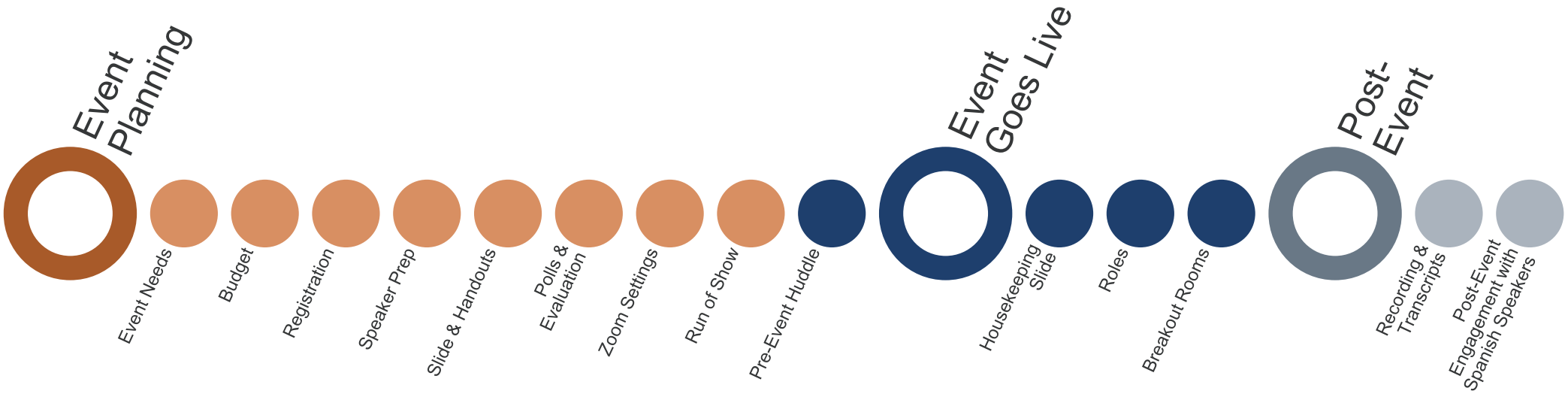
LEAD WITH EMPATHY



CENTER AUDIENCE EXPERIENCE

BUDGET & BOOKING

BUDGET IMPACTS

Having a well-scoped event will expedite your interpreter search and booking process.

Considerations include:

+ Virtual vs. in-person event
+ Length of event
+ Word count of resources
+ Number of slides
+ Number of languages

BOOKING AN INTERPRETER

Be aware of legal and copyright statements in your agreement and allow time for the agency to produce high quality work.

Consider:

+ Contract language
+ Lead time and quality
+ Agency outsourcing
+ Professional and liability insurance

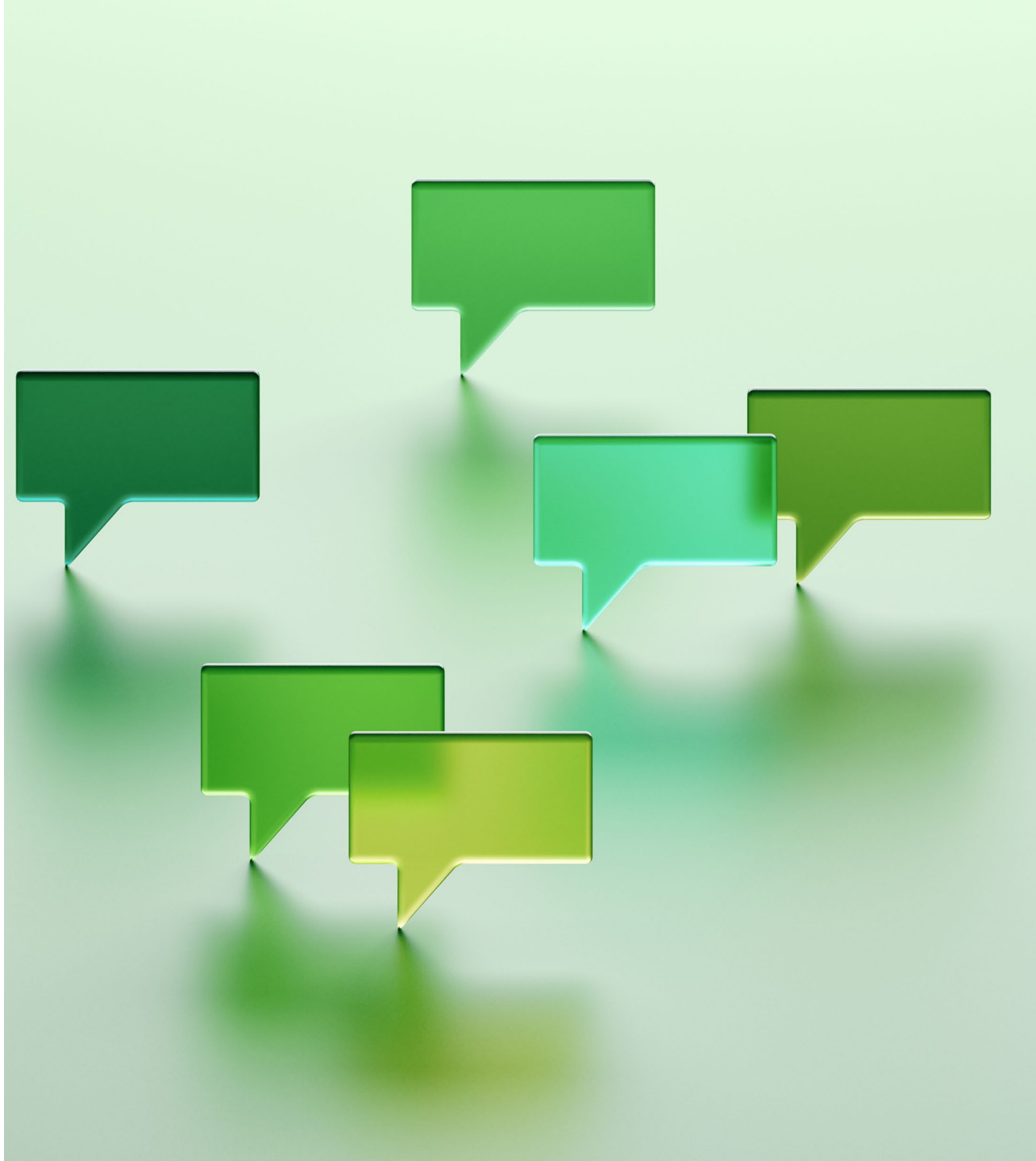
EVENT PLANNING

COMMUNICATIONS

All attendee communications and event engagement should be available in both languages.

These include:

+ Promotional emails
+ Registration documents
+ Polls and surveys
+ Responses to attendee inquiries



GREAT SPEAKER ATTRIBUTES

A successful speaker centers audience and interpreter experiences while being as clear and concise as possible.

They offer:

+ Good sound quality
+ Slower pace
+ Minimal jargon and acronyms
+ Transcript submission

ANATOMY OF A GOOD BILINGUAL SLIDE

Acknowledge and Celebrate

Working Group Participation of Regional Partners

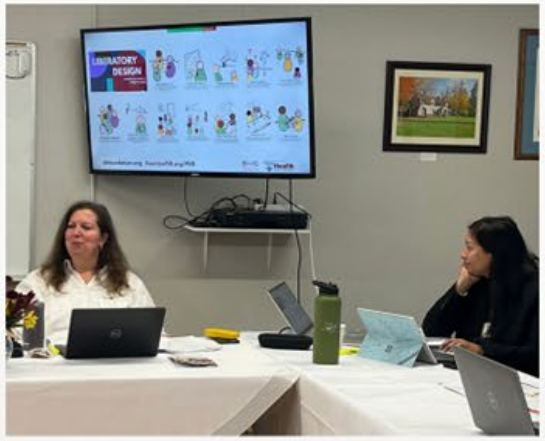
- 16 partners attended up to 42 Working Group meetings in 2023
- 185 invested partner hours of collective meeting and engagement
- 8 partners are members of 2-3 WGs, and have attended 10 or more Working Group meetings
  - 3 of these partners have attended 20+ Working Group meetings

In-Person Regional Partner Meeting

- 24 partners attended 4-hour in-person partner meeting
- 2 MCP presentations on CHW/P Benefit
- Collaborative infrastructure planning

Liberatory Design and Decolonized Facilitation Approaches

- Building trusting partner relationships based on shared values
- Working to transform power
- Sharing tools, resources, and seeking liberatory collaboration



Reconocer y celebrar

Participación de los socios regionales en el Grupo de Trabajo

- 16 socios asistieron hasta a 42 reuniones del Grupo de Trabajo en 2023
- 185 horas invertidas por los socios en reuniones y compromisos colectivos
- 8 socios son miembros de 2-3 GT y han asistido a 10 o más reuniones de grupos de trabajo
  - 3 de estos socios han asistido a más de 20 reuniones del Grupo de Trabajo

Reunión presencial de socios regionales

- 24 socios asistieron a una reunión presencial de 4 horas
- 2 presentaciones del MCP sobre la prestación CHW/P
- Planificación colaborativa de infraestructuras

Diseño liberador y descolonizado
Enfoques de facilitación

- Construir relaciones de confianza entre socios basadas en valores compartidos
- Trabajar para transformar el poder
- Compartir herramientas y recursos y buscar una colaboración liberadora

ZOOM CONSIDERATIONS

Zoom has great functionality for conducting inclusive and engaging virtual events.

Consider:

+ General settings
+ Registration lists for planning
+ Breakout rooms

RUN OF SHOW

Time	Task
9:45am - 10:00am (15 minutes)	**Pre-seminar centering -** All speakers and supporting staff join using the seminar Zoom link from registration. Microphone and camera check, flow, and questions
10:00 – 10:15 am (15 minutes) 	**<u>Welcome Remarks – Kussy Mackenzie</u>** All speakers mute & go off camera Live transcript is launched **Brianna turns on translation** **Javier and Brianna Start recording** – English & Spanish channels **On Camera: Kussy unmutes** **Brianna spotlights Kussy** **Slide: Introduction** • Welcome **Slide: Language Interpretation** • Today's webinar is available in Spanish. To listen to this presentation in Spanish, click the globe interpretation icon at the bottom of your zoom screen, and select your language. o **LeAndra pastes in the chat:**

Seminar Agenda and Outline

1. **Welcome & Introductions, 10:00 – 10:15 (15 minutes)**
   a. Welcome/Housekeeping
   b. Agenda
   c. Practice Commitments
   d. Funder Remarks
   e. Poll #1: Who's in the room?
   f. Moderator Introduction
2. **Presentation by Valerie Edwards, 10:15 – 10:22 (7 minutes)**
   a. Moderator Presentation: Alameda
3. **Presentation by Alex Fajardo, 10:23 – 10:30 (7 minutes)**
   a. Moderator Presentation: El Sol
4. **Speaker Intros by Kussy 10:30 - 10:35 (5 minutes)**
   a. Speaker Introduction
5. **Presentation by Sharmil Shah and Elia Gallardo, 10:35 – 10:50 (15 minutes)**
   a. Department of Health Care Access and Information
6. **Presentation by Michael Freeman, 10:50 – 11:05 (15 minutes)**
   a. Department of Health Care Services
7. **Moderated Q&A, 11:05 – 11:25 (20 minutes)**
8. **Exit Poll & Closing, 11:25 – 11:30am (5 minutes)**
   a. POLL #2: Exit Poll
   b. Next Steps & Practice Commitments

EVENT TEAM

Having team members who know their roles and responsibilities is key to a seamless execution.

Key roles include:

+ Interpreters
+ Tech Lead
+ Timekeeper
+ Chat Moderator

EVENT GOES LIVE

PRE-EVENT HUDDLE

The pre-event huddle is an essential window of time to ground the team, answer questions, and give a pep talk.

Be sure to go over:

+ Roll call and sound check
+ Name pronunciations
+ Best practices
+ Support team introductions

DON'T BREAK THE ICE

When planning opening activities, be mindful of creating an equitable experience for everyone.

Consider:

+ Interpreter experience
+ Audience experience
+ Jokes and sarcasm
+ Poems and music

WE ARE LIVE!

During a bilingual event, the timekeeper and interpreter are especially important to a seamless experience.

Remember to:

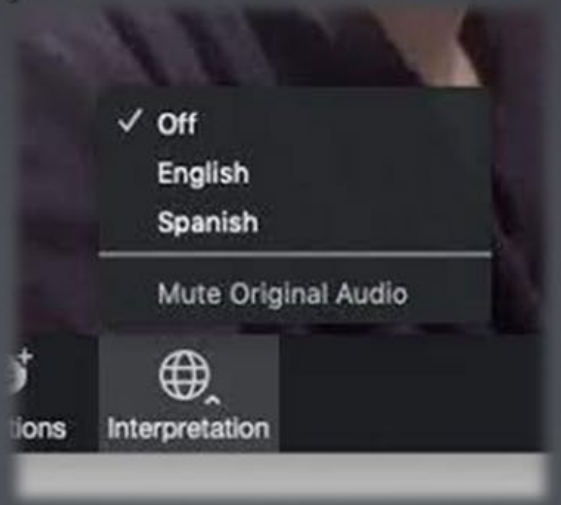
+ Keep an eye on the interpreter
+ Choose a signal to slow pace
+ Provide transcripts
+ Plan for tech issues

HOUSEKEEPING

Language Interpretation
Interpretación del Idioma

Para escuchar esta presentación en español, haga clic en el ícono del globo y seleccione su idioma.

Todos deben seleccionar un idioma



To listen to this presentation in Spanish, click the globe interpretation icon and select your language.

***Everyone* must select a language**

Closed Captioning/Subtítulos

Para activar los subtítulos, haga clic en el icono de subtítulos y seleccione "Mostrar subtítulos".

To enable close captioning, please click on the closed captioning icon and select "Show Subtitles"

Community Health Worker & *Promotor* Workforce
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POST-EVENT

WHAT'S NEXT?

Use an application that accurately captures transcripts.

Consider your team's capacity to do post-event engagement with non-English speakers.

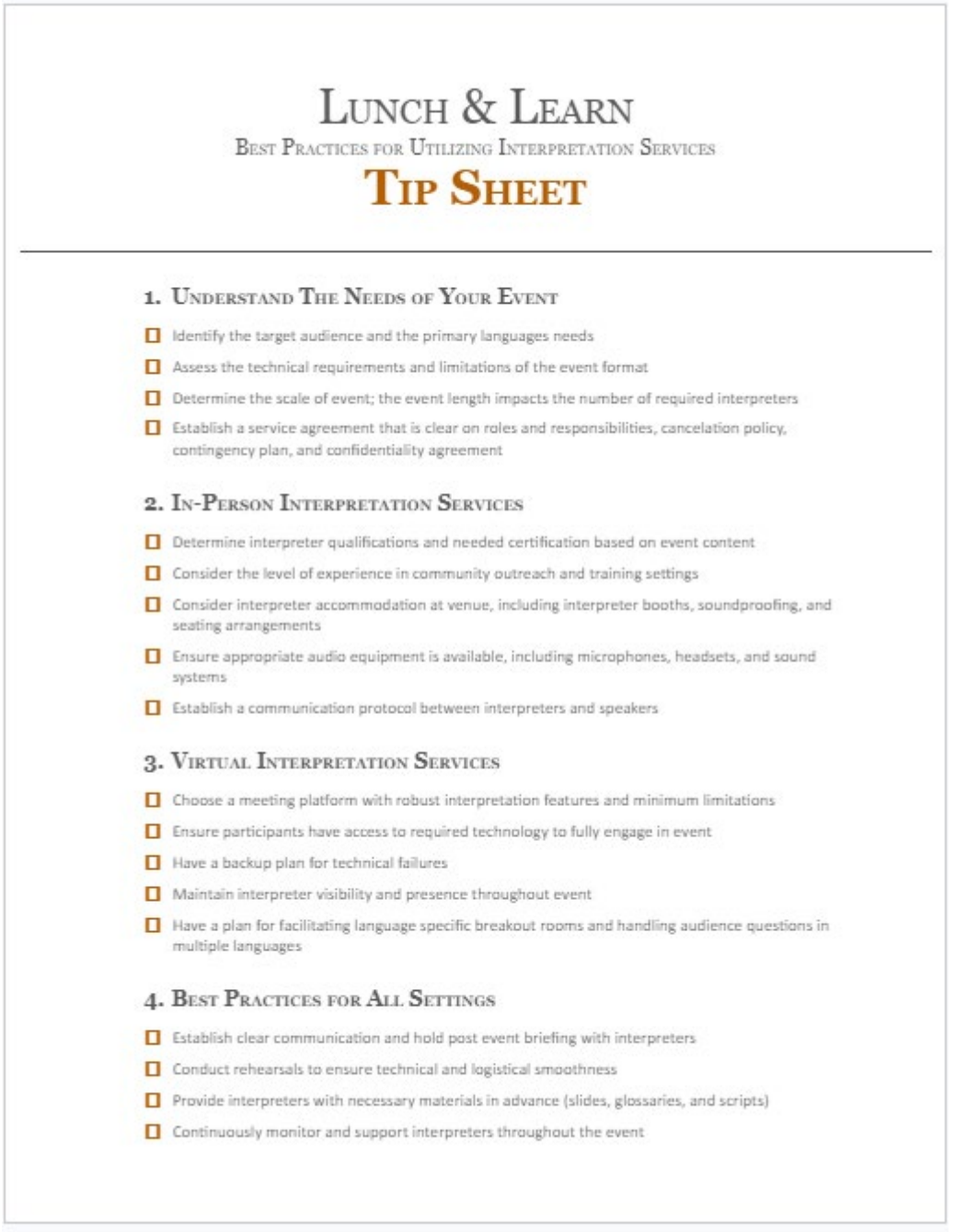
Post-event tasks include:

+ Transcript edits
+ Recording edits
+ Surveys
+ Emails

Q&A

Q&A

- Any initial questions or comments?
- Is there any additional content that you would like to see?
- What else should we include on the Tip Sheet?



LUNCH & LEARN

BEST PRACTICES FOR UTILIZING INTERPRETATION SERVICES

TIP SHEET

1. UNDERSTAND THE NEEDS OF YOUR EVENT

- ☐ Identify the target audience and the primary languages needs
- ☐ Assess the technical requirements and limitations of the event format
- ☐ Determine the scale of event; the event length impacts the number of required interpreters
- ☐ Establish a service agreement that is clear on roles and responsibilities, cancelation policy, contingency plan, and confidentiality agreement

2. IN-PERSON INTERPRETATION SERVICES

- ☐ Determine interpreter qualifications and needed certification based on event content
- ☐ Consider the level of experience in community outreach and training settings
- ☐ Consider interpreter accommodation at venue, including interpreter booths, soundproofing, and seating arrangements
- ☐ Ensure appropriate audio equipment is available, including microphones, headsets, and sound systems
- ☐ Establish a communication protocol between interpreters and speakers

3. VIRTUAL INTERPRETATION SERVICES

- ☐ Choose a meeting platform with robust interpretation features and minimum limitations
- ☐ Ensure participants have access to required technology to fully engage in event
- ☐ Have a backup plan for technical failures
- ☐ Maintain interpreter visibility and presence throughout event
- ☐ Have a plan for facilitating language specific breakout rooms and handling audience questions in multiple languages

4. BEST PRACTICES FOR ALL SETTINGS

- ☐ Establish clear communication and hold post event briefing with interpreters
- ☐ Conduct rehearsals to ensure technical and logistical smoothness
- ☐ Provide interpreters with necessary materials in advance (slides, glossaries, and scripts)
- ☐ Continuously monitor and support interpreters throughout the event

THANK YOU

Please feel free to reach out:

Presentation Content
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