**FCSN Board Outreach Committee**



**Meeting Details**
- Date and Time: 5/20/2022 2:00pm-3:00pm
- Location: Zoom

**Attendees**
- Present: Pam Nourse, Melanie Jarboe, Melanie McLaughlin, Susan Ou, Renee Williams

**Discussion: Meeting the interpretation needs of families**

Challenges
- We are currently providing simultaneous interpretation during each Connecting Families event in Spanish, Portuguese, Haitian Creole, Mandarin, Cantonese, and Vietnamese.
- The current system using Zoom does not provide 2-way interpretation, so attendees in the language channels cannot ask questions. Individuals can submit questions in advance during registration. Questions are translated if needed then sent to presenters. Also, Outreach Specialist provide support by translating the questions in the chat.
- There is no definitive way to determine if people are accessing the interpretation channels.
- Oanh, our previous Vietnamese Outreach Specialist, stated simultaneous translation is difficult for her community. She is not recommending that her families attend these events going forward.
- Solutions will not be the same for each community. This can present an issue of capacity and equity.

Opportunities
- In Massachusetts there are more than 198 languages - the more we can support the better.
- The perfect solution will maximize equity and minimizes capacity.
- Connecting with community agencies is a way to provide resources and find out what works for that communities.
- We could host separate workshops for groups in their native language or with consecutive translation. Ruth Esther currently hosts a Monthly Charla for Spanish speaking families.
- Adding interpretation to recorded videos and uploading them to our YouTube page and website will make them accessible to a wider audience and drive traffic to those platforms.

Technology Options
- Wordly AI is a service that provides simultaneous interpretation in 20+ languages powered by artificial intelligence. In addition to audio interpretation, the live transcript is translated into the selected language. The annual interpretation cost would be $6,750 versus the $15,000+ spent on Connecting Families alone. The cost savings could support translation of additional materials or instructions or provide interpreters at in-person

events. The Tech Team has completed two demonstration sessions with Wordly AI. Once the platform is purchased, Wordly AI will provide more intense training and ongoing. Activity reports provide data on the number of attendees accessing each language. Personalized glossaries can be created to address words that are commonly misspelled.

– Talking Points is a family engagement texting platform that provides two-way communication in 100+ languages. Families will receive and send messages in their native language. Messages can be sent to an individual, groups, or to all contacts. Messages can include images, attachments, and polls. Great analytics are available for contacts by language, messages sent and received, poll results and more.

Technology Considerations
– Families will need assistance accessing new technology. We should consider going into communities to provide trainings and create instructional videos.
– We currently have a great relationship with the interpreters. I would be hard replacing them with AI, although we could still us them for live events.
– AI translate is word for word. We will need to speak with presenters about using expressions that might be taken literally and ask them to spell out each the acronym.
– Most presenters are not professionals, so they will need reminders to slow down and explain acronyms.
– Being able to market events through the text app would be a wonderful way to get the word out and potentially increase attendance. Recipients would be able to submit any questions they may have.
– This is a good start for making our life easier, but we also need to have people available for live support. It will be important to be clear with everyone about whether they are receiving responses from AI or a person.
– A needs assessment should be conducted to find out what is the best way for us to be providing information and presentations (simultaneous interpretation, separate meetings in different languages, events specific to their community, etc.). It will be important to respond to community requests.

Rolling Out New Programs
– Before initiating any new technology, it is important to provide both universal and individual instructions and support in multiple formats.
– Post surveys will provide an opportunity to ask people about their experience with new systems and help us to make improvements where needed.

**Next Meeting**
- Date and Time: Friday, June 17, 2022, at 2:00pm
- Location: Zoom