

North East Public Health Alliance

October 5th, 2023 Meeting Minutes

11:00 am -1 pm EST

In-person: 50 Billerica Road, Chelmsford MA 01824

Voting members in attendance (in-person):

Kristel Bennett, *Billerica*

Donna Greenwood, *Chelmsford*

Shannon Gillis, *Tewksbury*

Kerri Oun, *Tyngsborough*

Non-voting members in attendance (in person):

Cynthia Baker, *BME Strategies*

Darcy Beall, *Chelmsford*

Arielle Castro, *NEPHA Regional Inspector*

Shelagh Collins, *Billerica*

Michelle Grant, *Tewksbury*

Non-voting members in attendance (virtual):

Caeli Tegan Zampach, *BME Strategies*

Krystopher Brightwell, *LanguageLine*

Tiffany Hatch, *LanguageLine*

Kristel Bennett made a motion to call the meeting to order.

Motion seconded by Kerri Oun.

Billerica: Yes

Chelmsford: Yes

Tewksbury: Yes

Tyngsborough: Yes

Motion passes.

Meeting called to order

Cynthia Baker called the meeting to order at 11:11 AM.

I. Welcome

II. LanguageLine Introduction and Overview

Virtual guests Tiffany Hatch and Krystopher Brightwell presented an overview of LanguageLine service and capabilities. The group reviewed interpretation and translation processes. Guest presenters discussed account setup, customer service and training options, and quality assurance processes. BME will follow up with LanguageLine

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to review next steps for community account setup and onboarding.

III. Announcements & Reminders

Approval of September meeting minutes

Donna Greenwood made a motion to approve the September minutes. Shannon Gillis seconded the motion.

Billerica: Y

Chelmsford: Y

Tewksbury: Y

Tyngsborough: Y

Motion passes.

Community Health Equity Survey

The coalition reviewed DPH guidance on allowable incentives using PHE funds to disseminate the Community Health Equity survey.

General Updates

BME announced the hire of a new Director of Public Health, Angie Truesdale. The coalition was reminded of impending Q1 reporting deadlines. The coalition was also reminded to finalize the signature on the nursing IMA amendment.

IV. Regional Public Health Specialist Hiring Strategy

The coalition discussed the job description and hiring process for the Regional Public Health Specialist.

BME shared the draft job description for the proposed Regional Public Health Specialist and outlined recent updates following the last coalition meeting. The coalition expressed concern about the scope of work and clarity around the Public Health Specialist's role. The group suggested review of two job descriptions for human services-related staff in Chelmsford to incorporate relevant language. BME asked each NEPHA community to review the job description and respond with suggested 1-2 tasks, roles, or responsibilities that would be beneficial to include in the job description. The group agreed to reconvene in two weeks time for a remote session to approve the job description to post prior to the

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November meeting provided feedback from the discussion is incorporated.

The group briefly reviewed the proposed hiring strategy and interview timeline. The coalition confirmed that health directors from each NEPHA community would participate in second round panel interviews for prospective candidates. The hiring committee will convene following job description approval to review the interview screening materials and questions in detail.

V. **FY24 Work Plan Deliverables**

The group reviewed the regional food truck permitting program objective. The coalition expressed concern about permitting procedures and overall strategy. The group agreed to confer with each community's inspectors to surface potential opportunities and risks prior to the next meeting. BME will work with the Regional Inspector to gather a list of Mobile Food Establishment (MFE) licenses issued by each community.

The coalition agreed to provide a list of SSA staff to poll for up-to-date Environmental Health credentials to inform a training calendar for FY24. BME will disseminate the survey to identified staff..

The group reviewed the upcoming meeting with HRiA to discuss racial and health equity work plan objectives. BME will follow up with invitees to share materials prior to the meeting.

VI. **Community Updates**

Chelmsford briefed the coalition on upcoming events. BME will follow up to have event information posted on the regional website.

The group briefly discussed including Narcan training in regular inspectional services presentations to restaurant operators.

VII. **Regional Staff Updates**

The Regional Inspector is hosting ServSafe sessions in early November.

VIII. **Next Steps**

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Billerica will host the next NEPHA meeting on Thursday, November 9th at 11AM.

IX. Adjournment

Kristel Bennett made a motion to adjourn the meeting.

Donna Greenwood seconded the motion.

Billerica: Yes

Chelmsford: Yes

Tewksbury: Yes

Tyngsborough: Yes

Motion passes.

Meeting adjourned at 1:36 PM.

Documents and exhibits used by the public body in the meeting:

NEPHA September Coalition Meeting Presentation

LanguageLine Interpretation & Translation Presentations

Regional Public Health Specialist Job Description

Regional Public Health Specialist Interview Screener and Scorecard

NEPHA Coalition Meeting



October 5, 2023

Agenda

- I. Welcome
- II. LanguageLine Introduction & Overview
- III. Announcements & Reminders
- IV. Regional Public Health Specialist Hiring Strategy
- V. FY24 Work Plan Deliverables
- VI. Community Updates
- VII. Regional Staff Updates
- VIII. Adjournment

LanguageLine

Announcements & Reminders

CHES Allowable Incentive Guidance

- PHE Grantees may expend up to \$2,000 for the following:
 - Limited, nominal value incentives for completing the survey
 - Allowable Incentives (not gift cards or cash) may not exceed a monetary value less than \$5 for survey participants when the survey is completed at a public event that includes survey administration
 - Using staff funded by the PHE budget to administer the survey
 - Using staff funded by the PHE budget to sit with survey takers and talk through any emotions that arise as a result
 - Purchasing technology, such as a tablet to administer the survey
 - Printing flyers/doing a mailing with the survey information and QR code
 - Paying a translator to administer the survey in languages other than English in your community

Announcements & Reminders

1. Approval of previous meeting minutes
2. New Director of Public Health at BME - Angie Truesdale
3. **PHE Q1 Reporting is due 10/31**
4. Please sign the nursing IMA amendment if you have not already done so!

Regional Public Health Specialist Hiring Strategy

Regional Public Health Specialist JD

- **Recent updates based on prior discussion and additional feedback**
 - Updated salary range to reflect varied possible candidate experience levels
 - Removed 'errors in judgment' language
 - Added grant-writing
 - Noted hybrid/remote position

Further thoughts & feedback?

Hiring Strategy Proposal

Review candidate resumes (BME)
October



Initial phone screen/1st interview (BME)
October-November



Full panel/2nd interview (BME & Subcommittee)
November



Subcommittee recommends final candidate(s) to
coalition for vote and approval
December

Hiring Subcommittee

How would you like to participate?

- Proposal: 1 director or delegate per community (4 total)
- Estimated time commitment: ~2 meetings plus candidate interviews
 - Initial convening to workshop & approve interview content
 - Candidate interviews + debrief sessions
 - Variable / dependent upon applicant pool - ideally 3-4 candidates for second round
 - Final meeting to align on hiring recommendation

Review of Draft Hiring Materials

Initial thoughts & feedback?

- Does the resume screening criteria align with the experience and competencies we seek for this position?
- Are there other types of questions you would like to ask a prospective candidate?
 - Any content we haven't covered?
 - Important behavioral questions?

FY24 Deliverables

NorthEast Public Health Alliance

Public Health Excellence Grant	FY24	Q1
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	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Next Steps	Due	Status
Hire Public Health Specialist				JD/Post Interview & Hire		Onboarding		Develop Community Resource Guide		Develop Case Management SOPs				Approve & post JD, confirm hiring subcommittee, develop interview guide	9/15	Delayed
Launch Regional Food Truck Program				Review MFEs	Plan	Convene stakeholders		Finalize & launch		Violation QI Strategy				Collect MFE data from each NEPHA community for review	9/30	Delayed
Conduct Inspectional Audit						Consult HR/IA		Conduct Audit		QI Plan					12/31	On track
Develop EH Training Calendar				Survey	Review	Develop Calendar		Facilitate EH Training							12/31	On track
Hire FTE Shared Services Coordinator					Develop JD/Post		Interview & Hire		Onboarding						12/31	Not started

Risk	Mitigation	Next Steps	Due	Status
Alignment on RPHS JD	Updating with initial suggestions	Request another round of feedback, discuss in next meeting	10/5	In progress
Alignment on regional food truck activity	Host discussion at next meeting 10/5	Ensure alignment across coalition members on next steps	10/5	Not started

Budget	\$ 466,656.23
Spent	
Allocated	



Regional Food Truck Program

- Proposed FY24 sequence:
 - Review MFEs across NEPHA communities
 - Develop initial program plan
 - Convene stakeholders
 - Launch program
 - Inventory food violations across NEPHA
 - Develop intervention strategy

What would you want to see in a regional food truck program?

Environmental Health Training Calendar

Purpose: Inventory EH credentials and develop training calendar to track certification/CEU opportunities

- Developed a short survey for anyone in your communities doing inspections
- 5-10 minutes to complete

Next Step: collect contact information for NEPHA EH staff to distribute survey

Racial Equity Process Development with HRiA

- Initial session scheduled for Wednesday, October 18th 2-3PM
 - *Please confirm you've received the invitation*
 - First session will be for introductions, establishing goals, work plan review
 - This one is limited to health directors
 - Following sessions can engage other coalition staff

Discussion

Community Updates

Regional Staff Updates

Meeting Adjournment

Next Meeting

- Scheduled for Thursday, November 9th at 11AM

LanguageLine Interpreting Access



TELEPHONIC LanguageLine Phone Interpreting

- Toll-free number + ID code
- Standard & mobile



APP The LanguageLine App

- Tap and go
- Smartphone, tablet, desktop



VIRTUAL MEETINGS Zoom Integration

- Phone & Video Integration
- On-demand

LanguageLine[®] Phone InterpretingSM

Day or night, the power of understanding is only a phone call away

FAST

- Connect in seconds to 23K+ interpreters, 24/7
- Use any phone (landline or mobile)

ROBUST

- 240+ languages available
- Inbound and outbound call flow options
- Call center configurable
- Comprehensive reporting and analytics

RELIABLE

- ASTM International Certification
- 99.99% system uptime

SECURE

- PCI and GDPR compliant
- No calls recorded or stored

LanguageLine InSight Video Interpreting®

Visual connections enhance communication and support compliance

CONVENIENT

- Easy access to video interpreters via the LanguageLine app
- Compatible with popular devices (tablets, PCs, smartphones)

ROBUST

- 45 video languages, including ASL
- Audio support in 240+ additional languages
- Custom supporting equipment and training materials

RELIABLE

- ASTM International Certification
- 99.99% system uptime, 96% video fill rate
- Five Star Rating Survey

SECURE

- End-to-end encryption

How to Access Over-the-Phone Interpretation Services

Starting the Process: Identify a Language Preference

Language identification tools are available to enable limited English speakers to point to their preferred language. If a language still can not be identified, call an interpreter for language identification assistance.

Europe	
Albanian	Shqip
Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi ofrohet falas për ju.	
Armenian	Հայերէն
Դձեք, քի որ լեզվով եք խոսում: Թարգմանիչ կհասկենա: Թարգմանիչ ծառայությունները տրամադրվում են առանձին:	
Basque	Euskara
Zure hizkuntza aukeratu. Jarraian interprete bati deituko diogu. Zerbitzu hau doakoa da.	
Bosnian	Bosanski
Pokažite svoj jezik. Pozvat ćemo tumača. Usluge tumača su besplatne za vas.	
Bulgarian	Български
Посочете вашия език. Ще бъде извикан преводач. Преводачът е осигурен безплатно за вас.	
Croatian	Hrvatski
Pokažite svoj jezik. Prevoditelj će biti pozvan. Prevoditelj za cete dobiti besplatno.	
Czech	Čeština
Ukažte na váš jazyk. Bude zavolán tlumočník. Tlumočení je pro vás bezplatné.	
Danish	Dansk
Peg på dit sprog. En tolk vil blive tilkaldt. Tolken tilbydes uden omkostninger for dig.	
Dutch	Nederlands
Wijs uw taal aan. Er zal contact worden opgenomen met een tolk. De service van de tolk is geheel gratis.	
Estonian	Eesti keel
Osutage oma keelel. Vastava tõlgiga võetakse ühendust. Tõlketeenus on teile jaoks tasuta.	
Finnish	Suomi
Osoita maasi kieltä. Kutsumme tulkin paikalle. Tulkin käyttö on sinulle ilmaista.	
French	Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	
German	Deutsch
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.	
Greek	Ελληνικά
Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.	
Hungarian	Magyar
Válassza ki a nyelvet. Tolmácsot fogunk hívni. A tolmács az Ön számára díjtalan.	

Europe - continued	
Icelandic	Íslenska
Bentu á þitt tungumál. Það verður hringt í tölk. Tölkurinn er þér að kostnaðarlausu.	
Italian	Italiano
Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	
Lithuanian	Lietuvių
Nurodykite savo kalbą. Bus pakviestas vertėjas. Vertėjas jums bus suteiktas nemokamai.	
Macedonian	Македонски
Покажете на јазикот на кој зборувате. Ќе повикаме преведувач. Услугите на преведувачот се бесплатни.	
Norwegian	Norsk
Pek på språket dit. En tolk vil bli tilkalt. Tolken tilbys kostnadsfritt for deg.	
Polish	Polski
Proszę wskazać swój język i wezwieemy tłumacza. Usługa ta zapewniana jest bezpłatnie.	
Portuguese	Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para si.	
Romanian	Română
Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret care vă este asigurat gratuit.	
Russian	Русский
Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.	
Serbian	Српски
Покажите свој језик. Преводилац ће бити позван. Преводилац је за вас обезбеђен бесплатно.	
Slovak	Slovenčina
Ukážte na svoj jazyk. Zavoláme tlmočníka. Tlmočenie je pre vás bezplatné.	
Spanish	Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	
Swedish	Svenska
Peka på ditt språk. En tolk kommer att tillkallas. Tolkens erbjuds utan kostnad för dig.	
Ukrainian	Українська
Вкажіть вашу мову. Вам викличуть перекладача. Послуги перекладача надаються безкоштовно.	
Yiddish	יידיש
ווייזט אן אויף איינער שפראך און מען וועט רופן אויף איבערזעצער. איר דארפט גארניט באצאלן פאר דער איבערזעצונג.	

Pacific Islands	
Fijian	Vosa Vakaviti
Dusla na nomu vosa. Ni na Vakarautaki mai e dua na dau vakadewa vosa. Na dau vakadewa vosa e sega ni saumi.	
Ilocano	Ilokano
Itudo yo ti sao yo. Ag awag da ti maysa nga mangipat-patarus nga tumulong kadakayo nga awan ti bayad na.	
Indonesian	Bahasa Indonesia
Tunjukkan bahasa Anda. Penerjemah akan dihubungi. Penerjemah disediakan gratis tanpa dikenakan biaya.	
Malay	Bahasa Melayu
Tunjukkan bahasa anda. Jurubahasa akan dihubungi. Jurubahasa akan disediakan tanpa anda dikenakan bayaran.	
Marshallese	Kajin Majól
Kelet kajin eo am. Im renaaj kúr juón am Ri-Ukok. Ri-Ukok eo enaaj jibañ eok ilo ejjelok wóneen.	
Samoan	Fa'asamoa
Fa'asino lau gagana. Ole a vala 'au se fa'amatala'upu. Ua saunia se fa'amatala'upu e aunoa ma se tau e te togilina.	
Tagalog	Tagalog
Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.	
Tongan	Lea Faka-Tonga
Tuhu 'i mai ho' o lea fakafonua. 'E ui ha fakatonulea. 'Okí ta 'etotongi kía 'a e fakatonulea.	
North America, South America, and Caribbean	
American Sign Language	ASL
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	
French	Français
Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	
Haitian Creole	Kreyòl
Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.	
Navajo	Diné k'ehjí
Nizaaad biká'ígíí bich'í dah diilíní. Ata' hainé'é le' hágo bi'á'ídooní. Ata' hainé'é éí doo haada yí'í'ego bik'é ní'dííléé da. T'ááji'k'e ná ata' hodoolíní.	
Portuguese	Português
Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.	
Spanish	Español
Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	

LanguageLine Solutions®

Language Identification Guide

LanguageLine Solutions' Interpreters are available in more than 240 languages and American Sign Language, 24 hours a day, seven days a week to communicate with limited English proficient or Deaf or Hard-of-Hearing individuals.





- Present this guide to determine which language to request.
- Languages are listed by geographic location.
- The individual can point to their preferred language.
- Each statement is translated to read:

English	English
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	

Visit www.LanguageLine.com or call 1-800-752-6096 for more information on all our language access solutions:

- Phone, video, and onsite interpreting
- Translation and Localization
- Bilingual staff and interpreter testing and training

CustomerCare@LanguageLine.com
1-800-752-6096



4 Methods to Connect to an Interpreter

- Inbound Calls
- Outbound Calls
- In-Person
- Conferencing Platform

How it works – Inbound Calls

1. Place the caller on conference hold and dial the LanguageLine Services toll-free number (**1-866-874-3972**).
2. Input your six-digit client ID number: **XXXXXX**
 - Press 1 for Spanish
 - Press 2 for all other languages
 - Press 0 if you do not know the language
3. Input your 2-digit Agency Code (this step is an example of an additional data prompt/capture)
4. Once interpreter is connected, conference in the caller.

How it works – Outbound Calls

1. Dial the LanguageLine Services toll-free number (**1-866-874-3972**).
2. Input your six-digit client ID number: **XXXXXX**
 - Press 1 for Spanish
 - Press 2 for all other languages
 - Press 0 if you do not know the language
3. Input your 2-Digit Agency Code(this step is an example of an additional data prompt/capture)
4. You may then call the individual requesting services, or the interpreter can place the call for you within the U.S. or Canada.
 - Brief the interpreter on the nature of the outbound call and prep them if a voicemail will need to be left if the client does not answer.

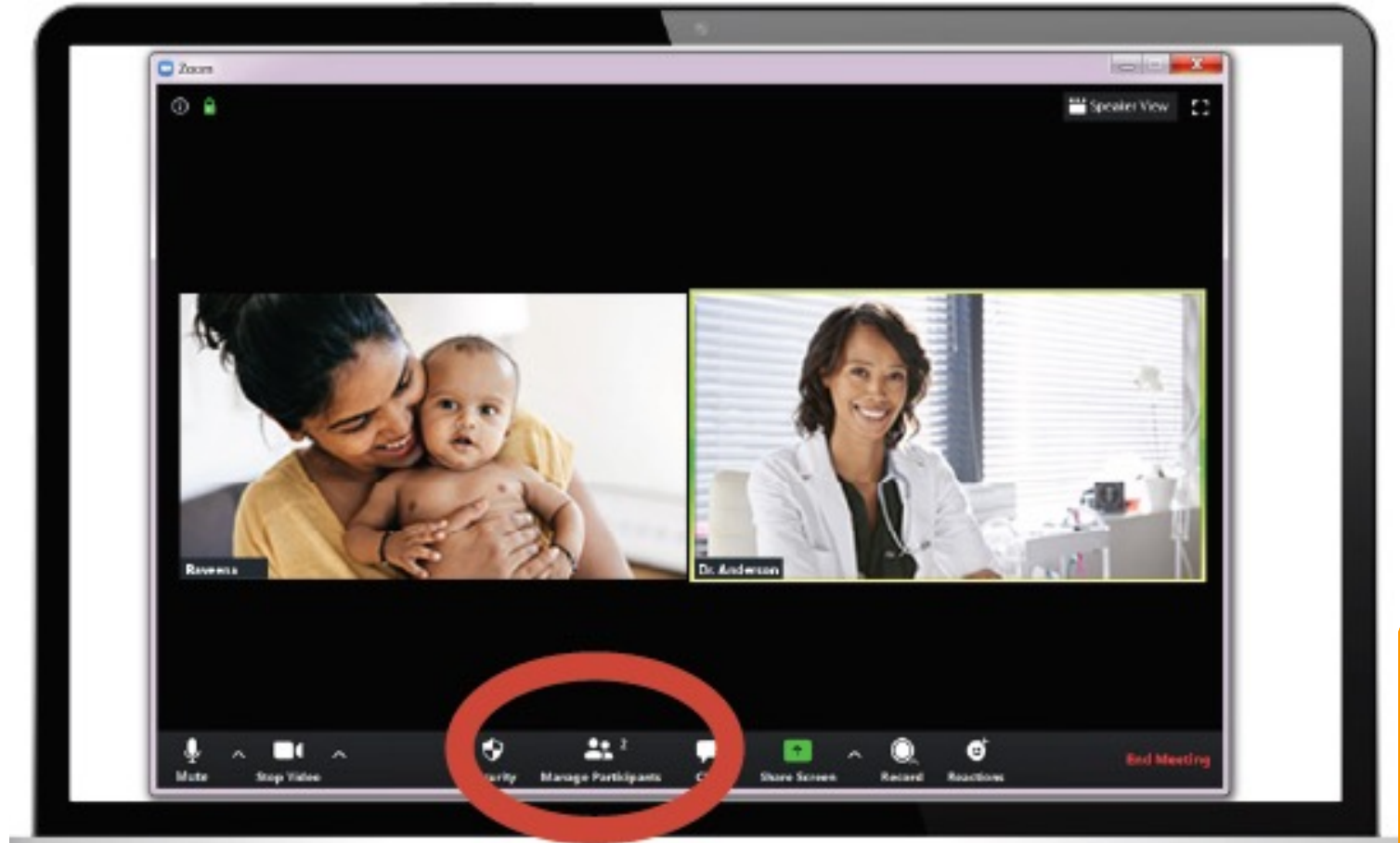
How it works – Face-to-Face

1. Dial the Language Line Services toll-free number (**1-866-874-3972**).
2. Input your six-digit client ID number: **XXXXXX**
 - Press 1 for Spanish
 - Press 2 for all other languages
 - Press 0 if you do not know the language
3. Input your 2-Digit Agency Code(this step is an example of an additional data prompt/capture)
4. Use the Language Line Phone, or your speakerphone to speak with the individual and interpreter.

Audio Conferencing via Zoom

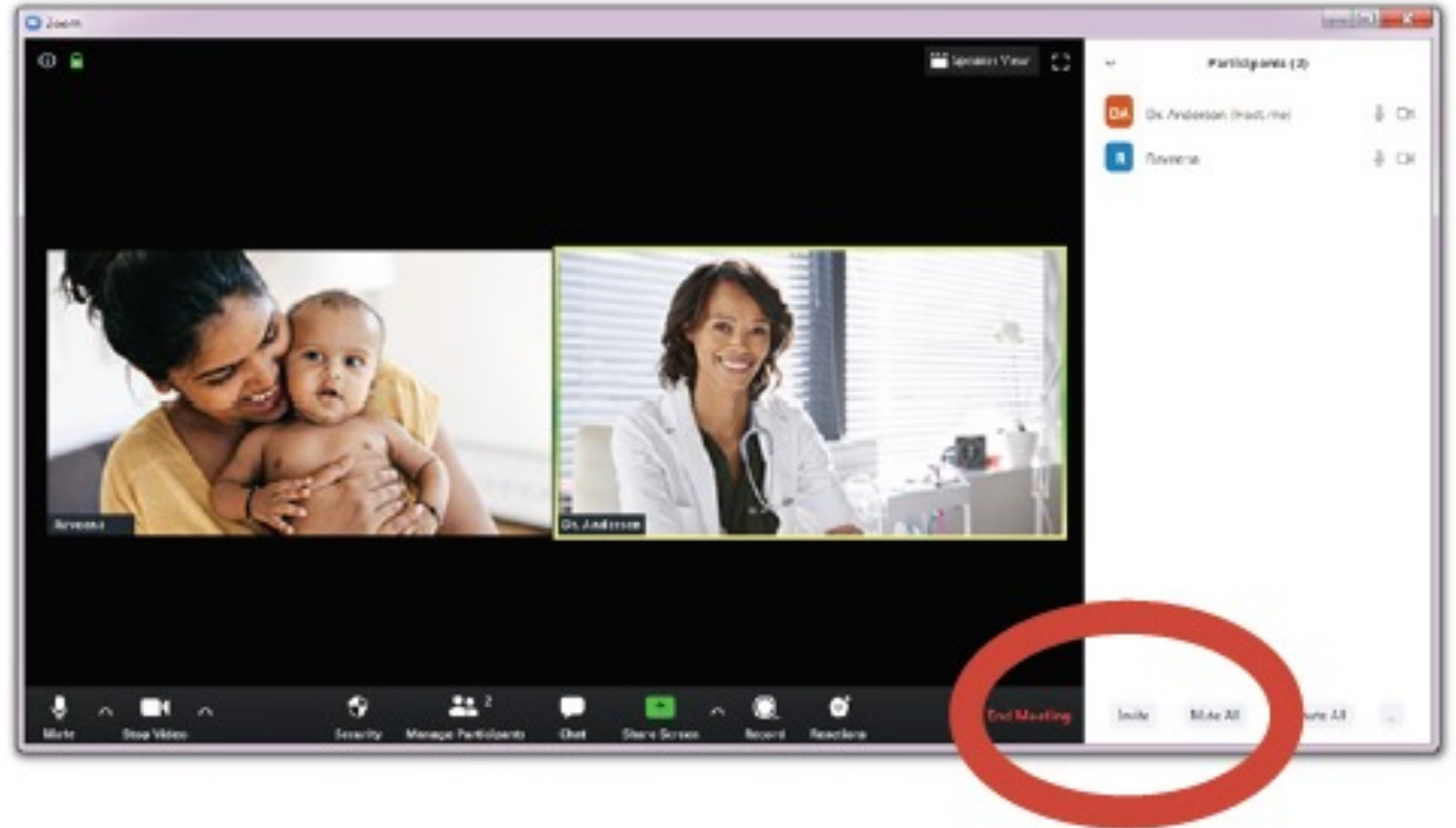
To add an audio interpreter to your Zoom session:

1. Click “Manage Participants”



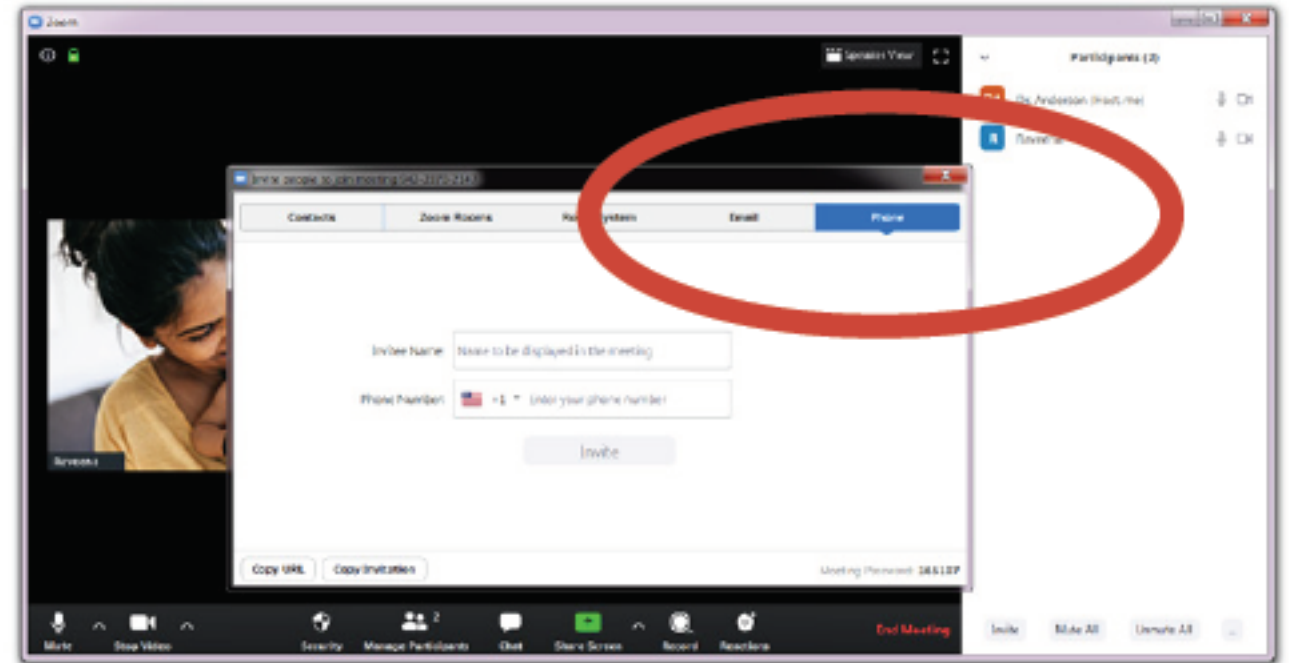
Audio Conferencing via Zoom

2. Click on “Invite” in the Participants box



Audio Conferencing via Zoom

3. Select “Phone” on the top menu bar of the pop-up box
4. Enter the dedicated (800#) LanguageLine Zoom number



Audio Conferencing via Zoom

5. Interpreter will join call in audio only format



Working with the Interpreter

- Brief and update the interpreter
 - Introduce yourself and state the goal of the encounter.
- Communicating with the person
 - Direct the conversation. The interpreter will assist with communication, but you drive the conversation.
 - Use direct speech (first person) at all times. “How are your today?”
 - Speak in short sentences, using 3-5 sentence segments and pause at the end of a thought.
 - If you sense that the customer does not understand, try to rephrase or explain in a different manner or repeat what you have heard.
 - Remember, whatever the interpreter hears will be interpreted. Avoid private conversations.
- Closing the conversation
 - Check in for understanding

How to Access Video Interpretation Services

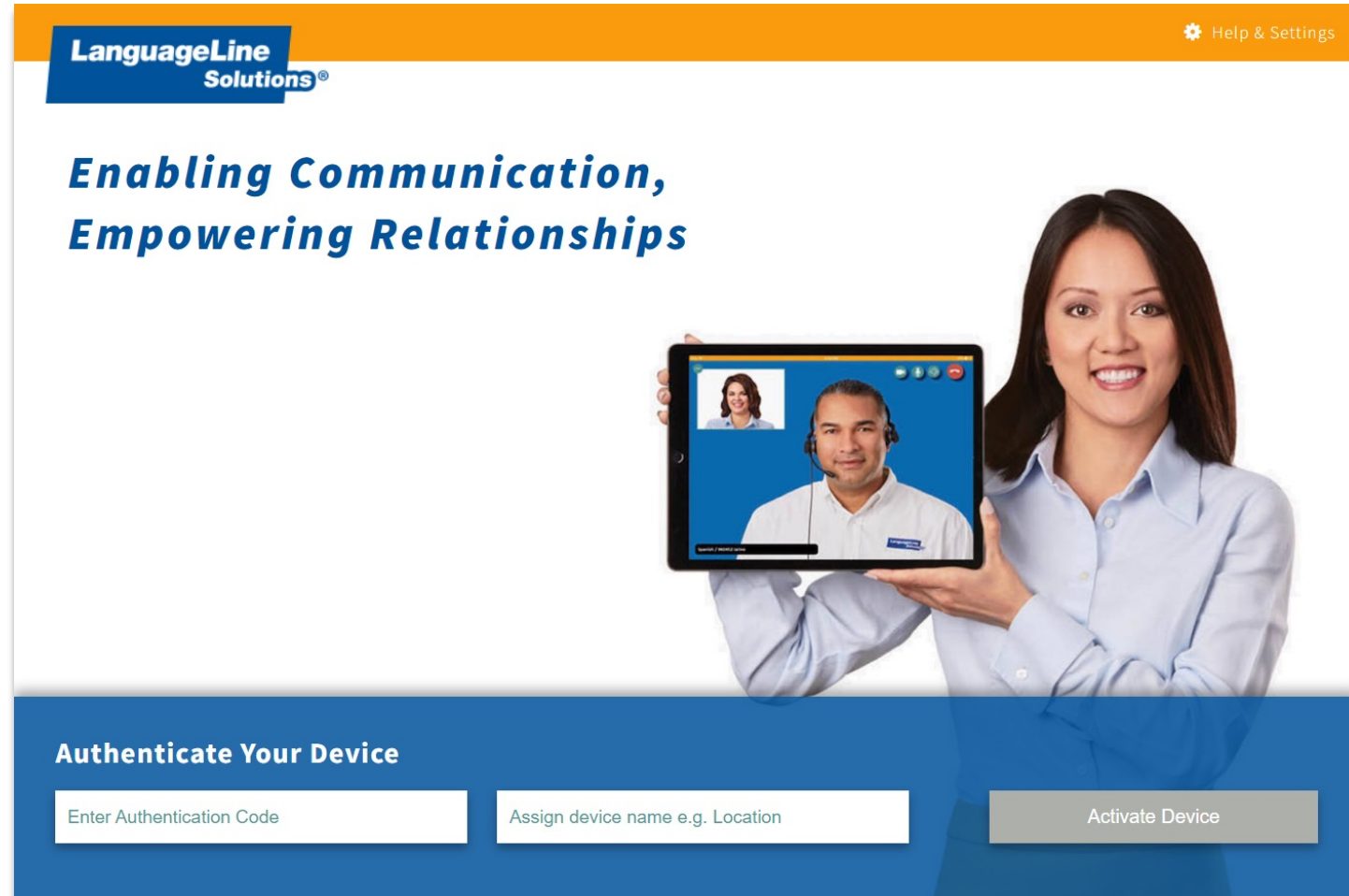
Accessing the InSight Application

- **On the iPad/Tablet**
 - Tap on the InSight icon to open the application.
- **On the PC/Laptop**
 - Double Click on the InSight icon to open the application.



One Time Authentication

- Enter the Authentication Code provided to you by LanguageLine.
- Name your device (identifies location, department, or person). The device name will appear on your usage report and invoice.
- Tap on Activate Device to complete authentication.
- Once completed, the application will open directly to the language selection screen.



The image shows a screenshot of the LanguageLine Solutions application interface. At the top, there is an orange header bar with the LanguageLine Solutions logo on the left and a 'Help & Settings' link on the right. Below the header, the main content area has a white background with the tagline 'Enabling Communication, Empowering Relationships' in blue. A woman is holding a tablet that displays a video call with a man. At the bottom, there is a blue footer bar with the title 'Authenticate Your Device'. Below this title, there are three input fields: 'Enter Authentication Code', 'Assign device name e.g. Location', and 'Activate Device'.

LanguageLine Solutions®

Help & Settings

*Enabling Communication,
Empowering Relationships*

Authenticate Your Device

Enter Authentication Code

Assign device name e.g. Location

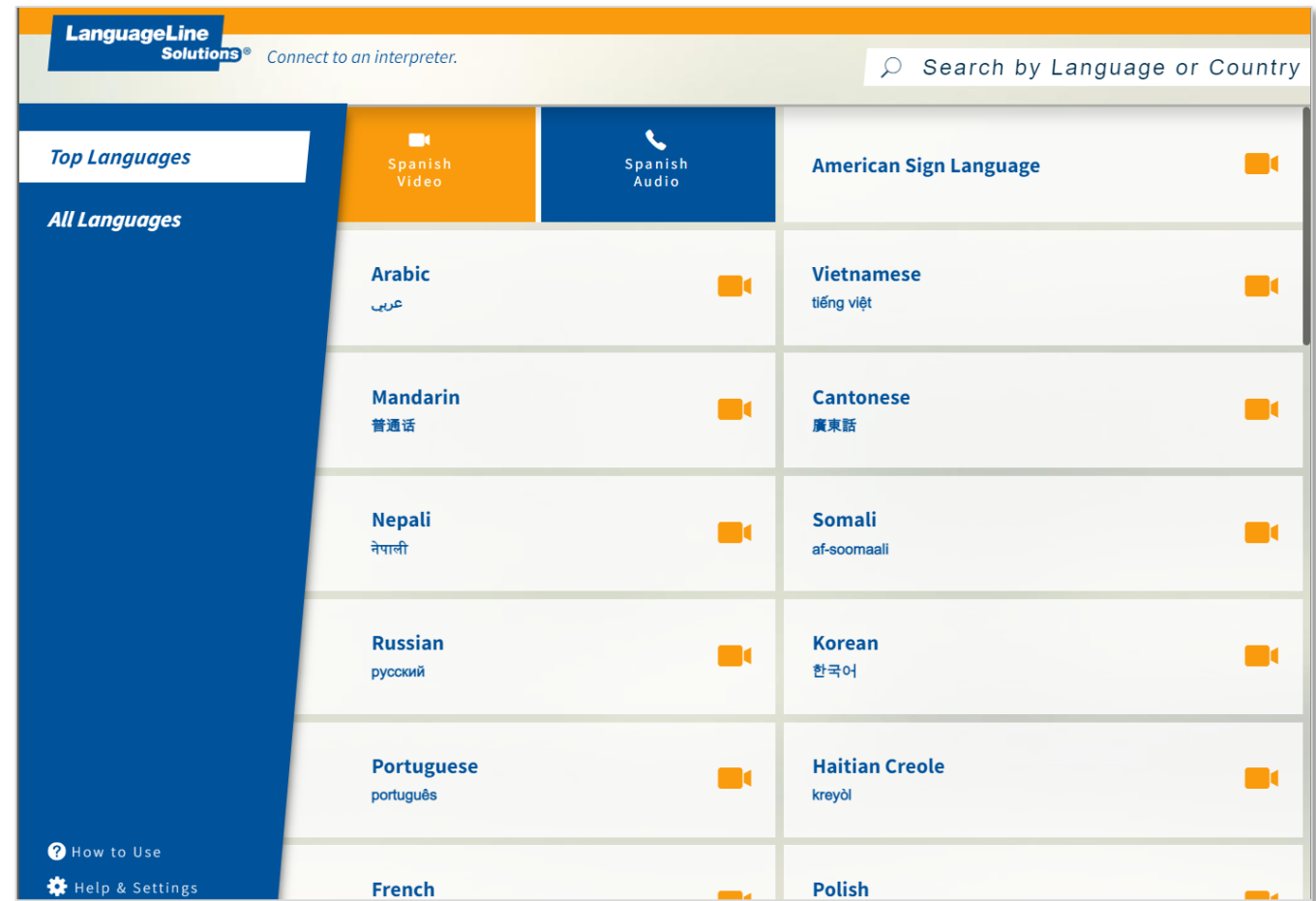
Activate Device

LanguageLine App[®] Call Flow

Tap to connect to live professional video and audio interpreters on demand

1. LANGUAGE SELECTION

Select the language and modality you need (video or audio)

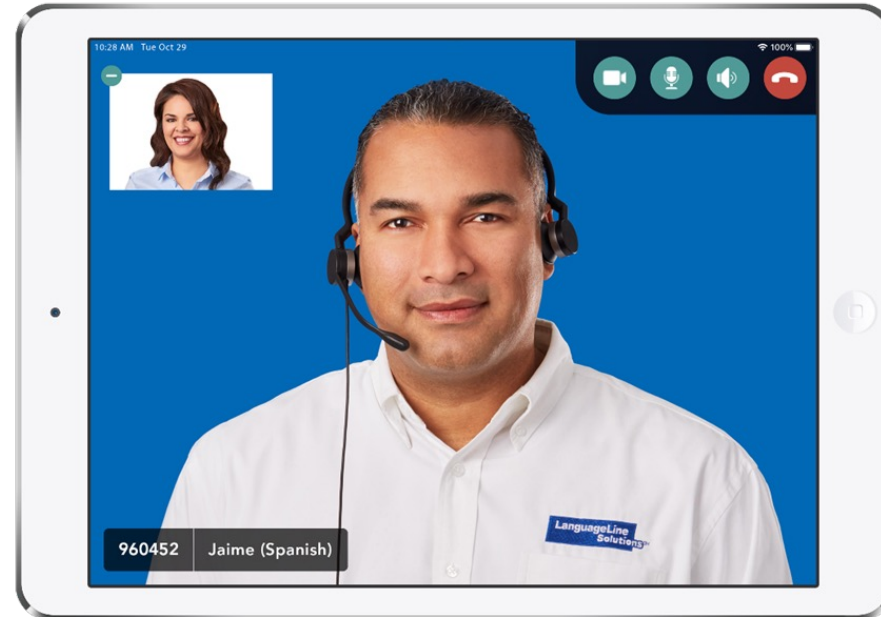


LanguageLine App[®] Call Flow

Tap to connect to live professional video and audio interpreters on demand

2. INTERPRETATION SESSION

Interpreter will greet you and begin interpretation session



Audio Interpreter

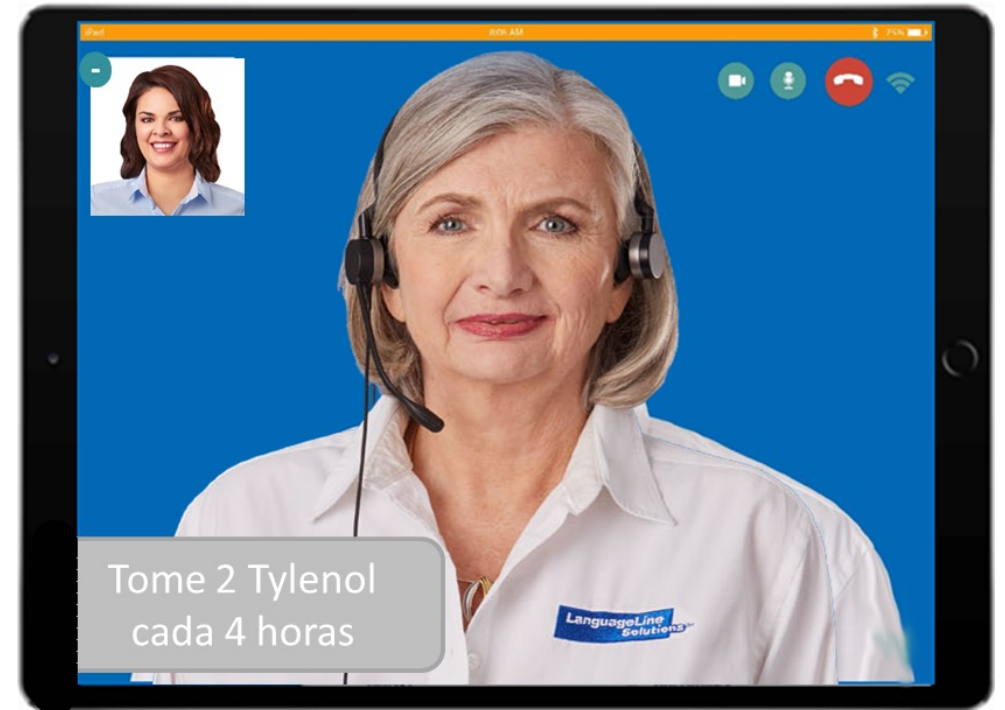


383553 Nancy Lizbeth (Spanish)

NotePad Feature

- Text can emphasize key information you would like the customer to understand and remember.
- To use the NotePad:
 - Ask the interpreter to bring up the NotePad
 - State what you want typed on the screen
 - Keep the information concise
 - The interpreter will type in the target language

Note: the NotePad feature may not be available for all languages at all times

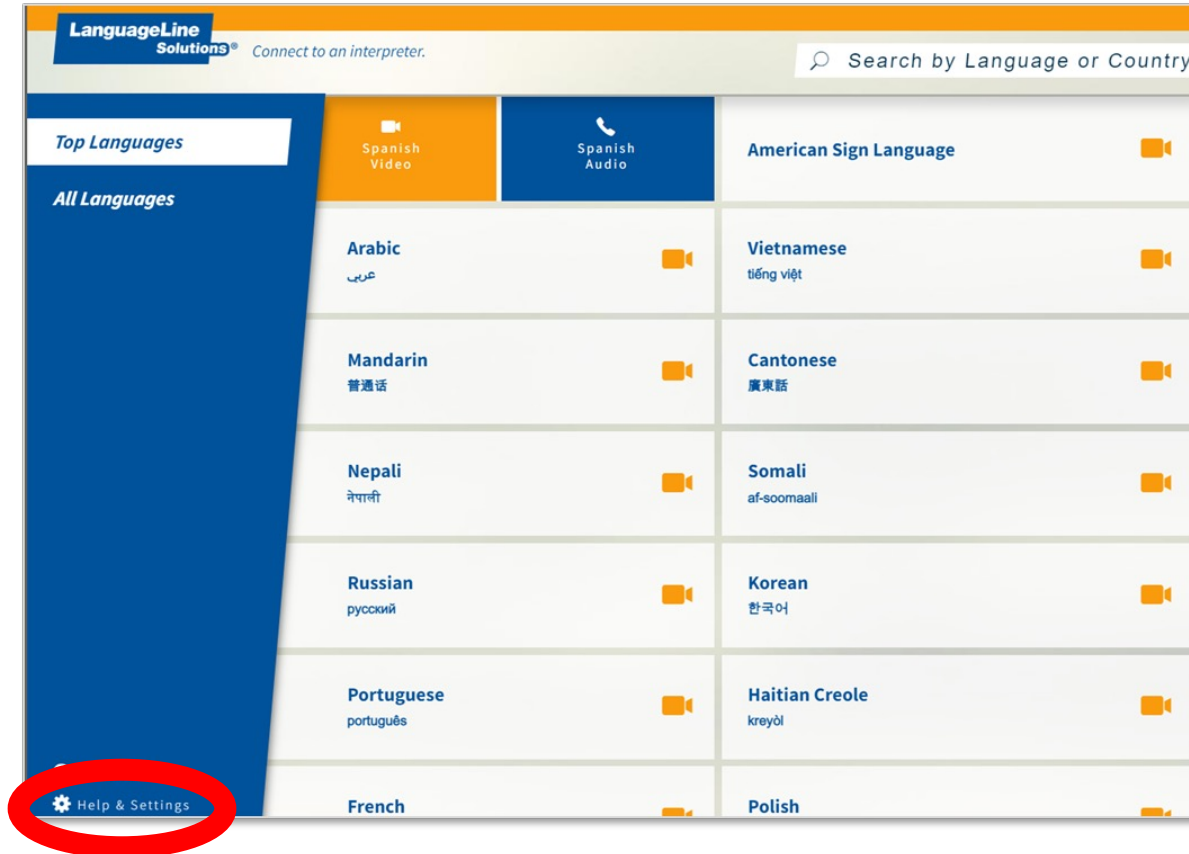


InSight App Use for ASL



- The signing space for ASL is from the top of the head to just below the chest
- Position your device so that it is stable and your client's image includes the signing space
- Keep the device facing towards the client - you do not need to be in the picture frame or seen by the interpreter

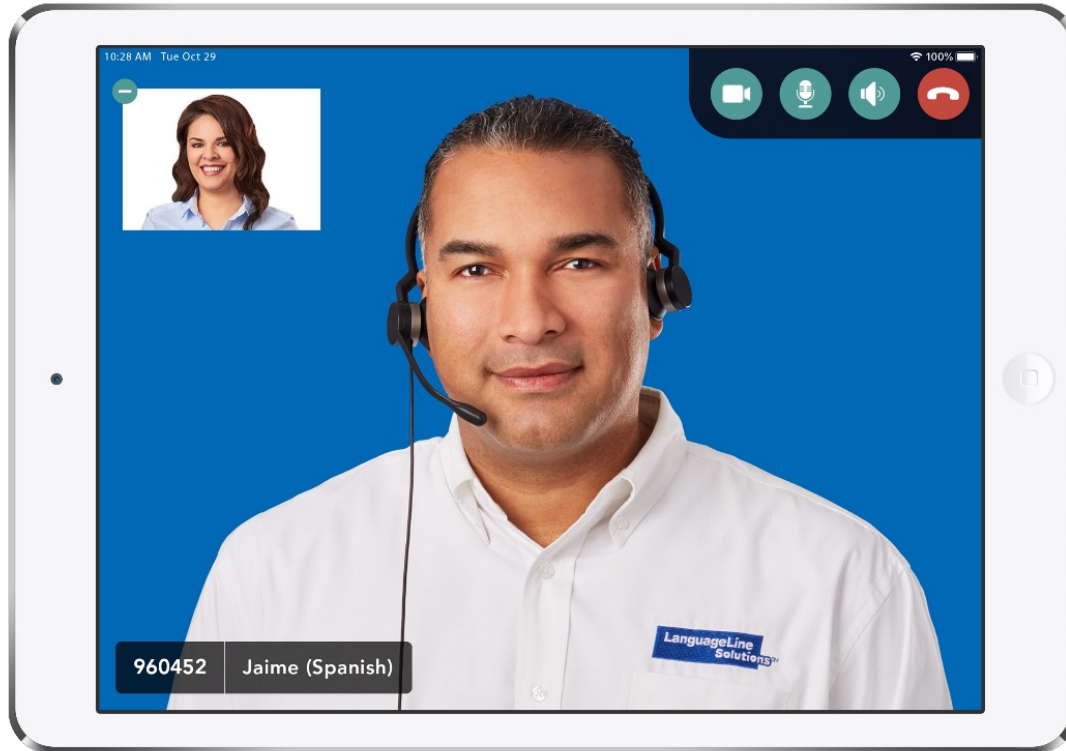
Access Help & Settings



Tap Help & Settings

- Tap “Technical Assistance” to review a list of the most frequently asked questions and easy to understand responses with suggested actions.
- Select “Interpreter Availability” to access the video interpreter schedule including the language, hours of video interpreter availability, and days of the week
- Tap “Call History” for a 30-day call history for this device including: video or audio call, date and time, language, and the duration of the session.

Navigating the InSight Tap Control Buttons



Minimize or move the self-video window or drag the image to a different location



Allow video privacy so the interpreter does not have video access



Mute and un-mute audio



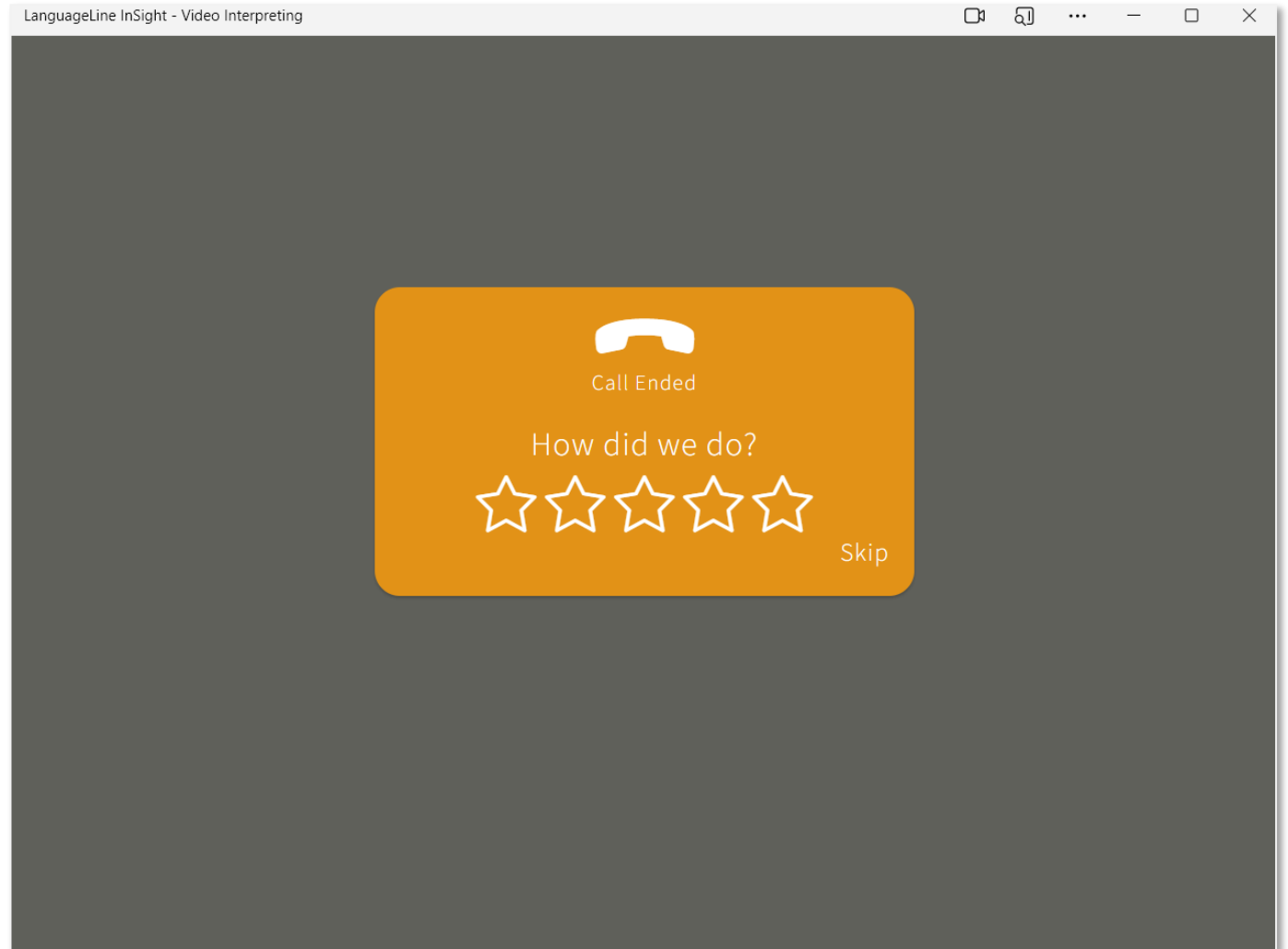
End the call

LanguageLine App[®] Call Flow

Tap to connect to live professional video and audio interpreters on demand

3. HOW DID WE DO RATINGS

Option to rate each call and
leave comments



Video Language Availability



VIDEO INTERPRETERS

Albanian
American Sign Language*
Amharic
Arabic*
Armenian
Bengali
Bosnian
British Sign Language
Burmese
Cantonese*
Farsi
French*

German
Greek
Haitian Creole
Hebrew
Hindi
Hmong
Italian
Japanese
Karen
Khmer
Korean*

Laotian
Lithuanian
Malay
Mandarin*
Nepali
Polish*
Portuguese*
Punjabi
Romanian
Russian*
Somali
Spanish*

Swahili
Tagalog
Thai
Tigrigna
Turkish
Ukrainian
Urdu
Vietnamese*

*24/7 Video Interpreter Availability



AUDIO INTERPRETERS

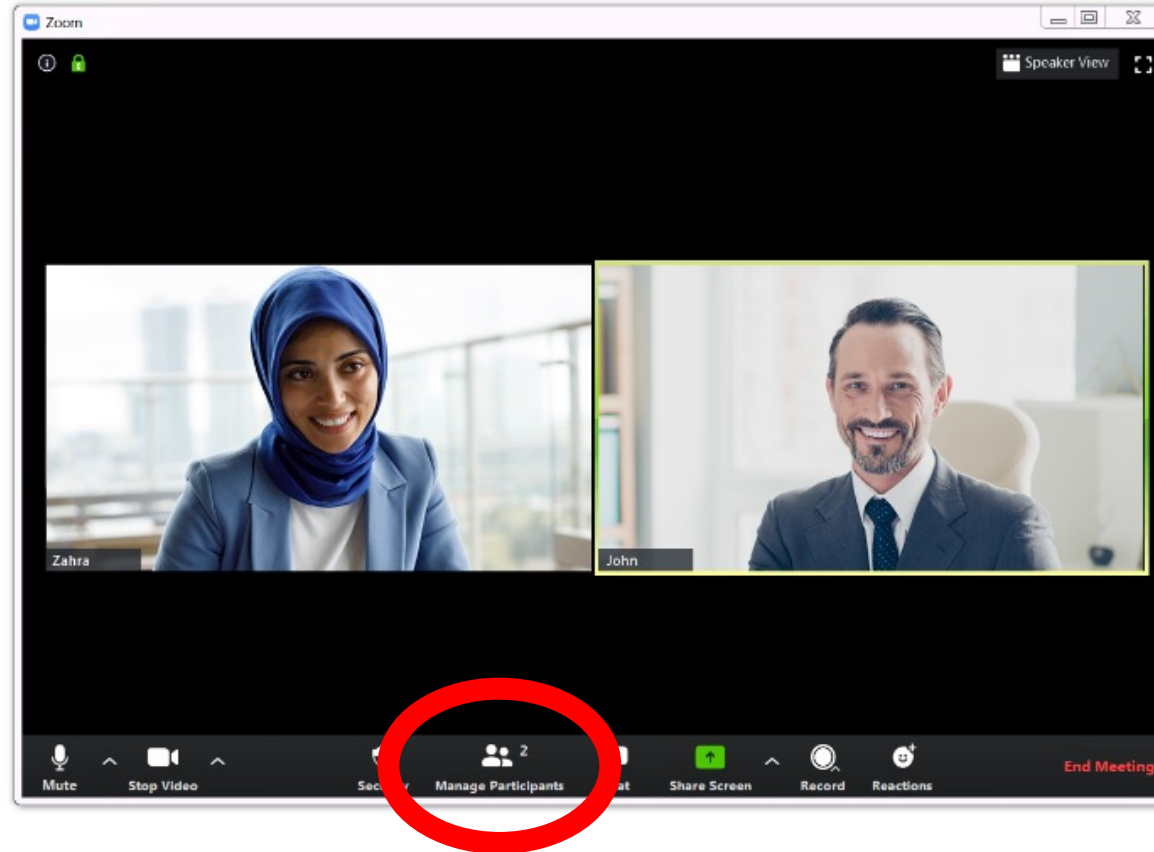
240+ languages available 24/7

LanguageLine for Zoom – Availability

	Audio Solution	Video Solution
Language Availability	240+	American Sign Language, Arabic, Cantonese French, Korean, Mandarin, Polish, Portuguese, Spanish, Russian, Vietnamese
Hours of Operation	24/7/365	8am – 7pm CT Monday - Friday

Video Conferencing via Zoom

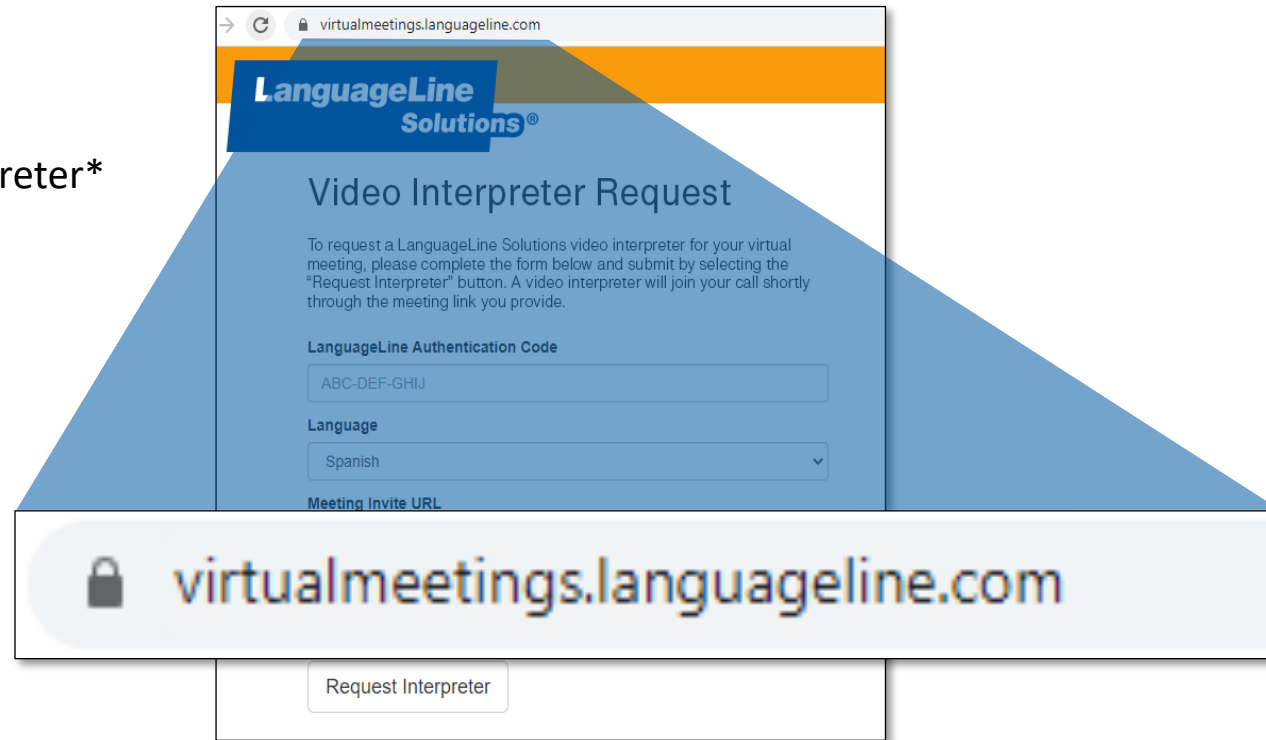
1. Copy invitation link



*To copy the invitation link, Click on Manage Participants > Invite > Copy Invitation Link.

Video Conferencing via Zoom

2. Request a video interpreter*

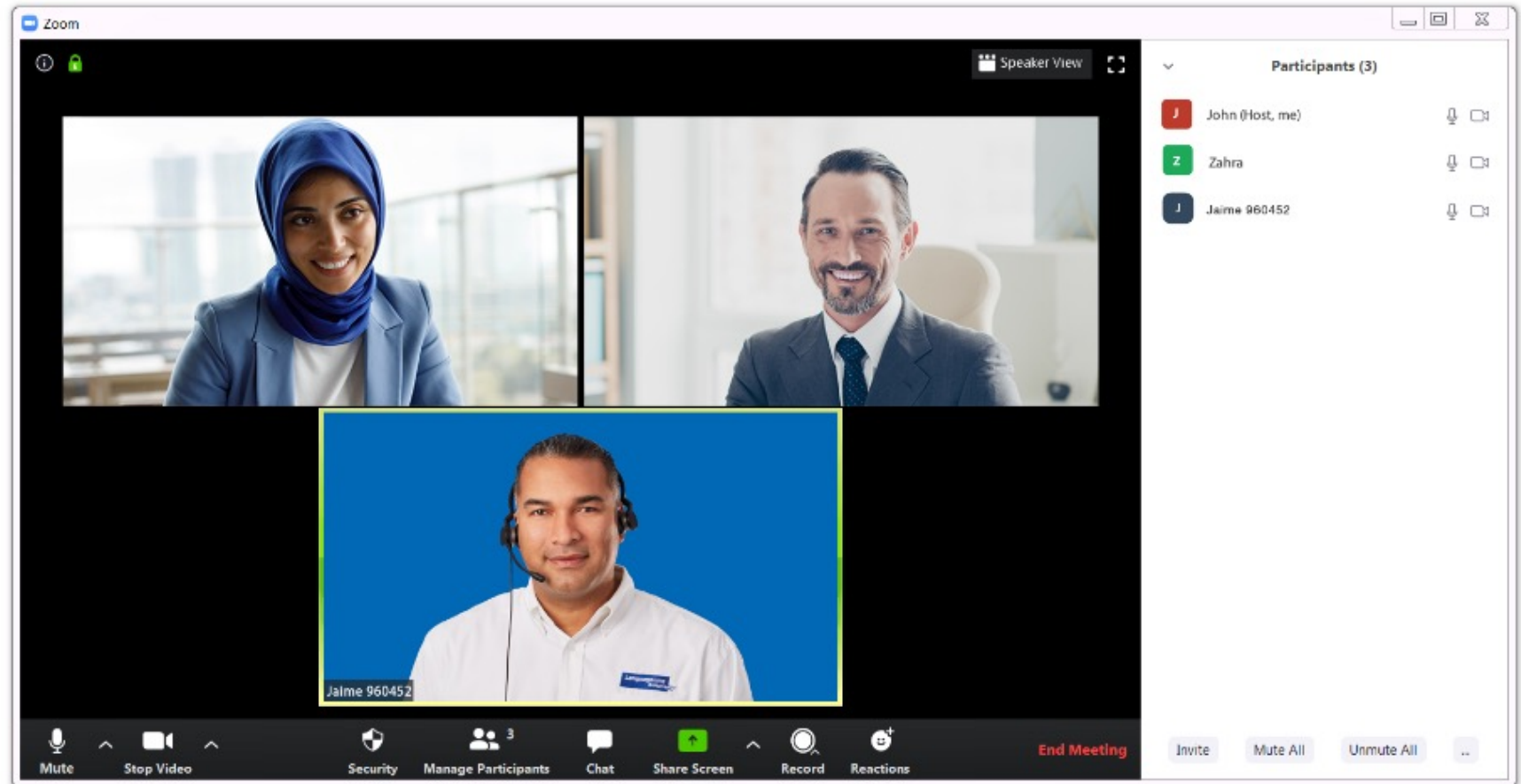


The screenshot shows a web browser window with the URL virtualmeetings.languageline.com. The page features the LanguageLine Solutions logo at the top. Below the logo, the heading "Video Interpreter Request" is displayed. A paragraph of text explains the process: "To request a LanguageLine Solutions video interpreter for your virtual meeting, please complete the form below and submit by selecting the 'Request Interpreter' button. A video interpreter will join your call shortly through the meeting link you provide." The form includes a "LanguageLine Authentication Code" field with the value "ABC-DEF-GHIJ", a "Language" dropdown menu set to "Spanish", and a "Meeting Invite URL" field. A "Request Interpreter" button is located at the bottom of the form.

*Launch a browser and go to the LanguageLine Video Interpreter Request Form. Paste the meeting link in the form, enter your authentication code, choose a language and select "Request Interpreter".

Video Conferencing via Zoom

3. Video interpreter joins the call



Video Conferencing via Zoom - ASL

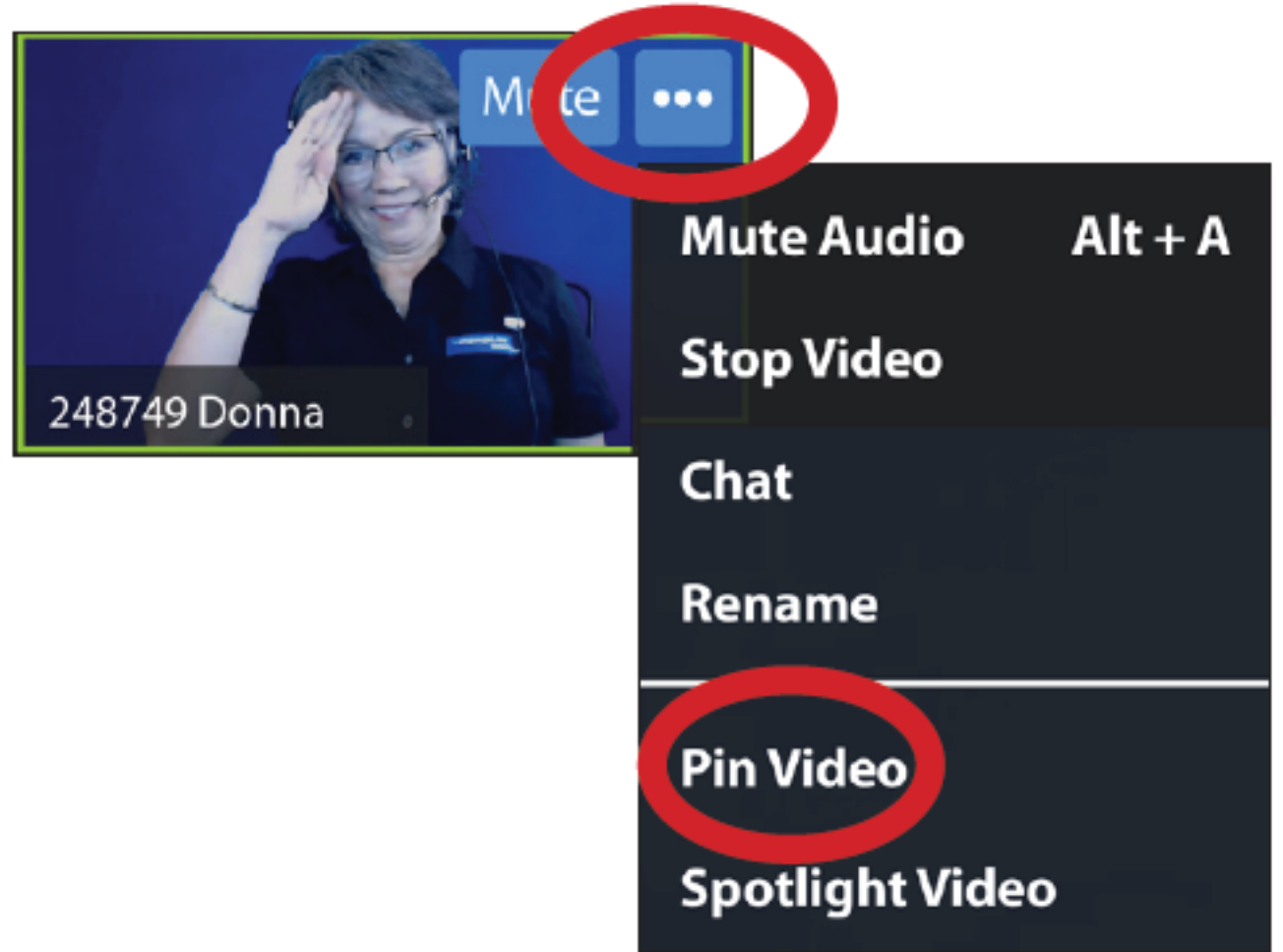
Deaf and hard of hearing clients may want to see the ASL interpreter enlarged at all times to enhance understanding.



Video Conferencing via Zoom - ASL

To enlarge the interpreter, advise your client to “pin” the interpreter’s video using the following steps:

1. Hover the mouse over the interpreter’s image
2. Click the three dots in the top right corner
3. Select “Pin Video” from the drop-down menu



LanguageLine Customer Service



Voice of the Customer:

If you wish to submit a comment or feedback to LanguageLine, visit their website at www.languageline.com and mouse over Client Services and click on Voice of the Customer. You may submit a Voice of the Customer (VOC). They welcome your communication.

24/7 Technical Assistance: 844-373-1951



Customer Support Material: www.languageline.com

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[UK](#)



- Support Materials
 - Quick Reference Guide Postcards
 - Quick Reference Guide Wallet Cards
 - Quick Reference Guide Flyers
 - Language ID Guide
 - Language ID Poster and Desktop Display

Thank you

**LanguageLine
Solutions®**

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www.languageline.com



Subscribe to our blogs to learn more about Language Access: www.Blog.LanguageLine.com

LanguageLine Translation

ISO 17100 CERTIFIED PROCESS: Quality and Security

CUSTOMIZED WORKFLOWS AND TECHNOLOGY SOLUTIONS

- Translation memory
- Machine translation
- Connectors & Website proxy
- Audio/video solutions
- Accessibility services
- Clarity--Plain English

HOW TO SUBMIT FILES FOR QUOTE:

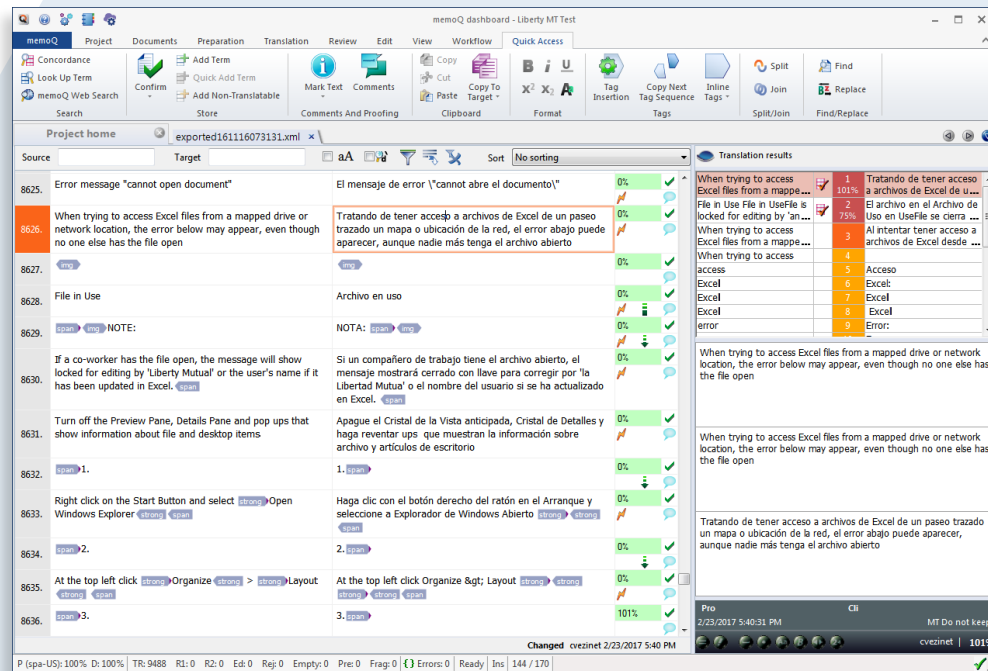
- Email documents to translation@llts.com and copy thatch@llts.com
- A free portal is available, if interested in creating an account **contact Tiffany**
- For confidential documents, request a secure Sharefile link from translation@llts.com
- Submit source files when available
- Note target Languages & due dates

LanguageLine[®] Translation and LocalizationSM

Translation memory (TM) tools

TRANSLATION MEMORY ADVANTAGES

- Improves quality and consistency by reusing previous translations
- Reduces cost
- Shortens turnaround time
- Increases consistency of content between projects
- Makes change (update) control much easier
- Increases ROI on your investment in translation
- Clients own their TMs



Machine translation and localization solutions

Assessing quality, speed and cost



Raw machine translation

No human linguists

No ISO certification

BENEFITS

- Immediate turnaround times
- Fraction of cost vs. human translation
- “Best fit” routing delivers best MT output
- Enhance quality through:
 - Translation Memories
 - Glossaries

APPLICATIONS

- Low risk materials
- Quick turn emails
- Single use translations
- Speed/immediacy



Hybrid translation

Machine Translation + human post-edit

ISO 18587 certification

- Quicker turnaround times
- Human level of quality
- Cost savings vs. human translation

- Medium risk materials
- Cost conscious clients
- Tight deadline projects
- Highly competitive situations



Human translation

3-step human translation process

ISO 17100 certification

- Turnaround time not critical
- Highest level of quality
- Translation Memory savings
- Consistency management

- High risk materials / “perfect quality”
- Public facing material
- Widely distributed materials

Government Translation Specialist

LanguageLine Translation Solutions
thatch@llts.com
971-348-9510



TIFFANY HATCH

Business Development Manager



NEPHA Regional Public Health Specialist

Title: Regional Public Health Specialist

Location: NorthEast Public Health Alliance - Billerica, Chelmsford, Tewksbury, and Tyngsborough

Reports To: Health Director, Tyngsborough

Caveat: This position is grant-funded and is subject to appropriation under the Massachusetts Public Health Excellence Grant for Shared Services, Department of Public Health

Hours: 35 per week

Salary: \$60,000-\$80,000 commensurate with experience

Position Purpose:

This position supports the NorthEast Public Health Alliance (NEPHA) to identify and implement best practices for public health service delivery, and to increase the Alliance's awareness of and improve regional response to health risk behaviors. The Public Health Specialist will also perform work related to disease surveillance and preventative health programs, the interpretation and enforcement of public health, sanitation, and environmental laws, rules and regulations; all other related work as required. They will provide guidance, resources, and assistance to help broadly support community health and promote racial and health equity throughout their work.

Scope and Judgment: The Regional Public Health Specialist assists with the effort to provide public health services and support the communities of: Billerica, Chelmsford, Tewksbury, and Tyngsborough. Performs varied and responsible functions requiring a specialized and working knowledge of community and local public health operations. Exercise of judgment and initiative, willingness to help develop and define new procedures. This position will primarily support the communities of Tewksbury and Tyngsborough, and provide surge support to Billerica and Chelmsford. This position will also contribute to regional-level initiatives and programs.

Supervision Received: Works under the general administrative direction of the Director, Public Health Department Town of Tyngsborough and the policy direction of the Board of Health and NEPHA in accordance with applicable provisions of the Massachusetts General Laws, Board of Health regulations, and town bylaws, state, and federal regulations.

Job Environment

- This is a remote/hybrid position. Most work will be done off site with some activities completed in-person across NEPHA communities as core responsibilities dictate.
- This position requires comfort working across different health and human services issues such as healthy aging, substance use prevention, affordable housing, and disease prevention and control.
- Operates telephones, computers, and all other standard office equipment.
- Constant contact with community organizations, town residents, town department employees, vendors, and state and federal agencies. Contacts are made by phone, in person, by email, or by written correspondence.
- Has access to confidential information.

- Support for inspection work is conducted in the field sometimes under adverse environmental conditions, including weather, dirt, grease, smoke, fumes, and/or irritating chemicals and around heavy machinery and its moving parts.

Physical Requirements

While performing the duties of this job, the employee is required to communicate, talk and hear. Frequently the employee is required to stand, walk, sit, and reach with hands and arms; occasionally the employee must be able to handle, or feel objects, tools, or controls and is required to stoop, kneel, crouch, or crawl. Occasionally, work may require lifting and carrying objects. Vision and hearing at or correctable to normal ranges to read documents and analyze data. This position requires the ability to operate a keyboard at efficient speed.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Assist in the development, implementation, and evaluation of strategic programs and coalition projects as needed such as data collection, quality improvement, community outreach and engagement, and public health education and communication.

Coordinate and provide resources to individuals and families impacted by community health issues. Provide case management and referrals for community residents as needed.

Execute periodic assessments of the health needs of all four (4) communities and/or interpret existing data to effectively target education programs and community intervention services. Create and present educational sessions and collect, analyze, and report data to internal and external stakeholders.

Develop a regional resource guide. Maintain resource guides and make materials available and accessible to appropriate agencies, departments, and the General Public.

Build relationships and explore collaboration with community organizations, strategic partners, and other stakeholders throughout the NEPHA shared service arrangement.

Design, organize, and lead community educational events and trainings on public health topics including, but not limited to, harm reduction, substance use prevention, and community health literacy.

Research and compile application materials for relevant public health grant opportunities.

Comply with Massachusetts Department of Public Health training regarding confidential information related to personal information.

Support data collection and case information entry about communicable disease symptoms, needs, and other required data into the State database system (i.e. MAVEN, MIIS) with accuracy.

Follow scripts, policies, and procedures provided by NEPHA.

Minimum Entrance Requirements:

Education, Training and Experience:

Bachelor's Degree in public health, social work, or a related field.

Graduate level study preferred.

Three or more years of professional experience, ideally in public health or social services. Or an equivalent combination of education, experience, or training which provides the requisite knowledge, skills, and abilities for this job.

Must be capable of working independently and complying with all HIPAA requirements.

Excellent interpersonal skills required. Demonstrated ability to interact professionally with culturally diverse individuals.

Preferred Qualifications:

- Background in public health and/or clinical social work.
- Ability to speak second or multiple languages.
- Knowledge of public health practices, infectious diseases, disease control, environmental health policy, and epidemiological methods.
- Experience in community health, case management and/or public health emergencies.
- Knowledge of harm reduction strategies and trauma-informed care.

We are made up of people with different strengths, experiences and backgrounds. Diversity not only includes race and gender identity, but also age, disability status, veteran status, sexual orientation, religion and many other parts of one's identity. These varied points of view are key to our success, and inclusion is everyone's responsibility.

Qualified individuals should send a completed resume and cover letter to hiring@bmestrategies.com.

NorthEast Public Health Alliance

Regional Public Health Specialist Interview Scorecard

Resume Screening Score Card

Requirement:	Yes/No
Bachelor's in public health, social work, or other relevant field	
3+ years professional experience in public health or social services-related work	
Experience in community health & engagement, case management, and/or social work	
Experience in state or local government	
Experience in stakeholder management	
Familiarity with social determinants of health / harm reduction	
Grant-writing or grants management experience	
Evidence of qualitative/quantitative analysis skills	
Evidence of independent working skills / self-starter mentality	
Evidence of collaboration skills	
Bilingual or multilingual	

NorthEast Public Health Alliance

Regional Public Health Specialist Interview Scorecard

Interviewee's name:

Interviewer's name:

Questions	Comments	1-low, 5-high
1. Confirm understanding/awareness of salary range.		
2. What attracted you to apply for this position?		
3. Please tell us about your experience in public health, community health and/or case management.		
4. Please tell us about any relevant experience you have with public health concepts, such as the social determinants of health.		
5. Do you have experience writing grants? If so, what type of grants have you applied for?		
6. Please talk about a time in which, without being asked, you identified a problem and worked to solve it.		
7. How would you address having a workload that may be too light or too heavy? How would you communicate this to a manager?		
8. Do you currently live or work in a NEPHA community? If not, do you have any ties to NEPHA communities served?		
Questions asked by the interviewee:		
Total Score:		(%)

Max Score:

NorthEast Public Health Alliance

Regional Public Health Specialist Interview Scorecard

Questions for Full-Length Interview

Questions	Comments	1-low, 5-high
1. Please provide an overview of your education and experience, and why you are a good fit for this position.		
2. Tell us about your experience with community health. Why is community health important to you?		
3. Please provide an example of how you presented data to the public/stakeholders in a meaningful way for everyone to understand.		
4. Describe a project you owned from start to finish. What challenges did you encounter, and how did you address them?		
5. Are you familiar with municipal government? Have you worked with any government agencies? How?		
6. This role requires simultaneously managing independent, self-driven work and collaborative projects. Tell us about how you approach competing priorities.		
7. Do you have experience working with people of diverse backgrounds? Please provide an example of how you've navigated this in the past.		
8. How have you handled conflict with coworkers or patients/clients in the past? If so, how did you navigate the situation? If not, how would you navigate a contentious situation?		
Questions asked by the interviewee:		
Total Score:		(%)