00:00:30:09 - 00:00:58:10

Emily Harris

Good afternoon, everyone, and welcome to our Fifth Language Access Forum. We are so pleased you are joining us today. My name is Emily Harris and I am a senior program manager with WISE. Going to do a quick visual description of myself. I am a white woman in my mid thirties with long brown hair. I'm wearing a black top with I'm zooming in from my home office in Portland.

00:00:58:11 - 00:01:02:23

Emily Harris

There's a white wall behind me and some framed art as well.

00:01:05:01 - 00:01:16:24

Emily Harris

We would love to hear where you're coming from today, so feel free as we're going through the welcome to put in the chat. Hello, and maybe where you're coming from this afternoon.

00:01:23:15 - 00:01:32:13

Emily Harris

We wanted to say a quick thank you to all of the interpreters who are joining us today. Thank you, interpreters. We couldn't do this event without you.

00:01:36:18 - 00:02:40:14

Emily Harris

Just some guiding pieces to get you through this afternoon. Everyone will need to click interpretation and you'll see this noted by a circle icon with lines on your menu bar and select your preferred language and make sure you click mute original audio This includes everyone needing the English track, so make sure to click English and Mute Original Audio If you need to access ASL interpretation, make sure you right click on the interpreters video and they will have ASL interpreter before their name and select and video because this event is being interpreted, we encourage and ask our presenters and people in group conversation to practice pacing to allow adequate pauses for accurate interpretation.

00:02:43:20 - 00:03:13:01

Emily Harris

We will be switching interpreters every 20 minutes, so thank you everyone in advance for your patience while we allow any brief pauses needed for the switch when we move into breakout rooms, you will need to find your name on the list, which we will provide on the screen. And you're going to get whisked away through Zoom to a new breakout to engage in discussion.

00:03:13:19 - 00:03:29:07

Emily Harris

And if you need any support at all, throughout the day, we have lots of wonderful white stuff here, and you can reach us through the chat we'll put a link in the chat of a direct person you can contact as well.

00:03:32:15 - 00:03:39:18

Emily Harris

All right. Without further ado, I'm going to pass that over to the wonderful musos and let you take it away from here.

00:03:46:14 - 00:04:25:17

Moses Perez

On, everyone. Thank you, Emily, for setting it up here. I'm very excited to be here for our fifth language access forum I'm thankful to Wise for allowing open doors to be part of this, and I thank each one of the attendees today for investing your time and energy to making your services and your organization more accessible to multiple cultures in your communities.

00:04:28:12 - 00:05:18:01

Moses Perez

And speaking of culture, Shawn and I were having a great discussion last week around the terminology or words used in cultural competency This is sort of a kind of a those are two buzz words that I think are being used a lot out there in community There's a lot of classes and trainings that offer cultural competency I'm not here to diminish the importance of training in becoming more culturally responsive or culturally accessible.

00:05:18:24 - 00:05:54:07

Moses Perez

But the words to themselves cultural competency can present some challenges for yourself in the populations that you're wishing to reach. And the word competency. When I looked it up a few days ago, it was having the necessary ability knowledge or skills to do something successful with a couple of adjectives that were used in this definition were efficient and capable.

00:05:55:21 - 00:06:25:10

Moses Perez

And the word capable is the one that scares me I'm about to do a description, so let me do that right now. I'm a middle aged Latino male sort of maybe a 5:00 shadow of my beard. I've a couple of advocacy posters behind me and and speaking of being Latino. I was born and raised in Tucson, Arizona.

00:06:27:13 - 00:07:09:15

Moses Perez

And up until 25 years of age, I was not anywhere near being culturally competent even though I was Latino, and I could understand a lot of Spanish. I couldn't speak Spanish so well, and I sure didn't really know the roots of my culture. Even at the age of 25 So I actually ended up traveling to Mexico and living in Mexico for almost five years to try to chase those terms culturally, culturally competent, at least in my own culture.

00:07:09:15 - 00:07:50:05

Moses Perez

Right. And this morning when I woke up, I still realized I am not culturally competent in the Latino culture. I'm, moreover, still learning. I'm still on this journey. And that's why, you know, in speaking to Sean, we were talking about this and he felt so strongly that he asked me if I could speak a little bit about those terms, culturally competent And so with that said, I offered some other terms, like culturally responsive or culturally accessible.

00:07:51:21 - 00:08:32:21

Moses Perez

Responsive really speaks to the ability of timing and quality so if you're responsive, you're it might be said that you're quick to respond. So very timely Also under the definition of responsive was doing that not only quickly, but having a positive interaction So if you can think about being culturally responsive, this would mean that you're very quick to respond, but you're also being positive in your experience or interaction with that particular culture.

00:08:33:21 - 00:09:17:20

Moses Perez

Accessible really means the ability to be reached or the ability to maybe be to enter into a place. So being culturally accessible could maybe I also read that your organization and your services are our beat are our approachable to multiple cultures and multiple cultures can enter into your organization and receive those services that they're looking for to make sure that I miss the big picture here and open doors for multicultural families.

00:09:18:20 - 00:09:38:07

Moses Perez

We employ something called the cultural brokerage model. And that cultural brokerage model has to do with both language and culture. So we have over 50 staff that open doors for multicultural families. 85% of our staff are people of color.

00:09:40:11 - 00:10:21:07

Moses Perez

85% are people of color. 65 60% of sorry, have either personal lived experience in living with an intellectual and or just developmental disability, or they have a loved one son or daughter or maybe an uncle or and that has a developmental or intellectual disability. So I'll repeat that. 60% of our staff out of the 50 have personal lived experience I want to say 40% speak more one or more languages.

00:10:21:22 - 00:11:12:15

Moses Perez

So out of the 50 staff that we have, we speak over 25 different languages And so I would say that our organization is attempting to be culturally responsive and culturally accessible because we hire, we hire staff that look like the populations and speak like the populations and think sometimes like the populations we serve. So I'm not trying to boast so much about the organization that we arrived because we are no, we are not culturally competent yet because we have not arrived We're still learning about the different cultures of the populations we serve, just like myself.

00:11:14:06 - 00:11:42:00

Moses Perez

And so but we are striving towards becoming more, more and more culturally accessible and more culturally responsive to the needs of those communities that we serve. I want to end my portion here, kind of start wrapping up just to talk little, give you an example. I was working as a community advocate in Greenville, North Carolina, for approximately eight years.

00:11:42:24 - 00:12:40:20

Moses Perez

And we in an organization that I was serving, we were serving multiple Latino populations. Then we were serving the Mexican population, population with Mexican heritage or Mexican roots, or these immigrants or refugees or people of color come from Mexico. We were also serving individuals from Salvador we were serving individuals from Puerto Rico and from Guatemala. So to me, if I said I was not Latino, I was culturally competent in the Latino culture, I would have to say that I was culturally competent And each one of those different populations, which I am not but I remember in one situation, the police department asked me if I could help them with some classes that dealt with cultural

00:12:40:20 - 00:13:08:15

Moses Perez

competency. And those were the words that they had as well in their class. And I remember, you know, a particular officer telling me he was he himself was Chicano, which which means kind of like somebody that's born in the United States, but that has a Mexican or Latino roots. Like, for instance, my dad's from Sinaloa, but I was born in Tucson, so considered a Chicano.

00:13:09:01 - 00:13:39:04

Moses Perez

And this police officer said, man, I, I understand the Latinos, man. You know, he was from Mexican descent. So he says, you know, I'm good on that. And I remember months later, this officer approached me and told me about the interaction that he had. And he said, that he had pulled over a driver of a vehicle, Latino, and he had a very negative interaction with this person.

00:13:40:02 - 00:14:00:21

Moses Perez

With this Latino. They asked him about it and he said, you know, he this this particular person, this man, when I was talking to him, he wouldn't look at me. He kept looking down and he looked, you know, other places, but he wouldn't look at my eyes. And I got really upset and I asked him, what were you hiding?

00:14:01:19 - 00:14:30:00

Moses Perez

You know, what? Are you nervous? And later on, he says, after having a good conversation, with him, I learned something about the Guatemalan culture that's different from, you know, my dad's culture. He said the Mexican culture, he said, was that he says when got in some regions of Guatemala, giving you direct like having direct eye contact with an authority is a sign of disrespect.

00:14:31:19 - 00:14:59:08

Moses Perez

And I thought that was amazing that that was so different than where my dad's from in Sinaloa, Mexico, where you are supposed to give eye contact. But in these in this particular region of Guatemala where this this man was from, giving that direct eye contact was a sign of disrespect to authority. But yet the police officer disrespected because the Guatemalan was not looking at his eyes directly.

00:15:00:05 - 00:15:25:14

Moses Perez

And that's where, you know, building your cultural knowledge or knowledge about a particular culture can make all the difference in the world. And really, you know, being culturally responsive means, in my opinion, you know, it takes humility to even begin that journey and to stay on that journey, to continue to learn, to continue to learn about that culture, that you can continue to learn about yourself.

00:15:25:23 - 00:16:03:14

Moses Perez

And your culture and how that interacts with other cultures. That's all part of being culturally responsive. And then if you really take this and you apply it to your organization, as a whole, US is the org is the culture of my organization. Why not being culturally responsive and culturally accessible so in other words, is that is that humility permeating or is that humility running through the organization in a way that everybody is on board, that we haven't arrived yet, but we're starting our journey.

00:16:04:15 - 00:16:14:22

Moses Perez

And so, yeah, just some some brief topics to touch on to kind of open this up today to get into the next portion. So I'll give it back to you unanimously. Thank you so much.

00:16:14:22 - 00:16:43:14

Shaun Wood

And actually, actually, before you go, Moses, this is John. We've got a couple questions for you, so. Oh, sure, sure. So Sean here, so happy to see you, Moses. And we we started talking about you and I started talking about cultural competency cultural accessibility when we brought up this idea of technology. And you're so kind, by the way, in the way you point out reality and truth that how can we ever be competent in something that's always changing.

00:16:44:13 - 00:17:02:11

Shaun Wood

And so I appreciate both you doing for that that for me personally, but also for our larger group here. I'm wondering, can you walk us through why cultural competency, accessibility, response, passiveness, why this is important when we're thinking about technology in particular?

00:17:03:10 - 00:17:34:01

Moses Perez

Yeah, that's a really great question. Open you know, at Open Doors Shaun, we had to change when COVID, you know, when the when the pandemic started, we were up culturally responsive I think organization. But that doesn't mean again, that we arrived. It just means we're still on that journey. So when, when remote, you know, applications like Zoom came into play.

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Moses Perez

First of all, open doors staff had to become you know, better, you know, more knowledgeable on using the Internet to have virtual meetings, natural however, the training that we received, Sean, from the organization was not culturally accessible to the families we served or to the families that we serve. So and individuals. So when we started working with individuals and families, we had to create a zoom training out of the Zoom training that we received that was written that a different kind of at a different level and really break it down a little bit more in simpler terms for our families furthermore, we had to take that Zoom presentation and then create not only a more

00:18:30:18 - 00:19:18:22

Moses Perez

accessible version of that presentation but we also translated that into Spanish. So Liliana, who's with us here today as a subject matter expert, she was one of the parents that was in our family leadership training along with Winnie and along with Angela Liliana. Liliana and Angela might remember when we did the Zoom training in Spanish. And so what we had to do is not only translate that into Spanish and make it more accessible but we also had to do a little bit of pre homework before that zoom training to talk about computing, to talk about the Internet, to talk about speed, internet speed, download speed.

00:19:20:10 - 00:19:58:10

Moses Perez

It really, you know, to assume that everybody understands sometimes the basic functions of a computer or the Internet, much less an application would be an error, I think to do. I think it's good to, you know, part of that cultural responsiveness is responding to what the needs are of that community. So yeah, that's something that we did some that we had to take a step back and, and really understand, hey, you know, and not assume that everybody knows how to use a laptop or a device even if they go and buy one.

00:19:58:17 - 00:20:07:13

Moses Perez

Right. And even if we show them how to use Zoom that's not showing them how to use the device or that computer or that tablet. Yeah, but.

00:20:07:13 - 00:20:46:21

Shaun Wood

It sounds like it was quite a journey to to figure out exactly what we needed for families and for the individuals that we serve. And I know this group has benefited from the intellectual work that open doors put put in to thinking about how to make these events accessible. So I appreciate that. You also mentioned Moses when we were chatting about how technology are often solutions that are made by a very particular set of individuals that are meant to deploy and be used by a larger community that aren't necessarily represented in the group of people that made the technology in the first place.

00:20:47:07 - 00:20:58:05

Shaun Wood

I know that you had a couple of examples of where using a camera or connecting with technology in a certain way didn't quite match the community that you're serving. Can you tell us a little bit about that?

00:20:58:11 - 00:21:55:03

Moses Perez

Wow, that's a that's a really good point. And again, Liliana and Wendy and Angela will remember this. We have we all three of these awesome parents were part of an 812 week advocacy and civic engagement training course. And I'll say that a little slower. I apologize for the interpreters but it was an advocacy and civic engagement and we had 18 super moms that graduated from that cohort in May of last year, 18 super moms that represented eight different cultures one of the things that I learned in that culture or in that class area was a culture almost in itself was that just because someone doesn't have their video on does not mean that they're not

00:21:55:03 - 00:22:33:24

Moses Perez

engaged or that they do not want to engage I found out after the third session that there was a few mothers that did not feel comfortable sharing their video because either because of their culture or because of religion. And so in finding this out, it helped me greatly to readjust our are the way we deliver training in the sense that we had a lot of sessions were in larger, larger rooms.

00:22:35:09 - 00:23:06:22

Moses Perez

But when I found out because I'm male, and because you know that that the female participant that was there were a couple of participants that were in my class, they they were not too used to having the interaction with another male in this sense. So what we did is we made more breakout rooms so that they could participate with other mothers, be able to turn on their cameras and be able to engage in a more meaningful way.

00:23:07:05 - 00:23:31:20

Moses Perez

So we made audio or we made audibles throughout the training because we were working with eight different cultures. What's great is that participants were patient with me and opened doors and allowed us to adjust to be more culturally accessible and responsive to how they needed to read this. Received the training. Yeah. Thank you.

00:23:32:15 - 00:23:35:22

Shaun Wood

Thank you so much. I think we could turn things back to you. Emily.

00:23:38:03 - 00:24:10:16

Emily Harris

Thank you, Sean. Thank you, Moses. I love that conversation. And our colleague Catherine and myself are diligently trying to capture this wonderful information and graphics, and there was so much there to think about. So thank you for that. I see our wonderful colleague Dan Rutten has arrived, who is our next presenter on the docket, who's going to be helping us shift this conversation and moving us towards technology and kind of setting the tone for our breakout sessions.

00:24:10:16 - 00:24:14:09

Emily Harris

So, Dan, welcome and it's all yours.

00:24:15:00 - 00:24:42:18

Dan Rutten

Good afternoon, everybody. My name is Dan Wright, and I am with Wise, I am a white male in my early forties. I think I'm 42. I forget often how old I am, but I have short brown hair, I'm wearing glasses, I have a gay it's salt and pepper or black and gray beard. And today I'm wearing a gray and red plaid shirt.

00:24:43:18 - 00:25:22:09

Dan Rutten

And I'm here today to talk with you guys a little bit about a new technology that we have had the opportunity to get to utilize a little bit at WISE in partnership with an organization called Translate Live, who is working on a new way for folks to be able to have an easy option for language interpretation services. And these are called I Lays or instant language assistance, and I'll show you actually I'm going and blur my background so folks can see this better.

00:25:22:09 - 00:25:25:17

Dan Rutten

Just one moment and I'll do that.

00:25:25:17 - 00:25:31:05

Shaun Wood

As we do. Sorry, this is Sean again. As you do it, can you just lower your speed, just a little bit of interpreters.

00:25:31:05 - 00:25:55:07

Dan Rutten

Thank you so much. Thank you. And please, please continue to queue me. I tend to be a quick talker, so I may need continued prompt, but yeah, they're tablet based and I'm going to change my view here in just a minute so folks can see this a little bit better. But I was there are two tablets that are there together put together on a hinge here.

00:25:55:18 - 00:26:29:06

Dan Rutten

And what they do is they allow for people to have a conversation either face to face or if you're in an online setting, you can scan a QR code or be able to access a a a website that would allow you to have that verbal exchange between a couple of people. And so if you give me just a second, I'm going to disconnect the two units and then show you on my screen what these look like so I can show you in a little more detail.

00:26:29:06 - 00:26:30:02

Dan Rutten

Just one moment.

00:26:32:24 - 00:27:00:14

Dan Rutten

OK, I know that one side is a little bit blurry there. I've got a little bit of I've got some glare coming in through my window. But the eye was as I mentioned, it's two tablets. They usually come in a pair or you can get some that are more like phone signs, cell phone size, and they come and they've got a host side and I guess side.

00:27:00:16 - 00:27:37:11

Dan Rutten

And how they work is that? When you come in, they'll have the software on their end or the icon is tough to see. But I'll, I'll click in and how they're set up is that you've got your host side that is going to your set, your default language and it will show up in that. And then the guest side will be able to the person that you're having a conversation with can choose the language of their choice and have that conversation translated as your as you're going through.

00:27:37:21 - 00:28:06:15

Dan Rutten

And one thing that I really there's a couple of things that I really like about these ALA units. One is that they're really easy to use. I'll show you this in just a second. And Sean is going to help me demo in a moment as well. But the the other thing that I like is that they're working on trying to get more sophisticated in the languages that they have in here.

00:28:06:16 - 00:28:33:08

Dan Rutten

So you'll see if I go into Spanish language, not only is it Spanish, but you can select a specific accent or dialect that that a person is using because as we know, someone speaking Spanish in who's who's grown up in the United States, that may be very different than someone who is speaking Spanish in Spain or in different locations.

00:28:33:08 - 00:29:27:00

Dan Rutten

And so it's really nice to have the flexibility within that. And so I'll take a step back here and just do a quick scroll so you can see how many languages they're working on developing within these islands. And I feel like these are going to be a great technology on job sites. And classrooms, just having conversations one on one with folks, case managers or case managers of any type or just individual the individual being able to have an offer, an option for conversations, because we love our interpreters and we want to continue to use our interpreters, but sometimes for a quick conversation or something that needs to be requested on the fly, having another option

00:29:27:00 - 00:29:43:21

Dan Rutten

available is really helpful for folks. And so, Shawn, if if you'd be willing, maybe what I can do is I'll put the QR code up on the screen and you can scan that on your phone and then I'll stop cheering on my end.

00:29:45:19 - 00:30:06:08

Shaun Wood

OK, so scan that quick on actually, then can you give me the number I want right now? That would be easier for is that is it that room number right there it is.

00:30:06:08 - 00:30:07:08

Dan Rutten

That room number. Yeah.

00:30:07:08 - 00:30:10:14

Shaun Wood

Can you read that out for, for this dyslexic guy over here?

00:30:10:14 - 00:30:39:24

Dan Rutten

Yeah. One moment. It is 75, six, 6584408 and then I, I should get a notification on my end that someone is trying to connect and it can take just a moment.

00:30:41:03 - 00:30:54:21

Shaun Wood

I just started sharing the screen from my phone. Is that what you see? Yeah, so it looks like from this side, I get to pick which language I want to speak to you and.

00:30:55:05 - 00:30:55:22

Dan Rutten

Correct.

00:30:56:09 - 00:31:17:12

Shaun Wood

And look at all of these. I love two things that I love about what you pointed out. One, I love that you point out that this is not a replacement for interpreters. That that is a special service that in many ways, because of cultural responsiveness, we can't completely replace. We have technology, but there's moments that that this could be really helpful.

00:31:17:22 - 00:31:30:00

Shaun Wood

And the second thing I love that there is different dialects here because we know that that there is a lot of you just take Spanish, for example. There's a lot of dialects spoken in this community that we're a part of right here. So that's cool.

00:31:32:13 - 00:31:57:07

Emily Harris

This is Emily. There's some questions in the chat. People are excited about it. They say, oh, I see a use. They're echoing some of the stuff you're talking about with the different dialects. And then there's a question about ASL specifically. Someone says, gosh, I would love if I could use this an assault and Katherine is our colleague, is putting some information about that.

00:31:57:07 - 00:32:04:06

Emily Harris

But I'm wondering if you could talk a little bit more about ASL on the NYLA and how that works. Thank you.

00:32:05:14 - 00:32:35:06

Dan Rutten

Yeah, absolutely. And so with ASL there is a functionality on this where we can request an ASL interpreter as we're moving through things. And I'd be happy to show just really quick how to connect to that. You know it a little bit if that would be helpful. But yeah, so there what happens is that ALA you'll have an option to select for a live interpreter for ASL.

00:32:35:16 - 00:33:02:07

Dan Rutten

It will go to a site that then goes to a call center where there are ASL interpreters available and the next available interpreter will come up on on screen and then be available there for that conversation piece. And so that's something that they're just rolling out. I've had the opportunity to test it just a little bit, but it's it's fairly quick as far as getting connected.

00:33:02:07 - 00:33:45:22

Dan Rutten

I'm going to slow down my cadence just a little bit here. That it's it's easy to connect to. Responsiveness is fairly quick as well. And, and it's great to have that as an opportunity and thinking about that from the perspective of even being able to set this up at the front desk of a business school, any environment where somebody may be coming through the door who would like to have the ability to have a conversation in a way that really works for them, this this may be a good option for those on the flight conversations where having a scheduled interpreter maybe didn't happen or it's just a quick exchange.

00:33:45:22 - 00:34:12:12

Dan Rutten

And so a couple of sentences is it may be easier just to pull up that five interpreter there. Yeah. And so I'd be happy to talk a little bit more about that. If there are specific questions after we do a little bit of testing here. Yeah. So what I'm going to do on mine, when you got that up, it really is as simple as I'm going to push this button here and talk to Sean for a little bit.

00:34:15:20 - 00:34:44:08

Shaun Wood

And you can see on my screen what that looks like. I'm getting a translation and the translation is pretty decent. Although you misspelled my name down it's Shaun and I feel like that's something an interpreter might know.

Gracias Dan. Me llamo Shaun. Estoy feliz de estar agui con mi amigo Dan. So that wasn't perfect.

00:34:48:00 - 00:35:21:07

Dan Rutten

Yeah. And one of the things that we've had some conversations and gotten input on is that the more that these are used, the more accurate they're going to be because they're based off of artificial intelligence. And so they'll continue to develop. And a, you know, it is something that as you're speaking, you you've recognizing your pace, much like with interpreter, live interpreters, pace can but there there we go.

00:35:21:21 - 00:35:54:15

Dan Rutten

So and the nice thing is is that that with the I was you can turn on where it will speak what comes through on the other end if somebody is not somebody is not necessarily a reader or that it's easier to hear it audibly that that might work really well for folks who have who are blind as well that being able to have that come through on their end spoken is something that that may be helpful.

00:35:54:15 - 00:36:25:23

Dan Rutten

So it's a it's a pretty easy to use interface. And I know that we're already at time and I don't want to go over too much, but I just wanted to give a quick introductions to these these devices. I think they're going to be something that we're going to see more and more uses for and then hopefully getting them in the hands of the folks who who can bring them where they need them rather than having it be tied to a service provider.

00:36:26:11 - 00:36:54:24

Dan Rutten

Finding ways for entities like DDR to fund these as assistive technology that with them follow a person wherever they go, regardless of the service provider they're working with, they would have a device that would allow them to communicate with whoever they need to for those things. So if there's time, I'm happy to answer a couple of questions. And if not, I'm happy to provide my email and can answer some questions that way as well.

00:36:59:00 - 00:37:10:12

Shaun Wood

One question, Dan, this is John. Again, we have an up. There's an upcoming presentation. If I if I'm correct about the eila at the community summit, is that something you're participating in?

00:37:10:23 - 00:37:31:09

Dan Rutten

I'm not, but the developer. So Peter Hayes, who is the CEO of Translate Live, he is going to be on the presentation. And then one of our community providers who's had the opportunity to use the device a little bit will be on that panel to talk about the devices.