



# Investment in the Field: Language Access Final Report



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## Introduction

The Language Access project focused on providing tools, training, and translation services along with providing technology and training to participating organizations to allow for accurate and effective language access. The project allowed for additional diversity in staffing and customer service through low-cost and readily available access to language translation -including ASL interpreter services. Participating organizations each received two artificial intelligence devices called an Instant Language Assistant (ILA) to utilize for language translation. Two devices are available: The Pro device, which resembles a tablet, or Handheld device, which resembles a cell phone. ILAs are comparable to an Android product. Organizations identified two staff from each organization to receive training and ILA devices.

## Participating Provider Organizations

A total of nine provider organizations were selected by counties throughout WA State to participate in this project, eight providers completed the project. Each agency selected a lead representative to work with from the Wise Team.



Agency	Funding County	Status of Completion
1. Cares	King	N/A
2. Compass Career Solutions	Lewis	Completed
3. Chinook	Skagit	Completed
4. Easter Seals	Kitsap	Completed
5. Entrust	Benton/Franklin	Completed
6. Sherwood	Skagit	Completed
7. Trillium	Clark, Yakima, King, King, Pierce	Completed
8. Work Opportunities	Snohomish	Completed
9. WWS	Skagit	Completed

## Project Overview

### Translate Live & Wise Team

- Peter Hayes – CEO Translate Live
- Wise Team
- Monica - Project Mgr
- Morgan - Operations
- Tech Team - Dan, Katherine, Tyler & Rob

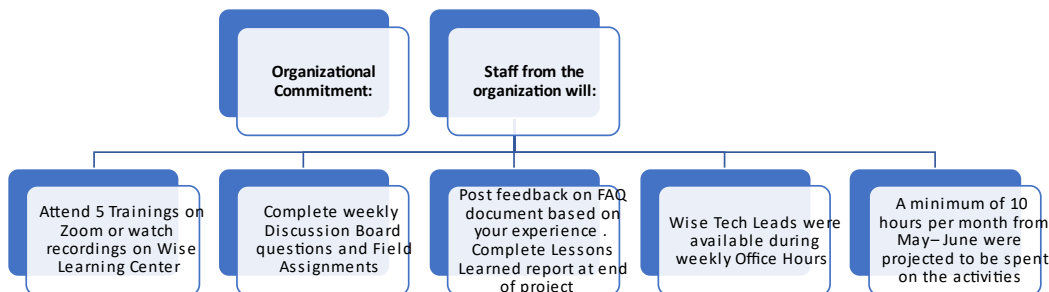


The Language Access Project began with an orientation from our lead instructor and CEO of TranslateLive, Peter Hayes, and the Wise Team. Training spanned the six weeks (May 6th – June 24) of the project and an additional training was offered on July 19th on ILA updates. Weekly trainings were available live

or in on-demand format in the Wise Learning Center (WLC). Agency check-ins and technical support were also provided throughout. Participating provider organizations received ILA devices to set-up, program and use within their agencies and with customers in the community. In addition to training, staff participated in weekly field assignments using the ILA’s, participated in weekly posts with fellow colleagues and received immediate technical support from the TranslateLive team. Along with ongoing feedback to TranslateLive, agencies provided feedback to Wise on Lessons Learned and

**I think the weekly live and recorded option trainings really helped with the project’s organization.**

Aaron (Yakima, WA)



future development ideas. Eight organizations were successful in completing all of the required activities depicted in the Project Milestone Diagram below.



Milestones 1 -3	Complete by
Organization identify Project lead, sign Contract, and attend Project Orientation	By May 13
Agency staff attend the Project Orientation and Week 1 Training or watch the recordings by May 24. <b>Agencies may invoice Wise for \$2,500 once completed</b>	May 24, 2022 <b>MILESTONE 1</b>
Staff complete remaining 4 weekly Trainings or recordings. Complete Basecamp Discussions and Field Assignments. <b>Wise Office Tech Hours are not mandatory.</b> *Staff can be rotated to meet training requirement	May 20-June 17, 2022 <b>MILESTONE 2</b>
Continue to post feedback on FAQ document in May & June	
Each agency will complete a Lessons Learned report on Basecamp, Each staff attend all trainings, complete discussion boards and field assignments <b>Agencies may invoice Wise for \$2,500 once completed</b>	By June 30, 2022 <b>MILESTONE 3</b>

### Project Implementation

Provider organizations were sent a Welcome Letter containing all relevant project information in early May. All participants gathered for the project Orientation on May 6, at which time they were introduced to the instructor, Peter Hayes, and Wise Team, including our Tech Leads. The above milestones for the project were reviewed.

Wise staff set up a Basecamp collaborative site for the project to share information across agencies, store project documents, host weekly project discussion boards, manage to-do lists, and contribute to a Frequently Asked Questions (FAQ) document.

Wise Office Tech Hours were offered weekly, after training sessions. Tech Hours were available to assist agencies with set-up functions, technical assistance, support related to the features of the ILA devices, or answer questions from the trainings.

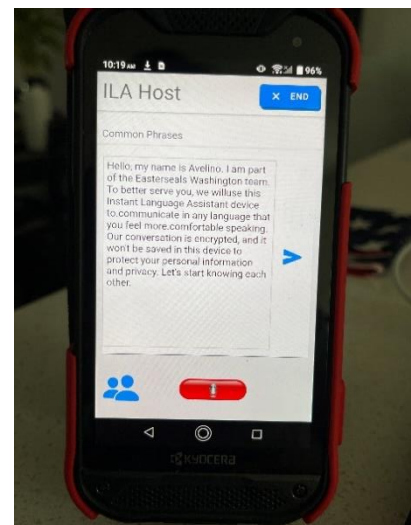


Figure 1. Example of Welcome Message on an ILA created by Easter Seals

Weekly field assignments consisted of completing practicum experiences in the field based on the weekly sessions. A sample of some field assignments included: create a welcome message, upload common words used with your agency or industry on the ILA's, access and communicate at the touch of a button with ASL interpreters through iYellow (ASL interpreter service contracted via TranslateLive), and utilize the language translation features with over 240 languages and dialects. Several providers indicated the ILA's were easy to learn and the training effective.

CEO/Developer Peter Hayes asked on two occasions for agency staff to provide feedback on ideas for upgrading the ILA devices, implementing new design features, and additional accessibility elements for individuals with intellectual and developmental disabilities who do not use words to communicate.

The TranslateLive team was able to implement many of recommendations made to the design and development team within weeks of the staff providing input. Agencies commented that Learning directly from the developer and having impact on the future development of the ILA's was a highlight of the project.

Several agencies noted they enjoyed the versatility of accessing training live or in on-demand format. It allowed for better alignment with their calendars and direct service responsibilities. Participants also commented that the hands-on approach of learning with Peter was essential versus just watching a video or reading a manual. It was noted that it was just the right amount of time for training and practice in the field.

### Provider Recommendations

Providers overwhelmingly provided feedback on developing a simple user manual or one pager to compliment the trainings. In addition, it was suggested that there be more support and navigation around Basecamp and clarity of project deadlines. Another suggestion was to provide a clear timeline of when trainings would be posted and the availability of dates to review the On-Demands.

Play with the ILA, it is such a cool tool and the more you use it during the class the better.

Angela (Mount Vernon, WA)

### Provider Comments

Providers shared that they found the system that was used for the project to be good and organized. They also found that the many features of the ILA device were simple to learn. They decided that having time to practice on the devices during learning and adding the common phrases and weighted words to

be especially beneficial. Many appreciated the opportunity to collaborate with other providers and learn how they were using the devices.

### Provider Recommendations for the Future

It is recommended that the project be continued for the existing providers so they can benefit from collaboration from the other providers and provide mentorship tips to new organizations engaging in the project.

There were not a considerable number of recommendations for the team moving forward. The top three recommendations were:

- 1) more time to finish field assignments,
- 2) invite additional staff to the trainings for cross training purposes, and
- 3) update devices before providing them to agencies.

It was also recommended that additional providers gain the opportunity to participate in the Language Access Project the following year starting in the fall. One provider shared how excited they were about the potential of this technology to improve current services and help break down barriers for people and their families who are not yet in services to access the system!

Participate if you can. This is a wonderful opportunity and resource.

Karyn (Kelso, WA)



## Appendix 1. Project Tools Created by Wise Team

# FAQ Document & Instructional Set-up & Support Videos

An ILA Tips and Frequently Asked Questions draft document was created based on agency contributions, themes and technical support areas identified from the Tech leads during Office Hours and individual appointments. A series of instructional set-up and support videos were updated by Wise leads as tool for future cohorts. Both the FAQ and set-up/support videos will be finalized and introduced to the next project team.

### ILA Tips and Frequently Asked Questions DRAFT

Instant Language Assistant (ILA) devices are intended to be intuitive and easy to use options for people in need of cross language communication support. Although many key questions are answered in the user's guide on the [Translate Live website](https://www.translatelive.com), this document addresses Frequently Asked Questions to help you optimize your ILA experience.

#### Getting Started / Connectivity

**Question:** Where can I go to get a guide / overview for my ILA?

**Answer:** User guides, videos, and best practices can be found at <https://www.translatelive.com/help/>

**Question:** What do I do if I turn on my ILA and receive a message related to a 'SIM card error' on the ILA mobile / handheld device?

**Answer:** If you are receiving a 'SIM card error' message on the mobile / handheld devices please follow the following instructions.

- Open Settings
- Click on Security
- Click on Screen Lock
- Choose none

**Question:** I received a message saying the device is not receiving an optimal charge after plugging it in, will my device still charge if I receive this message?

**Answer:** Yes. As long as the devices are plugged in appropriately they will still receive a charge even if this message is received. To verify a charging connection, users should see a lightning icon over the battery. If you do not see this icon, disconnect and reconnect the charging cables and/or plug in.

**Question:** Where do I find my ID #'s for my devices both host and guest?

**Answer:** The ILA's have two different ID #'s, the Room Code (10-digit number) and the Broadcast Code (7-digit number).

Room Codes and Broadcast codes can be found on the 'Host' device on the home screen. Room Codes can be found on the guest device in the upper-left corner of the guest device next to the text that reads

'Host'. Broadcast codes are not found on the ILA 'Guest' device and would need to be provided by the host for access.

**Question:** Are ILA's secure, do they store content and data?

**Answer:** Yes. ILAs are secure and follow strict guidelines to ensure privacy and conversations are immediately deleted once the users click the 'end' button to close out a conversation.

**Question:** Is it important to accept all updates as they occur on the device?

**Answer:** Yes. Although ILA units will likely continue to function if an update is not completed right away, updates are often made to improve functionality or to ensure bugs are fixed. It's encouraged to check the ILA for updates regularly.

**Question:** I was connected to a public WiFi and lost connection, what could be causing this?

**Answer:** Public WiFi may have time limited access. If you lose connection but it still appears that you are connected, 'forget the network' by going to 'Settings' on the the tablet, selecting 'Wi-Fi' and the network you are connected to, clicking 'forget' and then reconnect. This should renew the license and allow for access.

**Question:** Can the ILA work if not connected to WiFi?

**Answer:** Yes. The ILA will work when not connected to WiFi but both accuracy and speed are optimized by being connected to a WiFi network or Hot Spot.

**Question:** What can I do if the live ASL video is choppy or lagging?

**Answer:** The ASL interpreter service on the ILA utilizes higher amounts of bandwidth. If the connection is not strong or gets interrupted it can cause lag which makes following the translation very difficult.

A few options to trouble shoot this include:

On both the host and guest device, turn the ILA WiFi off and back on

'Forget' the network under the WiFi settings and reconnect

If available, connect to a 'Hot Spot'

**Question:** What is the difference between the Broadcast Code and Room Code?

**Answer:** The Room Code is used for typical 2-way conversational communications and typically have one language assigned to the host side and one language to the guest side. The Broadcast Room is typically utilized for 1-way presentations but allow more than one person to connect to the room and select languages based on each individual's needs.

**Question:** Can a guest use their own device during ILA conversations?

**Answer:** Yes. ILA functionality can be accessed scanning the QR code on the host unit or by going to [www.123ila.com](http://www.123ila.com) and entering the Room Code or Broadcast code on the host device.

## **Accessibility**

**Question:** What options are available for people who are blind or low vision when utilizing the ILA?

**Answer:** There are several options to support individuals who are blind or low vision while using the ILA. Text size, text color, and background color can be adjusted under the settings represented by three horizontal lines in the top left corner of the screen within the ILA app on either the host and guest side. The host side also has the ability to make changes to the guest device settings using the icon in the upper right corner of the host tablet.

Text to speech can be enabled by checking the box next to 'Text to speech' under the settings within the ILA app on either the host and guest side.

The host can control the speech button for the guest user by checking the 'Control guest Speak Button' under the 'Guest Settings' on the ILA Host device. To access, click the three horizontal lines on the upper right side of the screen directly under the 'x End Button'.

**Question:** How do I connect to a live ASL interpreter?

**Answer:** Live interpreter services are available at an additional cost and must be added to an account before they can be accessed. Once added to your ILA account there are two primary ways to connect to an interpreter:

From the ILA home screen (before connecting to a conversation) click on the icon of the person with a '+' next to them to initiate an interpreter on the host side.

When in a conversation the host will click on the 'Host Settings' and click 'start' next to 'Contact External Link' to initiate an interpreter on the guest side through the web browser via Iyellow.

**Question:** Are live interpreters available in other options beyond ASL?

**Answer:** Yes, users can get access to live interpreters in a variety of languages but this feature needs to be added to your account and also has an additional cost. For more information on languages available and how to add this to your ILA account subscription please reach out to your contract representative or <https://www.translatelive.com/contact-us/>.

**Question:** Does the ILA work with headsets?

**Answer:** Yes. Using a headset with a microphone will work for both host and guest. It can also connect to Bluetooth devices for audio transmission.

### **Common Phrases**

**Question:** What are Common Phrases and how do I use them?

**Answer:** Common Phrases are user created phrases that may be helpful to have stored in the device for easy use. These can include welcome phrases, common questions, instructions, or anything else that you may want a consistent message for. For more information, please visit [www.connectwithila.com](http://www.connectwithila.com)

### **Conversational Support**

**Question:** What options are there if a person I'm talking with doesn't read?

**Answer:** Using text to speech is a good option for these situations. The text to speech option can be turned on by going to the Host or Guest settings in the ILA app and checking the box that reads 'Text to Speech'.

**Question:** Can languages be reorganized so the most frequently used are at the top of the list of options?

**Answer:** Yes. You can change the order of the languages by drag and drop under Host settings --> System settings --> Language order.

**Question:** What dialect should a person select if they are unclear on which is the best option?

**Answer:** If a person is unclear on the dialect to select, it is suggested to select the 'United States' option.

**Question:** Is there a way to restate a phrase using speech to text

**Answer:** To restate a phrase the host can double-click the phrase to be re-spoken and select 'Speak Text to Guest'. This will then restate the phrase on the guest's device.

An alternate option is called (WHAT WAS THAT TERM AGAIN?), which allows you to select...

**Question:** Can the ILA support multiple languages in one conversation.

**Answer:** Although the Broadcast room can support individual users utilizing a variety of languages, general conversations are only able to support one host and one guest language at a time.

**Question:** Will the ILAs work in environment where there is background conversation or noise?

**Answer:** ILAs are most accurate when there is minimal background noise. If using the ILA in noisier environments utilize the keyboard / text option by tapping the box that reads 'type a message' to enable to the keyboard. ILAs can also be connected to Bluetooth devices in the tablet settings.

**Question:** My screen keeps rotating when I move the device, is there a way to stop this?

**Answer:** To keep the screen from constantly rotating when moving the device, turn off auto rotate by swiping down on the screen to access the quick access menu and deselect the auto rotate button using the rotate icon.

ILA Pro User Guide Training Visual

# ILA Pro User Guide

Share



The image displays two video thumbnails side-by-side. The left thumbnail has a 'TRANSLATE LIVE' logo in the top left corner, a background image of a smartphone, and the text 'WELCOME TO ILA' and 'INSTANT.LANGUAGE.ASSISTANT' at the bottom. The right thumbnail also has a 'TRANSLATE LIVE' logo, the same background image, and a white box containing the text 'CHAPTER 1: ILA SETUP'. Both thumbnails include a play button icon and a progress bar at the bottom.

Appendix 2. Weekly Training Outline

# Instructor & Agency Weekly Outline

Week #	Date/time	Topic	Field Assignment
	5/13 10 a.m.	Orientation	Watch ILA setup video & explore website BC Assignment: Introduction on BC Campfire
<b>1</b>	5/20 10 a.m.	Basic Training 5 critical things to consider when experiencing problems	Testing language features with 1 person. Record and post in basecamp
<b>2</b>	5/25 10 a.m.	Language Access Features and requirements	Call live interpreter for ASL, record and post to basecamp
<b>3</b>	6/3 a.m. 10 a.m.	Best Practices—	Testing the following: <ul style="list-style-type: none"> <li>• Use it with a “trying a different way” approach. Provide 5 tips and pointers to address common issues. Upload in basecamp.</li> <li>• Develop a “Welcome phrase” which provides basic information to help a person understand how to use the ILA, with basic assurances. Upload to basecamp</li> </ul>
<b>4</b>	6/10 10 a.m.	Weighted words and common phrases?	Create 5 common phrases to load, create 5 weighted words... upload to basecamp
<b>5</b>	6/24 10 a.m.	Advanced Features: Broadcast mode, enhancing interpreter services and other applications	Complete all training & Field Assignments for project completions

## Appendix 3 Lessons Learned Survey

# Lessons Learned Survey

1. Project Name:
2. Your Name:
3. Your Organization:
4. Your Role:

Purpose: This report will help up capture lessons learned to provide continual improvement for future projects.

5. What went well in this project?
6. What should we continue, or do more of, to help a project like this e successful in the future?
7. How can we improve in the future?
8. If you had to do this project again, what would you do differently?
9. What tips do you have for other agencies who are starting this process?
10. May we use your comments in promotional material? Yes/No
11. If you approve using your name and location with the information quoted, please give us your name and city of residence:

## Appendix 4. Lessons Learned Summary

# Lessons Learned Summary

*I'm so excited about the potential of this technology to improve current services, and most specially to help break down barriers for participants/families who are not yet in services to access the system!*

### Went well/Continue

#### Easy to Learn

This was a smooth and easy learning process. ILA is easy to understand and learn on.

Learning the many features, the ILA device can provide. Added the common phrases was very helpful to know.

I think the system that was used for this project was good and organized.

Having access to the devices versus watching someone virtually and practicing after.

And having time to practice on the device.

Continue to update the weighted words, and phrases

The ILA itself was very easy

#### Training Quality

I thought Peter's trainings where he showed the device and gave examples were all very helpful.

Peter's great trainings.

More trainings from Peter. This device appears to be simple, but it is really complicated.

Trainings have been great

Remote learning was great, I also found the instructors very knowledgeable and helpful

#### Project Design

I think this project was well organized with great content.

Office Hours were definitely very helpful.

Having hours set aside for technology problems and having the excel sheet to note any problems.

Having contact with people having specific issues is also helpful.

Office hours were very helpful.

It helped to be able to trouble shoot with the ILA staff

#### Wise Team Support

The reminders of assignments due / quick email response

I cannot think of anything at this moment. I feel that all the supports were put in place and if you didn't know the answers you would find the information or resource for us.



### Recording Availability

I had difficulty with scheduling being able to attend the trainings and office hours, but I appreciate the flexibility of being able to get caught up as able.

Being able to watch the recordings if I could not make it to the live training. Having a syllabus/Schedule worked best to keep track of what's going on and what needs to be completed.

I think everything went well. All the zooms were great. I liked that it was recorded to watch later if we had another appointment.

I think the weekly live and recorded option trainings really helped with the projects organization.

I think the weekly trainings recorded were good to be able to go back and watch.

### Collaboration

Learning the versatility of the ILA and sharing ideas with other agencies. We all do very similar work but have such different experiences and ideas, hearing how others intend to use it really opened a lot of ideas for us.

Participating in group discussions on Basecamp was also a big plus, hearing what other people are using it for

### Improve/Do Different

#### User's Manual/Instructional Guide(s)

Even a basic user's manual would be extremely helpful, especially since not everything is obvious where to find or how to access.

I would think a user manual would be good to reference.

I think as far as important tasks or projects, to be able to read a one pager instructional guide would be helpful at times.

More instructions/references would be helpful.

Having a training booklet with some step by steps would be helpful. Then we could follow along with the training, reference it in the future if needed, and have materials to make training our co-workers easier.

More one pager instructions for certain field assignments or device setups.

Providing training materials to follow along with would have been beneficial for my learning style and would give me something to reference in the future and share with other staff.

### Clarity

Something I was confused about was the deadlines for the different assignments. It was not very clear if the deadline was at the end of the project, or end of the following week. It had been mentioned that the due date for an assignment was pushed back and it wasn't clear.

Having outlines for what will be discussed would be helpful as well as to give it a more transparent structure. As is it felt that the majority of the time was on troubleshooting and then updates coming and was unclear what the focus of the day was.

More communication would have helped me. Monica was great and I appreciated her reaching out to assist with getting items completed.

Having the trainer do screen share so others can see exactly what he is doing on the devices. Super hard to follow his instructions when he didn't share his screen.

I would take all the lessons on WISE so that I can keep better track on which ones were completed.

It would help if we were aware of how many days we would need to wait to watch it (recording videos).

### Platform Navigation

I did have a difficult time getting around basecamp. Maybe just explaining the layout for basecamp would be my only suggestion.

Make Basecamp a little easier to understand and locate necessary tasks.

I would make Basecamp a little easier to work with.

Basecamp can be confusing finding things - easier access to assignments / do to on one page

I found the two platforms (WISE and Basecamp) hard to use. They didn't sync up well for me and it was a bit confusing what was due when.

Can the link to Litmos be in basecamp?

### Live Training

Attend the live trainings

I would try to attend every live training. The recordings are great but Live is better to be able to follow along and ask questions if needed.

Have in person support available.

### Technology

Put a speak to text when in the keyboard instead of having to type.

When doing the live translations, having it on multiple devices would be very helpful.

Make sure our devices are updated. Not only that but i was learning from the tablet, I think it would of been good to learn it on the phone device as well.

### Adding Icons

It would help if the videos could be posted within a certain amount of time.

### Larger Internal Team

Maybe invite more of our staff to observe a couple of the initial trainings.

### Allow More Time

I would do my best to stay caught up in real time - so much more useful to do together with the group!

I would have utilized Office hours. However, I had a lot going on and had to miss them.

More time at the end of training for troubleshooting questions

Try to schedule around other work meetings to attend the project trainings live.

### No Improvements

I wouldn't do anything differently.

Nope - it was great

I cannot offer any suggestions for improvement at this time.

### Tips

#### Engage

Do it! So excited for the potential of this device to expand services to populations who have had such steep barriers to accessing the system.

Participate in the discussions and ask questions! There are no dumb questions, and the team is very helpful and ready to answer anything.

To participate if you can. This is a wonderful opportunity and resource.

#### Focused Practice

Pay attention to the details and practice with the device.

This is a great device to use, thinking of the common phrase we use would be nice to know in the begin. This device is also not only for translating in between languages but translating in sign language is included with the live translator.

Play with ILA, it is such a cool tool and the more you use it during the class the better.

Practice as much as you can with others.

Try using the device in a real life setting if possible.

Work together and find your commonly used phrases to add into ILA

#### Attend Live

Attend the weekly trainings live. Recorded versions are good but Live is better to be able to answer any questions or glitches that may come up.

Maybe send all of your Program Managers to a couple of the initial trainings.

#### Track Progress

Keep track on what's due when and communicate with your coworker to make sure you're both on the same page and can check off items.

Try to have employee training together - so assignments can be completed together and on time