

2021-02-23 AAQoL Community Engagement & Health Workgroup Meeting Notes

Attendees: , Hanna Huang, Molly Wang, Shubhada Saxena, Vince Cobalis , Kirk Yoshida (joined for first part), Phil Hoang (Vietnamese)
Busy:, Pooja Sethi,

Discussion & to-dos:

Language Access discussion:

Hanna: Houmma will be presenting Language Access Plan at a Commission meeting. This is what departments use for their regular jobs. We have some an RFQ for translators but not yet for interpreters. PIO staff may need help understanding Chinese where some of them are only spoken and not written.

Most departments put out information only in English.

English, Spanish, Vietnamese, and Chinese translations were used by Austin Water for the boil notice and only seen in Social Media – FB Live may not have been watchable. CO2 poisoning in Arabic, Vietnamese, Chinese and one other Asian language.

Hanna was able to seek out translators and get CM Casar's newsletter translated. Their office has an Asian American staff member Trinh – who helped. Daniela Rojas helped manage response for ADRN – Austin Disaster Relief Network - She was not familiar with how to do this work.

Community fundraising covered the cost of emergency translations done by AACHI. Future process should include city funding the translations.

Vince: Volunteers have been used for translations. Departments need to become aware of the availability of paid translators and ensure regular use.

How this is activated during emergencies, may be something we need to speak to Rey Arellano.

Kirk: Most city employees lost power and did not have access to work themselves.

Shubhada: Volunteers have stepped up using the ADRN form. Our commission can help with managing volunteers. Esther Diaz used interpreting volunteers.

Here are three ways we can ask them to help:

- 1) Available as needed for the next 3-4 weeks for communication of snowstorm response to community - e.g. distribution of items & locations going on right now. Would like for them to speak out the words of the language to record voice

messages - like it is done in Spanish where you press 8 for continuing in Spanish. **Shubhada**, Hanna has a process that can be used
Many people may not be in a place to read email communications or know how Voice file can be included with the messaging. I would like to test recordings of the email content we translated among other messages. – PSAs?? – partnership with KUT **Shubhada**

2) Available for vaccine outreach communication to their language speakers the next 5-6 months, as possible **Hanna** Video with voice-overs & sub-titles

3) Get trained: **Vince- Esther/Houmma** for interpretation/translation Reserve volunteers - in case of future emergencies? **Hanna-AFS**, AFS classes for Asian producers – may have possible funding,

ToDo:

- 1) After-Action Report: **Vince** will create outline. **Hanna** can help fill in.
- 2) Disaster Response – Language Access Protocols – follow-up with Rey, Equity Office and PIO **Krk & Sarah**
- 3) Recommendation in 2-3 months: **Molly**
- 4) Reach out to our respective City Council members: **All commissioners**. Debrief what we saw and share the work we did, make an ask to push for Equity office to incorporate the changes needed
- 5) Communication to our community: **Newsletter**

Newsletter:

Distribution List: **Hanna**

Email: tried to send it out. Some of us received and others may not have. She has recently received the mailchimp list and added translators and other names – about 120 emails (including bc- and personal).

There is a sign-up link now which can be used to receive.

Bloomfire: Account belongs to the QoL Initiative. Marion can approve posts.

Content: Links to resources, budget recommendation requests, google doc where we can add

ToDo:

- 1) Monthly compilation – week before our monthly meeting (2nd week) **Hanna/Molly**: sections for different workgroups. Currently in English and we will disseminate, we will prioritize if materials are made available in Asian languages **Phil/Shubhada** to explore possibilities

Links shared in chat:

From Hanna to Everyone: 05:14 PM
<http://austintexas.gov/weatherinfo>

From Hanna to Everyone: 05:33 PM
<http://eepurl.com/gzZ6Nr>

From Hanna to Everyone: 05:45 PM
Translators list
<https://docs.google.com/spreadsheets/d/1L98mEuKhEBYV7LSolr3RaRSVxkUO8O5YnDEtJn8hBaw/edit?usp=sharing>

From Hanna to Everyone: 05:54 PM
Vaccine pre-reg (no Asian languages) <https://austintexas.gov/aph-vaccine-reg>
But the actual portal has Korean, Vietnamese, Chinese and Burmese
https://covid19.austintexas.gov/s/?language=en_US

From Hanna to Everyone: 06:09 PM
<https://asianlifeatx.bloomfire.com/>

Status from previous meeting:

Budget Event: 3 meetings Feb 9, 11, 18 with three areas of focus: 2 held, 3rd rescheduled to Mar 3.

Health: Vaccine Outreach:

Continuing work.

Invite to Feb meeting Community Invite to include additional budget recommendations:

Possible Budget items:

Commission meeting to be rescheduled. Continue outreach to get input for budget.

Community Outreach: On Agenda for next meeting.

A) **Media:**

B) **Events/in-person:** via tabling/events