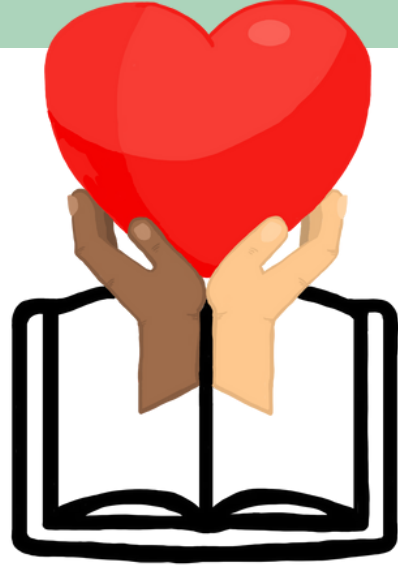


Health Fluency Project

Supporting the health of non-native English speakers in Boston and Beyond

Welcome!

The Health Fluency Project is a student-led initiative that aims to improve health literacy and communication in non-native English speaking communities in Boston and beyond. This newsletter is to keep you up to date with our mission!



Empowering Information

- Five physician-reviewed infographic handouts officially published with translations in English, Mandarin, Haitian Creole, and Spanish.
- To date, we have reached over 1,330 individuals across 32 countries



The Health Fluency Project
English For Communicating
With Your Doctor



This series of workshops will help you build English skills to communicate to your doctor. Join everyone at BPL Chinatown on the second Wednesday of each month, 4:00 pm - 5:00 pm. Learn and practice your English conversation skills.

这一系列的讨论会将帮助您培养与医生用英语沟通的技能。您可在每月的第二个星期三下午4点到五点在波士顿公共图书馆华埠分馆加入大家。学习并练习英语会话技能。

Wed 10/11 @4PM
Wed 11/8 @4PM
Wed 12/13 @4PM



Boston Public Library,
Chinatown Branch
2 Boylston St.
Bottom Floor of China Trade
Center

Please consult your physician for personalized medical advice.
请咨询您的医生。

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Improving Access

- First workshops held with Boston Public Library - Chinatown Branch, RIAN Immigrant Center, and Cambridge Public Library!
- Over 40 community members reached already!

Advocating Change

- Working with MassSpeaks Coalition and regional partners to pass legislation expanding language access (Bill H.3084).
- Bill reported favorably in Massachusetts House

MASS SPEAKS
Language Access and Inclusion

An Act Relative to Language Access and Inclusion
S.1990 (Sen. DiDomenico)
H.3084 (Rep. Madaro and Rep. González)

People depend on state agencies to address needs and challenges - from applying for unemployment assistance, to keeping food on the table and staving off an eviction, to navigating the complexities of the child welfare system. But language access failures at critical agencies deny non-English speaking families access to government services and information that protect and empower state residents.

Language barriers affect hundreds of thousands of state residents. Massachusetts must dismantle longstanding barriers to equal access and ensure state agencies meet the language needs of all residents.

The Language Access and Inclusion Act would:

- Ensure Effective Communication For All Communities**
Require all public-facing agencies, and outside service providers they use, to offer interpretation services and translate vital documents, including websites and online applications, for limited English proficient speakers.
- Standardize and Enforce Robust Language Access Plans**
Provide minimum standards for these plans and require regular data collection so that state agencies know the linguistic needs of the populations they serve.
- Ensure Adequate Staffing to Meet Language Access Needs**
Require agencies to employ statewide and regional language access coordinators to develop, implement, and train staff on agency language access plans and protocols.
- Engage Communities to Assist Agencies with Compliance**
Create an advisory board with representatives from limited English speaking communities, the deaf or hard-of-hearing community, and community groups/legal service providers to help agencies implement the law.
- Create Mechanisms for Phased-in Implementation**
Initially apply to 12 essential public-facing state agencies (1) that provide services such as healthcare, housing, education, and childcare, before expanding to include other executive offices.

Nearly 1 in 10 MA residents is considered limited English proficient.

Questions? Contact:
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(1) Massachusetts, the Department of Children and Families, the Department of Early Education and Care, the Department of Elementary and Secondary Education, the Department of Housing and Community Development, the Department of Transitional Assistance, the Department of Unemployment Assistance, the Registry of Motor Vehicles, the Department of Public Health, Massachusetts Office for Victim Assistance, the Department of Mental Health, and the Office of Access and Opportunity.

Recent Advancements

- Received major grants from Harvard Institute of Politics and The Harvard SOCIAL Challenge
- Established and ran first ever community workshops

Upcoming Projects

- Further workshop collaborations coming soon!
- **Academic Contribution** - working to publish literature in the field in collaboration with regional partners
- More **infographics** in progress!
 - Health Insurance, Navigating Pregnancy, Neonatal Care, and more
 - Translations in progress: **Ukrainian, Arabic, Hebrew**
- Establishing 501(c)(3) status!

thank you for tuning in!
we'll catch you next time.
— the health fluency project



October, 2023