

Norfolk County-8 Coalition

April 1st, 2024 Meeting Minutes



Time: 11:00 am – 1:00 pm
<u>Meeting Location</u> https://us06web.zoom.us/j/83985098107

Attendance Roll Call

Voting members present:

Barbara Reardon, Canton
Kylee Sullivan, Dedham
Emily Conners, Milton
Stacey Lane, Norwood
Melissa Ranieri, Walpole
Lenny Izzo, Wellesley

Non-voting members present:

Caeli Tegan Zampach, BME Strategies
Cynthia Baker, BME Strategies
Tiffany Hatch, LanguageLine Solutions
Tiffany Benoit, Needham
Ginnie Chacon-Lopez, Needham
Abbie Atkins, Norwood
Trish Fisher, Walpole
Kerry MacKay, Regional Staff

Voting members absent:

Jared Orsini, Westwood

Opening

The regular meeting of the NC-8 Local Public Health Coalition was called to order by Cynthia Baker at 11:06 AM on April 1st, 2024.

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I. Welcome

BME provided an overview of the agenda to start the meeting.

II. LanguageLine Service Overview and Request System Walkthrough

a. Presentation by Tiffany Hatch, Government/Education Translation Business Development Manager, LanguageLine Solutions

Tiffany Hatch provided a broad overview of LanguageLine Solutions' services and answered the coalition's questions. Individual communities should be receiving account setup information via email if they have not already. BME will reach back out to facilitate municipality-level training and onboarding scheduling with LanguageLine once all introductory emails have been received.

b. NC-8 Translation and Interpretation Request Form

BME demonstrated the Translation and Interpretation Request Form to track more involved projects, such as document translation and on-site and video translation for events and trainings. The request form is intended to help the coalition understand the volume of projects and make funding allocation decisions in upcoming fiscal years. BME will send the link out to the group along with the minutes and invite further feedback on its structure.

III. Announcements and Reminders

Stacey Lane made a motion to approve the March meeting's minutes. Melissa Ranieri seconded the motion.

Vote:

Canton: Y

Dedham: Y

Milton: Y

Norwood: Y

Walpole: Y

Wellesley: Y

Westwood: -

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The coalition reviewed upcoming conferences and training opportunities for staff including hoarding training, the annual MAPHN conference, MAHB certificate programs, and Certified Pool Operator training dates. BME also shared a reminder about the upcoming Region 4AB extreme temperature event planning workshop scheduled for April 3rd. Communities were encouraged to attend based on their previous interest in developing plans and collaborating as a region to address severe weather events. The coalition also reviewed updates concerning the FY25 budget process. BME reiterated OLRH's recent announcement that contracts will be three-year engagements starting FY25 with level funding as of the FY24 grant awards. Further guidance is forthcoming.

IV. FY24 Review to Date

a. Financial Review

The coalition decided to postpone the quarterly financial meeting until May to allow for Q3 reporting and additional funding updates.

BME briefed the group on OLRH approval and coordination with Norwood's procurement department to release an IFB for digitizing health department records for all communities in the coalition. BME will continue to coordinate with Norwood and share updates with the group.

The coalition reviewed the digitization scope of work based on previous deliberation. The coalition discussed pending strategic planning projects contingent upon funding status. BME is drafting an RFP outline and will share it with the group before the next meeting. The group discussed the potential forming of an evaluation subcommittee to review future proposals and agreed not to cap participants.

b. Procurement

BME shared several procurement updates. Noise meters are pending arrival in Norwood next week. Health fair tablecloths and printed Narcan infographic orders will be placed ASAP.

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c. Work Plan Progress

Dedham announced the community's new Public Health Nurse is scheduled to start next Monday. The coalition will proceed with posting the Regional Public Health Nurse position; BME will follow up with the hiring subcommittee to coordinate.

The coalition reviewed the FY24 PHE Project Dashboard and honed in on two objectives: the rollout of Relavent inspectional software, and the exploration of a regional food truck program. BME is working with Relavent to generate a custom report of the top 3 food code violations by community and at a regional level.

Communities reported in general that they enjoy using the platform, find it to be an efficient system, and have onboarded their inspectors. Abbie Atkins shared that one inspector in Norwood had issues uploading multiple photos to the same violation. Norwood will share specific info with BME for follow-up with Relavent.

BME posed the question of keeping the development of a regional food truck program as a potential objective for FY25, pending remaining progress this fiscal year concerning hiring. Communities reiterated their interest in exploring the development of a regional program, pending questions about the feasibility of maintaining permitting revenue for each municipality.

V. **FY25 Work Planning and Capacity Assessment**

The coalition briefly reviewed DPH recommendations from the 2022 Capacity Assessment and highlighted potential areas of opportunity to address in the FY25 work plan. BME confirmed the next official capacity assessment is postponed until Fall 2025.

BME provided an overview of the Capacity Self-Assessment Tool developed by OLRH to support municipalities and PHE groups between official rounds of evaluation. The group debated completing the assessment for internal use. BME clarified that the assessment is meant solely for communities and SSAs to assess their progress against the Performance Standards to date, and reiterated the assessment's value for FY25

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work planning. The group discussed the feasibility of completing the self-assessment prior to the end of May to allow for sufficient time for finalizing the work plan ahead of a future OLRH deadline. Finally, the group broadly reviewed some sample objectives based on the 2022 CART, focused on improved backup documentation and the development of training plans to meet Workforce Standards.

Barbara Reardon made a motion to have each NC-8 community complete the self-paced capacity assessment by Friday, May 17th. Stacey Lane seconded the motion.

Canton: Y

Dedham: Y

Milton: Y

Norwood: Y

Walpole: Y

Wellesley: Y

Westwood: -

VI. IMA Amendment

The coalition shared updates on town counsel and management's review of the amendment in each municipality. No changes have been requested to date with regard to language, however, a couple of communities have yet to complete their review. BME will share any new updates to the IMA pending additional feedback, and advise communities if and when they can proceed with a signature of the original amendment.

VII. Regional Staff Updates

a. Kerry's March Summary

The Regional Public Health Associate shared progress updates on tobacco inspections for Wellesley and Milton, and the updated camp process SOP developed for Dedham.

b. Hiring Process Updates

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The Regional Staff Coordinator provided a brief review of candidate search progress for the Regional Epidemiologist and Regional Inspection Associate. A total of 8 candidates were screened for the Epidemiologist position; BME's feedback was shared with the hiring subcommittee for panel interview candidate selection. The Regional Inspection Associate subcommittee is also working to schedule a panel interview with a promising candidate.

c. Regional Staff Onboarding Plan

The Regional Staff Coordinator provided a walkthrough of the onboarding guide for the incoming Regional Inspection Associate, which integrates TRAIN MA content with community introductions, shadowing each municipality's inspectors in the field, and focuses primarily on the types of inspections designated as highest value by the coalition in a previous survey. The communities responded positively to the current iteration of the plan. BME invites further feedback and suggestions from the group.

VIII. MRC Updates

BME provided updates on the completed Q3 drill and upcoming training dates, including a virtual access and functional needs training on April 29th, and a QPR training in-person in Wellesley on May 9th.

IX. Meeting Closure - Other Business

Norwood will host the June 2024 meeting in person. BME will send out a Calendly poll to assess a potential shift of meeting dates during the summer.

The meeting was adjourned at 1:03 PM. The next coalition meeting is scheduled for Monday, May 6th, 11 AM-1 PM and will be held virtually.

Documents and other exhibits used by the public body during the meeting:

NC-8 March Meeting Presentation

LanguageLine Solutions Overview Presentation

Regional Inspection Associate Onboarding Plan

NC-8 Local Public Health Coalition Monthly Meeting

April 2024



Welcome!

Agenda

1. Welcome
2. LanguageLine Introduction & Request Process Walkthrough
3. Announcements and Reminders
4. FY24 Review to Date
5. FY25 Work Planning & Capacity Assessment
6. IMA Amendment Vote
7. Regional Staff Updates
8. MRC Updates
9. Meeting Closure

LanguageLine Introduction & Overview

**Tiffany Hatch, Government/Education Translation
Business Development Manager**

LanguageLine Project Request Form

- Promote visibility across communities
- Track the types of translation and interpretation communities use
- Facilitate accurate budgeting for services each fiscal year

[Link to Request Form](#)

Approval of March 2024 meeting minutes

Announcements and Reminders

Training Reminder

NC-8 Hoarding Training Series

Trainer: Marnie Matthews, Hoarding Specialist / LCSW

Part 1: April 9th, 9AM-4PM (virtual)

Part 2: April 23rd, 9AM-4PM (virtual)

- Agenda and session materials were shared on Monday 3/25
- Please confirm attendees from your teams
- Participant cap: 50 per session

Announcements and Reminders

Workshop Reminder

- The Region 4AB Public Health Coalition has initiated a health action planning project to address the health effects associated with extreme temperature events

Workshop 1

April 3, 2024 | 10:00 am- 12:00 pm | Virtual

The objectives for this workshop are:

- Increase understanding of extreme temperature events as a threat to the public's health.
- Investigate factors of extreme temperature events that result in higher risk and disproportionate impacts for certain populations.
- Identify and document public health strategies to mitigate the health effects of extreme temperatures including on impacted populations.

Announcements and Reminders

Conference Opportunities

2024 Annual MAPHN Conference

In person

May 8-9, 2024

Hilton 2 Forbes Rd

Woburn, MA

Prices vary



Please let us know if you would like to request PHE funds to send your nurse to the MAPHN Conference! (as long as it does not supplant municipal funding)

Announcements and Reminders

Training & Continuing Education Opportunities

MAHB Certificate Program Sessions

4/20 @ Marlborough Marriott Courtyard

4/27 @ Taunton Clarion Hotel

Intended Audience

All Elected/Appointed BOH members

Health Department staff

PHE Shared staff

Topics/Programs

Board of Health Authority

Public Records

Open Meeting

How to deal with disruptions

Nuisance Actions (Case Study)

PFAS/Environmental Issues

Opioid Settlement Funds

BOH & Tobacco Enforcement

Other Emerging Issues

PHE Program

Housing Issues

And more!!

Announcements & Reminders

Pool Operation Management Training Locations & Dates

April 13-14, 2024	Norwood, MA
April 27-28, 2024	Peabody, MA
May 14-15, 2024	Taunton, MA
May 18-19, 2024	Lowell, MA
June 12-13, 2024	Norwood, MA

Early Bird Rate:
\$380
Late Registration:
\$405

Announcements & Reminders

Budget Changes for FY25

- OLRH to implement 3-year contracts for FY25-FY27
- Contracts will be level-funded annually at our current budget amount
- Further guidance forthcoming

FY24 Review to Date

- Financial Review
- Procurement
 - Digitization
 - Strategic Planning
 - Other Items
- Work Plan Progress

FY24 Review to Date

Financial Review

- Received official approval from OLRH to pursue digitization
 - \$100k allocated towards this project (with room to re-adjust depending on true cost)
- No updates on CTC funding yet
- PHE Q3 budget reports due next month (April 30th)
- Propose quarterly financial meeting for May when we have more accurate information regarding spend to date & funding for next FY

FY24 Review to Date

Procurement - Digitization

- Working with Norwood purchasing lead to release an IFB for expediency
- Scope of work outline (based on previous coalition input):

- 1) All prep work including collecting all specified files from their current location in each health department or board of health office, placing the files in boxes or tubes, transporting them to the scanning facility, and preparation for scanning by removing staples, paperclips, etc.,
- 2) Quality control measures such as rescanning where necessary and removal of blank pages;
- 3) Integration of optical character recognition (OCR) to ensure searchability of completed scanned documents;
- 4) Assignment of prescribed naming conventions to scanned files as determined by the coalition;
- 5) Ongoing delivery of scanned PDF files to protected FTP sites or an alternative storage mechanism as determined by each individual community;
- 6) Return of designated original documents to each community, and secure shredding and destruction of remaining, un-designated documents.

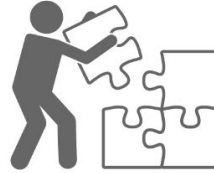
Should the municipality require access to an unscanned file while it is offsite, vendor will locate, scan, and notify the municipality.

FY24 Review to Date

Procurement - Strategic Planning



**Define & Align
Vision**



Strengthen Capabilities



Set & Achieve Targets



**Engage Stakeholders
& Adapt**



**Build Sustainable
Practices**



Monitor & Improve

FY24 Review to Date

Procurement - Other Items

- Noise meters due in Norwood 4/11
- Tablecloth order pending responses
- Narcan resource order pending responses



NC-8 Local Public Health Coalition

Public Health Excellence Grant	FY24	Q3
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	Jun	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Next Steps	Due	Status
Regional Staff Management	SOW			ID PM Software Internal SOPs				Inspectional documentation audit				QI Strategy		Start inspectional documentation audit with Regional Inspection Associate	6/30	PAUSED
Hire Inspector				JD Post		Interview & Hire		Onboarding				Regional Food Truck Strategy		Schedule panel interview with candidate, present onboarding guide	4/15	Delayed
Hire PHN & Launch Welcome Family				JD/Post		Interview & Hire		Onboarding				Launch NC-8 WF Build community partnerships		Hiring on pause while Dedham position is backfilled	N/A	PAUSED
Launch FCP & HCP with Relavent	Hardware		Sign contracts	Install & train	Trial inspections	Field use of HCP & FCP				Evaluate regional food code violation data				Ensure all communities are using; check in and address any uptake or rollout concerns; food code violation data collection	6/30	In Progress



Risk	Mitigation	Next Steps	Due	Status
Delays in hiring	Working with individual subcommittees to expedite posting and initiate hiring process; reassess timeline of associated deliverables	Work with hiring subcommittees to expedite screening and interviewing processes	6/30	In progress

Budget	Spent	Allocated
\$533,971.62	\$161,137.10	\$506,985.49

FY24 Review to Date

Work Plan Progress



Relavent Implementation

- Onboarding and rollout
- Feedback from inspectors
- Opportunities for further training, technical assistance?



Regional Food Truck Program

- Contingencies
- Remaining interest & feasibility
- How might this streamline inspections?

FY25 Work Planning & Capacity Assessment

- CART 2022 Refresher
- Self-Paced Capacity Assessment
- Discussion: Objectives for FY25

1

**Staffing -
Environmental
Protection & Disease
Control**

In the next fiscal year, consider sharing existing or hiring shared staff to expand your SSA's ability to meet more Standards in the Environmental Protection & Disease Control and Prevention categories. Consider hiring personnel that are reflective of your SSA's demographics.

2

**Backup
Documentation**

In the next fiscal year, conduct an internal review of the quality of all Food Protection, Housing, Nuisances, Swimming Pools-related backup documentation requested (ex. Inspection Reports, Corrective Orders, Condemnation Orders, HACCP/Food/School/Frozen Dessert Inspections and Food Plan/Variance Reviews etc.) as there is an opportunity to improve the quality of these documents.

3

**Training - Environmental
Protection &
Administration**

In the next fiscal year, consider investing in training for staff related to Environmental Protection and Administration.

4

**Contracting
Services**

In the next fiscal year, consider expanding staffing capacity and/or consider consolidating contractors for the Environmental Health category to increase efficiency, consistency, and ease of management.

Existing Contractual Requirements

5

**Integrate
Shared
Services**

In the next fiscal year, integrate shared services more to achieve the Performance Standards.

6

**Shared Services
Coordinator**

In the next fiscal year, transition your Shared Services Coordinator from part-time to full-time.

**FY24 Hiring****Area of Opportunity*****Area of Opportunity*****Regional Inspection
Associate****FY24 Hiring**

FY25 Work Planning & Capacity Assessment

Self-Paced Capacity Assessment

Recommendation: complete the self-paced capacity assessment to compare CART 2022 results with current state

- Collate individual municipality responses
- Leverage results to inform FY25 work plan development (starting in May)

Are there certain subject areas we'd like to focus on?

Ex., *Environmental Health & Environmental Protection*

FY25 Work Planning & Capacity Assessment

Performance Standards for Local Public Health Self-Assessment

Performance Standards for LPH Self-Assessment Administration Questions

Overview and Directions

Below are the Performance Standards for LPH questions for the Administration subject area. Read the question in the "Performance Standard Question" column and associated M.G.L./CMR language in the "Link" column. Use the dropdown options in either the "Response #1" or "Response #2" column to reflect your municipality's current ability to meet the associated Performance Standard.

- Read the directions outlined in the "Directions" column, when applicable.
- Ensure to respond to ALL questions in the tab before reviewing the results in either the "12. Response #1 Results" "13. Response #2 Results" or the "14. Response Trends" tabs (depending on the column that is filled out).
- All "Response" cells highlighted in light blue means it is associated with skip logic, so please review the directions in the corresponding "Directions" cell of the same row.

Administration Subject Area Performance Standards for LPH Questions










#	Subject Area	Performance Standard Question	Link	Not Applicable Explanation	Response #1	Response #2	Directions
5	Administration	5. In the last five years, has your Health Department/Board of Health filed with the Environmental Protection (DEP) attested copies of sanitary codes, all rules, regulations, and standards which have been adopted, and any amendments and additions for the maintenance of a central register in accordance with section eight of chapter twenty-one A AND can provide documentation of submittal? (M.G.L. c. 111, s. 31).	M.G.L. c. 111, s. 31	Not applicable - We have not had any new sanitary codes, rules, regulations, or standards which have been adopted, or any amendments and additions to the maintenance of a central register in accordance with section eight of chapter twenty-one A in the last five years.			
6	Administration	6. In the last five years, has your Health Department/Board of Health held a public hearing, of which notice was published in a local newspaper, regarding regulations or amendments to regulations that relate to the minimum requirements for subsurface disposal of sanitary sewage as provided by the state environmental code? (M.G.L. c. 111, s. 31)	M.G.L. c. 111, s. 31	Not applicable- We have not had any new regulations or amendments to regulations that relate to the minimum requirements for subsurface disposal of sanitary sewage in the last five years.	Yes No - More staff required. No - Additional training needed. No - Lack of funding (not staffing related). No - I was not aware of this requirement.		If "No" or "Not applicable", choose "Not applicable" for Question 7
7	Administration	7. At a public hearing, prior to the adoption of any such regulation or amendment which exceeds the minimum requirements for subsurface disposal of sanitary sewage as provided by the state environmental code, does your Health Department/Board of Health state the local conditions which exist or reasons for exceeding such minimum requirements? (M.G.L. c. 111, s. 31)	M.G.L. c. 111, s. 31				If "No" or "Not applicable", for Question 6 (above) choose "Not applicable" for this question
8	Administration	8. Does your Health Department/Board of Health annually publish a list of hazardous chemicals present in the municipal water supply in concentrations greater than fifty percent of the suggested action guidelines (the suggested no adverse response levels or the maximum contaminant levels established by the United States Environmental Protection Agency) AND post the list in a town or city hall and at the offices of the Water Department? (M.G.L. c. 111, s. 26F)	M.G.L. c. 111, s. 26F	Not applicable - Our Health Department/Board of Health does not accept the provisions of M.G.L. c. 111, s. 26F.			

FY25 Work Planning & Capacity Assessment

Response Trends (Response #1 to Response #2)

Below is a summary of the comparison between "Response #1" and "Response #2" results for all of the subject areas in a table and visual format. "Response #1" and "Response #2" columns in tabs 4-11 are completely filled out in order to view the trends in the results.

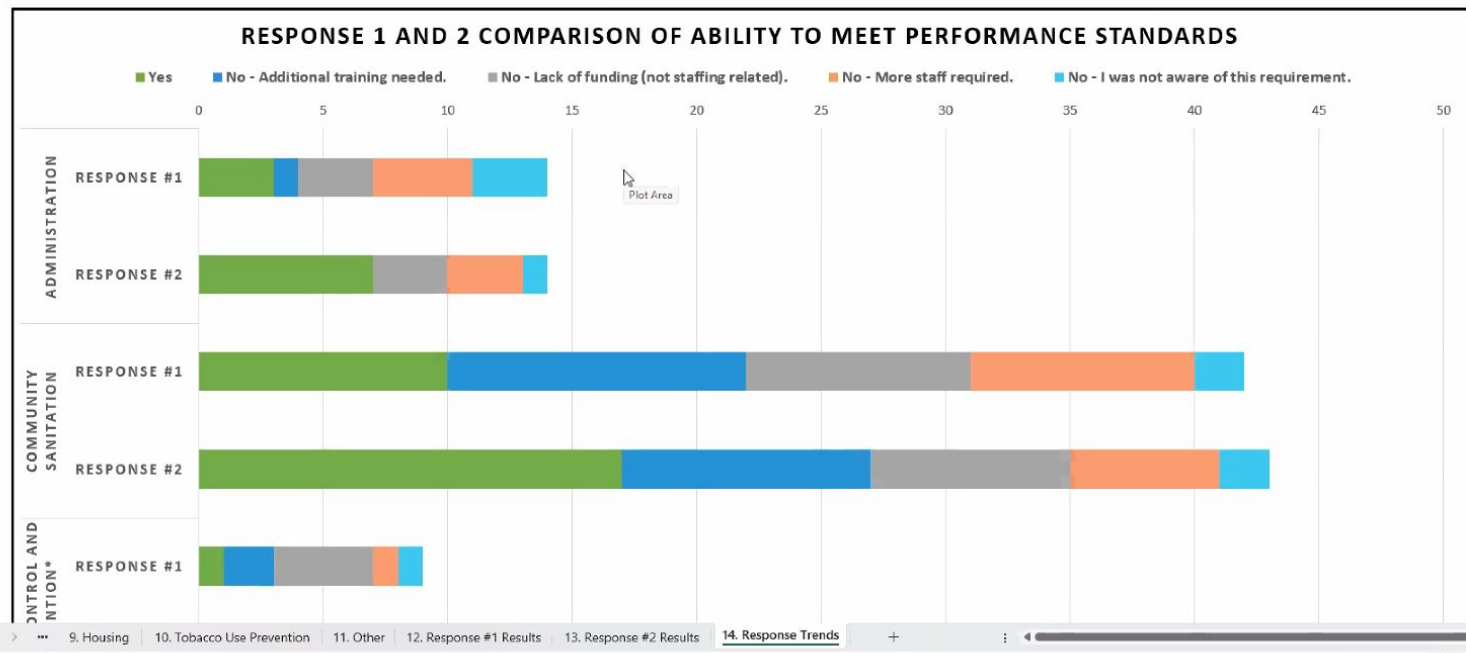
Comparison of Percentage of Performance Standards Met (Response #1 vs Response #2 Results)

Subject Area	Response #1	Response #2	Change %	
	% of Performance Standards Met	% of Performance Standards Met		
Administration	21%	50%		29%
Community Sanitation	24%	40%		16%
Disease Control and Prevention*	11%	67%		56%
Environmental Protection	81%	63%		-19%
Food Protection*	35%	35%		0%
Housing	10%	80%		70%
Tobacco Use Prevention	36%	64%		27%
Other*	50%	100%		50%
Total Results	34%	55%		22%

*if this result does not match that in the Capacity Assessment Interactive Data Dashboard it is due to the removal of antiquated regulations (Food Protection: 3; Disease Control and Prevention: 3) Performance Standards in the "Other" subject area.

FY25 Work Planning & Capacity Assessment

Graphical Representation of Response #1 and Response #2 Results



FY25 Work Planning & Capacity Assessment

Example Objective Outlines for FY25

- **Improve Backup Documentation**
 - *Collaborate with DPH SMEs to conduct audit of backup documentation for Food Protection, Housing, Nuisances, and Pools*
 - *Leverage SME feedback to develop a regional documentation QI strategy*
- **Develop regional plan to meet the Workforce Standards**
 - *Conduct training audit of public health staff in participating municipalities*
 - *Develop individual and municipality training plans to improve coalition achievement of Workforce Standards where applicable*

IMA Amendment

- Review of IMA & requested updates
- **Decision Point:** vote to adopt pending any changes from previous draft

Regional Staff Updates

- Kerry's March Summary
- Hiring Process Updates
- Regional Inspection Associate Onboarding Plan

MRC Updates

- Upcoming Training:
 - Access & Functional Needs
 - April 29th, virtual
 - QPR
 - May 9th, Wellesley
- Q3 Drill Completed

Adjournment

Next Meeting:

Monday, May 6th

11AM-1PM

/ Our Purpose

Imagine a world in which
language and cultural barriers
are no longer an issue.

Where being understood is
universal and empowering.

This is what we offer.

We are LanguageLine.
We are proud to serve.



Being understood is empowering

Language access at all touchpoints

On-demand interpretation

240+ languages 24/7/365, in seconds

The LanguageLine App

Phone Interpreting

Direct Response

Telehealth and Virtual Meetings

Face-to-face interpretation

130+ languages

OnSite Interpreting

Virtual OnSite Interpreting



Translation and Localization

380+ languages

Translation

Localization

Transcription

Clarity®

Testing and Training

57 languages

Testing

Training

LanguageLine® Phone InterpretingSM

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

FAST

- Connect in seconds to 20K+ 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)
- Lightening fast connect times

ROBUST

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

RELIABLE

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

SECURE

- End-to-end encryption
- Location-based security controls



LanguageLine® OnSite® and Virtual OnSite

FLEXIBLE

- Provides access to the same interpreter—in person and virtually
- Both in-person and virtual interpretation services are available through the same setup and request process.

INCLUSIVE

- Bridges gaps in understanding
- Facilitates complex communication
- Promotes communication for secondary disabilities

REASSURING

- Eliminates situational anxiety
- Maintains an interpreter relationship

QUALITY INTERPRETING

- Interpreter quality assurance
- High assignment fill rate
- ISO 9001:2015 certified



LanguageLine[®] Testing and TrainingSM

Ensure quality, maximize revenue, minimize risk, and increase efficiency by testing and training Bilingual staff, interpreter staff, and candidates for hire.

TESTING

Language Proficiency Test

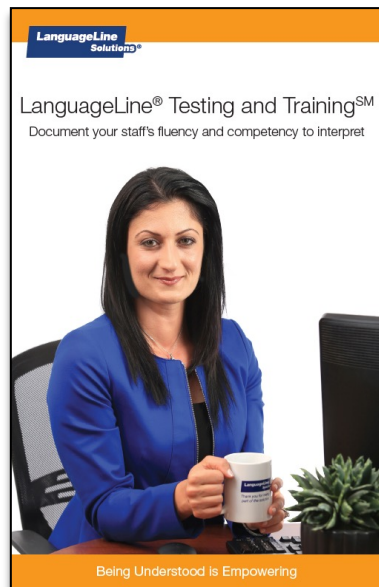
- Live or online (eLPT) delivery
- Online test integrates with existing HR platforms
 - Audio and video option available
- LanguageLine examiners rate each test to ensure quality of the results
- Externally validated by a psychometrician

Certificate of proficiency level provided

Interpreter Skills Test

- Live or online (eIST) delivery
- Rated by intensively trained senior interpreter
- Externally validated by a psychometrician

Certificate of competency provided



TRAINING

Fundamentals of Interpreting

- Interpreter roles and protocols, Code of Ethics, attentive listening, dual tasking, memory development, note-taking

Advanced Medical Interpreter

- Medical interpreter roles and responsibilities, Code of Ethics, advanced medical terminology and skills, challenges of the profession, medical professions and specialties, anatomy and physiology

Certificates of completion provided

LanguageLine[®] Translation and LocalizationSM

Healthcare Expertise

- 10,000+ healthcare clients
- Unrivalled expertise with healthcare translations

Easily handle any type of content or any size project

- Document translation (print and digital)
- Localization (websites / software / apps)
- eLearning (online apps / simulations / ILT)
- Multimedia (audio / video / sub-titling)

Innovative solutions

- LanguageLine[®] Translation PortalSM (web-based TMS)
- LanguageLine[®] Machine TranslationSM (machine translation)
- LanguageLine[®] ConnectSM (CMS Integration)
- LanguageLine[®] Website ProxySM (web localization)
- LanguageLine[®] ClaritySM (plain English simplification)

Quintuple ISO certified



Unmatched certifications and quality management

ISO 9001:2015, ISO 17100:2015 ISO 18587:2017 ISO 27001:2013 and CGSB 131.10 certified



ISO 9001:2015
CERTIFIED



Quality Management System

- Internal and external audits performed annually

Proven and tested translation process used for all requests

- Translation
- Copyediting
- Proofreading

Comprehensive quality assurance performed at all steps

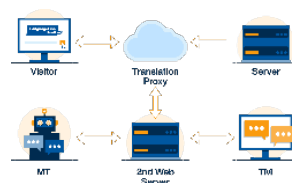
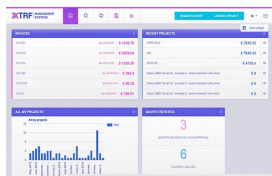
Detailed SOPs for all processes including

- Linguist recruitment and testing
- Project management
- Quality assurance
- Voice of the Customer (VOC)

Corrective Action Process (CAR) for any defects

Translation and Localization technology

Industry leading solutions to help you complete your projects based on your needs and budget



LanguageLine Translation PortalSM

- Client online project management
- Accessible 24/7/365
- Easy to use and secure
- Fully customizable reporting
- Request quotes for your projects



LanguageLine ConnectSM

- 60+ out-of-the-box connectors
- Automatically retrieves content and returns completed translations
- Integrates authoring, translation, and publishing
- Provides continuous translation
- CMS, PI, DAM, and ECM systems



LanguageLine Website ProxySM

- Real-time solution for website localization
- Mirrors your website
- Minimum effort from your team members
- Seamless workflow
- Expand your client reach



LanguageLine Machine TranslationSM

- Translate large scale content faster
- Reduce cost over time
- Quick turnaround
- Customizable review process

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

/ LanguageLine Accessibility Services

Document services include:

- Braille
- Large Print
- TTS Audio
- Data Format (plain text)
- WCAG AA compliant accessible PDF
- Website Compliance Auditing



Less is More

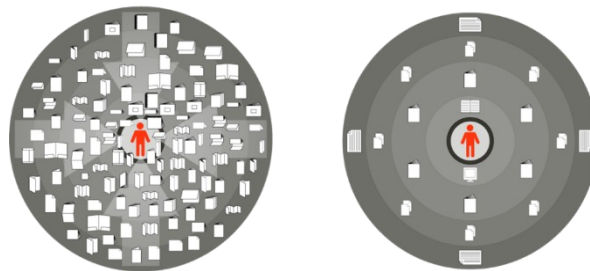


MICROSIMPLIFICATION

Improves:

- Understanding
- Customer experience
- Readability

Streamlining Marketing Literature



MACROSIMPLIFICATION

Reduces:

- Word and page count
- Translation costs
- Printing/fulfillment costs

Thank you



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Regional Inspector - Onboarding Plan

I. Background on NC8, Local Public Health, & the Public Health Excellence Grant		
Resource or Task	Date Completed	Initials
<input type="checkbox"/> Introduction (PPT)		
<input type="checkbox"/> Review of Onboarding Guide		
<input type="checkbox"/> Blueprint for Public Health Excellence		
<input type="checkbox"/> Performance Standards One Pager		
<input type="checkbox"/> Performance Standards FAQ		
<input type="checkbox"/> Capacity Assessment Summary Report		
<input type="checkbox"/> NC8 Website		
<input type="checkbox"/> Orientation to Local Public Health in Massachusetts		
<input type="checkbox"/> Health Promotion and Health Equity		

II. NC8 Introductions		
Resource or Task	Date Completed	Initials
<input type="checkbox"/> Norwood Personnel Handbook		
<input type="checkbox"/> NC8 Regional Staff Guidelines		
<input type="checkbox"/> Introduction to Regional Staff		
<input type="checkbox"/> Health Department Visits: Canton		
<input type="checkbox"/> Health Department Visits: Dedham		
<input type="checkbox"/> Health Department Visits: Milton		
<input type="checkbox"/> Health Department Visits: Norwood		

<input type="checkbox"/> Health Department Visits: Walpole		
<input type="checkbox"/> Health Department Visits: Wellesley		
<input type="checkbox"/> Health Department Visits: Westwood		
<i>Add any materials provided by other communities</i>		

III. High-Priority Inspections		
Resource or Task	Date Completed	Initials
Inspection Basics		
<input type="checkbox"/> Safety: Practical Strategies While Doing Field Work		
<input type="checkbox"/> Public Health Law and Legal Issues in Massachusetts		
Inspection by Topic		
<i>Swimming Pools</i>		
<input type="checkbox"/> Recreational Waters: Swimming Pools		
• Shadowing of Pool Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Certified Pool Operator Course		
<input type="checkbox"/> Topic Check-In with RSC		
• Supervised Pool Inspection		

<input type="checkbox"/> Public Health Associate		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<i>Recreational Camps</i>		
<input type="checkbox"/> Recreational Camps for Children Programs For Regulators		
• Camp Binder Review		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
• Records Review		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		

<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
• On-site Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Topic Check-In with RSC		
<i>Tanning</i>		
<input type="checkbox"/> Tanning Facilities for Regulators and Operators		
• Shadowing of Tanning Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Topic Check-In with RSC		

• Supervised Tanning Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<i>Body Art</i>		
<input type="checkbox"/> Body Art Programs For Regulators		
• Shadowing of Body Art Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Topic Check-In with RSC		
• Supervised Body Art Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		

<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<i>Nuisances & Complaints (Not Including Housing or Food)</i>		
<input type="checkbox"/> Nuisance Control Abatement and Removal		
• Shadowing of Nuisance Investigation		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
• Shadowing of Order to Correct Drafting		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Topic Check-In with RSC		

• Co-Investigate Nuisance		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
• Draft Order to Correct for Review by Co-Investigator		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<i>Private Wells</i>		
<input type="checkbox"/> Drinking Water and Private Wells in Massachusetts		
• Shadowing of Well Inspection		
<input type="checkbox"/> Westwood (1)		
<input type="checkbox"/> Westwood (2)		
<input type="checkbox"/> Westwood (3)		
<input type="checkbox"/> Topic Check-In with RSC		

• Supervised Well Inspection		
<input type="checkbox"/> Westwood (1)		
<input type="checkbox"/> Westwood (2)		
<input type="checkbox"/> Westwood (3)		
<i>Bathing Beaches</i>		
<input type="checkbox"/> Recreational Waters: Bathing Beach Programs for Regulators		
• Shadowing of Opening Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
• Shadowing of Water Sample Collection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Topic Check-In with RSC		

• Supervised Water Sample Collection		
<input type="checkbox"/> Westwood		
<i>Tobacco</i>		
<input type="checkbox"/> Introductory Training with Sarah (MHOA)		
<input type="checkbox"/> Ride-Along Inspections with Sarah		
• Shadowing of Tobacco Inspection		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Topic Check-In with RSC		
• Supervised Tobacco Inspection		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		

IV. Additional Foundational Training		
Resource or Task	Date Completed	Initials
<i>Environmental Health</i>		
<input type="checkbox"/> Hazardous Materials and Waste in Massachusetts		
<input type="checkbox"/> Solid Waste and Recycling Programs in Massachusetts		
<input type="checkbox"/> Medical or Biological Waste Programs for Regulators		
<i>Legal & Administrative Matters</i>		

<input type="checkbox"/> How to Hold a Public Hearing in Massachusetts		
<input type="checkbox"/> Strategies for Funding Board of Health Programs		
<i>Community & Population Health</i>		
<input type="checkbox"/> Surveillance of Infectious Diseases		
<input type="checkbox"/> Infectious Disease Case Management		
<input type="checkbox"/> Isolation & Quarantine For Local Public Health in Massachusetts		
<input type="checkbox"/> Tickborne Disease Surveillance and Prevention		
<input type="checkbox"/> Immunizations and Vaccine Management in Massachusetts		
<input type="checkbox"/> Opioid Epidemic and Substance Use Disorder: Local Public Health in Action		
<i>Putting it All Together</i>		
<input type="checkbox"/> The 10 Essential Public Health Services in Action		
<input type="checkbox"/> Marketing Public Health		
<input type="checkbox"/> Final Topics: Foundations for Local Public Health Practice		

V. Major Topics: Housing		
Resource or Task	Date Completed	Initials
<i>Pre-Requisites</i>		
<input type="checkbox"/> Public Health Workforce Protection		
<input type="checkbox"/> Administrative Search Warrants		
<input type="checkbox"/> Bed Bugs: A Special Housing Topic		
<input type="checkbox"/> Hoarding: A Special Housing Topic		
<input type="checkbox"/> Mold: A Special Housing Topic		

<i>Pre-Occupancy</i>		
• Shadowing of Pre-Occupancy Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Topic Check-In with RSC		
• Supervised Pre-Occupancy Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<i>Complaints</i>		
• Shadowing of Housing Investigation		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		

<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
• Shadowing of Order to Correct Drafting		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
VI. Major Topics: Food		
<input type="checkbox"/> Wellesley		
Resource or Task		
<input type="checkbox"/> Westwood		
<i>Pre-Requisites</i>		
<input type="checkbox"/> Topic Check-In with RSC		
<input type="checkbox"/> Food Protection for Regulators		
• Co-Investigate Complaint		
<input type="checkbox"/>		
<input type="checkbox"/> Canton		
<input type="checkbox"/>		
<input type="checkbox"/> Dedham		
<input type="checkbox"/>		
<input type="checkbox"/> Milton		
<input type="checkbox"/>		
<input type="checkbox"/> Norwood		
<i>Retail Food</i>		
• Shadowing of Retail Food Inspection		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
• Draft Order to Correct for Review by Co-Investigator		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Norwood		

<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Topic Check-In with RSC		
• Supervised Retail Food Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<i>Full-Service Food (Excluding Special Processes)</i>		
• Shadowing of Full-Service Food Inspection		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<input type="checkbox"/> Topic Check-In with RSC		
• Supervised Full-Service Inspection		

<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
<i>Food Truck/Temporary Event Inspection</i>		
<ul style="list-style-type: none"> Shadowing of Food Truck/Temporary Event Food Inspection 		
<input type="checkbox"/> Canton - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Dedham - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Milton - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Norwood - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Walpole - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Wellesley - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Westwood - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Topic Check-In with RSC		
<ul style="list-style-type: none"> Supervised Food Truck/Temporary Event Inspection 		
<input type="checkbox"/> Canton - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Dedham - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Milton - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Norwood - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Walpole - Food Truck ___ Temporary Event ___		

<input type="checkbox"/> Wellesley - Food Truck ___ Temporary Event ___		
<input type="checkbox"/> Westwood - Food Truck ___ Temporary Event ___		
<i>Special Processes</i>		
<input type="checkbox"/> FDA: Special Processes (insert links)		
• Shadowing of Special Process Food Inspection		
<input type="checkbox"/> Canton - special process: (ex. HACCP, ROP)		
<input type="checkbox"/> Dedham - special process:		
<input type="checkbox"/> Milton - special process:		
<input type="checkbox"/> Norwood - special process:		
<input type="checkbox"/> Walpole - special process:		
<input type="checkbox"/> Wellesley - special process:		
<input type="checkbox"/> Westwood - special process:		
<input type="checkbox"/> Topic Check-In with RSC		
• Supervised Special Process Inspection		
<input type="checkbox"/> Canton - special process:		
<input type="checkbox"/> Dedham - special process:		
<input type="checkbox"/> Milton - special process:		
<input type="checkbox"/> Norwood - special process:		
<input type="checkbox"/> Walpole - special process:		
<input type="checkbox"/> Wellesley - special process:		
<input type="checkbox"/> Westwood - special process:		

VII. Integrating into the Departments		
Resource or Task	Date Completed	Initials

• Board of Health Introduction		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		
• Office Coverage Training		
<input type="checkbox"/> Canton		
<input type="checkbox"/> Dedham		
<input type="checkbox"/> Milton		
<input type="checkbox"/> Norwood		
<input type="checkbox"/> Walpole		
<input type="checkbox"/> Wellesley		
<input type="checkbox"/> Westwood		

VIII. Emergency Preparedness		
Resource or Task	Date Completed	Initials
<input type="checkbox"/> Incident Command System 100		
<input type="checkbox"/> Incident Command System 200		
<input type="checkbox"/> National Incident Management System 700		