Root Cause Analysis

Public Unaware of Translation Services

Lack of diversity among workforce

No marketing in diff. languages

Don’t share info with partners

Why?

Lack of diversity of applicants

No marketing for all locations

Current translation process not standardized

Why?

No advertisements for bilingual candidates

Why?

Costly

Why?

Not a current expectation of staff

Why?
Root Cause Analysis

Staff Uncomfortable Using Service

- Don’t know when to use service
  - Why?
  - Lack of Experience

  - Process is intimidating
    - Why?
    - Why?
    - Why?

  - Staff is not trained
    - Why?
    - No training structure
      - Why?
      - Why?

  - Are using other means to translate
    - Why?
  - Staff forgets about the service

- Pop. served isn’t diverse
  - Why?
  - LEP pop. isn’t aware of services

- Staff Uncomfortable Using Service
  - Why?
  - Don’t have to use service often
    - Why?
  - Lack of Experience

  - Staff is not trained
    - Why?

  - Are using other means to translate
    - Why?
Lack of regular on-site translators

- Lack of bilingual staff
  - Why?
  - Why?
  - Hard to find bilingual person with needed skills
    - Why?
    - Low salary rates
      - Why?

- Funding
  - Why?

- Availability of clients
  - Why?
  - Clients can only come when ride is available
    - Why?
    - Why?
    - HCHD has limited hours
      - Why?
      - Why?
      - MA transportation not covered for WIC
        - Why?

- No-show rate
  - Why?
  - Transportation needs not met
    - Why?

- Lack of basic needs
  - Why?

- Feel they no longer need help
  - Why?
Root Cause Analysis

Lack of skills with initial contact/greeting

Not a top priority for staff

Why?

No uniformity/script

Why?

Staff knowledge b/c multiple staff cover inquiries

Why?

Lack of administrative support

Why?

Lack of funding

No uniform evaluation of initial contact

Why?

No policy

Why?

Not part of culture

Why?

No training/resources

Why?

No policy

Why?