

ENTRE NOS...

NEWSLETTER

JANUARY 2025



HISPANIC/LATINO
BEHAVIORAL HEALTH
CENTER OF EXCELLENCE



2025

HAPPY NEW YEAR!

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Walking into the new year
**The Importance of Language
Access and Interpretation in
Healthcare**

CENTER SPOTLIGHT

The Importance of Language Access and Interpretation in Healthcare

by Paola C. Díaz Arce, MHS, H/LBH CoE Outreach and Engagement Manager

Language access is a fundamental social determinant of health, shaping how individuals navigate healthcare systems and access essential services. In our increasingly diverse society, the ability to communicate effectively in healthcare settings is critical, not only for ensuring quality care but also for improving overall health outcomes. Language barriers affect millions of individuals, especially those from immigrant communities and non-English speaking backgrounds, leading to significant health disparities. In this spotlight, we explore the vital role language access and interpretation services play in bridging these gaps and promoting better health outcomes for all.

One of the most immediate impacts of inadequate language access is the presence of **communication barriers**. Without proper interpretation, patients may face challenges articulating their symptoms, understanding medical diagnoses, or receiving accurate treatment instructions. This can lead to misunderstandings, misdiagnoses, medication errors, and improper treatment, all of which can jeopardize patient health. Effective communication is not only necessary for clear diagnosis but also for ensuring that medical interventions align with a patient's unique needs.

Another critical issue related to language access is **health literacy**. Health-related materials, such as brochures, medication instructions, and consent forms, are often written in complex language that may not be understandable to all individuals, especially those whose first language is not English. When literacy is not connected to a person's language, individuals may struggle to fully comprehend health instructions or recommendations. This gap in understanding can result in poor health management, including failure to follow prescribed treatments or make informed decisions about care.

Language barriers also significantly impact **preventive care** efforts. When patients cannot effectively communicate their needs or understand the importance of preventive services, such as screenings or vaccinations, they are less likely to engage in proactive health management. This lack of engagement can lead to delayed diagnoses, missed opportunities for early intervention, and poorer long-term health outcomes. By removing language barriers, healthcare systems can empower patients to make informed decisions and take preventative measures that safeguard their health.

In **emergency care** situations, timely and clear communication can be a matter of life or death. Language barriers can delay emergency interventions, complicating diagnosis and treatment in critical moments. Patients who cannot explain their symptoms or understand the actions being taken may experience greater risks in emergency scenarios. Access to interpreters or language services ensures that critical health information is conveyed swiftly and accurately, providing patients with the care they need in urgent situations.

Social isolation is another consequence of language barriers. Individuals who speak non-dominant languages may feel disconnected from their communities and healthcare networks. This isolation can prevent them from seeking care, adhering to treatment plans, or accessing social support systems that are essential for mental and physical well-being. Furthermore, the lack of support networks can exacerbate existing health issues, creating a cycle of poor health outcomes and limited access to resources.

At the heart of improving patient outcomes is **patient engagement**. When patients understand their health conditions and treatment plans, they are more likely



to be engaged in their care, follow medical advice, and adhere to prescribed treatments. Language access is therefore essential for fostering strong patient-provider relationships and ensuring that patients take an active role in their own health management.

Lastly, **policy and advocacy** are significantly influenced by language access. Without the ability to fully understand or communicate their health needs, individuals may struggle to advocate for themselves within healthcare systems, navigate insurance policies, or access necessary services. This can perpetuate disparities in health equity, leaving non-English speakers marginalized and underserved. By prioritizing language access, we help ensure that all individuals have a voice in their healthcare, promoting fair and equitable treatment for everyone.

In conclusion, language access and interpretation are not just conveniences; they are essential to achieving health equity. By overcoming communication barriers, enhancing health literacy, and fostering patient engagement, healthcare providers can improve outcomes for diverse populations and create a more inclusive healthcare environment for all. At our center, we remain committed to advocating for language access as a critical component of effective, compassionate, and equitable healthcare.

We encourage you to explore our video on ***Best Practices in Interpretation Services for Latine Communities in Need of Behavioral Health Services***. This video provides valuable insights into the specific challenges faced by Latine communities in accessing behavioral health services and highlights the best practices we have developed through our collaboration to ensure that language barriers are not a hindrance to receiving critical care.

[Click here](#) to view **Best Practices in Interpretation Services for Latine Communities in Need of Behavioral Health Services**

COMMUNITY PARTNERSHIPS



As we close out the year and warmly embrace 2025, we would like to take a moment to express our deepest gratitude to a special group of individuals who have been working alongside us throughout the year. TRADUCOOP is a collaborative community of credentialed language professionals, all highly trained and fully bilingual native speakers of both Spanish and English. Each of their worker-owners possesses a minimum of three years of combined education and practical experience in the field.

About the TRADUCOOP Team

The TRADUCOOP team was formed through a shared commitment to excellence in language services, coming together while pursuing studies and professional experience at the Graduate Program in Translation at the University of Puerto Rico, one of the most prestigious institutions in the Americas. The collaborative spirit and academic rigor cultivated in this program laid the foundation for the cooperative's formation. With the strategic support of incubator programs from ICOOP (Instituto de Cooperativismo at the University of Puerto Rico) and La Cepa (Nuestro Barrio at Universidad de Sagrado Corazón), TRADUCOOP was officially registered as a worker cooperative in 2019. Since its inception, the cooperative has made significant strides in advancing its mission to provide high-quality, culturally competent language services.

Our Collaborative Efforts

Our partnership with TRADUCOOP has been centered around the vital importance of language access and inclusion. Together, we have provided essential language services in both Spanish and English, ensuring that individuals from diverse linguistic backgrounds can access crucial resources, information, and services. Our collaboration has not only focused on providing accurate translations but has also emphasized the critical role of assertive and precise interpretation. We understand that effective communication, particularly in settings where accuracy is paramount, goes beyond simply translating words. It requires a deep understanding of cultural context, sensitivity to the needs of the community, and a commitment to ensuring that all individuals are heard and understood.

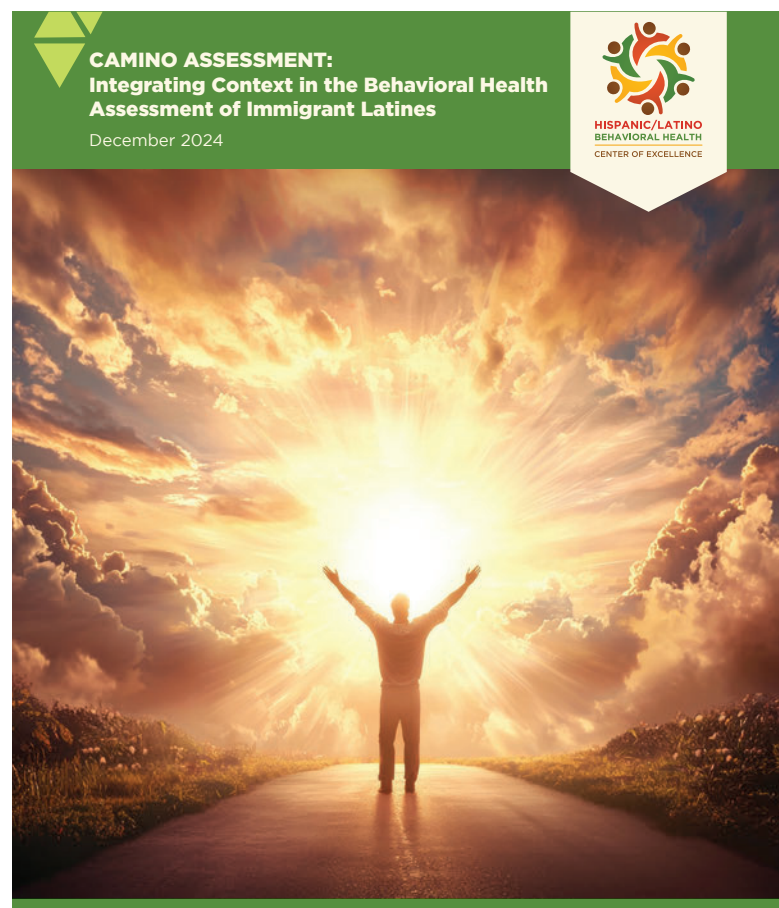
For more information about TRADUCOOP's mission, values, and services, we invite you to visit their official website at www.traducoop.com. Here, you will gain a deeper understanding of the cooperative's work and the exceptional services they offer to individuals and organizations seeking high-quality language access.

In this new year 2025 we look forward to further strengthening our partnership with TRADUCOOP, as we continue to promote language access, inclusion, and the equitable delivery of services. The expertise and dedication of the TRADUCOOP team are invaluable assets, and we are excited to build upon the progress we have made together.

[Click here to visit the TRADUCOOP website](http://www.traducoop.com)

FEATURED PRODUCTS

PRODUCTS



[DOWNLOAD](#)



WHAT ARE WE DOING?

by Paola C. Díaz Arce, MHS, H/LBH CoE Outreach and Engagement Manager
Ibis S. Carrión González, PsyD, H/LBH CoE Program Director
Jessenia D. Zayas-Ríos, DBH, MPHE, CHES® - H/LBH CoE Program Manager

December 11: Coalición Puertorriqueña Anti-Estigma

As we close the year, we held our final meeting with the Coalición Puertorriqueña Anti Estigma, collaboration with different TTCs and TACs, reflecting on a year of collaboration and impactful efforts. Throughout the year, we were actively involved in planning and supporting their campaign aimed at empowering the Puerto Rican community by addressing the stigma surrounding opioid use. This initiative seeks to foster understanding and eliminate barriers to recovery, emphasizing that healing and living a full life are achievable. By promoting recovery and reducing stigma, the campaign inspires hope and encourages individuals to seek the support they need without fear of judgment. Together, we have demonstrated the power of collective action to build healthier, more compassionate communities. This collaboration stands as a testament to what is possible when we come together to drive meaningful change.

December 13: The Border is Here: Addressing Trauma and Loss Among Immigrant Latin American Families and the Providers Serving Them

Recognizing the critical importance of language access and interpretation, we have actively collaborated throughout the year to provide these essential services during our events. Most recently, we partnered with El Futuro to deliver a webinar addressing pressing issues faced by Latin American immigrant communities. The session began by examining the intersection of interlocking systems of oppression and immigration policies, shedding light on their extensive impacts. Participants explored the short- and long-term effects of immigration enforcement on young children, families, and caregivers, with a focus on emotional and developmental outcomes. Further, the webinar addressed secondary traumatic stress through the lens of intersectionality, offering actionable strategies to strengthen protective factors at organizational, community, and individual levels. Attendees also received training on implementing the Family Preparedness Plan, a trauma- and diversity-informed framework designed to promote safety, emotional regulation, empowerment, and hope for immigrant families navigating complex challenges.

December 17: The Care of Substance Use and Mental Health Disorders in Primary and Integrated Care Services

On December 17, our Center focused on the critical intersection of mental health and substance use within primary care for Hispanic and Latine communities. The discussions illuminated pressing trends and emphasized the necessity of integrated healthcare approaches, which resonated deeply with our audience. We explored barriers and facilitators in implementing these models, empowering participants with knowledge and strategies to improve care. The collaborative atmosphere fostered dynamic conversations, with attendees eager to share their insights and experiences. This event reaffirmed our dedication to advocating for comprehensive, culturally sensitive care that addresses the unique challenges faced by Hispanic patients.

December 20: CAMINO: A Culturally Responsive Assessment Tool for Latine Immigrants

Our center brought mental health professionals together to explore the critical cultural factors shaping the experiences of Latine individuals accessing care. The session highlighted the profound mental health implications of immigration from Central and South America, emphasizing narratives of loss, unresolved grief, and the challenges of re-establishing identity amidst uncertainty. Attendees learned about the importance of assessing trauma exposure across the pre-, peri-, and post-migration journey, gaining insight into how these experiences influence vulnerability and resilience. The presenter shared clinical recommendations, including strategies to foster engagement and adapt the role of mental health professionals to better serve immigrant Hispanic and Latine communities.

SAVE THE DATE



HISPANIC/LATINO
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Entre colegas...

January 22, 2025
1:00 - 2:30 P.M. EST

Dialogues between Behavioral
Health Providers of Latines



Guest:
Kristin Scardamalia, Ph.D



[REGISTER HERE](#)



Recovery Approaches
for Substance Use & Mental Health Disorders
in Hispanic and Latine Communities

January 23, 2025
10:00 A.M. - 5:00 P.M. EST
ZOOM Webinar



Haner Hernández, PhD, CPS, CADCI, LADCI



[REGISTER HERE](#)



NAVIGATING HISPANIC, LATINO/A/E/X TERMINOLOGY IN RESEARCH, COMMUNITY, AND PRACTICE

January 28 | 1:00 - 2:00 PM ET | Webinar

[REGISTER HERE](#)



The Impact of Social Determinants on Hispanic and Latine Populations and its Relationship with Anxiety in Communities

January 30, 2025
1:00 - 2:30 P.M. EST
ZOOM Webinar



Patricia L. Landers Santiago,
MEd, PsyD



[REGISTER HERE](#)





“We all have a responsibility to try and make this world better, whether it’s through our work, the causes we champion, the way that we treat people, or the values we impart to the next generation.”

- Daniel Lubetzky

OUR TEAM

Hispanic/Latino Behavioral Health Center of Excellence Team

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CONTACT US

For more information on the H/LBH CoE, visit:

www.hispaniclatinobehavioralhealth.org

You can also contact the center directly by email at:

info@hispaniclatinobehavioralhealth.org



REQUEST TA

*The Hispanic/Latino Behavioral Health Center of Excellence recognizes the complexities associated with gender and ethnic identification as well as the right of all individuals to self-identify. The Center uses the term Latine with the intention of both facilitating fluent reading and pronunciation and supporting an inclusive and respectful language. Latine is a gender-neutral form of the word Latino that uses the letter e at the end, an idea native to the Spanish language.

The Hispanic/Latino Behavioral Health Center of Excellence is led by the Institute of Research, Education, and Services in Addiction at the Universidad Central del Caribe School of Medicine and is funded by the Substance Abuse and Mental Health Services Administration under grant number H79FG001136.