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Cultural Navigation

Welcome Packet

Purpose of Document

The following resource is an example of a document that can be used to help welcome and orient community-based organizations (CBOs) and other agencies that are contracted to provide cultural navigation services and community outreach and education. This document is called the *Welcome Packet*.

The *Welcome Packet* is a user-friendly, convenient way to guide new partners. This Welcome Packet is not a replacement for direct technical assistance. Instead, it is a way to organize the most used resources to help organizations become self-sufficient and build capacity for working with governmental funding, which may include state and federal funding.

The *Welcome Packet* includes important information relating to the funding award, requirements for navigators, invoicing and payments, required meetings, approved outreach materials, funding acknowledgments, and more.

The ultimate goal of this document is to ease the burden of working with governmental funding and provide information and requirements in one easily accessible document. It is recommended that the contents of this document be reviewed with each partner in one of the earliest meetings. Additionally, this document is meant to be living, with routine updates as information changes, new resources become available, and/or when new trainings are identified.

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Welcome

Thank you for your continued commitment to serving **[insert specific communities or populations, for example, newcomer communities]** through cultural navigation and outreach efforts. We are excited to partner with you on the **[insert project, for example, COVID-19 Public Health Response]**! To help orient you, this document outlines important information related to the project. If you have any questions, please contact one of our team members.

Please note: This space can be utilized to highlight any imperative information. For example, before a cultural navigator can begin work on navigation projects, the following must be completed:

1. The funded organization must submit a signed confidentiality agreement and verification that a background check has been completed in the past **30 days** to the awarding entity.
2. The navigator must complete the requirements outlined in the [Welcome Letter for Cultural Navigators](#).

Contact Information

Include contact details for team members at the awarding entity that community partners can contact for inquiries and concerns.

Program:

- Cultural Navigation Team:
- Program/Grant Manager:

Fiscal:

- Accounts Payable:
- Program/Grant Manager:

The Project

Use this section to insert contextual information about the specific project.

Example: This project provides cultural navigation to support the case interview, contact tracing, and health education components of the COVID-19 pandemic response and other complementary public health efforts. The intent of this project is to reduce health disparities and increase accurate representation of marginalized communities in public health COVID-19 data, regardless of culture or language. This is done by engaging cultural navigators who will work with public health teams to include individuals from traditionally hard-to-reach communities in public health responses. Cultural navigators will use cultural and linguistic navigation skills to introduce public health goals and roles, communicate public health messages using culturally appropriate approaches, help public health understand case status and barriers expressed by cases and contacts, and work with public health to develop strategies to take cultural nuances into account when conducting case interviews.

What is a cultural navigator and why are they important to public health activities?

Use this section to outline key points related to how cultural navigators are engaged in project goals and objectives. Below is an example.

- [Strategic Brief](#) - Cultural navigation overview, program information, and more.
- [Sample Job Posting](#) - Sample of a job posting for cultural navigation.
- [Engaging Cultural Navigators in Public Health Responses](#) - Use this guide to help determine if integrating a cultural navigator into the public health response effort might be helpful.

A *cultural navigator* is a person who utilizes essential linguistic and cultural skills to help ensure a stronger public health outcome for all communities. Cultural navigators work in tandem with public health officials to overcome barriers, ease communication, and build mutual understanding. One of the roles of a cultural navigator is to help build a bridge between public health case interview/contact tracing efforts and community members. Community members are paired with a trusted cultural navigator who has a baseline understanding of the community member's culture. This pairing allows for more in-depth communication when it seems that community members are reluctant to share information, do not understand what is being asked, or some other barrier is present. The cultural navigator helps share the "why" of public health investigations from community members' cultural perspectives and provides public health staff with pertinent information that helps increase the success and quality of the interview or public health activity.

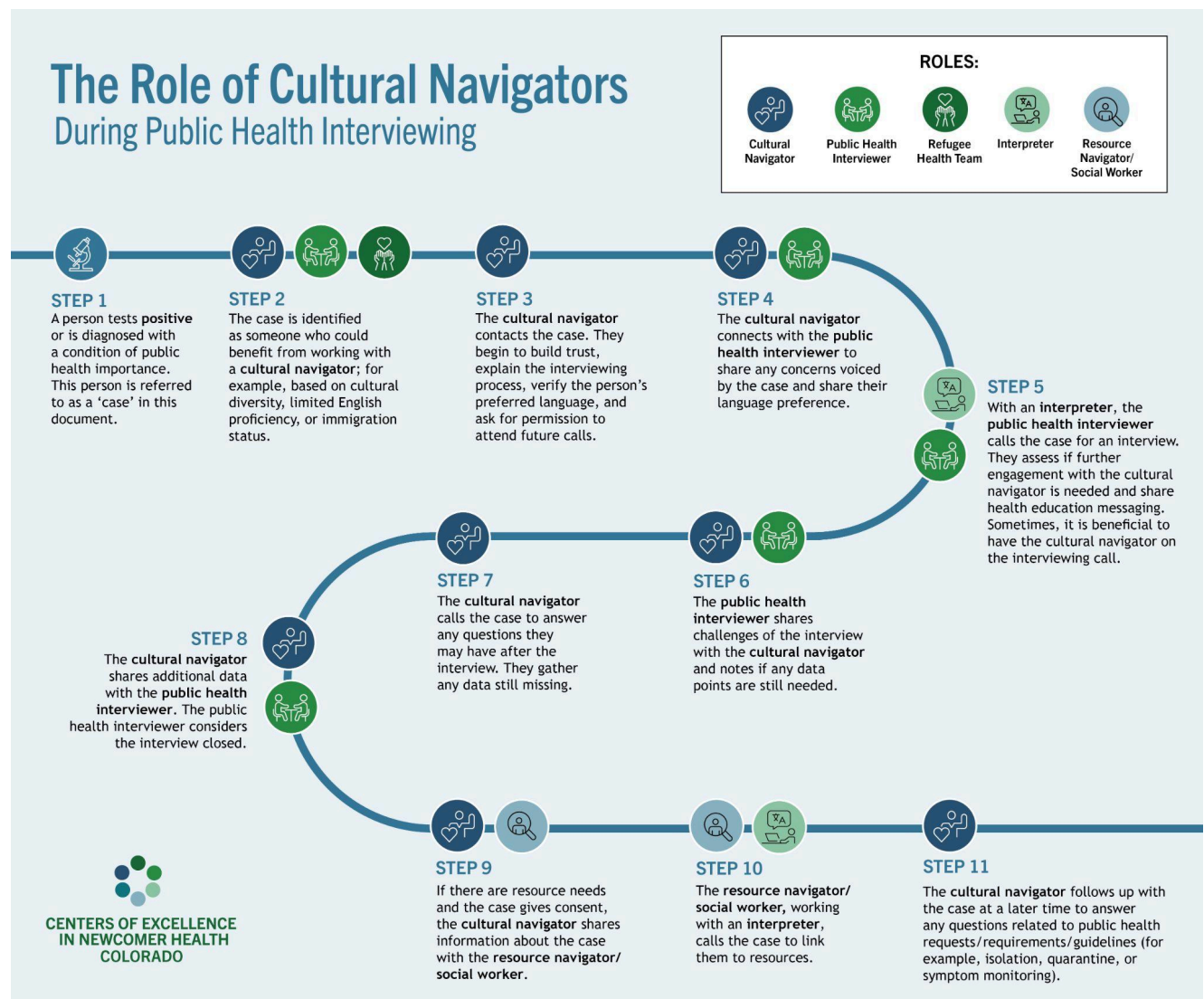
Cultural navigators' roles are primarily to:

- Introduce the goals and roles of public health.
- Be available to assist with public health interviewing.

- Be an essential cultural and linguistic liaison to build trust with community members.
- Communicate public health messages with community members using culturally appropriate approaches.
- Help public health understand case status and barriers expressed by community members. These could include mistrust, past trauma, fears, immigration status-related concerns, and work-related issues. A cultural navigator can also help assess the assets and strengths of a community.
- Strategize with public health to consider cultural nuances that might inform the approach to specific public health activities.
- Consult with public health to develop culturally relevant messaging.
- Advise public health teams on messaging campaign approaches, the best way to reach communities, and data collection considerations.
- Develop and revise resources, documents, and program plans.
- Bridge health education messaging by doing more than word-for-word interpretation, digging deeper into what a case is or is not understanding about the messages shared by public health.
- Conduct a follow-up call with community members after a public health interview. This post-interview communication aims to confirm the community member's understanding of public health guidance.
- Aid in collecting data points that may not have been captured during the initial interview.

The Role of Cultural Navigators During Public Health Interviewing

Download the [Role of Cultural Navigators graphic](#) for an accessible version of the image below!



Meet the Other Organizations

Use this section to highlight awardees and their projects. Include links to their website for more information.

Organization 1:

Organization 1 offers navigation services to enhance the COVID-19 public health response in Denver. This involves bolstering culturally responsive public health education within immigrant and refugee communities, augmenting data collection efforts in these groups, and enhancing accessibility to essential services for all Coloradans.

Organization 2:

Organization 2 is implementing a new Cultural Navigation project. This project will include public health team support in contact investigation and tracing efforts, developing culturally relevant health education campaigns and communications, and providing direct community outreach.

Languages Supported Through This Project

Use the following section to illustrate languages or communities served through the award. Update this section based on the languages that cultural navigators speak.

For example: With your partnership, we can provide more equitable public health services. This project currently serves newcomers in 21 languages from over 50 countries!

- Arabic
- Burmese
- Dari
- Farsi
- French
- Hindi
- Karen
- Kunama
- Lingala
- Luanda
- Lugisu
- Nepali
- Oromo
- Pashto
- Russian
- Sango
- Somali
- Spanish
- Swahili
- Triginya

Recurring Meetings: Attendance is required.

Use this section to list mandatory meetings for all funded organizations. Do not include individual meetings here. For example:

Monthly Cultural Navigation Meeting

- The fourth Monday of each month from 11 a.m. - noon.
- Please inform program staff at least **three days** in advance if you cannot attend.
- Meeting connection information: **[insert meeting connection information]**

NOTE: Each organization may have additional mandatory meetings with the funding entity's program staff. Reach out to program staff for connection information.

Important Links

Use this section to highlight important links, including links to submit deliverables, required forms, reporting information, submission forms, etc. Denote which links are deliverables as required by the contract. The following resources are examples of items you may want to consider in this section.

- **Monthly activity reporting form (deliverable)** - due no later than **15 days** after the end of the month, and within the contract term.
- **How to use a new monthly reporting form** - a video recording that provides information related to what information is being requested and how to use the form.
- **Confidentiality form for navigators** - to be completed by navigators before a navigator begins work.
- **Cultural navigator contact information, confidentiality agreement, and background check reporting form** - to be completed by the organization. This must be completed before a navigator begins work.
- [Navigator welcome letter](#) - to provide navigators with an overview of their onboarding requirements, training opportunities, and more.

Contract Management

Insert relevant information related to contract monitoring and management. The goal of this section is to provide organizations with the administrative resources they need to be successful in managing the award. Below are examples of items that may be helpful for awardees.

Invoice reimbursement form for monthly cost reimbursement (deliverable)

- Submit invoice and supporting documentation to [insert contact information] no later than [insert time frame].
- Invoice reimbursement form requirements [insert example of how this form should be completed].

- Supporting documentation examples
- Timekeeping template
- Funding expense allowability roadmap
- Post award presentation powerpoint

Important Due Dates

This section is for highlighting important due dates. This may include due dates for deliverables and reporting.

Examples:

- **Monthly activity reporting form (deliverable)** - organization report on activities completed during the month. Both qualitative and quantitative data are reported. This information helps awarding entities monitor project progress and better understand successes and challenges.
 - Due no later than **15 days** after the end of the month and within the contract term. For example, the monthly activity reporting form for activities completed in January is due by February 15.
- **Invoice reimbursement form** - required for monthly cost reimbursement.
 - Due no later than **45 days** after the end of the month. For example, the April invoice is due no later than June 15.
- **In-depth report(s) (deliverable)** - mandatory midway through and at the end of the funding cycle. These reports offer more detailed information compared to what is gathered through the monthly activity reporting form.
- **Outreach plans (deliverable)** - brief descriptions of planned outreach activities sent to the program for pre-approval, to ensure activities are allowable. Reports are due at least one week prior to the event. If a last-minute outreach opportunity presents itself, it is advised for the organization to contact the awarding entity as soon as possible.
- **Refer to your contract for additional deliverable due dates.**

Community Resources and Outreach Materials

Use this section for approved outreach materials. If applicable, note certain aspects of the link or resource that are allowed or disallowed. Below are examples of materials utilized during COVID-19 response efforts.

- [Get Tested \(NRC RIM\)](#)
- [COVID -19 and the Flu \(NRC RIM\)](#)
- [Breakthrough COVID-19 Infections](#)
- [Wearing a mask](#)
- [Testing resources \(NRC RIM\)](#)
- [Symptoms of COVID-19 \(CDC\)](#)
- [CDPHE Prevention, Testing, and Treatment Messaging](#)
 - **Note:** Messaging about vaccines is not approved or allowable under this funding.

Note: Some funding sources will require a funding acknowledgment statement for materials developed utilizing funds from the award. Check with your funder for more information.

Additional Helpful Resources

Include additional, generalized resources to aid organizations throughout the award. Below are examples of resources that may be helpful.

- [Centers for Disease Control and Prevention \(CDC\)](#) - Here you will find information by health topics. Additionally, distributable resources are available by topic and language.
- [Colorado's Center of Excellence in Newcomer Health](#) - Here you will find various resources for clinical and nonclinical programs focused on Newcomer Health, resources for communities in multiple languages, COVID-19 information, and more.

- [Minnesota Center of Excellence in Newcomer Health](#) - Here you will find various resources for clinical and nonclinical programs focused on Newcomer Health.
- [National Resource Center for Refugees, Immigrants, and Migrants](#) (NRC-RIM) - Here you will find trainings, best practices, and community resources in many languages.