



Trauma Informed Meaningful Access and Effective Communication with clients with limited-English proficiency.

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Interpretation Technical Assistance Resource Center

ITARC is the comprehensive technical assistance and training provider to OVW funded grantees; national organizations; state coalitions; and local programs on language access and interpretation. Our expertise focuses on: Title VI compliance, language access plan development and implementation; spoken language interpretation; sign language interpretation for deaf victims who do not use ASL; compliance with federal and state language access laws and policies; emphasizing the distinctions between bilingual advocacy and interpretation; and, compiling resources and producing materials that enhance program development and practice.

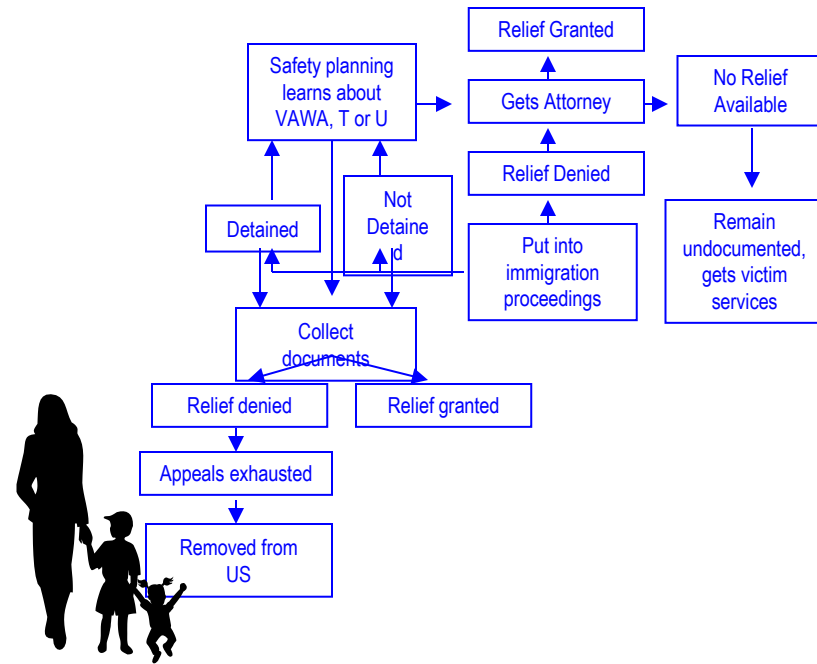
Learning Objectives

1. Articulate the language access requirements of Title VI of the Civil Rights Act of 1964.
2. Describe 2-3 considerations when working with survivors with limited-English proficiency to ensure trauma informed practices.
3. Identify resources to help improve language access plans.

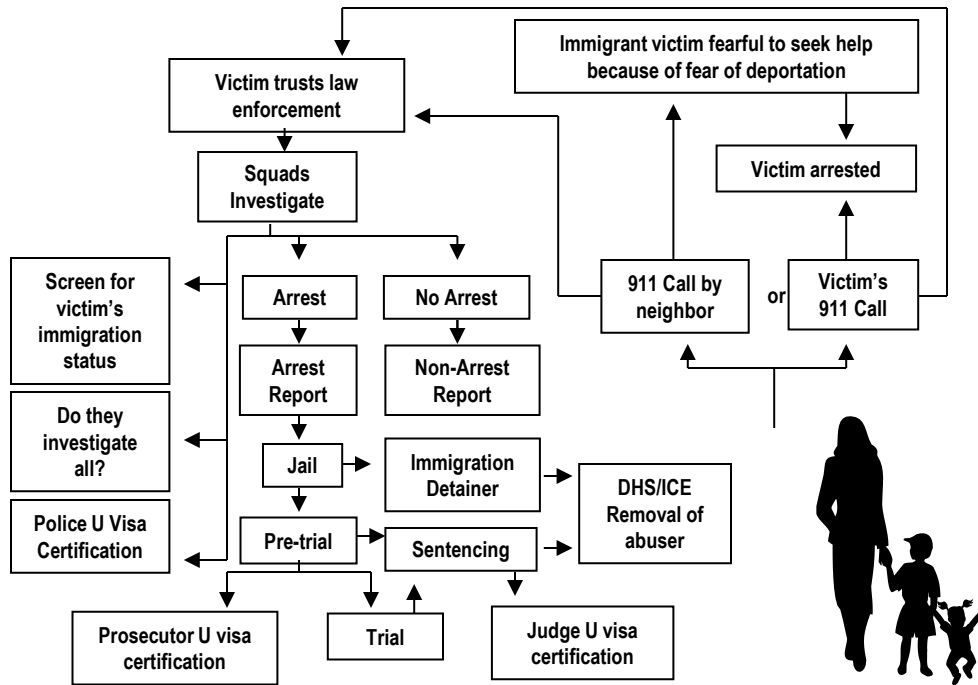
Why we're talking about language access



Complexity of Battered Women's Lives, Ellen Pence

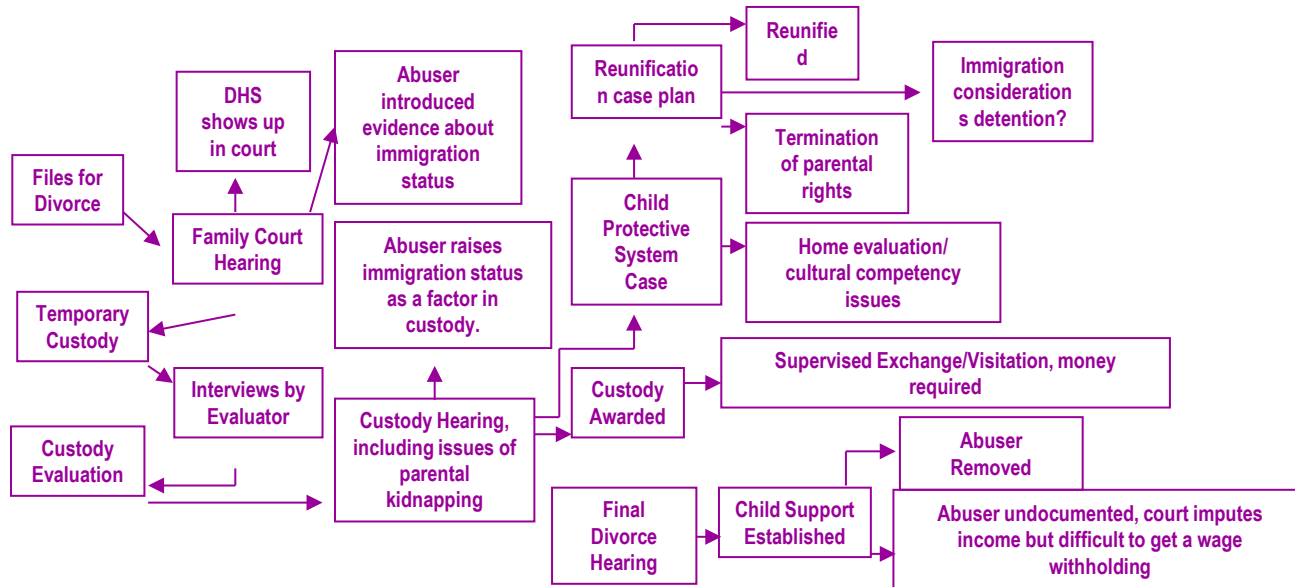


IMMIGRATION MAP

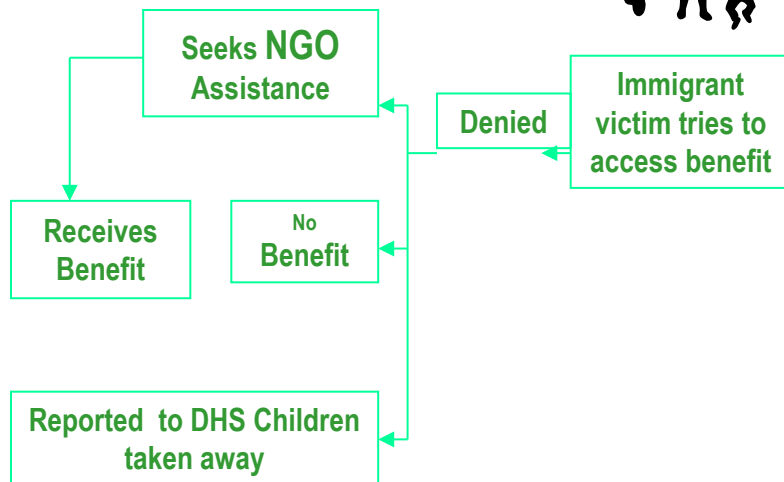


DOMESTIC VIOLENCE/ ARREST INCIDENT

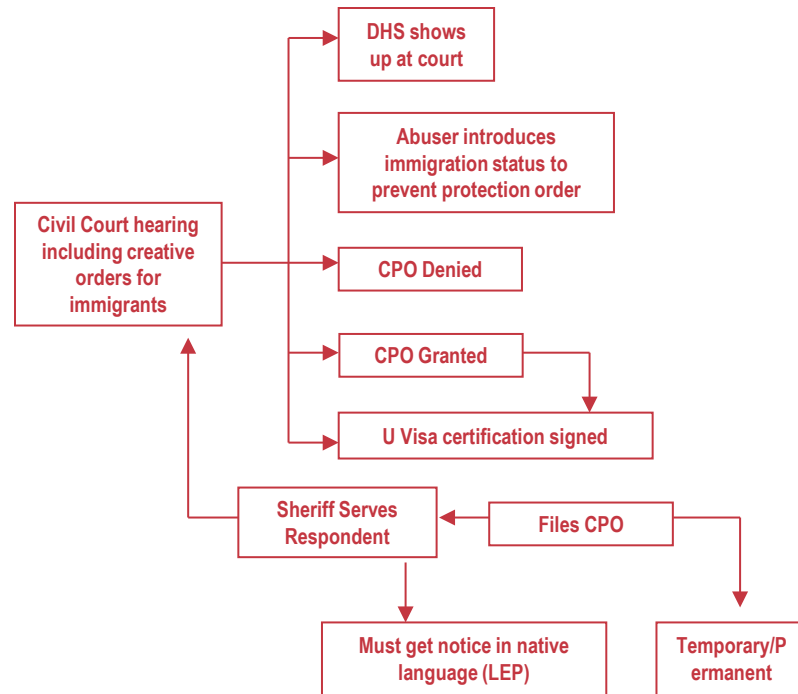
FAMILY COURT

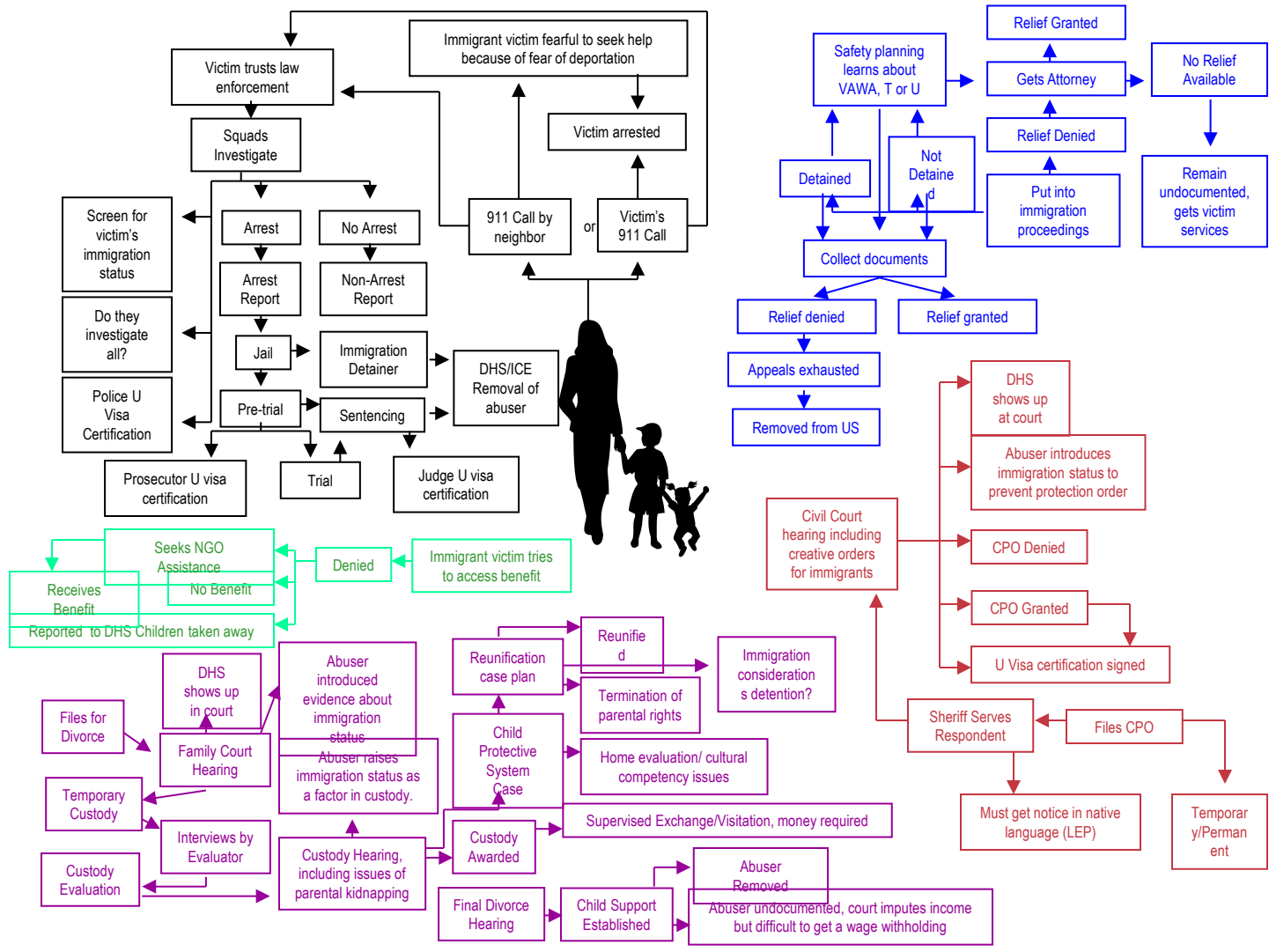


BENEFITS MAP



PROTECTION ORDER – CIVIL COURT PROCESS





Title VI of the Civil Rights Act

No person in the United States shall, on the ground of race, color, or *national origin*, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving *Federal financial assistance*.

Civil Rights Act of 1964, Title VI, 42 U.S.C. § 2000d

Meaning

If you are receiving federal funds, then all your programs, activities, and benefits must be language accessible.

If you are using federal funds to fund grantees, your grantees must provide meaningful language access to all their programs, activities, and benefit.

“MEANINGFUL ACCESS”

Language assistance that results in accurate, timely, and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed or inferior as compared to programs or activities provided to English proficient individuals.”

US Department of Justice's Language



“Limited English Proficient”

The ability to communicate effectively in English for individuals who speak English as a second, third, or fourth language is impacted by the situation, stress, and the subject matter.

What language do you most effectively communicate in?

What if you've experienced trauma?

Definitions

Interpretation - Process of orally rendering communication from one language to another language (Interpreter)

Translation – preparation of a written text from one language into an equivalent form in another language (translator)

Qualified Bilingual Employee: Employee who identify themselves as “bilingual” must demonstrate, through a formal procedure which has been established by the Employer, competency to communicate in the language.

Modes of Interpretation

Simultaneous – The process of orally rendering one language into another language virtually at the same time that the speaker is speaking.

Consecutive – The process of orally rendering one language into another language after the speaker has completed a statement or question.

Sight Translation – The rendering of material written in one language into spoken speech in another language.

The Qualified Interpreter

A qualified interpreter, is an interpreter that meets the requirements and standards recommended by the Department of Justice, and established by your department or agency to interpret competently and accurately, and ensure your ability to effectively communicate with individuals with limited-English proficiency.

Bilingual vs Interpreter

Bilingual staff

- Fluent in English and native language
- Not a conduit or neutral party
- No government standard, but recommends assessment
- Qualified

Interpreters

- Spoken language from one language to another
- Training
- Neutral party
- Fluency in English and native language
- Conduit to communicate
- In-person
- Telephonic

Interpretation Exercise

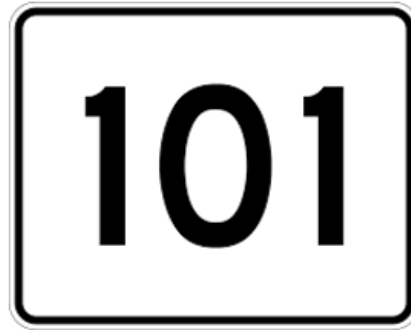
Please listen to the short sentence I read, and then try to repeat everything I've just read.

Trauma and Interpreting

1. The linguistic community (including Deaf) is a small community, and interpreters know the lives of many members.
2. Not all interpreters are trained in or thoroughly knowledgeable about DV/SA and trauma informed practices.
3. Some interpreters are themselves victims or perpetrators.
4. You may need more time
5. Interpreters have privilege of power: having the status of being “Hearing” or can speak English.
6. Victims may specify a gender preference for an interpreter. You should consider time, resources, and any exigency.

Understanding Interpreter Discomfort

- ▶ Interpreter discomfort is a significant barrier to addressing survivors' experiences and effective communication.
- ▶ Interpreter misconceptions, stereotypes, and biases impacts interpretation.
- ▶ Interpreter bias/discomfort impacts your relationship with your client.



VERBS OF VIOLENCE

The importance of nuance

Handout – Verbs of Violence

Verbs of Violence

English	English Definition	Translation
Slap		
Hit		
Punch		
Jump		
Stalk		
Choke		
Strangle		
Trample		
Run Over		
Suffocate		
Asphyxiate		
Stab		
Cut		

Sex/Touching

English	English Definition	Translation
Molest		
Sodomize		
Semen		
Masturbate		
Rape		
Touch		
Caress		
Rub		
Grab		
Press		
Grope		

Language Access Plan

A Language Access Plan is a strategy to assess, identify, and manage a system to ensure that individuals with limited English proficiency (LEP) or Deaf/Hard of hearing individuals are able to fully access services.



Steps to Language Access Planning

1. Convene
2. Assess
3. Collaborate
4. Objectives, Timeframe
5. Who Will Implement
6. Funding
7. Formalize
8. Implement
9. Training
10. Outreach
11. Monitor

Creating a Language Access Plan



Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs U.S. Dept. of Justice. May 2011

Elements of a Language Access Plan

- Identification of Communities with LEP and/or who are D/HOH and their Interaction with DOJ
- Identification of Individuals with LEP and/or who are D/HOH and their Primary Language or Method of Communication
- Quality Assurance and Control
- Outreach and Engagement with Communities with LEP and/or who are D/HOH
- Procurement
- Allocation of Resources

Elements of a Language Access Plan

- Notification of the Availability of Language Assistance Services
- Provision of Language Assistance Services
- Multilingual and Accessible Digital Content
- Staff Training
- Hiring Practices and Access to Multilingual Staff
- Departmental and Interagency Cooperation
- Performance Measurement and Evaluation

Translation

Programs should provide translation of vital written materials into the language of each frequently-encountered LEP group eligible to be served and/or likely to be affected by the recipient's program.

Vital Documents

Documents related to the services provided: including but not limited to: notice of rights; intake and application forms; consent and complaint forms; notices of denials, losses, or decreases of benefits.

Technology

Video Remote Interpreting (VRI)

Video Relay Service (VRS)

Telephone Interpretation

Communication Access Realtime Translation (CART) or Speech to Text Captioning

Instant or Text Messaging








Real time machine translation














Confirming our “meeting”













A word about Google Translate and other forms of mechanized translation.

+Translated Materials > +Languages















1 of 2

Name	Updated ▾	Size	☰ >
 Russian	Jan 12, 2018 by A Prior Collabo...	40 Files	
 Lao (Sorted-1.2010)	Jan 12, 2018 by A Prior Collabo...	31 Files	
 Burmese (Sorted-6.2010)	Jan 12, 2018 by A Prior Collabo...	33 Files	
 Arabic (Sorted-1.2010)	Mar 18, 2016 by A Prior Collab...	57 Files	
 Bengali (Sorted-1.2010)	Mar 18, 2016 by A Prior Collab...	7 Files	
 Cambodian (Sorted-1.2010)	Mar 18, 2016 by A Prior Collab...	35 Files	
 Chinese (Sorted-1.2010)	Mar 18, 2016 by A Prior Collab...	124 Files	

 Chuukese (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	1 File
 Farsi_Persian (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	31 Files
 Gujarati (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	3 Files
 Hindi (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	30 Files
 Hmong (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	10 Files
 Ilocano (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	2 Files
 Japanese (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	29 Files
 Karen (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	17 Files
 Korean (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	38 Files
 Malay (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	5 Files
 Marshallese (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	2 Files
 Mien (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	2 Files
 Mongolian (Sorted-6.2010)	Mar 18, 2016 by A Prior Collaborator	2 Files

Name	Updated 	Size
 Nepali	Mar 18, 2016 by A Prior Collaborator	4 Files
 Other - Bosnian	Mar 18, 2016 by A Prior Collaborator	35 Files
 Punjabi (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	19 Files
 Samoan (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	5 Files
 Tagalog (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	52 Files
 Tamil (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	17 Files
 Thai (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	28 Files
 Tongan (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	13 Files
 Turkish (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	2 Files
 Urdu (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	22 Files
 Vietnamese (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	76 Files

+Translated Materials

Name	Updated ▾	Size
 ABA DV Safety Tips	Mar 18, 2016 by A Prior Collaborator	5 F
 Abuse Is Wrong In Any Language	Mar 18, 2016 by A Prior Collaborator	4 F
 Am I A Victim of Sexual Assault - Sex Abuse Treatment Center of Hawaii	Mar 18, 2016 by A Prior Collaborator	13
 APIIDV Glossary of DV Terms	Mar 18, 2016 by A Prior Collaborator	4 F
 APILO Elder Abuse brochure	Mar 18, 2016 by A Prior Collaborator	4 F
 APWC Brochure	Mar 18, 2016 by A Prior Collaborator	3 F
 ASIA Inc Brochure	Mar 18, 2016 by Shirley Luo	10
 Asian Health Services brochure	Mar 18, 2016 by A Prior Collaborator	5 F
 Asians Against DV Brochure	Mar 18, 2016 by A Prior Collaborator	10
 California Judicial Council Forms	Mar 18, 2016 by A Prior Collaborator	11
 California Refugee Health Section brochures	Mar 18, 2016 by A Prior Collaborator	2 F
 Child Neglect & Abuse Laws-CACF	Mar 18, 2016 by A Prior Collaborator	7 F
 Consenting Sexual Activity in a Relationship or Marriage - Immigrant Women's Support Service (Aus)	Mar 18, 2016 by A Prior Collaborator	5 F
 Dating Violence	Mar 18, 2016 by A Prior Collaborator	5 F

Search

HotPeachPages



International List of Sexual & Domestic Violence Agencies

Can't read it? Translate the page:

Select Language ▼



Earth Words

Abuse information in over 115 languages

- Agencies
- Languages
- Tools
- Site Map
- Support
- PeachTag!
- About

HotPeachPages Home



Abuse information and support for every woman and every girl on Earth. That's the aim of the HotPeachPages website. At this point, we offer links to:

- abuse information in over **115 languages**; and
- information on **abuse help agencies for every country in the world**.



¹We are not responsible for the quality of the resources listed. They are provided as a reference only.

HotPeachPages: International International directory of abuse hotlines, shelters, refuges, crisis centres and women's organizations, plus domestic violence information in over 115 languages.

[✉ Email the HotPeachPages](#)

This site will be fully updated by Aug 2021



Search

HotPeachPages



International List of Sexual & Domestic Violence Agencies



Earth Words

Abuse info in over 115 languages

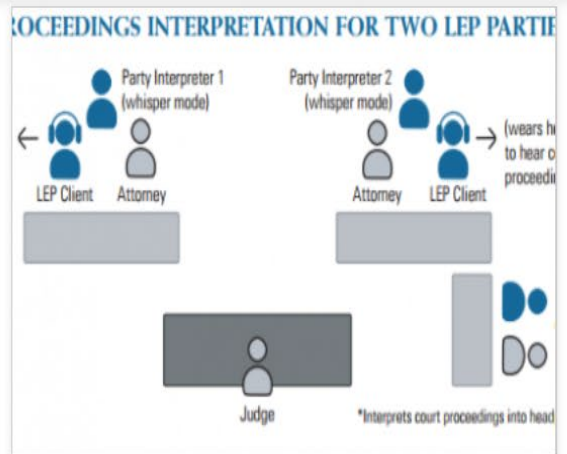
Agencies Languages Tools Site Map Support PeachTag! About

Abuse Information in Languages L to Z

A to K Multi



Labradorimiut	Lahu	Lao ລາວ	Latvian Latviešu	Lithuanian Lietuviškai
Macedonian Македонски	Malay Bahasa Melayu بهاس ملايو	Maltese Malti	Maori te reo Māori	Marshallese
Michif	Mon ᦅᧄᦺᦑᧄ	Mongolian Монгол	Montagnais	Montenegrin
Ndebele isiNdebele	Nepali नेपाली	Norwegian Norsk	Nuer Naadh	Ojibwe ᑭᑦᑭᑦᑭᑦᑭᑦ Anishinaabemowin
Oshiwambo	Otjherero	Pashto پښتو	Polish Polski	Portuguese Português
Punjabi ਪੰਜਾਬੀ	Romanian Română	Russian Русский	Samoan gagana Samoa	Sepedi
Serbian Српски	Setswana Tswana	Seychellois Creole Seselwa	Shan လိၵ်ႈသႆး	Sinhala සිංහල
Slovak Slovenčina	Slovene Slovenščina	Somali af Soomalli	Sotho Sesotho	Spanish Español
Swahili Kiswahili	Swati siSwati	Swedish Svenska	Tajiki тоҷикӣ	Tamil தமிழ்
Telugu తెలుగు	Tetun	Thai ไทย	Tigrigna ትግርኛ	Tokelauan
Tongan lea faka-Tonga	Tsonga Xitsonga	Turkish Türkçe	Ukrainian Українська	Urdu اُردُو
Venda Tshivenda	Vietnamese tiếng Việt	Welsh Cymraeg	Xhosa isiXhosa	Yupik



CONSIDERATIONS WHEN USING INTERPRETERS FOR VICTIMS WITH LIMITED ENGLISH PROFICIENCY, 2015

Tipsheet

Tips on ensuring accurate interpretation and confidentiality while avoiding conflicts of interest.

RESOURCE GUIDE FOR ADVOCATES & ATTORNEYS ON INTERPRETATION SERVICES FOR DOMESTIC VIOLENCE VICTIMS, 2016

Resource Guide

Information, tips, tools, and resources for ensuring language access in service agencies.

LANGUAGE ACCESS: CONSIDERATIONS & RECOMMENDATIONS FOR ADVOCATES SUPPORTING SURVIVORS OF VIOLENCE, 2014

Technical Assistance Brief

Ensuring equal access for LEP and Deaf and hard of hearing survivors.

I speak cards

I am Limited English Proficient and speak only

(Language)

According to Title VI, Civil Rights Act of 1964, Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," I am entitled to meaningful access to your services. Please provide me appropriate language assistance.

Thank You.

Name _____

SAHELI Advocate:

Name _____

Number _____

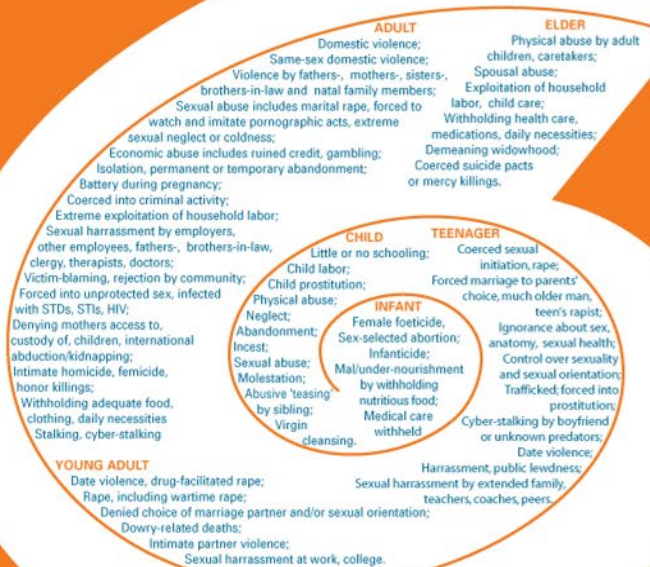
For any questions or concerns, please contact SAHELI for Asian Families at 512.703.8745

Resources

1. Interagency Language Roundtable www.govtilr.org/
2. Lep.gov
3. Multilingual Advocate Model
www.sfaws.org/programs/direct-services/language-access.aspx
4. Community Legal Interpreter Bank
www.ayuda.com/index.cfm/community-legal-interpreter-bank
5. *“Serving Limited English Proficient (LEP) Battered Women: A National Survey of the Courts’ Capacity to Provide Protection Orders”*
www.ncsconline.org/D_Research/Documents/LEP_NIJFinalReport.pdf

Lifetime Spiral of Gender Violence

National Resource Center providing Training & Technical Assistance



- Abusive International Marriages
- Domestic Violence
- Engaging Men Transforming Gender Roles
- Facts & Stats
- Forced Marriage
- Homicide and Asian Families
- Islamic Immigration Policies affecting Survivors
- Marriage Contracts
- Language Access, Interpretation
- Lifetime Spiral of Gender Violence



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