

Ensuring Trauma Informed Language Access For Domestic Violence Programs

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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.

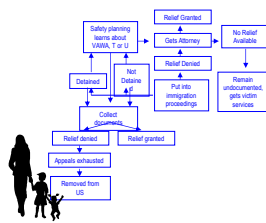
Learning Objectives

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.

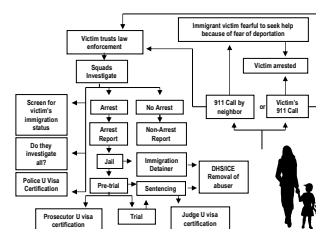
Why we're talking about language access



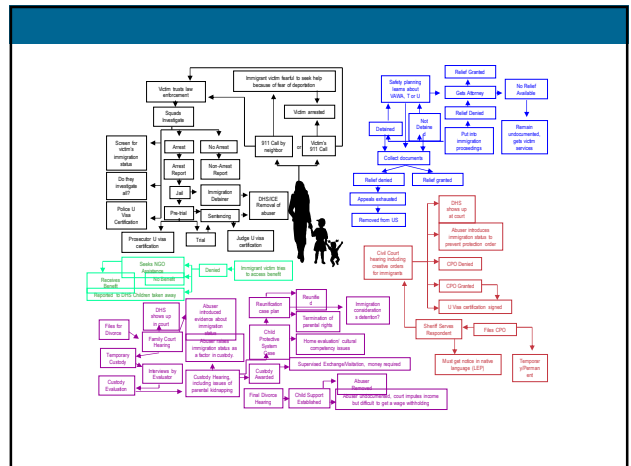
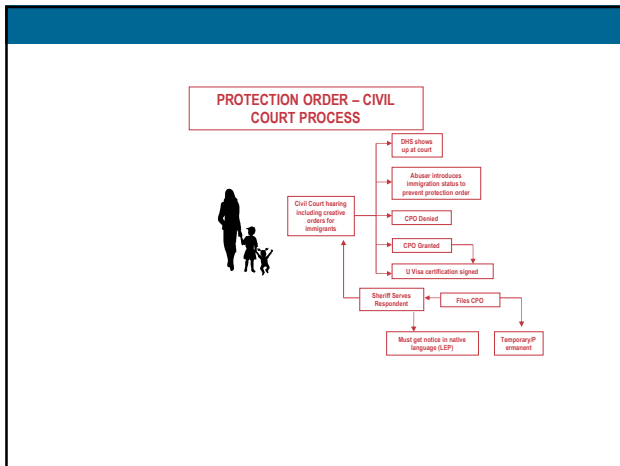
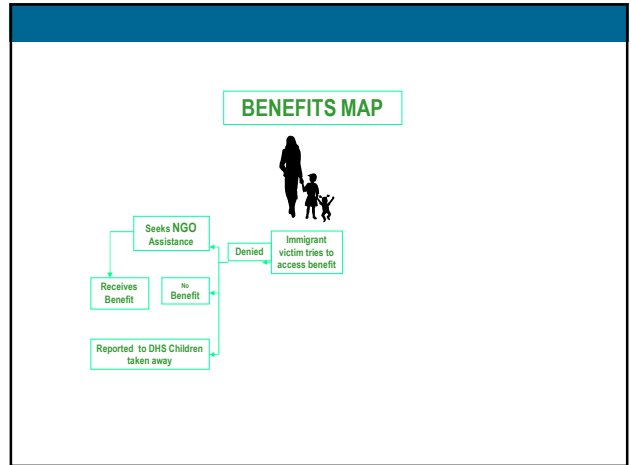
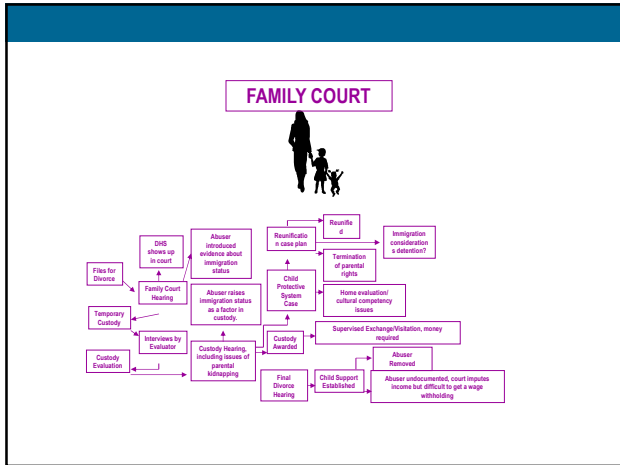
Complexity of Battered Women's Lives, Ellen Pence



IMMIGRATION MAP



DOMESTIC VIOLENCE/ ARREST INCIDENT



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?

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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.

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The Qualified Interpreter

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

[U.S. Department of Justice Language Access Plan](#)

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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

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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.



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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

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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

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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.

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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.

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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

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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 Collabo...	57 Files
Bengali (Sorted-1.2010)	Mar 18, 2016 by A Prior Collabo...	7 Files
Cambodian (Sorted-1.2010)	Mar 18, 2016 by A Prior Collabo...	35 Files
Chinese (Sorted-1.2010)	Mar 18, 2016 by A Prior Collabo...	124 Files

Chukchee (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	2 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	19 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-4.2010)	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	31 Files
Punjabi (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	18 Files
Saman (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	9 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
Ukhu (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	22 Files
Vietnamese (Sorted-1.2010)	Mar 18, 2016 by A Prior Collaborator	26 Files

+Translated Materials

Name	Updated	Size
ABA DV Safety Tips	Mar 18, 2016 by A Prior Collaborator	5
Abuse Is Wrong In Any Language	Mar 18, 2016 by A Prior Collaborator	4
Am I A Victim of Sexual Assault - Sex Abuse Treatment Center of Hawaii	Mar 18, 2016 by A Prior Collaborator	13
API/DV Glossary of DV Terms	Mar 18, 2016 by A Prior Collaborator	4
API/DV Elder Abuse Brochure	Mar 18, 2016 by A Prior Collaborator	4
API/DV Brochure	Mar 18, 2016 by A Prior Collaborator	3
ASIA Inc. Brochure	Mar 18, 2016 by Shirley Loo	10
Asian Health Services brochure	Mar 18, 2016 by A Prior Collaborator	5
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
Child Neglect & Abuse Laws-CACT	Mar 18, 2016 by A Prior Collaborator	7
Consenting Sexual Activity in a Relationship or Marriage - Immigrant Women's Support Service (AIW)	Mar 18, 2016 by A Prior Collaborator	5
Dating Violence	Mar 18, 2016 by A Prior Collaborator	5

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