

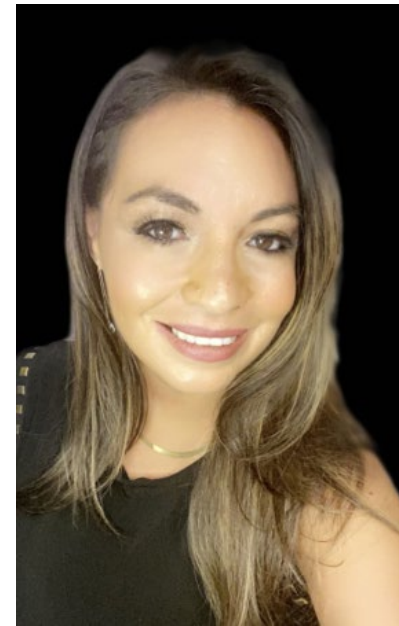


Language Access, Trauma Informed Equitable Services, and Title VI Compliance

May 17, 2022



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Thank You

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The Asian Pacific Institute on Gender Based Violence (API) is a national resource center and clearinghouse on gender violence in Asian, Native Hawaiian and Pacific Islander communities. It serves a national network of community-based organizations; advocates and professionals in legal, health, mental health, and social services; government agencies; state coalitions; national domestic and sexual violence organizations; and activists from communities and social justice organizations working to eliminate violence against women.

Interpretation Technical Assistance Resource Center (ITARC)

ITARC provides technical assistance and training 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.

Who We Are

- The National Immigrant Women's Advocacy Project (NIWAP) at American University Washington College of Law
- Provide technical assistance and advocacy organization that promotes the implementation and use of:
 - laws, policies, and practices to improve legal rights, services, and assistance for immigrant victims of domestic violence, sexual assault, stalking, human trafficking, child abuse and other crimes.



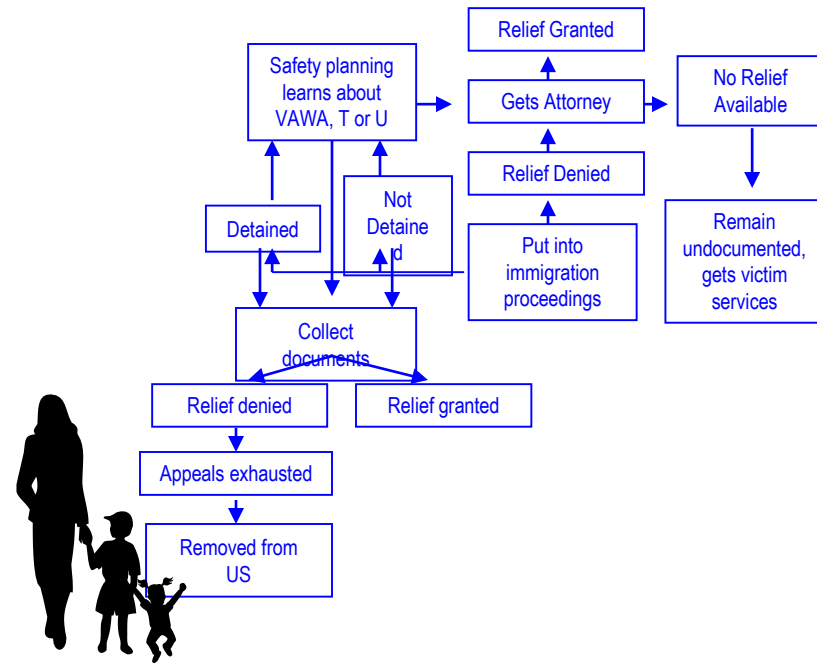
Learning Objectives

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.

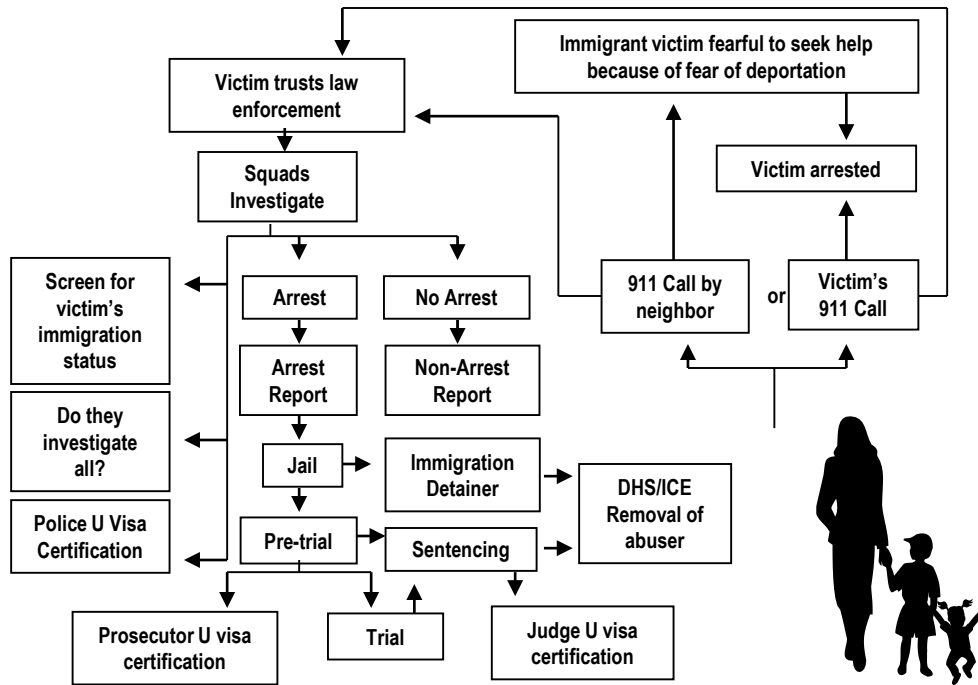
Why we're talking about language access



Complexity of Battered Women's Lives, Ellen Pence

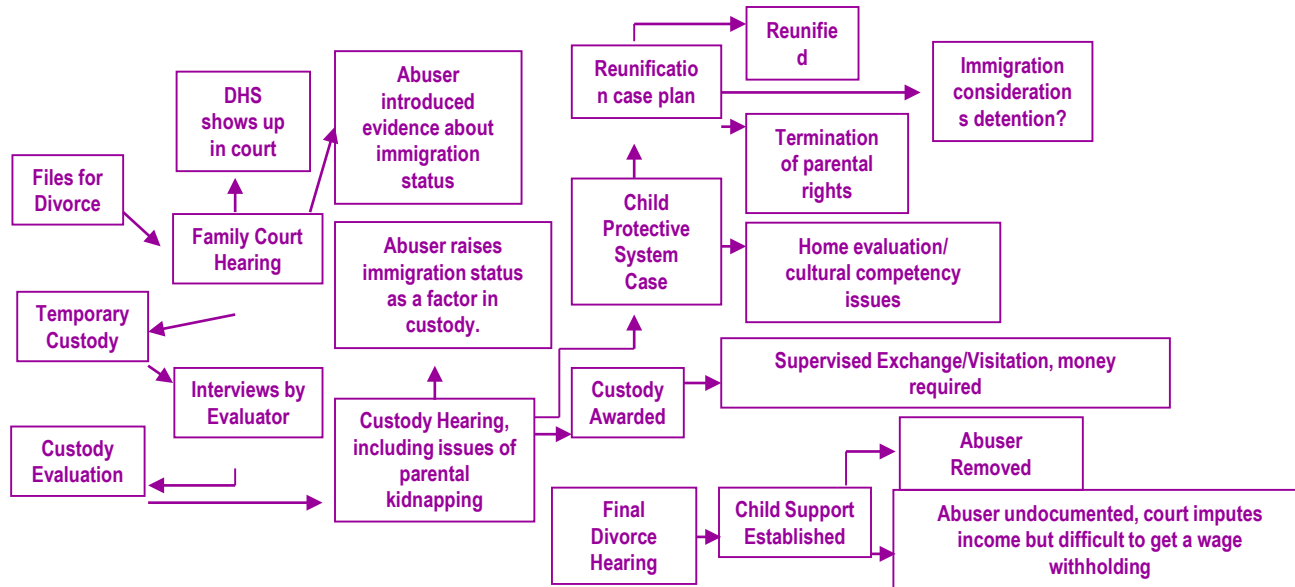


IMMIGRATION MAP

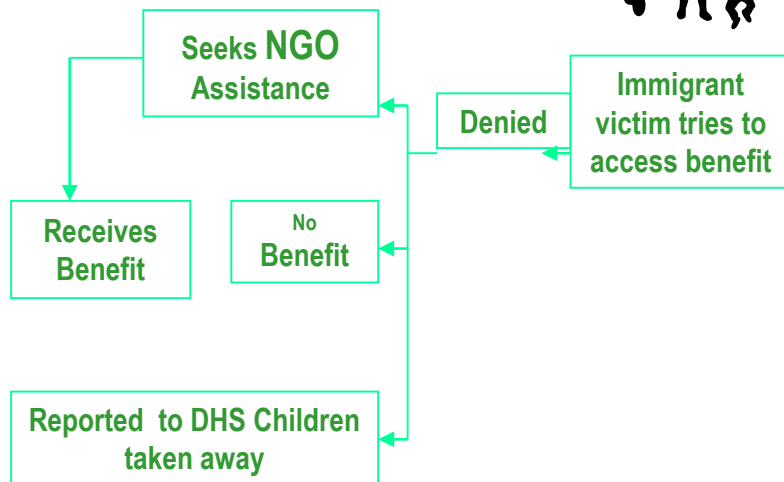


DOMESTIC VIOLENCE/ ARREST INCIDENT

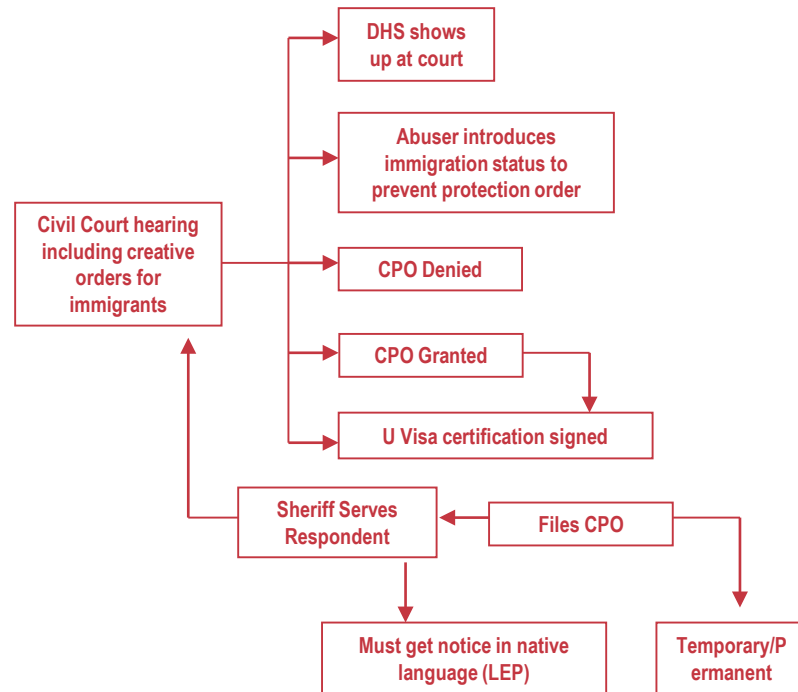
FAMILY COURT



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?

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.

The Interpreter's Role

- ❖ To facilitate communication between two or more people who use different languages, being either spoken or signed.
- ❖ To place non-English-speaking participants on an equal footing with those who understand English to the extent reasonably possible

The Interpreter's **Job**

- ❖ **To render everything said in the source language, into the target language accurately without omitting, adding, embellishing, or summarizing anything spoken or written**

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.

Children and family members should not be used

- Traumatic and personal details (non-disclosure)
- Inaccurate and incomplete interpretation
- Provide advise
- Individual may be subpoenaed to testify
- Who else shouldn't interpret when we are helping trafficking survivors?

**“If you fail to plan, you are planning
to fail”**

Benjamin Franklin

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

Four Factors Analysis

1. Number or proportion of LEP individuals served or encountered in the eligible service population.
2. Frequency of contacts.
3. The nature and importance of the program, activity, or services.
4. Resources available.

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.

Back translation – is the process in which a translator, not involved in the original translation from English to target language, translates the document back into English, to review the accuracy of the original translation.

Community review of translations. Create translation review work groups with bi-lingual staff, partners, and community members to ensure accuracy of translations.

What languages are spoken by survivors with limited-English proficiency that you serve?

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

“Exact Change Only”

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

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

+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

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- Agencies
- Languages
- Tools
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- About

Abuse Information in Languages L to Z

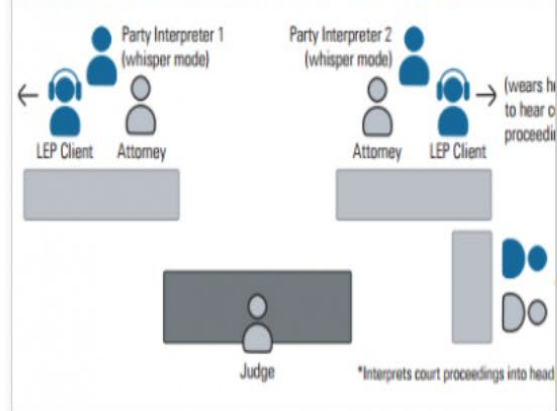
[A to K](#) | [Multi](#)



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|--------------------------|-----------------------------------|-------------------------------|-------------------------|------------------------------------|
| Labradorimiut | Lahu | Lao ລາວ | Latvian Latviešu | Lithuanian Lietuviškai |
| Macedonian Македонски | Malay Bahasa Melayu بهاس ملايو | Maltese Malti | Maori te reo Māori | Marshallese |
| Michif | Mon ᦺᦑᦟᦹᦺᦑ | Mongolian Монгол | Montagnais | Montenegrin |
| Ndebele isiNdebele | Nepali नेपाली | Norwegian Norsk | Nuer Naadh | Ojibwe ᑭᑭᑦᑭᑦᑭᑦ 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 လိက်တံး | 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 |



PROCEEDINGS INTERPRETATION FOR TWO LEP PARTIES



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.

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

Tipsheet

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

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.

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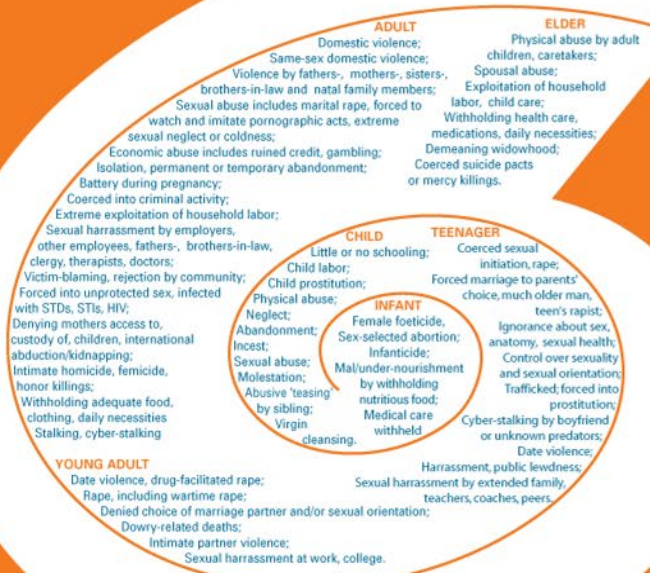
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Resources

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



Cannon Han

415-568-3314 | chan@api-gbv.org