

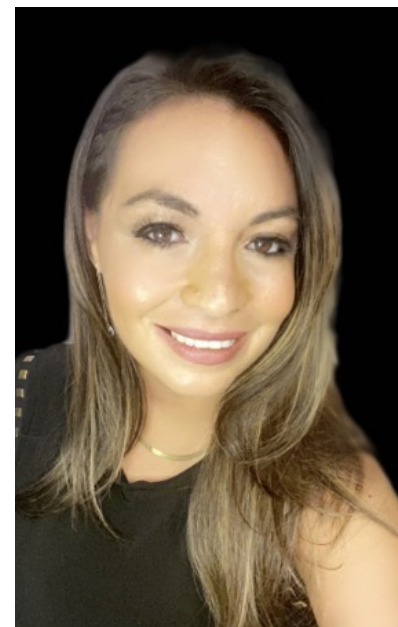


# Language Access, Trauma Informed Equitable Services, and Title VI Compliance

**May 17, 2022**



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# Thank You

- ▶ This project was supported by Grant No. 2019-V3-GX-K008 awarded by the Office for Victims of Crime, U.S. Department of Justice. The opinions, findings, conclusions and recommendations expressed in this publication/program/exhibition are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office for Victims of Crime.
- ▶ This project was also supported by Grant No. 15JOVW-21-GK-02208-MUMU awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this program are those of the authors and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.



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

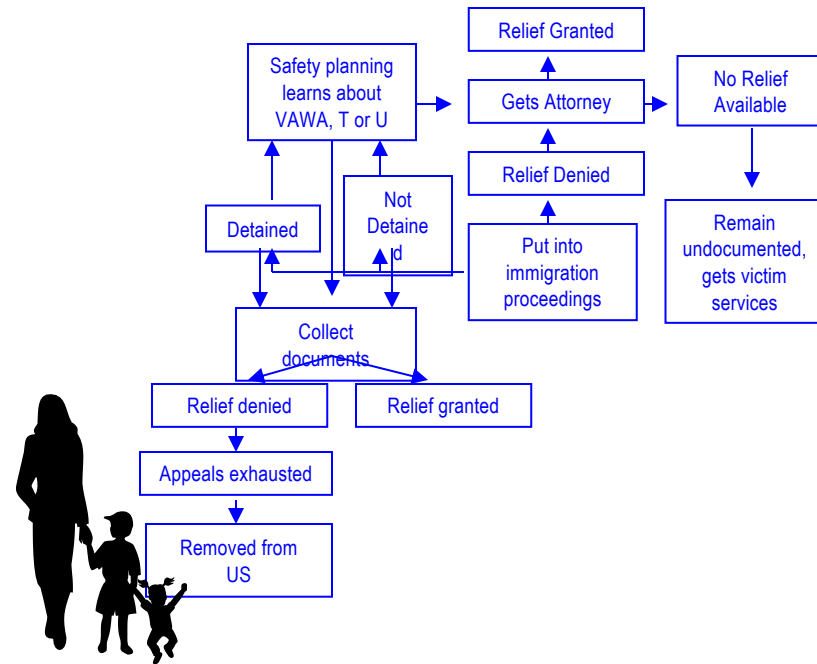
1. Articulate the language access requirements of Title VI of the Civil Rights Act of 1964.
2. Describe 2-3 considerations when working with survivors with limited-English proficiency to ensure trauma informed practices.
3. Identify resources to help improve language access plans.

# Why we're talking about language access

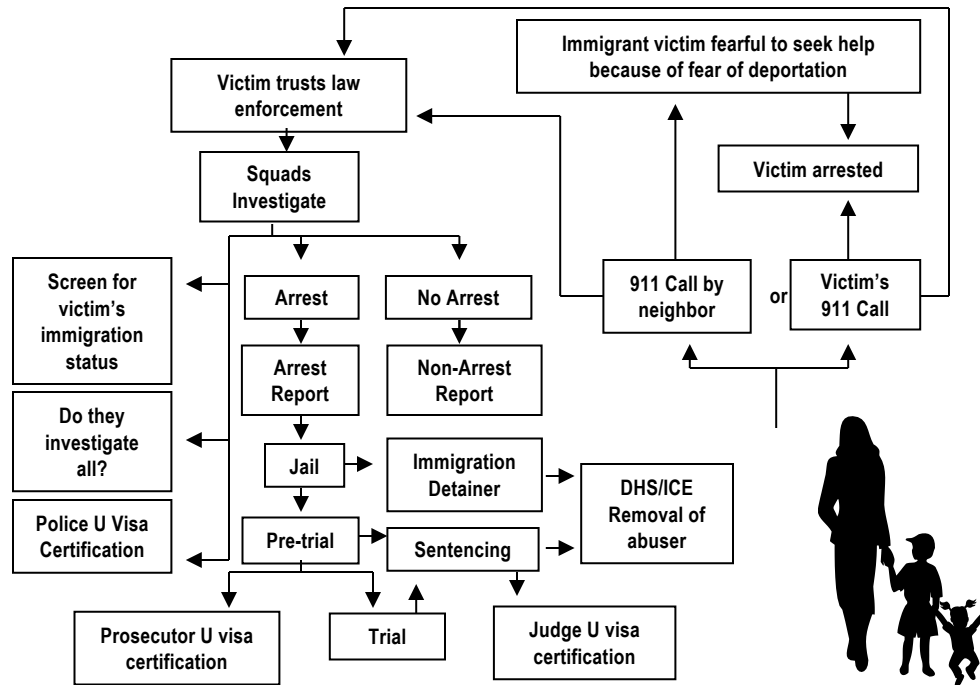


**Complexity of Battered Women's Lives, Ellen Pence**



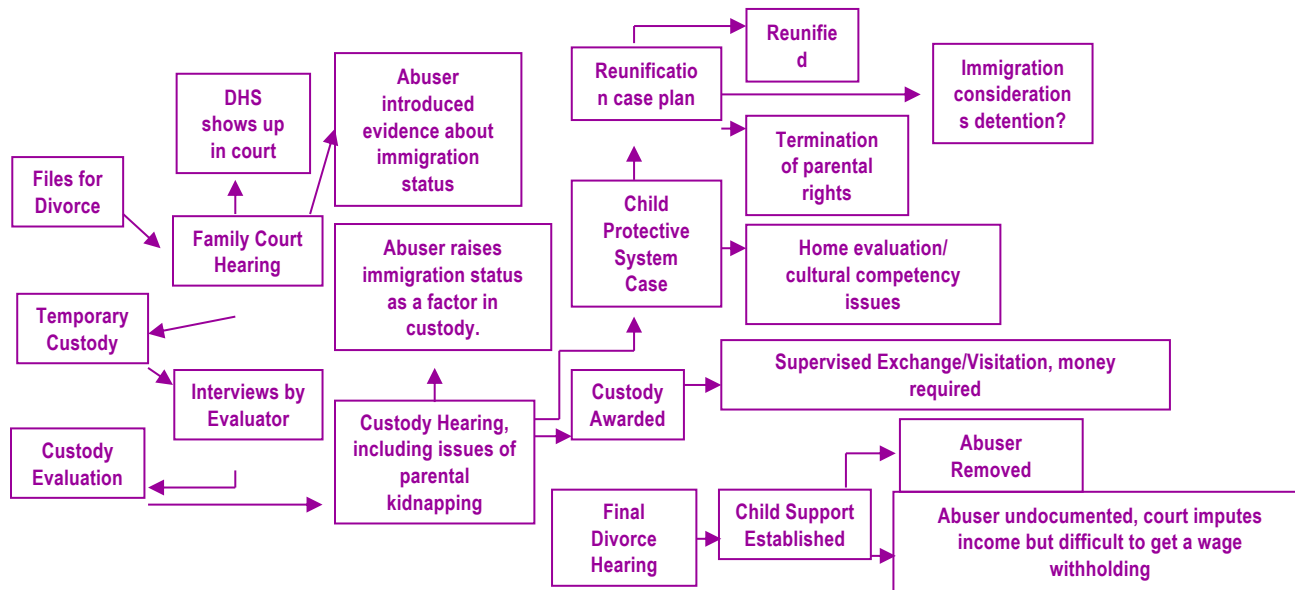


# IMMIGRATION MAP

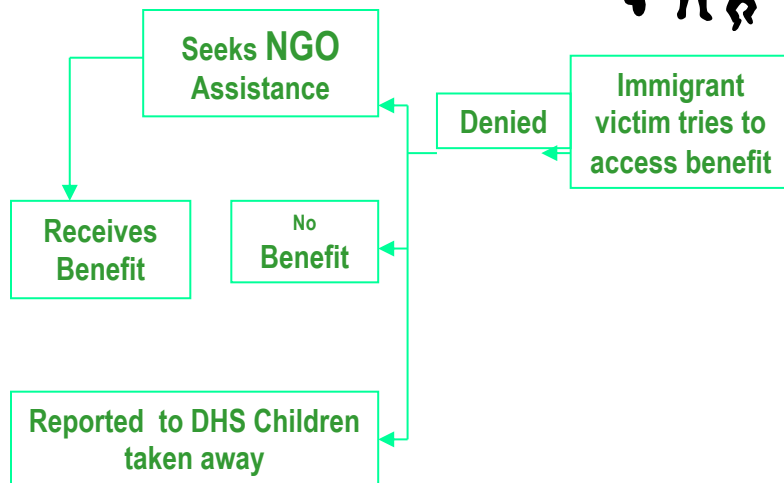


**DOMESTIC VIOLENCE/ ARREST INCIDENT**

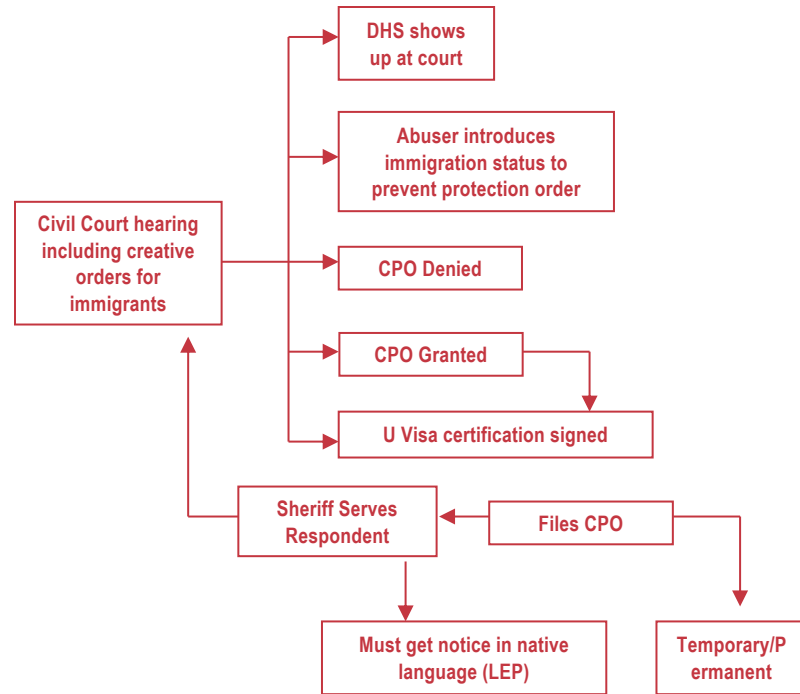
# FAMILY COURT

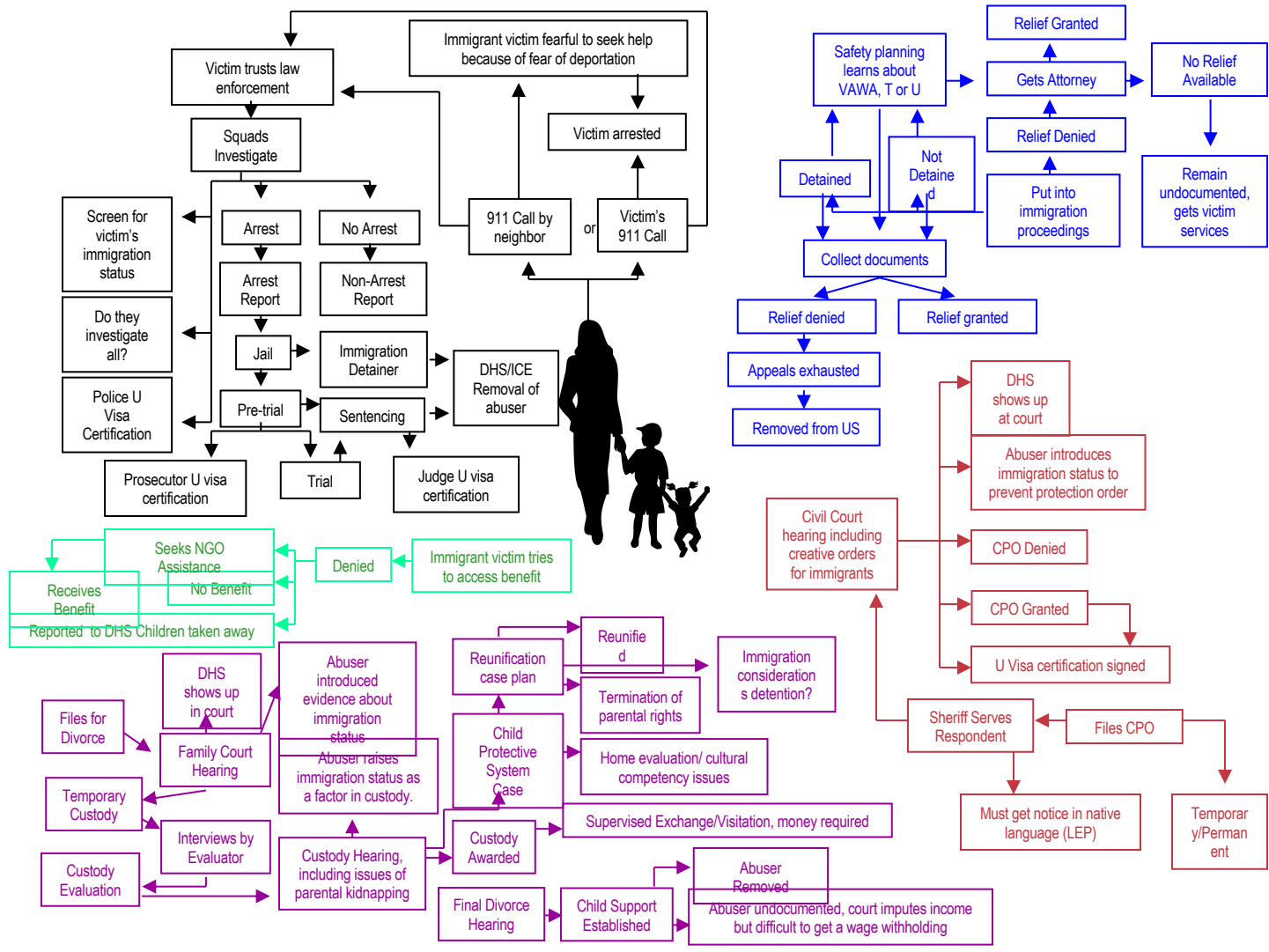


# BENEFITS MAP



# 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”

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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”

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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

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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 <span>▼</span>	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

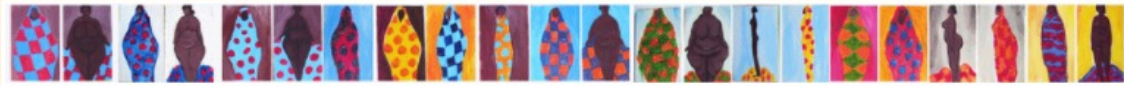


Earth Words

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.**



<sup>1</sup>We 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](#)

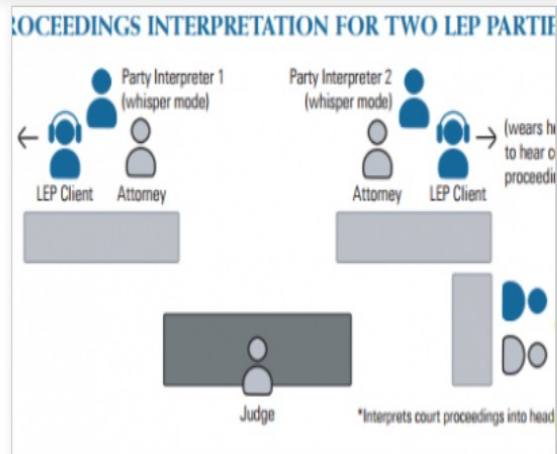
Abuse Information in **Languages L to Z**

[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 ᦺᦑᦟᦺᦑ	Mongolian Монгол	Montagnais	Montenegrin
Ndebele isiNdebele	Nepali नेपाली	Norwegian Norsk	Nuer Naadh	Ojibwe ᑭᑦᑎᑦᑭᑦᑭᑦ 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 လိၵ်ႈတႆး	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/](http://www.govtilr.org/)
2. Lep.gov
3. Multilingual Advocate Model  
[www.sfaws.org/programs/direct-services/language-access.aspx](http://www.sfaws.org/programs/direct-services/language-access.aspx)
4. Community Legal Interpreter Bank  
[www.ayuda.com/index.cfm/community-legal-interpreter-bank](http://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](http://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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