

## Language Access

September 19, 2017  
2:00–3:30 p.m. (eastern time)

### Presenters:

Yasmeen Hamza, Director of Community Programs, Womankind  
Eria Myers, Integrated Network for Cambodians Program Manager, Pacific  
Asian Counseling Services  
David Steib, Language Access Director, Ayuda

Moderated by: Tuyet Duong, OVC Fellow

The material presented during today's webinar session will be available on the Human Trafficking Learning Community.

*The session will be recorded and will begin shortly.*

As with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact [dmclean@ovcttac.org](mailto:dmclean@ovcttac.org) for technical assistance.



# Objectives

As a result of this webinar, participants will be equipped to:

- Describe systemic communication challenges faced by victims who are deaf, heard-of-hearing, or those who have Limited English Proficiency (LEP).
- Define language access as it relates to the work of victim service providers.
- Recognize the importance of language access for identifying and serving victims and survivors of human trafficking.
- Identify known challenges to incorporating comprehensive language access practices into victim service programming.
- Identify tools and program models that address the systemic barriers to language access.



# Today's Presenters

Yasmeen Hamza



Eria Myers



David Steib



Tuyet Duong



# Poll #1

## True or False?

- Recipients and sub recipients of federal assistance sign assurances in which they agree to comply with ALL civil rights laws.



# What is Language Access?

- 25 million Americans are limited English proficient (LEP)<sup>1</sup>.
- 37 million Americans are Deaf or hard of hearing (D/HOH)<sup>2</sup>.



# Legal Requirements

- Title VI of the Civil Rights Act of 1964, Executive Order 13166
- Section 504 of the Rehabilitation Act of 1973 and Titles II and III of the Americans with Disabilities Act (ADA)





# What is Effective Communication?

- “Recipients shall insure that communications with their applicants, employees and beneficiaries are effectively conveyed to those having impaired vision and hearing.” 28 C.F.R. 42.503(e).
- “A public entity shall take appropriate steps to ensure that communications with applicants, participants, members of the public, and companions with disabilities are as effective as communications with others.” 28 C.F.R. 35.160(a)(1).



# Considerations for Language Access

- The nature, length, complexity, and context of the communication
- Auxiliary aids and services
- Who decides?
  - Title II – required to give primary consideration to person with disability
  - Title III – encouraged to consult person with disability
- Undue financial and administrative burden
  - Title II – cost v. all resources available
  - Title III – cost v. overall resources v. overall expenses



# Language Access Standards

- Meaningful access
- Effective communication



# What Happens When Language Access is Not Ensured?

- Police cannot effectively communicate with crime victims, witnesses or suspects.
- Victim service providers cannot provide necessary services to crime victims.
- Court processes can be delayed or compromised.



# Language Access for Victims of Human Trafficking

- Human Trafficking and Language Access/Civil Rights are both part of broader Social Justice Movements.
- Trafficking survivors encounter language and cultural barriers in the following settings – often precluding them from identification and access to justice:
  - Civil, criminal, and immigration court
  - Accessing legal help
  - Accessing survivor services
  - Applying for benefits
  - Encounters with law enforcement
  - Hospitals
  - Detention centers







- Our mission is to enrich the lives of children and families through counseling and caring.
- We serve all populations with an emphasis on the Asian Pacific Islander population.
- We provide an array of mental health services that are culturally sensitive and linguistically appropriate to respond to the diversity of our clients.
  - Counseling
  - Case management and rehabilitation services
  - Psychiatric consultation and medication support
  - Peer, family and parent advocate support
  - Health navigation services
  - Non-traditional practices



# Structured to Support Language Access



- We utilize a multidisciplinary team of clinicians, case managers, psychiatrists, and peer, family and parent advocates.
- Staff are bilingual in multiple Asian languages and Spanish.
- Services are provided in client's preferred language.
- We provide language supportive services for clients who identify with cultures both represented and not represented by our staff.

# Referrals and A Warm Hand-Off Approach

- PACS work with community organizations and other agencies.
- Referrals are received through partnerships.
- In person meetings are scheduled with the referral agency and the client to ensure a warm hand-off and trauma informed approach.
- Clients are more likely to enroll for services after meeting in person vs. through a phone contact.



# Cultural Competency

- The understanding of different cultures, values and beliefs and being respectful of cultural needs.
- The ability to interact effectively with people of different cultures beyond language skills.



# Strategies for Ensuring Cultural Competency

BROCHURES  
In Your Language

中文  
Chinese

ភាសាខ្មែរ  
Khmer

日本語  
Japanese

한국어  
Korean

samoan  
Samoan

español  
Spanish

tagalog  
Tagalog

Tiếng Việt  
Vietnamese

English  
English

Welcome All

- Cross train with community partners.
- Ensure service provision that intentionally incorporates a respectful and responsive approach to the cultural and linguistic needs of diverse population groups.
- Engage in ongoing cultural competency training to work effectively with diverse populations.



## Poll #3

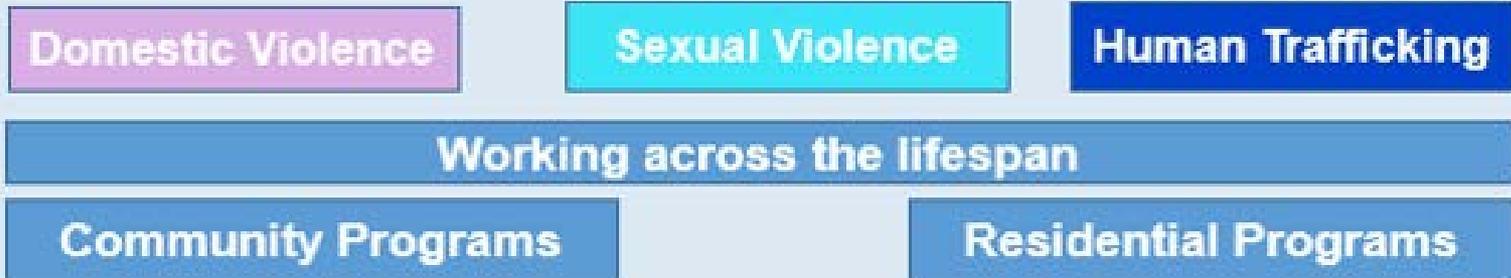
How often do you have cultural humility/cultural competency training?

- A. Monthly
- B. Quarterly
- C. Annually
- D. For new hires only
- E. We do not currently have this training
- F. Other: Please include specific information in the chat box





**Mission:** Womankind works with survivors of gender-based violence to rise above trauma and build a path to healing. We bring critical resources and deep cultural competency to help Asian communities find refuge, recovery and renewal



- 24 hour Helpline
- One Again (Sexual violence program)
- Project Free (Anti-human trafficking program)
- STAR (Abuse early in life program)
- Later in Life (Abuse later in life program)
- Legal Services
- Community Outreach and Education

# Language Access Committee

- In June of 2016, Womankind created the Language Access Committee.
- Committee is responsible for:
  - Development of comprehensive language access plan.
  - Providing oversight and coordination of the Language access policy and procedures
  - Ensuring compliance with Womankind's language access policy.
  - Yearly review of the policy



# Committee Outcomes

- Procedures

- We developed procedures for staff to follow that ensures anyone requesting our services is provided with language access.

- Tools

- Staff Language List
- I-speak cards for clients
- I-speak posters for sites
- Policy desk reference

- Vital Documents

- Developed agency list of vital documents (forms that clients sign)
  - The committee worked with staff and volunteers to translate all documents into our 7 core languages.

**I need assistance &  
I do not speak English.**



Please provide me with an interpreter that speaks

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*Title VI of the Civil Rights Act of 1964 requires all service providers accepting federal funds to provide free interpretation services for clients who cannot communicate effectively in English. There is an executive order, as well as state and local laws that safeguard against discrimination of non-English speakers.*



# Committee Outcomes Continued...

- **Trainings**

- The committee developed a training that would be provided to all staff and volunteers.

- **Internal Language Access Awareness Month**

- The agency has deemed July “Language Access Awareness Month”.

- **Language Access Incident Log**

- We developed a log that staff can use to document incidents where clients are denied language access.



# Poll #4

## Yes or No?

- Do you have a language assistance line item in your organizational budget?

If yes, please indicate in the chat box, what language access services are included in your budget?





- **Mission:** Ayuda envisions a community where all immigrants overcome obstacles in order to succeed and thrive in the United States. We realize our vision by advocating for low-income immigrants through direct legal, social, and language services; training; and outreach in the Washington, DC, metropolitan area.
- **Services**
  - Immigration law
  - Domestic violence and family law
  - Case management
  - Therapy
  - Interpretation and translation
- **Populations served** – Immigrants from anywhere in the world living in Maryland, Virginia, and Washington, DC



# Language Access Program

- Takes care of language access needs for 66 legal and victim services nonprofits for free (using grant funding) in addition to paying clients (law firms and nonprofits not covered by a grant).
- Offers in-person interpreters, telephonic interpretation (through third party) and translation services (through third party).
- Services are delivered through the Community Legal Interpreter Bank (DC Bar Foundation and Montgomery County Executive) and the Victim Services Interpreter Bank (DC Office of Victim Services and Justice Grants).



# Training



- Language of Justice Interpreter Training
  - Three days
  - Attorney-Client Privilege, Unauthorized Practice of Law, Confidentiality
- Breaking Silence Interpreter Training
  - Four days
  - Client-centered and trauma-informed
- Provider Trainings (for lawyers and victim advocates)
  - How to work with an interpreter
  - Legal, ethical, moral obligations to provide professional language access

# Usage in the Last Twelve Months

- Under grants
  - 2,617 telephonic interpretation sessions for legal clients
  - 364 in-person interpretation sessions for DC legal services
  - 138 in-person interpretation sessions for MD legal services
  - 250 documents translated for legal services
  - 1,085 telephonic interpretation sessions for victims
  - 593 in-person interpretation sessions for DC victim services
  - 91 documents translated for victim services
- For Paying Clients
  - 151 in-person interpretation sessions for legal services



# Poll #5

Please respond in the chat box.

- What are some unique challenges you face in supporting the language access needs for victims of human trafficking?



# Facilitated Discussion and Audience Q&A

- Rolling up our sleeves, digging into challenges, best practices, and operational issues for trafficking organizations



# Developing a Language Access Plan



# Capacity Building: Funding and Staffing Considerations



# Ensuring Trauma-Informed Practices and Training for Interpreters



# Best Practices for Translation or Captioning



# Community Needs and Partnerships



## Poll #6

# What Learning Objective Would You Like to Hear More About?

- A. Describe systemic communication challenges faced by victims who are deaf, heard-of-hearing, or those who have Limited English Proficiency (LEP).
- B. Define language access as it relates to the work of victim service providers.
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- D. Identify known challenges to incorporating comprehensive language access practices into victim service programming.
- E. Identify tools and program models that address the systemic barriers to language access.



# Final Thoughts...

- Yasmeen Hamza, Director of Community Programs, Womankind
- Eria Myers, Integrated Network for Cambodians Program Manager, Pacific Asian Counseling Services
- David Steib, Language Access Director, Ayuda
- Tuyet Duong, OVC Fellow



# Additional Resources

- Americans with Disabilities Act, U.S. Department of Justice, Civil Rights Division
  - [ADA.gov](http://ADA.gov)
  - The official federal technical assistance website for resources regarding individuals with disabilities, assisting organizations receiving federal assistance to be in compliance with disability laws.
- *Breaking Silence: Interpreting for Victim Services, A Training Manual*
  - <http://ayuda.com/wp-content/uploads/2017/06/Breaking-Silence-Training-Manual-1.pdf>
  - A Project of Ayuda
- *Language Access Plan Template*
  - <https://nationallatinonetwork.org/lep-toolkit-tools/language-access-plan-template>
  - National Latin@ Network
- *Languages in the United States*
  - <https://statisticalatlas.com/United-States/Languages>
  - Statistical Atlas
- Limited English Proficiency: A Federal Interagency Website
  - [LEP.gov](http://LEP.gov)
  - Includes resources for effectively communicating with LEP members of the public; interpretation and translation; mapping tools; and recipients of federal assistance.



# References

- <sup>1</sup>Zong, Jie and Batalova, Jeanne. The Limited English Proficient Population in the United States. Migration Policy Institute. Migration Information Source. July 2015. Retrieved from: <http://www.migrationpolicy.org/article/limited-english-proficient-population-united-states>
- <sup>2</sup>Blackwell DL, Lucas JW, Clarke TC. Summary health statistics for U.S. adults: National Health Interview Survey, 2012. National Center for Health Statistics. Vital Health Stat 10(260). 2014. Retrieved from: [https://www.cdc.gov/nchs/data/series/sr\\_10/sr10\\_260.pdf](https://www.cdc.gov/nchs/data/series/sr_10/sr10_260.pdf)



Thank you!

Please take a moment to fill out an evaluation for this webinar.



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