

# **The Multilingual Access Model**

## **A Model for Outreach and Services in Non-English Speaking Communities**

**Asian Women's Shelter  
San Francisco, CA**

**December 1999**

**The National Resource Center on Domestic Violence  
Harrisburg, Pennsylvania**



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***The Asian Women's Shelter*** is a safe refuge and multilingual, multicultural program dedicated to Asian battered women and their children. The shelter features a full range of services in over 24 Asian languages. It encompasses a residential women's program, children's program, Queer Asian Women's Services, community education and advocacy. The mission of the Asian Women's Shelter is to eliminate domestic violence by promoting the social, economic and political self-determination of women.

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# **The Multilingual Access Model (MLAM)**

of the  
Asian Women's Shelter, San Francisco

## **Project Background and Rationale**

Although domestic violence crosses all socioeconomic, racial and religious lines, existing responses to it have not matched the diversity of battered women and their children. Battered women and their children need assistance and community support that is language accessible, that validates their cultural world view, and at the same time does not condone domestic violence.

This information packet shares the experiences and language access model of the Asian Women's Shelter in San Francisco, California. The sharing of this model is intended to contribute toward increasing services that can meet the language and cultural needs of non-English speaking domestic violence survivors.

Demographics are rapidly changing throughout the nation. A growing climate of anti-immigrant sentiment makes it crucial for domestic violence advocates to identify the non-English speaking populations in their area and break down barriers to services. Dedicated to the philosophy that no one deserves to be beaten, domestic violence advocates can rise to the challenge of reaching all segments of their communities.

Consideration of population size, existing resources and other factors particular to an area will shape the best approach in that community. If the organization is not composed of people that reflect the group for whom services will be provided, it will be necessary to implement a diversity plan that includes active recruitment and outreach for staff, volunteers and board. It is also crucial at this point to begin developing partnerships within the communities that are to be served.

For example, the area that the Asian Women's Shelter serves has a significant and diverse Asian population. Asians comprise 29 percent of San Francisco's total population. Asians/Pacific Islanders encompass a diversity of over 40 different ethnic groups, from newcomers to fourth generation San Franciscans, and a broad range of socioeconomic statuses, religions, sexual identities and ages. San Francisco has the fourth largest concentration of low-income Asians/Pacific Islanders in the nation; 30 percent of the city's population below the poverty line are Asian. San Francisco also has one of the largest Chinese communities in the nation. Asians/Pacific Islanders in San Francisco speak over 100 Asian languages and dialects. Of Asians/Pacific Islanders over the age of 5, 84 percent speak an Asian or Pacific Islander language; 42.8 percent are linguistically isolated.

In the early 1980s, a group of Asian women identified the lack of language and culturally competent services for Asian battered women and children in their community, and created the Asian Women's Shelter (referred to as AWS). Prior to the opening of AWS in 1988, a number of resources existed in the Asian community, such as Asian-focused health centers and a number of domestic violence services, including two battered women's shelters. Although services existed, none addressed the specific needs of non-English speaking Asian battered women. Asian battered women and their children could not access existing shelter programs because of language and cultural barriers. A needs assessment conducted with 50 Asian-focused agencies identified at least 800 Asian battered women in their case loads, noting actual cases as most likely higher since the agencies did not routinely screen for domestic violence. Safe shelter, followed by legal assistance were the top two priority needs identified by the service providers for Asian domestic violence survivors.

Factors including the significant size of the Asian population in San Francisco, existing shelter services designed to meet the needs of the general population and the results of the needs assessment shaped the decision to start an Asian-focused shelter. Although the focus is to meet the unmet needs of Asian battered women, the Asian Women's Shelter participates in a larger context of services for all battered women by coordinating services with other programs. In addition, AWS recognizes that it alone cannot meet the needs of non-English speaking Asian battered women and has therefore worked closely with other agencies and individuals to increase the response and points of access beyond AWS for domestic violence survivors in the Asian community.

## Multilingual Access Model

Faced with the challenge of over 100 different Asian languages spoken in San Francisco and interpreters in the community-at-large who were uninformed about domestic violence, the AWS developed an innovative language access model to respond to the needs of non-English speaking battered women and their children. AWS supplements the language capacity of staff by recruiting bilingual women in the community as language advocates. These advocates are provided with an initial 42-hour training as well as additional ongoing trainings, support, and supervision. They are paid \$15/hour and work together with staff and clients as a team, depending on the language needs at the shelter. This cost-effective strategy ensures linguistic and culturally competent support and advocacy for clients. It also provides training and job opportunities for bilingual women, and expands education about domestic violence throughout the many communities that the language advocates represent.

The Multilingual Access Model (MLAM) has worked extremely well since the AWS opened in 1988. There are currently 30 language advocates providing services in 24 languages and dialects including: Mandarin, Cantonese, Toisanese, Korean, Indonesian, Javanese, Sudanese, Lao, Mien, Vietnamese, Japanese, Tagalog, Hindi, Punjabi, Tamil, Singhala, Spanish, Khmou, Bengali, Telegu, Kannada, Thai, Gvjarati and Hakkanese.

## Replication of the Model: Citywide Multilingual Access Project

In 1991, AWS partnered with a domestic violence crisis line and sexual assault crisis line in San Francisco to bring the MLAM to their programs. Through grant funding, AWS provided technical assistance, program development, and funding for on-call advocates to the crisis line programs over the course of a year and a half. At the end of the grant period, one agency successfully adapted the program to its own needs and has effectively implemented a multilingual, multicultural crisis line, expanding to other language accessible services within the agency over the past five years. The other agency dropped the multilingual access project when AWS ended technical support and funding for on-call advocates. This agency did not institutionalize its commitment to the project, and funding, staff commitments, and ultimately the program ended with the AWS grant. This experience was disheartening to the AWS, not only because of the investment of work, but because it also had raised the expectations of the non-English speaking community who had begun to utilize this agency's crisis line services, that were then dropped after less than a year. Another concern was that bringing the MLAM to other agencies depleted the AWS's own language advocate resources. AWS had not

built in measures to maintain and develop its own MLAM component. The coordinator's time was primarily dedicated to technical assistance and program development to the two outside agencies.

Because AWS is committed to meeting the needs of non-English-speaking battered women and to creating a network of resources for that community, the agency has since spent time strengthening its own program capacity. Drawing from the both the successes and weaknesses of that initial expansion attempt, AWS has initiated the MLAM program with five other area domestic violence agencies in its new Citywide Multilingual Access Project.

The Citywide Project is designed to bring the MLAM to:

- an additional battered women's shelter;
- a legal assistance program;
- a transitional housing program;
- a domestic violence project for victims in same-sex relationships; and
- in a mutually renewed effort, to the crisis line program that had originally dropped the program when AWS funding ended.

The new and expanded Citywide project will also increase the hours of on-call language advocates, thereby creating a supplemental source of income for these advocates as well as training and experience. The Citywide Project features a community education component, a speaker's bureau, and special projects developed by language advocates for outreach and education efforts in their respective Asian communities.

In the beginning stages of implementing the Citywide Project, AWS has provided a greater amount of technical assistance than originally anticipated and recommends that domestic violence advocates interested in replicating the MLAM model supplement the use of this manual with technical assistance. AWS will respond to requests as much as possible, but—as with most battered women's shelter programs—has very limited resources to meet technical assistance needs while maintaining its' own programs. Organizations replicating this model are encouraged to utilize expertise in their local communities as the project is developed and implemented.



## Laying the Foundation

*“Asian culture and language center around the individual in the context of the extended family and community. To understand oneself independent of a family or community context raises fear and reinforces isolation.”*

### Program Philosophy and Values

Philosophy and values lay the foundation for effective multicultural, multilingual services. When designing services of this nature, the following principles are cornerstones for the ultimate success of the project.

#### Active Community Involvement

Involvement of the community throughout the development and implementation of the program is essential. Organizations committed to providing multilingual, multicultural programs need to take affirmative measures to reflect the identified service population in the composition of their staff, volunteers, and board. Organizations can institutionalize practices to critically evaluate the diversity within their organization through the use of diversity grids, comparisons with population statistics of their area, as well as client and community surveys.

Methods to address diversity include developing affirmative action policies and practices that achieve diversity without resorting to tokenism. A common pitfall for well-intentioned organizations is to use one person from an underrepresented group to represent a whole community. The one member of the organization from that community is expected to serve the language and cultural needs of that entire segment of the population. It is recommended that an organization bring in at least two people from an underrepresented group while at the same time partnering with existing groups or individuals within the community and respecting the work styles, processes, and structures of a specific community.

Domestic violence workers understand that a battered woman best knows her own situation, and with support, information, and resources she can create her best strategy for breaking the cycle of domestic violence in her life. Advocates can apply the same

philosophy of empowerment when implementing multicultural, multilingual services by listening to diverse communities and working in true collaboration.

### **Incorporating Asian Values**

A second factor that is important to successful development of multilingual, multicultural outreach is recognizing and incorporating family structure and values into program design. Almost every battered women's shelter in the nation has empowerment reflected in their mission and values. In the U.S., "empowerment" has commonly been put into practice through programs designed to foster independence, focus on self-esteem, and build individual strength. For most Asian battered women, this notion is foreign. Asian culture and language center around the individual in the context of the extended family and community. To understand oneself independent of a family or community context raises fear and reinforces isolation. For Asian battered women, AWS has defined the notion of "empowerment" as interdependence; creating a "positive extended family" of friends, services, and supportive family members, free from dependence on an abusive partner.

This value on the "positive extended family" is reflected in the MLAM as language advocates work together with staff and clients as a team. The "positive extended family" value is also expressed in AWS's emphasis on creating networks of services and community resources through partnerships and collaborations. Although derived from extended family values in the Asian community, the value of creating a network of interdependence can resonate with many cultures, and is a powerful method of breaking isolation and secrecy around the issue of domestic violence, and building community responsibility and awareness.

### **Valuing Language Advocates**

In order to reflect the value placed on the language skills of community members, AWS pays on-call language advocates. Some language advocates donate their time, but many bilingual people in the community cannot afford to volunteer. Language skills are commonly undervalued. The AWS wanted to value the skills of community workers, and so language advocates are paid as hourly on-call workers. The recruitment, training, and experience of working as a team with the AWS staff and clients has enabled the AWS language advocates to earn some extra income as well as develop marketable skills. Many language advocates have obtained jobs as staff members at AWS as well as other agencies. With the expansion of the MLAM to other agencies in the AWS's Citywide Project, language advocates have had more opportunities for on-call work. The Model has great potential as an economic development project for formerly battered women and other bilingual community members.

## Making an Organizational Commitment to Diversity

The MLAM projects need to be grounded in an overall organizational structure that is accessible and accountable for attaining diversity goals in order to achieve lasting success. The organization must examine its own barriers to linguistically and culturally competent services. Most importantly, organizations need to clear the path for multilingual, multicultural services by engaging in an ongoing process toward the elimination of individual and institutional racism, homophobia, classism, ableism, and other “isms” that undermine the common goals of providing safety to survivors and ending domestic violence. The overall structure of the organization must reflect the commitment to diversity, including funding, staffing, program, and policy.

*A commitment to MLAM means viewing multilingual, multicultural services as central to the organization’s overall effectiveness, not as an extra service or additional burden.* Multilingual, multicultural services are commonly viewed as meeting “special needs,” or as extra work for already overloaded, underfunded programs. Operating from this mind set will result in tokenism, resentment from overburdened staff and uncertain funding. Further, if multilingual, multicultural services are not core to a program, then the organization will only reflect the dominant white, middle class culture, and not necessarily the equal interests and needs of underserved communities.

For non-English speaking battered women, access to shelter and other domestic violence services is not a “special” need but a basic one. Incorporating a full commitment to multicultural, multilingual services, as described in the above values, will contribute to the effectiveness of the entire organization. Domestic violence organizations are challenged by the overwhelming demand for services and the lack of resources, yet changing the mindset of an organization to understand multilingual, multicultural services as an asset to all clients and to the entire organization will go far in enabling the organization to implement its mission and respond to the changing needs of its communities.

## Multilingual Access Model Development

A domestic violence agency will need to make an institutional commitment to language accessible and culturally competent services before it can begin planning and implementing the MLAM. Again, it is important to fully integrate language services into programs and not see this as a supplemental project or a special services component. This project does far more than just provide translators and interpreters for current program services. It takes into consideration the full picture of what immigrant and refugee women and children need in order to leave a battering relationship and survive on their own. Immigrant and refugee women and children will need support, advocacy, education and interpretation, all from their cultural perspectives\*. This model incorporates language services into every aspect of a program: volunteer coordination, direct services, staffing, funding, and community education. As such, this requires a personal and organizational commitment from everyone involved.

It is important to think through the needs of the agency as well as the communities involved right from the beginning. Including as many people from both the program and the community right from the initial phase of this project is critical. Staff must be involved early on to help identify areas where they have fears and concerns, areas where they need training, and ultimately enlisting their full commitment to the project. Involving community members at the earliest stage will help build community support and provide a thorough understanding of each community's language and cultural needs. They will provide valuable assistance in developing the program areas that will be needed in order to fully support the needs of women and children from their community.

Following are specific areas of development and suggestions on how to begin developing the MLAM in an agency. Each area includes some of the philosophy behind this project as well as some of the experiences that AWS has had along the way. Based on these experiences, technical assistance and support while developing this project can be very helpful. Teaming up with another agency that has implemented this project is highly recommended.

This project is the beginning of a very important process that will make the agency accessible to women and children who do not speak English. This work is very important to the entire domestic violence movement and a model for how all agencies could respond to all women and children in need.

## Initial Needs Assessment

**Community Needs.** This project is an opportunity for both the agency and community members to work together, build networks, and learn from each other.

First, make a list of all the communities in the area that are not currently being served because of language or cultural barriers or both. Spend some time thinking through what services each community needs and what services exist already. Identify what partners the agency can begin working with right away and which communities need outreach. While it may be easy to begin where connections already exist, be careful not to lose sight of those with whom connections need to be built. They will remain underserved if efforts are not made to build relationships with them.

### To Do:

- **Make a list of all the communities in the area that could benefit from this project.**
- **Identify communities where partnering relationships can begin right away and communities where relationships need to be built.**

**Program Needs.** This project will affect every aspect of an agency's current program. Think about all the ways in which it could support the work already being done. It is energizing at this stage to think about all the incredible work that can be accomplished by addressing the language and cultural barriers for women who need these services. A first step is to make an initial list of all the program areas that can and should be developed. It is also time to begin focusing on how the agency will make an institutional commitment to this project. For example, how do you make sure that this project will not end if the few staff who are really pushing for this project leave the agency or if you run out of funding? In sum, what does the agency need to do to prepare for this project?

### Questions to Ask:

- **Will everyone on staff be excited about this project or will there be some resistance?**
- **If there is some resistance, how will it be addressed?**
- **Does the staff reflect the diversity of the area that is to be served?**
- **Is there a need to implement a plan to hire more bilingual/bicultural staff?**

For now, identify the program areas to develop and the potential problem areas. Developing teams to address each piece of the process can be very useful. It is a good idea to address the problem areas right away so they don't stop the project further along the way. There will be other unforeseen issues later on, so deal with what is known now. This project is a long-term commitment and it is crucial to ensure the agency is ready to embark on this development process. The areas that affect everyone may require training or large staff discussions. An agency work plan that AWS used is included to help begin this process (see Appendices).

**To Do:**

- **Identify program areas that need development (probably a list of all programs).**
- **Identify what the agency must do to prepare for this project.**
- **Use the work plan to begin identifying these areas.**

**Languages Needed.** Identify not only the communities in the area to be served but the various languages that may be spoken in them as well. Working closely with the community can assure that lesser spoken languages are not overlooked. A word of caution: it is tempting to focus on the most common languages and the largest communities, however this will result in *underserved communities remaining underserved*. While it's fine to start with the larger communities and most common languages initially, be sure to implement an outreach plan to provide services to smaller communities. Doing some initial groundwork can be helpful before turning to communities in the area for assistance. Sources such as the most recent U.S. Census might be helpful in assessing the demographics of the area.

If the agency receives a high volume of calls or clients from one particular community, consider hiring several staff who speak those languages and focus language advocates on the other languages spoken by the smaller populations. For example, in San Francisco there is a large Chinese community that speaks mostly Cantonese and Mandarin. The AWS project could not handle the volume of calls and clients that came to the shelter with language advocates alone, so hiring Cantonese and Mandarin speaking staff became a priority of the agency. While no project may satisfy all of a community's language needs, it is important that the staff reflects the diversity of the areas that are served.

### To Do:

- Identify all the languages spoken in the area. (Make sure the plan includes *all* the languages spoken in the area.)
- Identify the most common languages spoken.
- Use sources such as the U.S. Census (recognizing that these are guides only and not definitive sources) to determine which communities have the largest population.

## Initial Agency Preparation

The next step is to make a plan preparing the agency for MLAM development.

**Internal Staff Support for MLAM.** Begin having larger staff discussions about the need for this project, the fears and resistance, training and support needed, and the development of a plan for the agency. There are many issues that can arise. Women of color may be the ones pushing for this project because they see how difficult it is for their community to access services. White women may not be as invested or see the importance of focusing so much energy in this area. Different staff may not see how this project will affect their work. Staff and clients may feel that the clients who have language advocate support are getting special treatment. Women whose first language is not English may get treated differently. Not everyone will be able to see this as more than just interpretation services. This is the time to get all of these issues in the open and start to address them. Everyone will need to participate in this initial agency preparation.

**Work Teams.** Create teams to address areas for improvement, including training needs of staff, program development, staffing needs, community relationship building, and funding strategies. These teams will help move through the development phase of this project.

**Community Outreach.** Now is the time to make a plan to work with local community members and begin building those relationships. Remember, these relationships should be ongoing with a solid foundation to ensure the longevity of the project. Assembling a community task force to help make these plans is a good idea. Each community will have different needs, and it is important to pay close attention to these and be flexible. There is no standard plan that will work for every community. Be creative and look to each community for guidance.



**Funding Needs.** Funding for language services is a critical piece for the success of the program and requires underwriting the costs of staff coordination as well as language advocates. A separate page on funding is included as well as the AWS philosophy for making a solid long-term plan for funding the MLAM.

## Staffing the Project

**Project Development Staff.** At least one staff person should assume responsibility for moving the development of the MLAM forward. While all staff will be involved initially in developing the project, it helps to have one person designated as lead staff during this planning period.

**Project Coordinator.** After the development phase is completed, a minimum of one half-time position to coordinate this project will be needed. This position will be responsible for recruitment and training, support and supervision, documentation, and logistics. A job description that AWS uses for this position is included in the Appendices.

**Direct Service Staff.** It will be important to identify all staff who will be working directly with language advocates and responsible for individual casework support and supervision.

## Developing Program Areas

It's time to use the list that was made earlier of proposed program areas. Staff responsible for each area can help to develop them. Think through each area, paying close attention to how each might work or not work for each community. It will be important to identify what changes must be made and what additional services need to be provided in order to meet the specific needs of each community identified.

### AWS Crisis Line calls

*Staff answer the crisis line, some of whom speak only English and others who are multilingual. We all manage to communicate with women who do not speak English. Often, callers have a friend or someone helping them who speaks some English and we can communicate initially through this person. To help do this without an interpreter when there are none available, we have created an "Emergency Phrase Sheet for English Speakers." (Samples for several Asian languages are included in the Appendices.) The priority in the beginning of the conversation is to determine what language the woman is speaking. This is usually done by listing languages and listening for her response to each. It is always important to try to get a name and a phone number to call her back at a time when it would be safe to do so. Once staff determine the language she speaks and her name and phone number (if possible) we can then contact language advocates who speak the language to call her back. We sometimes use a conference call to handle the call when we have trouble getting her phone number. Language advocates then provide us with a follow-up call to report back on how the call went and the needs the woman identified. Together, staff and language advocates follow up with the next steps that must be taken.*



This is a good time to involve community members. In each program area, think through how language advocates will work with staff. Identify and define their roles for each part (see language advocate roles sample in Appendices). The following are some suggestions for initial development of various program areas.

**Crisis Line.** This can be one of the most difficult program components to make language accessible and yet it is one of the most important. It is common for the first contact with battered women to come through the crisis hotline. There are many models for making a crisis line language accessible so it is advisable to research this by contacting other agencies that have language accessible crisis lines. For the purposes of this paper, the AWS crisis line is used as the model.

**Shelter Case Management.** It is also important to explore how to provide case management. It can be very helpful to walk through a case and envision a woman (with children) who does not speak English. Think through her first visit to the shelter: who will pick her up, the orientation, the house rules, everything that is done for someone when they first come to the shelter. In attempting to make her comfortable, familiar foods and faces are important. Remember that all meetings will take twice as long because it will be likely that communicating will involve another person. Arrange for a language advocate to work with staff on this case. AWS often provides for a longer stay, more accompaniment, and more transportation than other shelters.

**Advocacy and Accompaniment.** Again it is necessary to think through all the areas in which the agency provides advocacy and accompaniment. Women who do not speak English frequently need a great deal of advocacy assistance because they cannot advocate for themselves. They often do not understand the process and need help moving through each piece. They will need help applying for government assistance, looking for jobs, getting into school—including English as Second Language (ESL) classes, finding housing, and using public transportation. Language advocates will need to accompany them to most appointments to interpret. Often both staff and language advocates from AWS accompany women because it is difficult to interpret and advocate for someone at the same time.

**Legal Services.** The legal system can be very intimidating and difficult for many women to negotiate without support. Women, particularly non-English speaking women, have a hard time understanding what their options are. Legal avenues often take a very long time to pursue and AWS frequently provides a lot of follow-up services to women regarding their legal needs after they have left the shelter. Immigration issues also come up regularly and fear of deportation and threats based on legal status are ways that batterers use to control their partners. If an agency does not currently have legal resources related to immigration issues, it will be necessary to make arrange-

ments for access to them. Again, this is a time when both staff and language advocates need to work together.

**Group Meetings.** Most domestic violence programs have some type of support groups or house meetings. Making these meetings language accessible is very important. Historically, many domestic violence programs have used this as a reason for not being able to serve non-English speaking women. They felt that non-English speaking women couldn't fully participate and make use of their programs. AWS has support groups and house meetings and most of the women in these groups do not speak English. The group meetings may last a little longer and be difficult initially, but holding them can be done. During the group session the language advocate's role is clearly defined as an interpreter and she is there just to help the women she is working with participate in the group. This needs to be explained in the group and space needs to be made to allow the language advocate to interpret. While it may sound awkward, it has worked well for AWS.

**Community Education.** Language advocates can be valuable community educators. This has been a piece of the AWS program since the beginning. As community members were trained to work with the agency, they shared the information with others in their communities. This is a powerful and credible way to educate the community. Language advocates have helped organize communities to address domestic violence. They have spoken to their communities on TV, the radio, and through written materials. Recently, AWS has developed a more formal plan to pay language advocates for their services as community educators. In addition to developing a speakers bureau, the agency is also working with language advocates to develop more education materials and innovative community-specific strategies.

## The Crucial Roles of Language Advocates

Language advocates do more than just interpret; they are hired to provide four services: support, advocacy, interpretation, and community education. They are a critical part of the domestic violence program's response team with an expertise that contributes to the team's ability to help clients. As this project develops to fit the programs, it will be critical to clearly identify their roles.

### Logistics

**Program Documentation.** Language advocates use the same documentation as staff. They fill out case notes, crisis call sheets, and community education logs. If they are taking a crisis call at home, then they will fill out an additional crisis call contact sheet (sample contact sheets are included in the Appendices).

**Payment Guidelines.** Language Advocates are on the AWS payroll and receive \$15 per hour when working during the hours of 8 am - 10 pm and \$18 per hour when working during the hours of 10 pm - 8 am. Language advocates are also paid for community education and written translations. Paying language advocates is very important as this job requires a certain expertise and should be compensated. Professional interpreters are generally paid much more than this pay rate (a sample of payment guidelines and time sheets are included in the Appendices).

**Language Advocate Lists.** AWS maintains a current list of language advocates that all staff can access when needed. Currently, the agency has a data base in File Maker Pro to create these lists (see sample outline in Appendices).

## Recruiting Language Advocates

Recruiting language advocates takes some planning and thinking through several issues. Because it is a paid position and many people need to work, recruiting these positions can be fairly easy. The challenge is that these are on-call positions without a set number of hours and this needs to be clearly communicated to potential recruits. For candidates who are looking for career changes, the training in domestic violence is often perceived as a benefit. Many of the language advocates who have worked for AWS have gone on to become full-time staff at AWS and other domestic violence agencies.

### Agency Needs

Identifying the type of person and the hours needed will be based on the type of work that language advocates will be doing in the agency. For example:

- **Support Meetings:** If there are weekly support meetings that start at 6 p.m. and someone is needed to interpret during the meeting on a regular basis, there will be a need to have candidates who have evening hours available. It is also important for language advocates to be comfortable interpreting in a group setting, and to be able to speak out loud in the group.
- **Legal Appointments:** A language advocate will need to accompany a client to legal appointments for interpretation, so there will be a need for those who have day hours with flexible schedules, and are very fluent and comfortable with legal terms.
- **Crisis Line:** It will be important to look for people who are supportive and will remain calm when someone is in crisis as well as those who can cover crisis calls during assigned times, perhaps by carrying a beeper, taking calls at work, or at night.

### Who to Recruit

AWS recruits women for the Language Advocate positions because that is who the agency primarily serves and the shelter has a women-only policy. Agencies that are not located in larger areas may not have the luxury of doing this or may choose to recruit both men and women. Regardless, safety issues are very important in screening potential candidates (a separate section is included later in this paper that covers screening in more detail). Confidentiality and safety issues can be very difficult in smaller communities.

Language advocates who often have the most time available are community members who are students and not overcommitted, women who have flexible work schedules, and women who are in transition (unemployed but looking for a job). Women who are retired, do not work outside of the home, or whose children are in school are also options but sometimes harder to recruit. Remember this is an on-call position and many women must work full-time, so be flexible in the schedules that are developed. Filling day hours has been the biggest challenge for AWS.

One of the more obvious sources for language advocates are in the volunteer pool of an agency. Volunteers are familiar with the program and connected to the work. AWS often encourages volunteers to serve as language advocates and vice versa. Remember, it is important to recruit a range of different language advocates who have different availability and, if the option is there, to recruit several language advocates in the same language with different schedules. No matter how well things are planned, be prepared: people's lives change, they get different work schedules, go back to school, are laid off, move, and have their own personal crises to deal with that might impact on their availability to the program.

## **Recruitment Packets**

The agency may want to create a recruitment packet that includes a job description, agency information and an application. Many recent immigrant and refugee women do not have resumes, so AWS created a simple application. For those candidates who do have resumes, ask them to submit a resume with the application (see sample recruitment packet in Appendices).

## **Where to Recruit**

### **Newspapers/Community Papers.**

- College/University Papers: AWS has had an excellent response from advertisements in these publications. In particular, students in social work and ethnic studies programs and foreign students have been most responsive, but students in a variety of other fields have also responded.
- Ethnic Specific Newspapers: AWS had an overwhelming response to ads in these papers. Over 100 calls were received and approximately 50 of those were interviewed (50 candidates passed the phone screening; see screening section for more details about phone screening).

*Special note:* If the paper is written in a language other than English, the ad should be written in English because candidates should also be fluent in English.

- **City Papers:** AWS has not had a very high response from ads in these papers, but the response could be different in other areas.

**Community Based Organizations (CBO).** Send all CBOs in the area a job description and a training flier, especially all CBOs that serve the communities where the project is attempting to reach. The AWS has had some luck with this, but has not received an overwhelming response.

**Community Members/Leaders.** Since community members have already been involved in the planning process, they will likely be open to involvement in the recruitment process. Ask them to pass out the recruitment packets to people they think would work well as language advocates with the agency.

**Word of Mouth.** This is always one of the best ways to recruit language advocates. Ask current language advocates and volunteers to recruit their friends and family. If this is a well-planned, supportive project that provides opportunities to community members, many will come by word of mouth. For several years, AWS did very little recruitment because so many people came on their own, through word-of-mouth.

## Screening Potential Language Advocates

Once ads have appeared in papers, community members and organizations have been contacted, recruitment packets sent out, and the agency has received lots of interested applicants, it is time to decide who will be a good match. AWS conducts full interviews with each applicant who passes the initial phone screening.

**Phone Screening.** There have been times when AWS has been inundated with callers interested in becoming language advocates, which is how phone screening first come into being. The candidate is briefed about the MLAM and the main job tasks: advocacy, support, interpreting, and community education. Many of the calls are in response to the ads and candidates know very little about the actual position. It is explained that this is not full-time work, but an on-call position with pay only for hours worked. At this point a number of callers may decide they are not interested. Those who are still interested are told about the training and the training dates. Generally, only those who can make all the training dates are pursued for interviews. Other candidates are sent recruitment packets and notice of future training dates. If someone seems like an extremely good candidate, she may be interviewed anyway with an attempt made to accommodate her schedule.

**The Interview.** The MLAM is an opportunity for immigrant and refugee women to become domestic violence advocates and educators. This is also an opportunity for domestic violence agencies to do grassroots work within the communities they serve. AWS philosophy is to interview and hire community members who may or may not have any formal education or paid experience doing this type of work. AWS is looking for community members who want to help other women in their community, not “professionals” with lots of experience. AWS often hires women who have little or no experience because it is felt they will learn from the training and have the qualities that will make them good language advocates. Some of the best language advocates are those who have life experience—maybe they grew up interpreting for their families or they are survivors themselves. Stay open and flexible about who is hired.

The interview process can be very intimidating. Some people are not comfortable talking about themselves and really struggle to answer the interview questions. Often immigrant and refugee women have a hard time understanding the questions. Women who have never worked outside of the home also need extra consideration, as well as women whose first language is not English. To address this, regularly rephrase and explain the questions during the interview (see sample of AWS interview questions in Appendices). Do whatever possible to make it a comfortable setting. During the interview, be clear about the agency mission and perspective on domestic violence.

The interview process is often not about looking for the “right” answer, but an opportunity to see how open candidates are and how they respond to questions. AWS looks for:

- A history of violence in the candidates behavior, including disciplining children;
- A sense of how they will do with issues of confidentiality, homophobia, and racism;
- Whether candidates are open or judgmental;
- Do they have confidence in themselves?
- Will they set limits?

AWS does not test for language fluency as some people do, relying instead on the candidate’s assessment of her fluency.



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## Training Language Advocates

Training for language advocates can be provided in several ways. Initially, AWS conducted a combined volunteer and language advocate training with an additional two days of training just for language advocates. Later, when the language advocate program was expanded to include other agency participation, AWS experimented with a language advocate - only training. Because a large number of participants were interested in both the volunteer and language program and being that so much of the training content was similar, AWS has returned to the original joint volunteer and language training. AWS holds a 54-hour training (approximately) for both volunteers and language advocates with an additional two day or 16-hour training for language advocates.

### Content of the Training

Include all the basics in the training: domestic violence information, legal issues, crisis calls, and support issues. During the basics, AWS focuses on how individuals will use this information as language advocates. Each candidate is asked to think about how their own communities might respond to the information and how they will share this information in a language other than English. A Key Phrase sheet that has been translated to help them with the terminology.

Participants practice with a good deal of role playing in English as well as their own language. They practice legal appointments, support groups, crisis calls, and support sessions. Because they are asked to do this in languages other than English, it is good to have at least two people who speak the same language. It has been particularly helpful to bring experienced language advocates to these practice sessions. An additional half-day of training on playing an interpreter role is also provided. Before language advocates begin working with clients, set up a practice time for handling crisis calls in English, and provide assistance on areas that appear to be challenges.

All participants who complete the training receive a certificate, at which point they are asked to sign a contract that includes their agreement to work for AWS for at least one year (a sample contract is included in Appendices). Currently, all AWS trainings are conducted in English, but the agency is considering doing language specific trainings in the future.

## Funding

To reflect the value of multilingual, multicultural services as central, rather than supplemental, to the agency's overall program, a commitment to funding is essential. The AWS's Multilingual Access Model is a cost effective project that has great potential for funding support from private and public grant sources. The MLAM project has many fundable qualities: language and cultural access, economic development, direct services, community education, and collaborative partnerships.

**Key factors to consider are:**

- 1) valuing the skills of bilingual advocates by paying them; and**
- 2) valuing the significance of multilingual, multicultural services by making funding for the project a priority and institutionalizing it.**

Agencies can use start-up grants for development and initial implementation of the multilingual access model, but efforts need to be made to integrate the project into the regular operating budget of the agency. AWS received start-up funding from a foundation source to develop the MLAM, and then incorporated the expenses of the project into the operating budget. A line item for multilingual advocates was created, starting with \$7,500 (500 language advocate hours per year) and increased steadily as the program grew, to the current line item amount of \$21,000 (1,400 hours/year). Staff, training, mileage, administrative, and other costs are also included, and most of these costs are integrated into the agency-wide budget.

At different points in the project's development, such as the 1990 expansion to two additional crisis line services and the 1997 expansion to five other domestic violence agencies, the AWS has sought specific funding for the project. Otherwise, the agency has committed to integrate ongoing costs into its general operating costs, and includes funding for the project in all funding requests for general operating expenses. The combination of special funding and incorporating MLAM funding into the agency's general budget will prevent the MLAM component from being the first cut in lean times, or tokenized from the rest of the agency's core funding.

In expanding the Citywide Project, AWS is exploring income-generating potential for the project through subcontracts with other agencies for services and technical assistance. For both philosophical as well as financial reasons, AWS requests a funding commitment from subcontracting agencies. Currently, AWS pays for technical assis-

tance and administration of the project through grant support. Agencies are expected to pay a nominal membership fee and reimburse the AWS for direct hours of language services that are utilized by the subcontracting agencies. A plan will be developed to decrease the AWS subsidizing of project costs to agencies as the MLAM expansion develops.

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## ENDNOTES

<sup>1</sup>Association of Asian Pacific Community Health Organizations, *Health and Socioeconomic Characteristics of Asians and Pacific Islanders: San Francisco, California* (Oakland, California, 1994).

<sup>2</sup>Asian Women's Shelter, "Needs Assessment, Survey of Health and Social Service Providers," *Service Needs of Asian Battered Women in the San Francisco Bay Area*. (San Francisco, California, 1987).

### **For More Information:**

For more information about the Multilingual Access Model and/or materials, please contact:

Asian Women's Shelter  
San Francisco, California  
Phone (415) 751-7110  
Fax (415) 751-0806

For general information about domestic violence, community organizing, awareness materials, or prevention strategies, contact:

Public Education Technical Assistance Project  
National Resource Center on Domestic Violence  
Phone 800-537-2238  
TTY 800-553-2508  
Fax (717)545-9456

# Attachments

Citywide Multi-Lingual Access Model Work Plan  
Citywide Multi-Lingual Access Model Agency Work Plan  
Citywide Multi-Lingual Access Model Program Coordinator  
Job Description  
Multilingual Advocate Job Ads  
Multilingual Advocate Job Announcement  
Multilingual Advocate Application  
Multilingual Advocate Interview  
Language Advocate Contract  
Language Advocate Roles  
MLAM Guidelines for Staff  
MLAM Payment/Reimbursement Guidelines  
MLAM Language Advocate Time Sheet  
Language Advocate Contact Sheet  
Language Materials



Asian Women's Shelter  
CITYWIDE MULTI-LINGUAL ACCESS MODEL  
San Francisco

**WORK PLAN**  
February 1, 1997 - January 31, 1998

<b>TIME LINE</b>	<b>WORK PLAN</b>
February 1997 - April 1997	<ul style="list-style-type: none"><li>• Identify 6 domestic violence agencies to participate in the Citywide Multi-Lingual Access Model</li><li>• Develop project overview, service plan, individual agency work plans</li><li>• Hold Language Advocate Retreat for input/advice on Citywide project</li><li>• Begin recruitment and screening of new language advocate</li><li>• Develop Language Advocate 40 hour training</li><li>• Meet with each of the 6 participating DV agencies to begin developing their work plans</li><li>• Facilitate group meeting of all 6 participating DV agencies</li><li>• Begin Language Advocate Training with 20-25 participants</li></ul>
May 1997 - June 1997	<ul style="list-style-type: none"><li>• Complete Language Advocate Training with 20-25 participants</li><li>• Set up outside office</li><li>• Monthly meetings with participating DV agencies to develop their individual work plans focused on integrating language services in their programs</li><li>• Facilitate group agency meeting to share work</li><li>• Participate in AWS Collaborative Conference, "Gathering Strength". Hold 2 workshops on developing language services</li></ul>

July 1997	<ul style="list-style-type: none"> <li>• Complete program development with DV agencies</li> <li>• Hold training for agency staff on working with language advocates</li> <li>• Begin implementation of Citywide project</li> <li>• Community Celebration for new Citywide project</li> </ul>
TIME LINE	WORK PLAN
August 1997 - October 1997	<ul style="list-style-type: none"> <li>• Continue to troubleshoot/fine tune project implementation</li> <li>• Quarterly meeting with DV agencies to share successes and address any problems</li> <li>• Begin recruitment and screening of new language advocate</li> <li>• Hold second Language Advocate Training with 20-25 participants</li> </ul>
November 1997 - January 1998	<ul style="list-style-type: none"> <li>• Continue to troubleshoot/fine tune project implementation</li> <li>• Quarterly meeting with DV agencies to share successes and address any problems</li> <li>• Begin developing plan to bring on 6 more DV agencies for July 1998</li> </ul>



Asian Women's Shelter  
CITYWIDE LANGUAGE ADVOCATE PROJECT  
San Francisco

## AGENCY WORK PLAN

*Please answer all questions and bring to the general meeting on March 25. If you have any questions please contact Cristy at 751-7110.*

### AGENCY IMPLEMENTATION OF CITYWIDE PROJECT

- Please develop an agency plan that addresses all aspects of your program in which you expect to have language advocates participate. Describe how language services will be used. (i.e., house meetings, intake, legal appointments, court hearings...)
- Please develop an agency plan on how you will integrate Language Advocates into your program. (i.e., language advocate orientation, information sharing, point people, support for language advocates and supervision...)
- Please identify who your agency feels will be the appropriate person or persons to contact us when requesting language support services and why?

### AGENCY COMMITMENT

- Please identify who on staff will be your Language Advocate Coordinator and describe how you will ensure that this person has the resources and support to accomplish this? Please consider all the tasks that this staff may already have and all the tasks required of a Language Advocate Coordinator.
- How will you or have you ensure(d) full staff participation in integrating language services throughout your agency?

### TRAINING

- What training would agency staff like to receive? (i.e., how to support language advocates, how to work with an interpreter, how the citywide program works...)
- What additional training topics would you like included in the language advocate training? (please see MLAM Training Program enclosed)

### FUNDING

- Please list the funding you currently have to support language services and describe your funding strategy for future funding of language services?

# **ASIAN WOMEN'S SHELTER CITYWIDE MULTILINGUAL ACCESS MODEL PROGRAM COORDINATOR**

Hours: 40 hours/week

The Asian Women's Shelter is a shelter program in San Francisco for battered Asian women and their children. We provide safety, food, shelter, advocacy and other resources to assist women in rebuilding violence-free lives for themselves and their children. The Asian Women's Shelter works closely with other agencies in the community to provide a comprehensive network of resources for Asian battered women and their children. AWS also works with these agencies and other community groups to provide education about domestic violence.

The Citywide MLAM Program Coordinator is responsible for coordinating the citywide Multilingual Access Model.

## **RESPONSIBILITIES**

Coordinate Citywide Multilingual Access Model

- Recruit/Screen/Hire/Train new language advocates
- Facilitate citywide MLAM training
- Establish other special needs advocates: i.e., disabled access needs, queer support, cultural needs, technical support (legal, public aid)
- Supervise/Support language advocates
- Coordinate assignment of language advocates to cases
- Maintain program standards for all participating agencies
- Liaison for all participating agencies
- Provide training to domestic violence agencies participating in this project: allowing them to fully integrate language advocates into their program services.
- Maintain documentation of all services
- Responsible for all aspects of office maintenance and administration

# **SUPPORT**

## **Survivors of**

### **Domestic Violence**

The Asian Women's Shelter is a shelter program in San Francisco for battered women and children, primarily serving Asian immigrants and refugees. We provide safety, food, shelter, advocacy, and other resources to assist women in rebuilding violence-free lives for themselves and their children.

Volunteers help the women and children get adjusted to life at the shelter by providing emotional support. Volunteers help women answer questions about their goals, assist residents with errands and appointments, and take them on outings. They also help children adjust to living in a new environment, as well as provide childcare and transportation.

Our services are culturally appropriate and language accessible. We have an on-call pool of paid multi-lingual advocates (MLAM) to respond to the wide range of Asian languages spoken in the Bay Area. MLAM answer crisis calls, do case management along with staff, translate during appointments, and provide support in the resident's primary language.

We offer an internship program to provide extended services for the women at the shelter. Interns learn to do case work along with the staff, develop skills in providing emotional support, and may have the opportunity to handle a case on her own.

We especially need people who have:

- \*ability to work with women and children in crisis situations

- \* a commitment to issues concerning domestic violence, women and the Asian community

- \*ability to speak an Asian language not required, but helpful

If you are interested in volunteering, being a multilingual advocate, or intern, please call the **Asian Women's Shelter** at **(415) 751- 7110** for more information. **Training starts in September 1996.**

## **SAMPLE JOB ADS**

For Asian papers:

Use your Bilingual  
Skills to Help Other  
Women

Work with new SF domestic  
violence project. Need on-call  
multilingual advocates:  
\$15/hour. Will train. Call  
now at Asian Women's Shelter at  
415-751-7110. Ask for  
Christy or Mimi.

For college papers and general:

Use Your Bilingual  
Skills to Stop  
Domestic Violence

Work with new SF domestic  
violence project. Need on-call  
multilingual advocates:  
\$15/hour. Asian languages,  
Sign language, Spanish.  
Will train. Call now at Asian  
Women's Shelter at 415-751-7110.  
Ask for Christy or Mimi.

## **JOB ANNOUNCEMENT Multilingual Advocates**

### *Asian Women's Shelter Multilingual Advocate Model*

The Asian Women's Shelter is a battered women's shelter targeting battered Asian women and their children. Asian Women's Shelter is a non-profit agency.

To meet the language needs of all residents, the Asian Women's Shelter relies on Multilingual Advocates - a pool of on-call, bilingual consultants who will be requested to work with residents and crisis line calls as needed. Times will be scheduled at the mutual convenience of the Multilingual Advocates, the residents and staff of the Asian Women's Shelter. Initial and on-going training on domestic violence, casework and language interpretation will be provided.

### *New Citywide Program*

Beginning in July 1997, Asian Women's Shelter expanded its multilingual advocate program to serve six (6) San Francisco domestic violence programs. These programs include: Asian Women's Shelter, Rosalie House (another San Francisco battered women's shelter), Brennan House (transitional housing program for survivors of domestic violence affiliated with Rosalie House), Nihonmachi Legal Outreach (community legal services agency), Community United Against Violence or CUAU (anti-violence advocacy and services for lesbian, gay, bi-sexual, transgender community), and WOMAN, Inc. (24-hour crisis line for women).

Multilingual Advocates will have their choice of working for either Asian Women's Shelter only or for the citywide program.

**Reimbursement:** \$15/hr, on-call basis per call/case work, flexible schedule.

**Application Procedure:** Applications accepted on an on-going basis. Please write or call for an application and return, with resume if available, to the Asian Women's Shelter at the above address, attention Mimi Kim or Cristy Chung.

In general, new multilingual advocates are brought on board at the times of our semi-annual trainings which are currently held in the Spring and Fall of each year.

### **Job Responsibilities:**

- Provide emergency response to crisis calls when needed.
- Protect the confidentiality of women and children seeking domestic violence services.
- Provide support, information and advocacy to women and children seeking domestic violence services.
- Work together with program staff to meet the needs of women seeking domestic violence services by providing interpretation and other information sharing.

**Please turn to other side**

### Job Responsibilities (continued):

- Act as a representative of the domestic violence agency when speaking with battered woman and other agency contacts.
- Accompany domestic violence clients to appointments and provide advocacy and interpretation (i.e. legal, police, medical, public aid appointments, etc.).
- Provide community outreach and education through presentations, media, etc.
- Maintain updated files on clients and other required documentation, keeping close communication with program staff.

### Qualifications:

- Fluency in any Asian language or Spanish or sign language and English. (Special needs: Spanish, Cantonese, Mandarin, Cambodian, Korean, Vietnamese, Japanese, Tagalog, Mien, sign language) (Other languages may be accepted. Please talk to Mimi or Cristy.)
- Bilingual/ Bicultural preferred.
- Commitment to issues concerning domestic violence, the Asian community and women.
- Commitment to non-violence including non-violent discipline of children.
- Ability to work with women and their children in crisis situations.
- Ability to work independently, as well as in a team.
- Knowledge of community resources available for Asian women.
- Openness to working with lesbian, bi-sexual population.
- Openness to working with transgender community.

### Training:

- Required to attend 40 + hrs. of initial domestic violence training\*. This training is unpaid, and attendance of full training is required. Occasional ongoing trainings may also be required. Attendance of any mandatory ongoing trainings will be paid.

\*40 plus hours of training is required by law for anyone working with victims of domestic violence in order to protect the confidentiality of communications between shelter advocates and clients.

WE ARE AN AFFIRMATIVE ACTION EMPLOYER

# Asian Women's Shelter Multilingual Advocate Application

Name \_\_\_\_\_

Phone Number:      hm \_\_\_\_\_ wk \_\_\_\_\_

                         beeper \_\_\_\_\_ cell \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Occupation \_\_\_\_\_

Interested in:    ☐ AWS Program Only    ☐ Citywide Program    ☐ Undecided

Interested in being a volunteer at AWS?    ☐ Yes    ☐ No    ☐ Already a volunteer

Primary Non-English Language \_\_\_\_\_

Please indicate fluency level: Fluent, Moderate, Some, None

Speaking \_\_\_\_\_ Reading \_\_\_\_\_ Writing \_\_\_\_\_

Other Non-English Language \_\_\_\_\_

Please indicate fluency level: Fluent, Moderate, Some, None

Speaking \_\_\_\_\_ Reading \_\_\_\_\_ Writing \_\_\_\_\_

Other Non-English Language \_\_\_\_\_

Please indicate fluency level: Fluent, Moderate, Some, None

Speaking \_\_\_\_\_ Reading \_\_\_\_\_ Writing \_\_\_\_\_

English: Please indicate fluency: Fluent, Moderate, Some, None

Speaking \_\_\_\_\_ Reading \_\_\_\_\_ Writing \_\_\_\_\_

Please note that fluency in all areas may not be required to qualify as a Multilingual Advocate.

Previous experience in working with battered women and their children, and/or experience in counseling/interpretation/advocacy: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please fill out other side**

Asian Women's Shelter  
Multilingual Advocate Application Form  
Page 2 of 2



NAME \_\_\_\_\_

Reason why you are interested in the Multilingual Advocate position: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Times Available:**  
(Please note hours available)

Mon:	day	_____	eve	_____
Tue:	day	_____	eve	_____
Wed:	day	_____	eve	_____
Thu:	day	_____	eve	_____
Fri:	day	_____	eve	_____
Sat:	day	_____	eve	_____
Sun:	day	_____	eve	_____

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please send this form along with resume (if available) to:**

Asian Women's Shelter, 3543 18th St., #19, San Francisco, CA 94110, Attn: Mimi Kim.

Thank you for your interest!

## **MULTI-LINGUAL ADVOCATE INTERVIEW**

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Language Skill Level: (indicate Fluent, Moderate, Some, None)

Lang: \_\_\_\_\_ Speak: \_\_\_\_\_ Read: \_\_\_\_\_ Write: \_\_\_\_\_

Lang: \_\_\_\_\_ Speak: \_\_\_\_\_ Read: \_\_\_\_\_ Write: \_\_\_\_\_

Lang: \_\_\_\_\_ Speak: \_\_\_\_\_ Read: \_\_\_\_\_ Write: \_\_\_\_\_

English: \_\_\_\_\_ Speak: \_\_\_\_\_ Read: \_\_\_\_\_ Write: \_\_\_\_\_

### **GENERAL INTRO**

- 1) Please tell me a little about yourself:
- 2) Please share why you are interested in this position:

### **DIRECT EXPERIENCE**

- 3) Give description of AWS, battered women's shelter, etc. What kind of experience or knowledge do you have of domestic violence? (If survivor or witness, explore ability to stay in support role.)
- 4) The role of our multilingual advocates is as an advocate and as an interpreter (explain more). What kind of experience do you have? (legal, court, social services, informally) (If not bi-cultural, explore experience with immigrant communities/reason for wanting this position.)
- 5) Is there any other experience you have that might apply to this job?
- 6) Would you feel comfortable interpreting for a woman in an attorney's office? With additional training?
- 7) Court setting with word-for-word interpretation? With additional training?
- 8) Medical setting? With additional training?

### **CONFIDENTIALITY**

- 9) People who come to us for help don't want other people to know -- communities are small, etc. Confidentiality is important. What does confidentiality mean to you? (Make sure you cover: can't tell anybody except staff, can't tell friends or family, if you hear about her in the community you need to act like you don't know...)

## **VIOLENCE**

10) Most people have been violent at some point during their lives. Think of a time when you have been violent: including threats, violence, abusive language etc. Can you tell me how you view this now?

8) What is your view on children and discipline? What do you believe is an appropriate way to discipline children?

9) Do you feel there is any situation in which physical discipline of a child is ok?

10) Do you think it is ever appropriate for adults to have sexual contact with a child?

## **ISMS**

11) Most Asian (or other if not Asian) people grow up with stereotypes about other ethnic groups, including Asian (or other) ethnic groups. What stereotypes did you grow up with? How do you feel you have reacted to those stereotypes?

12) Case scenario: You are working with a woman and she says that she is scared of the ( ) women staying at the shelter. How might you handle this situation?

13) Have you worked in a setting with people who have different sexual identities? What were some of the challenges?

14) Our domestic violence programs work with lesbians and bi-sexual women participating and coming to shelter and other services, including lesbians who don't speak English. Would you feel comfortable working with lesbians and bi-sexual women? What are some of the challenges you may have? (If appropriate -- What would you do to make sure you are more prepared to work with lesbian or bi-sexual women?)

15) Our domestic violence programs will also be working with transgender women (explain if necessary). Would you be open to working with transgender women?

## **BOUNDARIES**

16) Language Advocates have a special relationship with the resident they are working with. How would you handle a woman who wants to go back to her partner because she feels it is best for herself and her children?

17) There are times when staff and residents are in conflict and staff feel they need to make bottom lines. Language Advocates are often in the middle of this conflict. How would you handle this and what are some of the challenges you feel you would face?

18) Residents will often want to share something with you and not want you to tell the staff. How will you handle this?

## **WORKING CONDITIONS**

19) Explain choice between working with AWS & citywide program. Explain 6 other programs and need to work with all 7 agencies. Would you like to work with AWS only or with the citywide program.

20) You may be working with different staff (and/or agencies if appropriate). This can be a confusing situation. How are you at asking for help/support?

21) This can be a very stressful position (explain more). How do you recognize burnout? What do you do to take care of yourself?

22) Do you realize that you may be working in a confidential location (explain: can't tell anyone even general location, can't meet people nearby, can't have people drop you off, etc.) How will that be for you?

23) You may be asked to go with a woman to the welfare/public assistance office where you may need to wait in line for a couple of hours. Would this be okay?

## **AVAILABILITY**

24) How does this job/position fit in with your career goals? How long do you see yourself in this job? What kind of commitment can you make? (Explain 1 year minimum commitment)

25) What days and hours do you have available (if on application form, confirm)? For how long?

26) Can you take crisis calls at work? Home? What hours?

27) We may start integrating this program with overnight crisis call lines. Would you be willing to take crisis calls from 10 p.m. to 8 a.m.?

28) Can you make all the training dates?

Asian Women's Shelter  
LANGUAGE ADVOCATE CONTRACT

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Phone: (home) \_\_\_\_\_ (work) \_\_\_\_\_ (pager) \_\_\_\_\_ (cell) \_\_\_\_\_  
Birthdate: \_\_\_\_\_ Social Security #: \_\_\_\_\_  
Do you have access to a car: Yes / No      Type of Car: \_\_\_\_\_  
Driver's License#: \_\_\_\_\_ Exp Date: \_\_\_\_\_  
Insurance Carrier: \_\_\_\_\_ Policy #: \_\_\_\_\_ Exp: \_\_\_\_\_

I agree to the following:

- 1) To work on an on-call basis as one of the following:  
☐ Asian Women's Shelter only MLAM      ☐ Citywide MLAM
- 2) To attend all required hours of initial training. I understand that missing any part of the training may delay or cancel my opportunity to work as a multilingual advocate.\*
- 3) To be on an on-call list of language advocates which will include information on my address, language(s), telephone numbers and available times. This list is available to all AWS personnel. This list is also available to personnel of participating Citywide agencies if I am a Citywide MLAM.
- 4) To be generally available for MLAM assignments (if Citywide MLAM, to be generally available for MLAM assignments from any Citywide agencies) according to my time availability as discussed with the MLAM coordinator.
- 5) To appear for MLAM assignments on time.
- 6) To inform appropriate staff as much in advance as possible if cancellation of an assignment becomes necessary.
- 7) To attend additional trainings, retreats and other meetings particularly when these engagements are strongly suggested.
- 8) To inform MLAM coordinator when time availability changes.
- 9) To read or listen to notices, updates and other information as they arrive by mail, telephone or other means and to respond in a timely manner as requested.
- 10) To keep the strict confidentiality of shelter location (including those of Citywide agencies if they are confidential) and of all client information.
- 11) To maintain my advocate commitment for at least ONE YEAR.

Advocate signature: \_\_\_\_\_ Date: \_\_\_\_\_

Coordinator signature: \_\_\_\_\_ Date: \_\_\_\_\_

**\*The mandatory 40+ hours of training is required by law for anyone working with victims of domestic violence, in order to protect the confidentiality of communications between bilingual shelter advocate and client.**

## **LANGUAGE ADVOCATE ROLES FOR ASIAN WOMEN'S SHELTER**

**(Other programs will have similar roles, but there may be some differences)**

As MLAM, you may be asked to provide support in a number of contexts. In each, your role may be slightly different -- as interpreter only, as interpreter/advocate, as mediator in a conflict, etc. Sometimes the role will be quite clear. At others, it will be confusing -- and at times challenging!

1) Crisis call

*Documentation: Crisis & Referral Logs (if in shelter); Language Advocate Contact Sheet (if out of shelter)*

- a) Assess danger
- b) Offer support, information and referral to caller
- c) Assess appropriateness of AWS as further resource for caller

2) Crisis call - intake

*Documentation: Intake Information Sheet*

- a) Assess appropriateness of AWS as shelter for caller
- b) Complete whole intake alone or as an interpreter with AWS staff
- c) Offer orientation to caller to basic AWS program and policies alone or as an interpreter with AWS staff (e.g., confidentiality policy, curfew, shared chores, no contact with batterer, etc.)
- d) Welcome caller to AWS program

3) In-Shelter Orientation

*Documentation: Confidentiality Agreement; House Rules*

- a) Introduce woman to shelter residents, staff and entire shelter space
- b) Welcome resident (including children)
- c) Ensure clear understanding of house rules and confidentiality contract - have her sign confidentiality agreement and house rules - make copy of house rules for her

4) In-Shelter Initial Meeting (may happen simultaneously with orientation or set up as another meeting)

*Documentation: Client Certification Form (Income); Resident Key Contract; Support Group Contract; Initial Assessment Form (optional); Women's Background Information (optional)*

- a) Welcome resident (including children)
- b) Provide support (may need lots of emotional support at this point)
- c) Listen to resident's story
- d) Clarify questions on program policies and program goals
- e) Explore resident needs
- f) Help her fill out and all forms

5) In-Shelter Advocacy with Women's Advocate (WA) or Children's Advocate (CA)

- a) Interpreter between resident and WA/CA
- b) Clarify concerns and questions of resident to WA /CA and vice versa



- 6) In-Shelter Advocacy without staff  
*Documentation: Women's Case Management Form; other forms as appropriate*
  - a) Purpose of advocacy to be discussed with WA/CA
  - b) In general, to provide one-on-one support and to be liaison between shelter staff and resident
  - c) Share information with staff following meeting
- 7) In-Shelter House Meeting
  - a) Interpreter between resident, meeting facilitators and other residents
  - b) Interpretation only in this meeting. Interpret word-for-word as much as possible. Let resident know that your role will be limited to interpretation in this meeting - and that you will interpret everything she says.
- 8) In-Shelter Support Group
  - a) Interpreter between resident, meeting facilitators and other residents
  - b) Interpretation only in this meeting. Interpret word-for-word as much as possible. Let resident know that your role will be limited to interpretation in this meeting - and that you will interpret everything she says.
- 9) In-Shelter Advocacy around conflict (with another resident, with house rules)  
*Documentation: Women's Case Management Form (unless filled out by WA)*
  - a) Roles can differ depending on stage of conflict, your relationship with resident, nature of conflict, etc. May be advocate or may be strictly interpreter. Make sure to clarify appropriate role with WA before meeting.
- 10) Police (Filing a report)  
*Documentation: Women's Case Management Form*
  - a) Interpret between resident and police officer
  - b) Advocate for respectful treatment and for police to take case seriously
  - c) Write down important information
  - d) May include transportation to and from police station
- 11) Lawyer Appointment with WA
  - a) Interpreter between resident and attorney/WA
  - b) Clarify questions attorney may have for resident and vice versa
  - c) May include transportation to and from lawyer's office
- 12) Lawyer Appointment without WA  
*Documentation: Women's Case Management Form*
  - a) Interpreter between resident and lawyer
    - interpret word-for-word as much as possible
  - b) Help to strengthen communication and relationship between resident and lawyer
  - c) Advocate if important information you know about is not clear or is not being communicated
  - d) Write down all important information from meeting
  - e) May include transportation to and from lawyer's office

- 13) Civil Court Hearing with WA
- a) Help to prepare resident for civil court hearing
  - b) Interpreter between resident and WA
  - c) Interpreter between resident and attorney
  - d) May be interpreter between resident and judge (word-for-word interpretation only)
  - e) Provide emotional support for resident
  - f) Assist in preventing batterer from contacting or harrasing resident
  - g) May include transportation to and from court
- 14) Civil Court Hearing without WA
- Documentation: Women's Case Management Form*
- a) Help to prepare resident for civil court hearing
  - b) Interpreter between resident and attorney
  - c) May need to advocate for resident to get important information to attorney and to make sure resident understands all questions and proceedings
  - d) Provide emotional support for resident
  - e) Assist in preventing batterer from contacting or harrasing resident
  - f) Write down all important information from hearing
  - g) May include transportation to and from court
- 15) Civil Court Mediation with WA
- a) Help to prepare resident for mediation
  - b) Interpreter between resident and mediator
  - c) In some cases, may advocate for interests of resident (sometimes MLAM may be only person allowed in actual mediation - not WA)
  - d) Emotional support for resident
  - e) Assist in preventing batterer from contacting or harrasing resident
  - f) May include transportation to and from court
- 16) Civil Court Mediation without WA
- Documentation: Women's Case Management Form*
- a) Help to prepare resident for mediation
  - b) Interpreter between resident and mediator
  - c) Advocate for separate - (not joint with husband) - mediation if mediator suggests joint mediation
  - d) In some cases, may advocate for interests of resident within the actual mediation meeting (in general, advocacy is not allowed in mediation, but may depend on mediator)
  - e) Emotional support for resident
  - f) Assist in preventing batterer from contacting or harrasing resident
  - g) Write down all important information from mediation meeting
  - h) May include transportation to and from court
- 17) Criminal Court with WA (See "Practical Guidelines for Court Interpreters")
- a) Help to prepare resident for criminal court hearing
  - b) Interpreter between resident and WA/resident and district attorney
  - c) May serve as interpreter between resident and judge (word-for-word only)
  - d) Emotional support for resident
  - e) May include transportation to and from court

- 18) Criminal Court without WA (See "Practical Guidelines for Court Interpreters")  
*Documentation: Women's Case Management Form*  
a) Help to prepare resident for criminal court hearing  
b) Interpreter between resident and district attorney (word-for-word interpretation)  
c) In some cases, may need to advocate for resident to get important information to her district attorney  
d) Emotional support for resident  
e) Write down all important information  
f) May include transportation to and from court
- 19) Public Aid, Unemployment, etc. (usually without WA)  
*Documentation: Women's Case Management Form*  
a) Interpreter between resident and public aid worker  
b) Advocate for respectful treatment and public assistance or other benefits  
c) Help to fill out forms  
d) May set up follow-up meetings  
e) Write down all important information from meeting  
f) May include transportation to and from public assistance office
- 20) Other medical/counseling appointments (usually without WA)  
*Documentation: Women's Case Management Form*  
a) Interpreter between resident and worker (word-for-word as much as possible)  
b) Advocate for respectful treatment  
c) Help to clarify information and procedures to resident  
d) Help to fill out forms  
e) May set up follow-up meetings  
f) Write down all important information  
g) May include transportation to and from medical/counseling appointment
- 21) Follow-Up Meetings (any appointment taking place after resident moves from shelter) (Most commonly -- legal appointments, court hearings, immigration)  
*Documentation: Follow Up Form (yellow form)*  
a) Interpreter between resident and worker/lawyer  
b) May set up follow-up meetings  
c) Write down all important information  
d) May include transportation to and from appointment

## MLAM Guidelines for Staff

### 1) MLAM Role:

The MLAM is:

- 1) A language and culturally competent domestic violence advocate
- 2) A language interpreter and translator
- 3) A cultural consultant

### 2) Calling an MLAM for Crisis Calls:

If a crisis caller's primary language is not English and she wants to speak to someone in her primary language then you may want to request language support from an MLAM.

Think of the crisis call as your call and you are getting help with this call from a MLAM. Just because you contact an MLAM to take the call it does not mean you are done with the call.

Please read the following instructions.

*When you are trying to contact an MLAM:*

a) *Contact an MLAM who speaks her primary language.* If you know that the caller has been speaking to a particular advocate, try to reach her first. If she is not available, continue calling each MLAM until you find someone available to talk to caller. Try not to use the same advocate all the time for crisis calls. Advocates are not required to always take calls but will try to the best of their ability to take calls if available. Check to see which MLAM will accept crisis calls at work (or home).

If you leave a voice mail, please leave the time and date of message. Do not leave the caller's name and phone number due to confidentiality.

*When you reach an MLAM:*

b) *Give MLAM all information you know about caller up to this point.* If you have already spoken to caller for a few minutes or someone else called for her and you know some general information please tell the language advocate what you know.

c) *Instruct language advocate on what to do.* What we want an advocate to do on a call varies from just finding out what the caller needs to doing an intake. Please be as specific as possible about what you want the advocate to do with this call. If this is an intake, please do a 3-way call with the MLAM as interpreter unless the MLAM is already experienced in doing intakes.

*Follow up with MLAM:*

d) *Have MLAM call you back.* You will need to be available to talk with the language advocate after the call to give her support, help her think through the callers options or to give her further instructions. Remember when we take calls here at the shelter we have the support of each but MLAM are at home or at work and are isolated from the support they may need.

e) *Follow through with the call.* You are the shelter point person for this call and you are responsible for this call until it is completed. If you are unable to be around to complete the call you must get someone else take over the call.

*Document the call.*

f) *Document call.* You must also document the call on the crisis call log and ask the language advocate to send in her documentation (MLAM Contact Sheet) for the call.

### **3) Making an Appointment with MLAM**

- a) As much as possible, please try to make an appointment in advance. Let her know approximately how long it will take.
- b) If you are setting up regular weekly meetings, please make that clear to MLAM.
- c) If there are more than one meeting per week, please make sure that this scheduling is alright with the MLAM. You may need to schedule another MLAM for other meetings so that you don't overload one person. Check with that MLAM to see what scheduling is comfortable or do-able for them.
- d) If there is a cancellation, please let MLAM know as soon as possible, i.e., at least 24 hours in advance. If it is an emergency cancellation, please try as much as possible to reach the MLAM.
- e) If there is a cancellation and MLAM still arrives because she was not informed in time, you need to pay MLAM for the hours she likely would have spent for that appointment.
- f) If you request additional time or additional tasks for the MLAM, check in to see if it's okay with her. MLAM has the right to say "no."

### **4) Communication and Information Sharing with MLAM**

- a) Communicate exactly what you role you expect MLAM to play (straight interpretation, advocate, etc.) and exactly what tasks you expect
- b) Let her know who is the MLAM Coordinator on your staff and what her role is
- c) Make sure that resident/client understands your role and that of MLAM
- d) Check in with MLAM by phone or in person. Be prepared for at least 5 minutes of check-in before the meeting/appointment and 5 minutes after the meeting/appointment. If you are not there when the MLAM arrives, make sure you have given full instructions by phone or with another staff person to share with the MLAM or leave a detailed note. If you cannot be there for check-out, make a follow-up call.

Any check-in call or follow-up call is paid work.

For check-in for one-on-one meeting include:

- 1] As much background information as necessary to get the task done.
- 2] Full instructions regarding time, place, person if they need to go to an appointment.
- 3] What documentation you expect MLAM to fill out

For check-in for group meeting include:

- 1] How many people will be at the meeting
- 2] Type of meeting

- 3] Consecutive or simultaneous interpretation (some people and for some languages, can only do consecutive -- not simultaneous)
- 4] Give any written materials as much in advance as possible (if translation is expected, let MLAM know -- this is paid in addition to interpretation work).
- 5] Potential conflict issues or other challenges

For check-out in one-on-one meeting include:

- 1] Things which need to be called to attention
- 2] How did session go for MLAM
- 3] Staff feedback on meeting and MLAM work
- 4] Follow-up needed for future appointments or meetings

For check-out in group meeting include:

- 1] Feedback on MLAM work and role
- 2] Debrief on meeting
- 3] Double-check on expected schedule for future meetings if necessary

e) If there are problems or expectations not met with the MLAM, please let them know directly and promptly -- if there continue to be problems, please inform your MLAM Coordinator and AWS MLAM Coordinator for problem-solving

## 5) Interpretation

What we expect from MLAM:

- a) Clarification to all parties of role MLAM is playing, i.e., straight interpretation, advocacy or other role, including that everything said including side comments will be interpreted
- b) Straight interpretation, i.e., interpretation of every word said including side comments, insults, etc. If doing straight interpretation, MLAM should let all parties know that everything will be interpreted.
- c) Using first person, i.e., not using "she said..." but just saying exactly what that person said.
- d) Making it clear to both parties if intervening or asking a clarifying question by using time-out sign or words signalling a break in straight interpretation

What we expect from staff person using MLAM during a meeting:

### a) One-on-one Meeting

- 1] Check in before and after
- 2] Speak directly to resident/client (not to MLAM unless you're addressing MLAM)
- 3] Speak directly to client using 1st person -- not "tell her that..."
- 4] Speak slowly and calmly
- 5] Keep phrases short and pause so that MLAM can interpret completely

### b) Group Meeting

- 1] Check-in before and after
- 2] Set tone for interpreter-friendly environment
- 3] Introduce MLAM and inform entire group of role of MLAM (for meeting, role will be straight interpretation)

- 4] Inform group that everything they say will be interpreted including side-comments
- 5] Remind speakers to pause so that everything can be interpreted
- 6] Limit MLAM interpretation to not more than 2 clients. You may need to get more than one MLAM for residents.

Suggested Groundrules for Group Meeting:

- 1] One person speak at a time including interpreter
- 2] Do not side talk during interpretation
- 3] Be respectful of interpretation process so that everyone can fully participate

## ASIAN WOMEN'S SHELTER

### MLAM PAYMENT/REIMBURSEMENT GUIDELINES

MLAM hours are reimbursed at the rate of \$18/hour for direct advocacy work or a stipend for non-advocacy work. (\$20/hour for 10:00 p.m. to 8:00 a.m.)

**Direct Advocacy Work: \$18/hour (\$20/hour for 10:00 p.m. to 8:00 a.m.)**

- 1) *Crisis calls* (Round up to nearest 15 minute interval; calls less than 15 minutes should be rounded up to 15 minutes).
- 2) *At-shelter or at-appointment advocacy with resident including preparation/consultation time with women's advocate or other staff; also includes time waiting for appointment.*
- 3) *If providing transportation for resident, includes transportation time.*
- 4) *If long-distance traveling to an appointment (without resident), may be included in paid time (check in with MLAM Coordinator); long-distance traveling with a resident will be paid for as stated above in 3).*
- 5) *In-person individual support around casework or general MLAM work with women's advocate, MLAM coordinator or other designated AWS staff.*

**Non-Direct Advocacy Work: \$18 stipend 1/2 day or less; \$36 stipend full day**

- 1) *MLAM-specific Meetings - e.g., MLAM retreats, group meetings*
- 2) *MLAM-specific trainings*

**Note:** This does not include regular staff trainings or other training opportunities. We will notify MLAM of up-coming trainings and encourage you to participate. However, we will not be able to pay for your participation in these general trainings.

Also does not include introductory training sessions, i.e., volunteer training plus one-day MLAM training.

- 3) *Community education presentations - includes tabling*

**Note:** This payment is for presentation time only.

**Written Translation: Stipend**

AWS will set a stipend for written translation work depending upon length of written work and difficulty.



**Expense reimbursement:**

1) *Mileage* includes per mile reimbursement and *parking* for:

- shelter to appointment and from appointment back to shelter
- any transportation provided to resident

Note: This does not include transportation from your home/work to the shelter and back.

For reimbursement, fill in mileage sheet and attach parking receipts - submit to MLAM Coordinator.

2) *Phone* for any crisis call or other MLAM-related expenses incurred on home phone.

For reimbursement, submit phone bill with reimbursable calls indicated on bill - submit to MLAM Coordinator.

3) *Any other MLAM-related expenses* such as resident supplies which you purchase.

In general, these expenses should first be okayed by Women's Advocate, MLAM Coordinator or other AWS staff.

For reimbursement, submit receipt to Women's Advocate with note indicating reason for expense.

**Please turn in monthly by the 17th to: Mimi Kim, AWS, 3543 18th St. #19, San Francisco, CA 94110 or FAX to 751-0806**

**MLAM LANGUAGE ADVOCATE TIME SHEET (Pay period: 15th to the 15th Checks Disbursed: 1st of the month)**

Total \$	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>	<div></div>
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Language Advocate Signature

Date

AWS Approval

Date

**ASIAN WOMEN'S SHELTER • CITYWIDE • LANGUAGE ADVOCATE CONTACT SHEET**

Date \_\_\_\_\_ Time \_\_\_\_\_ Caller Called Before: yes / no  
Language Advocate Taking Call: \_\_\_\_\_  
Call referred to you by (agency/name) \_\_\_\_\_ name of staff/vol \_\_\_\_\_  
Referred to crisisline by: \_\_\_\_\_  
Caller's Name \_\_\_\_\_ CHILDREN: How Many \_\_\_\_\_  
Phone \_\_\_\_\_ Ages/Gender \_\_\_\_\_  
May we call? yes / no When \_\_\_\_\_ Child Abuse: unknown / none / physical / sexual  
Address \_\_\_\_\_ Perpetrator: \_\_\_\_\_  
City \_\_\_\_\_ Zip \_\_\_\_\_ Report Made By \_\_\_\_\_  
Age \_\_\_\_\_ Ethnicity \_\_\_\_\_ DRUGS / ALCOHOL USE  
Primary Language \_\_\_\_\_ Caller \_\_\_\_\_  
Monolingual / Limited English Batterer \_\_\_\_\_  
Sexual Identity: Heterosexual/Bisexual/Lesbian/Gay PHYSICALLY CHALLENGED: yes / no  
Gender Identity: male/female/Transgender(FTM/MTF) hearing / visual / developmental / other \_\_\_\_\_  
other: \_\_\_\_\_  
Relationship to Batterer: \_\_\_\_\_

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Domestic Violence: yes / no (explain) \_\_\_\_\_  
Form of Abuse: physical / sexual / emotional / verbal / threats / economic  
Weapons Involved: yes / no Please explain \_\_\_\_\_  
Police Contacted: yes / no Reports Made \_\_\_\_\_  
**Describe Situation & Solutions:** (Please include as much detail as possible! Give specific information about all referrals given. Use the back of the sheet if needed. If faxing, please make sure you fax back of sheet if there is info.)

Please turn in IMMEDIATELY after your call.  
FAX 415-751-0806 or mail to 3543 18th St. #19, San Francisco CA 94110 Attn: Mimi Kim

# **KEY LANGUAGE PHRASES**

## NHỮNG TỪ NGỮ VÀ CÂU QUAN TRỌNG THƯỜNG DÙNG KEY PHRASES, WORDS OR CONCEPTS USED BY LANGUAGE ADVOCATES

Xin lưu ý trong việc sử dụng những từ ngữ sau đây để hỏi chuyện về sự bạo hành trong gia đình.

Think through how to ask about, talk about or say these different phrases, words or concepts.

1. Bạo Lực trong gia đình/bạo lực - Domestic Violence/Violence
  - 1a. Sự dọa nạt - Threats
  - 1b. Sự bức hại tình cảm - Emotional abuse
  - 1c. Đánh hay tát bằng tay/Đánh đập/Đá/Kéo gựt tóc  
Slapping/Hitting/Kicking/Hair pulling, etc.
  - 1d. Vũ khí (súng, dao) - Weapon (gun, knife)
  - 1e. Xúc phạm tiết hạnh - Sexual assault
  - 1f. Những quan hệ giữa những người đồng tính luyến ái/Sự bạo hành trong gia đình giữa những người đồng tính luyến ái  
Same-Sex/Lesbian relationship/Same-Sex Domestic Violence
2. Người phụ nữ bị hành hạ/Người hành hạ  
Battered woman (esp. around Battered Women's Waiver)/Batterer
3. Sự giữ kín không tiết lộ ra ngoài - Confidential
4. Lệnh cấm chế - Restraining Order
  - 4a. Lệnh cấm chế khẩn cấp - Emergency Protective Order (EPO)
  - 4b. Lệnh cấm chế tạm thời - Temporary Restraining Order (TRO)
  - 4c. Lệnh tránh xa - Stay Away Order
5. Cảnh sát - Police
  - 5a. Bản báo cáo cảnh sát/số bản báo cáo - Police Report/Report #
  - 5b. Sự bắt giữ - Arrest
  - 5c. Sự bỏ tù - Jail
  - 5d. Sự thả lỏng có kiểm soát - Probation
6. Luật sư/Quan biện lý - Lawyer/Attorney
  - 6a. Luật sư dân sự - Civil Lawyer
  - 6b. Luật sư hình sự - District Attorney (DA)
  - 6c. Luật sư công (cung cấp cho người nào không đủ tiền mướn luật sư)  
Public Defender
7. Tòa Án Dân Sự - Civil Court
8. Tòa Án Hình Sự - Criminal Court
9. Ly Dị - Divorce
10. Ly Thân Hợp Lý - Legal Separation
11. Sự bãi bỏ - Annulment

12. Sự coi sóc - Custody
  - 12a. Sự coi sóc thân thể - một người có quyền hay cả hai đều có quyền  
Physical Custody - Sole or Joint
  - 12b. Sự coi sóc hợp pháp - một người có quyền hay cả hai đều có quyền  
Legal Custody - Sole or Joint
13. Sự thăm viếng con cái - Visitation
  - 13a. Sự thăm viếng bị quan sát/sự thăm viếng không bị quan sát  
Unsupervised/Supervised Visitation
14. Tài sản của cải - Property
  - 14a. Sự chia tài sản - riêng hoặc chung - Division of Property - Separate or Joint
15. Quan tòa - Judge
16. Người giải hòa/Sự giải hòa - Mediator/Mediation
17. Trợ cấp xã hội (Trợ cấp cho gia đình có con nhỏ - AFDC, Tiền trợ cấp tổng quát địa phương - GA, Tem thực phẩm - Food Stamps, Bộ Dịch Vụ Xã Hội - DSS, Tiền già hoặc tiền bệnh - SSI, v.v...) Public Aid (AFDC, GA, Welfare, Food Stamps, DSS, Social Security, etc.)
18. Thất nghiệp - Unemployment
19. Sở Lưu Thông - DMV
20. Sở Y Tế Xã Hội (Giấy Khai Sanh) - Department of Public Health (Birth Certificate)
21. Quý vị thuộc vào tình trạng di trú nào? - What is your immigration status?
  - 21a. Công dân Mỹ - U.S. citizen
  - 21b. Có thể xanh tạm thời/Thường trú tạm thời -  
Conditional Green Card/Conditional Resident
  - 21c. Thẻ xanh vĩnh viễn / Thường trú nhân vĩnh viễn  
Permanent Green Card/Permanent Resident
  - 21d. Di dân bất hợp pháp - Undocumented
  - 21e. Sự ân xá tình trạng tạm thời cho phụ nữ thường trú bị hành hạ  
Battered woman's waiver
  - 21f. Người bảo lãnh - Sponsor
  - 21g. Đơn thỉnh nguyện/tự thỉnh nguyện (xin cư ngụ vĩnh viễn ở Mỹ)  
Petition/Self-Petition
22. Cố Vấn - Counseling
23. Bệnh Viện Sức Khỏe Tâm Thần - Mental Health Clinic
24. Tự tử - Suicide

## KEY PHRASES, WORDS OR CONCEPTS USED BY LANGUAGE ADVOCATES (corrected)

June 18, 1997

Think through how to ask about, talk about or say these different phrases, words or concepts.

主要句子，字類，及概念

### 1. Domestic Violence /Violence

家庭暴力/暴力

#### 1a. Threats

恐嚇

#### 1b. Emotional abuse

精神虐待

#### 1c. Slapping/Hitting/Kicking/Hair pulling, etc.

掌摑/打/踢/拉頭髮等

#### 1d. Weapons (gun, Knife)

攻擊性武器(槍,刀)

#### 1e. Sexual assault

性侵犯

#### 1f. Same-Sex/lesbian relationship/Same-/sex /Domestic Violence

同性/女同性戀關係/同性家庭暴力

### 2. Battered woman (esp. Around Battered Women's Waiver) /Batterer

被虐婦女(特別是環繞被虐婦女而可豁免)/ 施暴者

### 3. Confidential

保密

### 4. Restraining Order

禁制令(即禁止對方襲擊及騷擾)

#### 4a. Emergency Protective Order (EPO)

緊急保護令

#### 4b. Temporary Restraining Order (TRO)

臨時禁制令

#### 4c. Stay Away Order

分離令

### 5. Police

警察

#### 5a. Police Report/Report #

警察報告/報告號碼



5b. Arrest

逮捕

5c. Jail

監獄

5d. Probation

監守行為

6. Lawyer/Attorney

律師

6a. Civil Lawyer

民事律師

6b. District Attorney (DA)

地方檢察官(代表受害人)

6c. Public Defender

公眾辯護律師(代表被告人)

7. Civil Court

民事法庭

8. Criminal Court

刑事法庭

9. Divorce

離婚

10. Legal separation

合法分居

11. Annulment

騙婚

12. Custody

管養權

12a. Physical Custody-Sole or Joint

實質管養權-單方面或雙方面

12b. Legal Custody-Sole or Joint

法定管養權-單方面或雙方面

13. Visitation

探訪權

13a. Unsupervised/Supervised Visitation

不需有人監管/需監管的探訪權

14. Property

財產

14a. Division of Property-Separate or Joint

財產分配-個別或共同財產

- 15. Judge  
法官
- 16. Mediator/Mediation  
調解人員/調解處
- 17. Public aid (AFDC, GA ,Welfare, Food Stamps, DSS, Social Security, etc.)  
公共援助(有未成年子女的家庭援助金，普通援助金，糧食券，傷殘金，社會安全金)
- 18. Unemployment  
失業
- 19. DMA  
汽車牌照換領處
- 20. Department of Public Health (Birth Certificate)  
公共衛生局（領取出生証）
- 21. What is your immigration status ?  
你的移民身份是什麼？
  - 21a. U.S.Citizen  
美籍公民
  - 21b. Conditional Green Card/Conditional Resident  
臨時綠卡/有條件的居民
  - 21c. Permanent Green Card/ Permanent Resident  
永久綠卡/永久居民
  - 21d. Undocumented  
無証明身份
  - 21e. Battered woman's waiver  
婦女因受虐而豁免
  - 21f. Sponsor  
擔保人
  - 21g. Petition/Self-Petition  
申請/自行申請
- 22. Counseling  
輔導
- 23. Mental Health Clinic  
精神健康診所
- 24. Suicide  
自殺

## KEY PHRASES, WORDS OR CONCEPTS USED BY LANGUAGE ADVOCATES

Think through how to ask about, talk about or say these different phrases, words or concepts.

1.Domestic Violence/Violence ; 家庭内暴力／暴力>>>家族、親戚、恋人などの親しい人間関係の間で起こる暴力。

1a. Threats ; 脅し>>>命の危険、言葉による脅し（国外追放の危険）、所持品の破壊、家族への脅し。

1b. Emotional abuse ; 精神的虐待>>>自尊心をなくさせる、精神的にダメージを与える、傷つける、常に相手を恐れ怯えた状態にす流、人前で悪口をいう、

1c. Slapping/Hitting/Kicking/Hair pulling, etc. ; 殴る（平手／げんこつ）、蹴る、髪を引っばる、など身体に与えられる暴力。

1d. Weapons (gun, knife) ; 武器>>>ピストルやナイフの使用、椅子、ゴルフクラブなどモノを使った暴力。

1e. Sexual assault ; 性暴力>>>レイプ、望まない性行為を強いること、又は体について自信を失うような事を言うこと（太りすぎ、やせすぎ、セクシーでない、など）

1f. Same-Sex/Lesbian relationship/Same-Sex Domestic Violence ; 同性愛者／レズビアン／同性愛者間の家庭内暴力、虐待的人間関係。

2.Battered women/Batterer ; 家庭内暴力の被害を受けた女性／家庭内暴力の加害者

3.Confidential ; 秘密厳守制度>>>シェルター内で話された個人的な情報は本人の許可なしに外にもらさないというきまり。又、シェルターの場所、利用者の情報は誰にも話さないと言うきまり。

4.Restricting Order ; 拘束処置／命令>>>加害者が被害者（場合によっては被害者の家族も含まれる）に近寄ってはならないという法的命令。加害者がそれを破った場合逮捕の対象になる。

4a. Emergency Protective Order ; 緊急保護命令>>>緊急時に発行される拘束処置命令。

4b. Temporary Restraining Order ; 一時的拘束処置／命令（民法による）

4c. Stay Away Order ; 拘束命令（刑法による）

5.Police ; 警察

5a.Police Report/Report number ; 調書／調査番号>>>警察が作成する報告書とその登録番号。

5b. Arrest ; 逮捕

5c. Jail ; 留置所

5d. Probation ; 執行猶予

6.Lawyer/Attorney ; 弁護士

6a. Civil Lawyer ; 弁護士>>>民法専門の弁護士

6b. District Attorney ; 地方弁護士

6c. Public Defender ; 公選による民間の弁護士。

7. Civil Court ; 民事裁判所

8. Criminal Court ; 刑事裁判所

9. Divorce ; 離婚

10. Legal separation ; 法的別居

11. Annulment ; 失効、(婚姻)の無効宣言

12. Custody ; 親権、養育義務

12a. Physical Custody - Sole or Joint ; 親が実際に子供と住む権利。(一手、又は合同)

12b. Legal Custody - Sole or Joint ; 子供の教育、結婚などに関する親の権利。(一手、又は合同)

13. Visitation ; 訪問権>>>両親が離婚した後、養育権をもたない方の親に与えられる子供に会う権利。

13a. Unsupervised/Supervised Visitation ; 監視付/監視無し訪問権

14. Property ; 所持品>>>持ち物、お金以外の財産

14a. Division of Property - Separate or Joint ; 離婚後の所持品の分割。(一手、又は合同)

15. Judge ; 裁判官

16. Mediator/mediation ; 仲裁(人)

17. Public Aid (AFDC, GA, Welfare, Food Stamp, DSS, Social Security, etc) ; 社会福祉

18. Unemployment ; 失業

19. DMV ; 自動車の登録、運転免許の発行などを行う役所

20. Department of Public Health (Birth Certificate) ; 社会保険所(出生証明書)

21. What is your immigration status? ; あなたのもっているビザの種類はなんですか?

21a. U.S. citizen ; アメリカ市民

21b. Conditional Green Card/Conditional Resident ; 条件付永住権、グリーンカード>>>アメリカ市民/永住権保持者との婚姻などによって与えられる。

21c. Permanent Green Card/Permanent Resident ; 永住権

21d. Undocumented ; 違法滞在/ビザ無し滞在

21e. Battered Women's Waiver>>>本来、アメリカ市民/永住権保持者との婚姻によって条件付永住権を得た場合、条件付永住権の発行から2年以内にその夫婦は永住権申請の手続きを行わなければならない。しかし家庭内暴力などが理由で夫

婦がその手続きを継続できない場合、被害者が単独で引き続き申請の手続きができる、という例外を認める法律。

21f. Sponsor ; ビザ申請の際のスポンサー>>>夫婦の場合、アメリカ市民権／永住権を持つ配偶者。

21g. Petition/Self-Petition ; 申請／自己申請

22.Counseling ; カウンセリング

23.Mental Health Clinic ; 精神病診療所

24.Suicide ; 自殺

## 언어 지원자들이 사용할 주요 구문, 단어 또는 개념

아래와 같은 구문, 단어 또는 개념에 관해 질문하고 대화하고 말하는 방법을 생각해 보십시오.

1. Domestic Violence/Violence      가정 폭력/폭력
  - 1a. Threats      위협
  - 1b. Emotional abuse      감정적 학대
  - 1c. Slapping/Hitting/Kicking/Hair Pulling, etc.      뺨 때리기/구타/발로 차기/머리카락 잡아 당기기 등
  - 1d. Weapons (gun, knife)      무기(총, 칼)
  - 1e. Sexual assault      성폭행
  - 1f. Same-Sex/Lesbian relationship / Same-Sex Domestic Violence      동성/여성 동성애자 / 동성 가정 폭력
2. Battered woman (esp. around Battered Women's Waiver) / Batterer      구타 당하는 여성 (특히 구타 당하는 여성에 대한 사면에 관한 것) / 구타자
3. Confidential      비밀
4. Restraining Order      금지 명령
  - 4a. Emergency Protective Order (EPO) 비상 보호 명령 (EPO)
  - 4b. Temporary Restraining Order (TRO) 임시 금지 명령 (TRO)
  - 4c. Stay Away Order      접근 금지 명령
5. Police      경찰
  - 5a. Police Report / Report #      경찰 보고서/보고서 번호
  - 5b. Arrest      체포
  - 5c. Jail      구금
  - 5d. Probation      집행 유예
6. Lawyer / Attorney      변호사
  - 6a. Civil Lawyer      민간 변호사
  - 6b. District Attorney (DA)      검사 (DA)
  - 6c. Public Defender      관선(국선) 변호인
7. Civil Court      민사 법원
8. Criminal Court      형사 법원
9. Divorce      이혼
10. Legal separation      재판 상의 별거
11. Annulment      결혼 무효
12. Custody      보호
  - 12a. Physical Custody - Sole or Joint      신체 보호 - 단독 또는 합동
  - 12b. Legal Custody - Sole or Joint      법적 보호 - 단독 또는 합동

## KEY PHRASES, WORDS OR CONCEPTS USED BY LANGUAGE ADVOCATES

1. Domestic Violence/Violence: Violencia Domsética/ Violencia
  - 1a. Threats: Amenazas
  - 1b. Emotional Abuse: Abuso Emocional
  - 1c. Slapping/Hitting/Kicking/Hair pulling, etc.: Bofetada/Pegando/Pateando/Yalando el pelo.
  - 1d. Weapons (gun, knife): Armas (pistola, cuchillo)
  - 1e. Sexual Assault: Asalto Sexual
  - 1f. Same Sex/Lesbian Relationship/Same sex Domestic Violence  
Mismo sexo/Relaciones Lesbianas/Violencia Doméstica entre de personas del mismo sexo.
2. Battered women (esp. around Battered Women's Waiver) / Batterer  
Maltrato a al Mujer (Suspension por Maltrato a al Mujer) / Agresor Mujeres Maltratadas/Abusadas
3. Confidential: Confidencial
4. Restraining Order: Orden de Restricción
  - 4a. Emergency Protective Order: Ordene Protective de Emergencia. (EOP)
  - 4b. Temporary Restraining Order (TRO): Orden de restricción temporal. (TRO)
  - 4c. Stay Away Order: Orden Criminal de Retiro.
5. Police: Policía
  - 5a. Police report/ Report # : Reporte policial/ # del Reporte
  - 5b. Arrest: Arresto
  - 5c. Jail: Cárcel
  - 5d. Probation: Libertad Condicional.
6. Lawyer /Attorney: Abogado
  - 6a. Civil Lawyer: Abogado Civil
  - 6b. District Attorney (DA): Abogado Fiscal
  - 6c. Public Defender: Abogado Público
7. Civil Court: Corte Civil
8. Criminal Court: Corte Criminal
9. Divorce: Divorcio
10. Legal Separation: Separación Legal
11. Annulment: Anulación

- 12. Custody: Custodia
  - 12a. Physical custody - Sole or Joint  
Custodia Fisica - Unica o Compartida
  - 12b. Legal Custody - Sole or Joint  
Custodia Legal - Unica o Compartida
- 13. Visitation  
Visita
  - 13a. Unsupervised / Supervised Visitation  
Visita sin Supervisión / Visita Supervisada
- 14. Property: Bienes
  - 14a. Division of Property - Separate or Joint  
Separación de Bienes - Separados o Mutuos
- 15. Judge: Juez
- 16. Mediator / Mediation  
Mediador / Mediación
- 17. Public aid (AFDC, GA, Welfare, Food Stamps, DSS, Social Security, etc.)  
Asistencia Pública (AFDC, Asistencia General, Estampillas de Comida, Departamento de Servicios Sociales, Seguro Social, etc.)
- 18. Unemployment: Desempleo
- 19. DMV: Departamento de Vehículos Motorizados, DMV
- 20. Department of Public Health (Birth Certificate)  
Departamento de Salud Publica (Partida de nacimiento)
- 21. What is your immigration status?: Cual es su estado legal?
  - 21a. U.S. citizen: Ciudadano Americano
  - 21b. Conditional Green Card / Conditional Resident  
Tarjeta Verde Condicional / Residente Condicional
  - 21c. Permanent Green Card / Permanent Resident  
Carta Verde Permanente / Residente Permanente
  - 21d. Undocumented: Indocumentado(a)
  - 21e. Battered woman's waiver:  
Permiso imigratorio especial dado a mujeres que son victimas de violencia domestica
  - 21f. Sponsor: Patrocinador
  - 21g. Petition / Self-Petition  
Petición / Petición Personal
- 22. Counseling: Consejería
- 23. Mental Health Clinic: Clínica de Salud Mental
- 24. Suicide: Suicidio



**KEY PHRASES, WORDS OR CONCEPTS USED BY LANGUAGE ADVOCATES**

1. **Domestic Violence -**
  - Pananakit** sa loob ng tahanan
  - Pambubugbog** sa loob ng tahanan
  - Violence -** **Karahasan**, kalupitan, dahas
- 1a. **Threats -**
  - pananakot**, **pagbabanta**
- 1b. **Emotional Abuse -**
  - pangaabuso** sa damdamin ( emosyunal na pangaabuso or to be better understood just “emotional abuse” When it is literally translated it is hard to understand)
- 1c. **Slapping -**
  - sampal**, **pananampal** o **sinampal** (there is really no direct translation of words because words changes with how it is used)
  - Hitting -** **Suntok** - (hit with the fist), **pinapalo** (hit with something other than the fist), **hinampas** ( hit with something or fist), **sinutok** ( hit with a fist past tense), **binuntal** (mugged) Words changes if it is past, present or future tense)
  - Kicking -** **Tadyak**, **tinadyakan**,( past tense)  
**Sipa** (sinipa - past tense, sinisipa - present tense, sisipain - future tense)
  - Hair pulling -** **Sabunutan** ( sinabunutan- past tense, sinasabunutan- present tense, sasabunutan -future tense)
- 1d - **Weapon -**
  - nakamamatay** na sandata, armas
  - Knife -** **patalim/kutsilyo/punyal**
  - Guns -** **baril**
- 1f - **Same sex -**
  - parehong kasarian**, **parehong babae** (both female).
  - parehong lalaki** (both male)
  - lesbian relationship** - relasyon ng mga tomboy ( we do not have a word for lesbian - the nearest is tomboy.
  - Same sex domestic violence** - **bugbugan** ng mga tomboy (lesbian) o mga **bakla(gay)**
2. **Battered Women -**
  - Batterer -** mga **paubaya** sa mga **binubugbog na asawang babae**
  - Nangbubugbog ng asawa** o **mambubugbog ng asawa**
3. **Confidential -**
  - mga pinagusapang lihim at kompidensyal -**
  - bawal ipagsabi ang napagusapan kung kanikanino.**
- 4 **Restraining order -**
  - kautusang pangpigil** - (“restraining order’)
- 4a - **Emergency protective Order -**
  - kautusang pangproteksyon sa biglaang angangailangan**
- 4b - **Stay away order -**
  - Kautusang pumipigl na lumapit sa isang tao ( person)**
  - o lugar (Place)**
  - (better to use theEnglish just put “ “ for 4a , 4b & 4c)

- |                           |  |
|---------------------------|--|
| 5. Police -               | Pulis  |
| 5a - Police report        | ulat sa pulis  |
| 5b. Arrest                | hulihin, paghuli ( the act of arresting), hinuli - arrested, huhulihin-will arrest)                    |
| 5c - Jail -               | kulungan, kalabusan  |
| 5d. Probation -           | panahon ng pagsubok / subok na paglaya ( better to use "probation")                                    |
| 6. Lawyer/Attorney -      | Manananggol  |
| 6a. Civil lawyer -        | manananggol pangsibil ( better to use the civil lawyer)  |
| 6b - District Attorney -  | Manananggol pang distrito ( better to use District attorney or DA)                                     |
| 6c - Public Defender -    | panglipunang manananggol (better to use Public Defender)   |
| 7. Civil Court -          | Hukumang pangsibil (better to use "civil court")   |
| 8. Criminal Court -       | hukumang pangkriminal ( better to use "criminal court")  |
| 9. Divorce -              | diborsiyo  |
| 10. Legal separation -    | paghihiwalay ng ligal  |
| 11. Annulment -           | pagpapawalang bisa ng kasal  |
| 12. Custody -             | pangangalaga, pagiingat  |
| 12 a . Physical custody - | pangangalagang pisikal - solo o magkasama (better to use English)                                      |
| 12b. Legal Custody -      | pangangalagang ligal - solo o magkasama ( better to use English)                                       |
| 13. Visitation -          | Pagbisita (better to use English for #13, 13a)   |
| 13 a    unsupervised -    | pagbisitang walang pangangasiwa o bantay.  |
| supervised -              | pagbisitang may pangangasiwa o bantay  |
| 14. Property -            | Pag-aari   |
| 15. Judge -               | Hukom  |
| 16. Mediator -            | Tagapamagitan,<br>mediation- pamamagitan   |
| 17. Public Aid -          | Tulong panglipunan ( AFDC, GA, Welfare, Food Stamp,DSS,Social Security, etc.)                          |
| 18. Unemployment          | -kawalan ng hanapbuhay o trabaho   |
| 19. DMV -                 | DMV (Sanggunian ng transportasyon, kuhaan ng lisensya ng pagmamaneho/Identipikasyon) better to use DMV |
| 20. DPH -                 | Sanggunian ng panglipunang kalusugan ( kuhaan ng sertipiko ng kapanganakan) DPH                        |

21. What is your immigration status? Ano ang iyong katayuan o tayo sa imigrasyon?

21a. US Citizen - US Citizen

21b - Conditional green card - may kondisyonal na green card ( better to use the English)  
Conditional Resident - kondisyonal na residente (better to use the English)

21c - Permanent green card - permaneteng green card (better to use the English)  
Permanent resident - permanenteng reidente (better to use the English)

21d - Undocumented - walang papel, TNT - tago ng tago (more popular with the Pilipinos)

21e - Battered woman's waiver - Paubaya ng imigrasyon para sa mga asawang binugbog o binubugbog  
(better to use the battered woman's waiver) explain that a woman can petition for herself if she is battered. Do not need the husband to petition for her - maaari ka ng magpetisyon sa imigrasyon para sa iyong sarili, hindi na kinakailangang asawa ang magpetisyon para sa iyo).

21f - Sponsor - isponsor o tagatangkilik

21g. Petition - petisyon/ Hiling  
Self -Petition- sariling petisyon o hiling

22. Counseling - pagpapayo/ sumangguni

23. Mental Health Clinic - Klinika para sa pangisipang kalusugan ( better to use the English)

24. Suicide - nagpakamatay o nagpatiwakal

Notes: Words changes the way it is used. I highlighted words that are usually common if I have more than one definition. I put sometimes English and then tagalog translation of usage such as in the petition. Please call me if you have any questions.