

The Multilingual Access Model

National Resource Center on Domestic Violence

This material was reprinted from the National Resource Center on Domestic Violence's publication entitled "The Multilingual Access Model: A Model for Outreach and Services in Non English Speaking Communities" by Beckie Masaki MSW, Mimi Kim and Christy Chung.

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Attachments

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

WORK PLAN
February 1, 1997 - January 31, 1998

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

July 1997	<ul style="list-style-type: none"> • Complete program development with DV agencies • Hold training for agency staff on working with language advocates • Begin implementation of Citywide project • Community Celebration for new Citywide project
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TIME LINE

WORK PLAN

August 1997 - October 1997	<ul style="list-style-type: none"> • Continue to troubleshoot/fine tune project implementation • Quarterly meeting with DV agencies to share successes and address any problems • Begin recruitment and screening of new language advocate • Hold second Language Advocate Training with 20-25 participants
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November 1997 - January 1998	<ul style="list-style-type: none"> • Continue to troubleshoot/fine tune project implementation • Quarterly meeting with DV agencies to share successes and address any problems • Begin developing plan to bring on 6 more DV agencies for July 1998
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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?

**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 CUAV (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

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 harrassing 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 harrassing 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 harrassing 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 harrassing 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 your 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.

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

Total \$

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: _____

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