

Lessons Learned: Increasing Access to Mental Health Services to Traditionally Underserved Victims of Crime

This product was supported by grant number 2017-VF-GX-K142, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this product are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.



1

Learning Objectives

Explain why trauma-informed programs operate with the universal expectation that trauma has occurred

Explain each of SAMHSA's principles and why it is important

Give positive examples of the implementation of each principle

Name at least 3 changes that would make your own work setting more trauma-informed



Increasing Access to Mental Health Services to the LGBTQ Community

The STOP Violence Program and REST Project

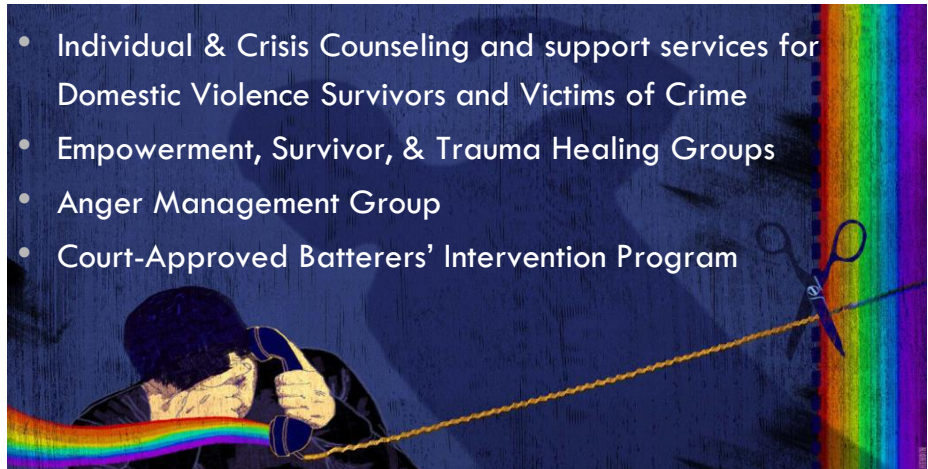
Devika Shankar
She, Her, Hers
Program Supervisor, STOP Violence Program
Los Angeles LGBT Center



STOP Violence Program (SVP)

Support,
Treatment/
Intervention,
Outreach/
Education,
Prevention

- Individual & Crisis Counseling and support services for Domestic Violence Survivors and Victims of Crime
- Empowerment, Survivor, & Trauma Healing Groups
- Anger Management Group
- Court-Approved Batterers' Intervention Program



The REST Project



(Respect * Empathy * Safety * Trust)

- Emergency Resources & Support Services for Domestic Violence Survivors and Victims of Crime
- Crisis Intervention & Counseling
- Advocacy and Assistance with Housing, Transportation, and Basic Needs

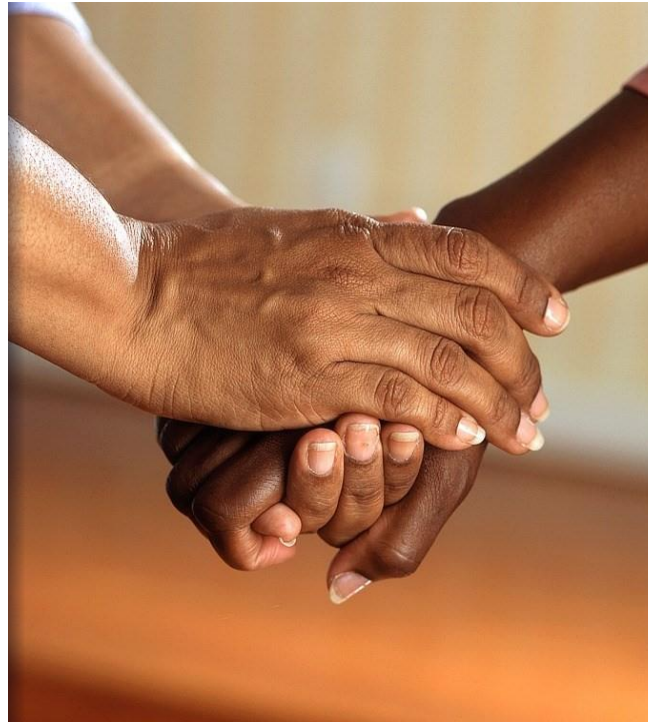
5

Cultural Humility

Cultural Humility

- Removing the hetero/cis-normative lens
- Hiring staff from within LGBTQ communities
- Training for all new staff & interns on Trans & Bi identities
- Ongoing training for SVP staff on other intersecting identities
- Adaptations due to COVID

7



Safety
&
Empowerment, Voice,
and Choice

Counseling & Support Services

- Safety planning centering client self-determination
- LGBTQ-specific Empowerment group for domestic violence survivors
- LGBTQ-specific Trauma Healing group for victims of crime/trauma survivors
- Flexibility in frequency, length, and number of sessions



Housing Navigation



Emergency housing support for survivors in the form of

- Short term hotel stays
- Finding stable housing and monthly rent payment assistance
- Public storage space rental

Key strategies:

- Building and maintaining relationships with hotel managers, landlords, property managers
- Providing options for privacy, location, and safety based on clients' needs

Case Management

Collaborative goal-setting and support with self-advocacy skills

- Supporting clients with budgeting, finding and applying for employment opportunities, and support with basic needs

Basic needs assistance to offer maximum choice for clients:

- Grocery deliveries directly to clients
- Gift cards for grocery stores (Kroger, Trader Joes, Target)
- Gift cards to eateries (Subway, El Pollo Loco, In N Out, etc.)
- Gift cards for clothing, toiletries, basic needs, etc. (Target)
- Amazon deliveries directly to clients

11

Transportation Assistance



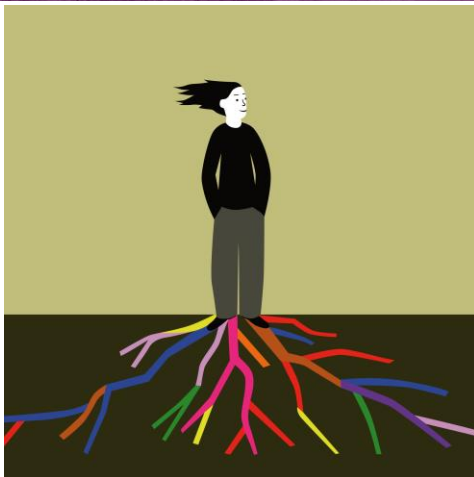
Support with transportation to increase clients' mobility options and ability to participate in supportive services, attend important (health, legal, employment, and other) appointments:

- Lyft rides to and from appointments through an organizational dashboard that can be accessed any time
- LA Metro TAP cards and "refills"
- Gas gift cards for clients who own cars (provides an additional support to clients who drive for Lyft or Uber as their form of employment)

12

Empowerment, Voice, and Choice & Peer Support

The Resilience Toolkit



- System of stress-reduction that builds resilience and teaches an embodied awareness of one's own stress and relaxation cycles for effective self-regulation through stabilization and resourcing
- Trauma-informed that validates the cultural, historical, and system contributions to stress and trauma
- Includes mindfulness and movement practices that reduce stress and build personal capacity for resilience, healing, and change (personally or larger level - family, organization, community, systems)

The Resilience Toolkit

3-5 virtual group sessions each week for SVP and other Center staff, which include:

- Defining resilience – what it means, and what it can look like, how we can build capacity for resilience
- Stabilization and resourcing – why it's important and how it impacts personal healing and growth
- Learning embodied awareness – of stress, trauma, and relaxation responses
- Learning Toolkit practices that use mindfulness and/or movement to practice settling stress activation
- Understanding behavior change cycle and how it impacts personal practice



15

Challenges, Lessons Learned, & Areas for Growth

16



- Language needs and interpretation
- Extra support for undocumented clients
- Flexibility in emergency financial support
- Peer support

17



**LOS
ANGELES
LGBT
CENTER**

**STOP VIOLENCE
PROGRAM**

Devika Shankar, Program Supervisor, SVP

dshankar@lalgbtcenter.org

323-993-7504

STOP Violence Program (SVP)

STOPviolence@lalgbtcenter.org

323-860-5806

REST Project

REST@lalgbtcenter.org

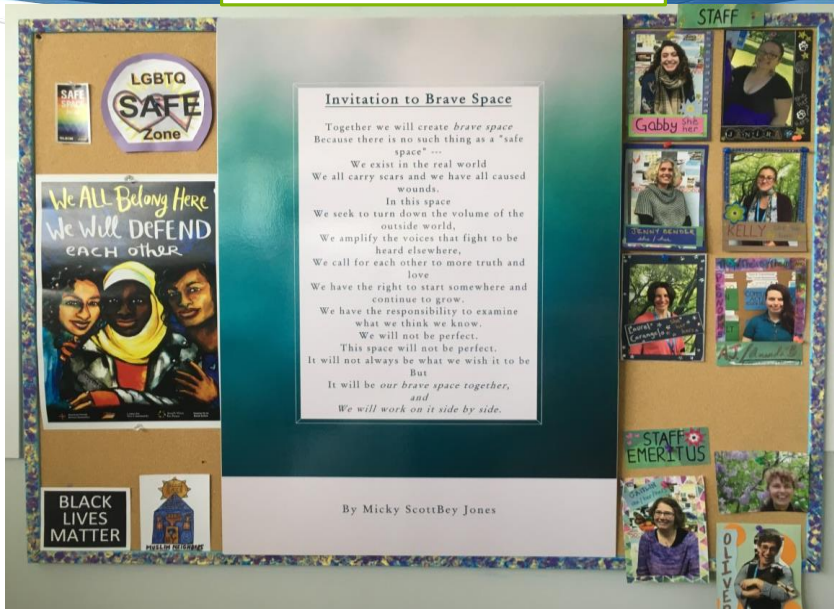


Lessons Learned in Rural Massachusetts:

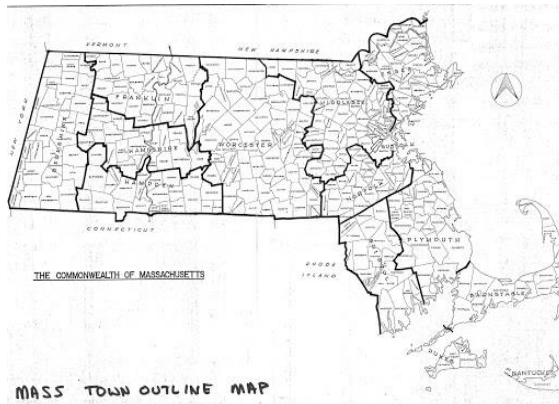
The Center for Community Resilience after Trauma (CCRT), a VOCA & OJP funded program of Clinical & Support Option, Inc.



Welcome to CCRT!



VOCA Funded since 1997



- ◆ Service Area:
894 square miles
- ◆ Population:
just over 82,000
- ◆ CCRT Supports
btwn 300-400
victims per year,
adults and children
- ◆ Serving all crime
types

Services Provided:

- ◆ Trauma-focused therapy for children exposed to sexual abuse
- ◆ Short-term counseling for survivors of any crime, incl. safety planning, assistance with Victim Impact Statement and/or Victim Compensation Application & submission, psycho-ed about trauma response & recovery, & other info/referral
 - ◆ Personal, legal & medical advocacy
- ◆ Healing Arts program using Complementary Therapies & Expressive Arts
- ◆ Critical Incident Stress Debriefings for groups exposed to acute crime/violence
- ◆ Trainings for schools, businesses, community groups, etc. about trauma & resilience

Trauma Informed Care

- ◆ Since 2011 CSO has identified as a trauma-informed care agency, providing staff training and site-based quality improvement goals annually in regards to ensuring ***SAFETY, TRUST, EMPOWERMENT, COLLABORATION, & CHOICE*** are embedded into the culture for both clients and employees.

Make It Happen (MIH)

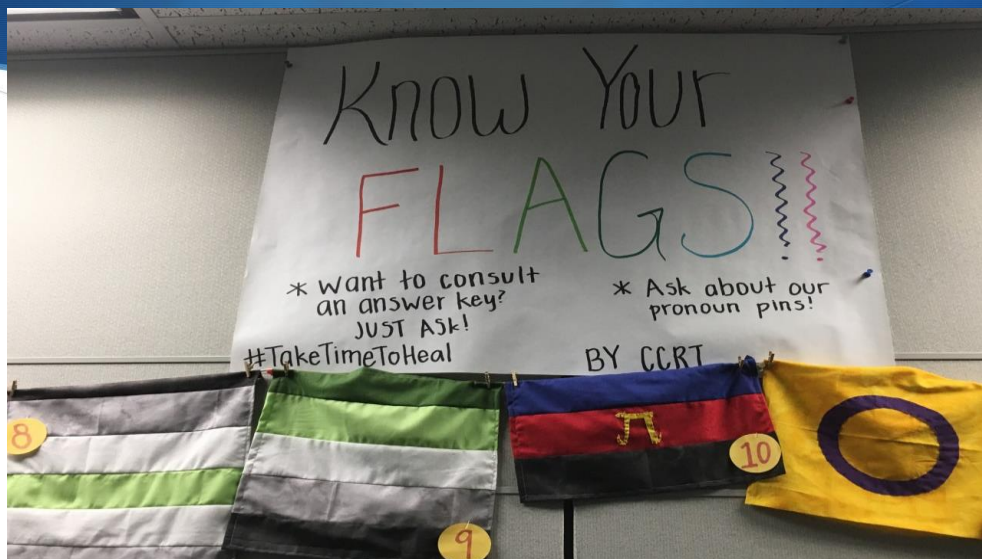
- ◆ In 2017 & again in 2019, CCRT staff took part in an Inclusion and Equity training intensive with facilitator Kent Alexander.
 - ◆ Developed “Make It Happen” goals using Social & Racial Justice Values to increase access for underserved/targeted populations to implement strategic practices to make services & programming more accessible & inclusive.
 - ◆ Envisioned what CCRT would look like and provide in the future once these goals were accomplished
- ◆ The addition of OJP funding allowed us to expand our strategies and practices including additional hiring, more thoroughly assessing needs and barriers to access (focus group and surveys), and be planful in developing & monitoring strategies to improve access.

MIH Goals

Criteria for Social Justice Policy Development

- ◆ CCRT policies and strategies share universal goal of reaching people of color, people who speak limited English, Spanish speakers and LGBTQIA+ identified folks.
- ◆ Allow for people of color, people who speak limited English, Spanish speakers and LGBTQIA+ identified folks to fully express themselves spiritually/culturally.
- ◆ Explicitly address disparate outcomes
- ◆ Increase civic participation for people of color, people who speak limited English, Spanish speakers and LGBTQIA+ identified folks that would assist in removing any barriers to participation.
- ◆ Based on racial identification, primary language and LGBTQIA+ identification
- ◆ Involve people of color, people who speak limited English Spanish speakers and LGBTQIA+ identified folks in the process.
- ◆ Provide mechanisms to reduce those disparities
- ◆ Increase access to public, legal, healing and material resources for people of color, people who speak limited English, Spanish speakers and LGBTQIA+ identified folks previously denied equitable access to such resources.

Pride Flags



MIH Future

What would CCRT look like if we met our goals?

- ◆ Increased access to and input from people of color, people who speak limited English, Spanish speakers and LGBTQIA+ identified folks about programming
 - ◆ Expanded programming to Hampshire County and North Quabbin
 - ◆ Including hiring consultants who are people of color, Spanish speakers and LGBTQIA+ identified folks.
 - ◆ Multiple staff members of color, including bicultural folks, here at CCRT, including in decision-making positions.
 - ◆ We see diversity in the programs, both from facilitators & participants.
 - ◆ Our publications will LOOK different - created in different languages.
- Organizations serving POC, limited English, Spanish speaking, immigrants & LGBTQIA+ folks will see CCRT as a resource.
- Volunteers trained in anti-oppression, social justice
- At least one Healing Arts event in each cycle will have childcare or be family friendly & will offer transportation
- Foster strong relationships with other community organizations resulting in referrals.
- POC/Limited English/ Spanish speaking, LGBTQIA+ folks getting access to legal, material, public and healing resources they did not previously have access to, through CCRT
- To increase accountability, self-reflection, effectiveness, and ability to have hard conversations from a place of trust and connection, institute ongoing social justice training for CCRT staff led by trainers who are POC/LGBTQIA+

OJP Funding Allowed for:



- ◆ Enhancing/creating new Grant Funded Positions
 - Bilingual Outreach Navigator, Janira Rivera (She/Her)
 - Bilingual Therapist, Laurel Carangelo (She/ Her)
 - Program Manager, Kelly Broadway (She/Her)
 - Victim Support Specialist, Gabriella Vacarelo (She/Her)

CCRT Goals

- ◆ Increase access to mental health services & supports to underserved populations within our rural service area by:
 - ◆ intentionally channel resources to community members who have historically had less access, due to discriminatory policies and practices.
 - ◆ LGBTQIA+, Black & Indigenous, other People of Color, immigrants, refugees & people who speak limited English.
 - ◆ strive to be anti-racist and LGBTQIA+-affirming through implementing strategic practices that enhance staff & client inclusiveness within service provision.

Barriers Identified in the Needs Assessment

- ◆ Police departments don't provide referrals to victims at the scene or when the crime is reported
- ◆ Very limited services for victims/survivors that are limited-English speaking
- ◆ Transportation/isolation due to rural service area – no public transportation in some towns; no service on weekends
- ◆ DV victims often financially reliant on abusers income/benefits for stability
- ◆ Stigma of victimization; small towns = everyone will know
- ◆ No emergency DV shelter in the service area; beds rarely available throughout the state
- ◆ Waitlist for child victims/witnesses of 6+ months
- ◆ Very limited understanding within the community about the complex & long-lasting impact of trauma and what that looks like
- ◆ Resources/support change frequently = how do providers stay informed

Addressing Barriers

- ◆ All program handouts and materials were translated into Spanish
- ◆ Staff consistently represented CCRT/CSO at all service provider meetings and relevant community outreach events
- ◆ Staff visited every Police Department within our service area
- ◆ All program materials were updated to ensure inclusive and welcoming language:

“CCRT recognizes that seeking help can make people feel vulnerable. We are here to support you. We welcome all races, ethnicities, religions, genders, sexualities, abilities, and ages, regardless of immigration status.”

Addressing Barriers Cont..

- ◆ Incorporated the additional Trauma Informed Care principle into programming & services: Acknowledging Historical, Cultural & Gender-based Trauma
- ◆ Intake Form Updated to Include:
 - ◆ Space for Pronouns
 - ◆ Gender and Nonbinary inclusive language.
- ◆ Utilized Consultant funding to provide programming facilitated by and for LGBTQIA, bilingual, bicultural, Black, Indigenous people and People of Color & provide opportunities for cultural-based healing (Bomba, drumming, etc.)

Updated Hiring Strategies

- ◆ Implemented multiple strategies to increase applications representative of the persons being served: bilingual, bicultural, LGBTQIA, Black, Indigenous persons & other People of Color.
- ◆ Slowed down the hiring process to increase strategic outreach
- ◆ Revised Job description to prioritize language related to Social & Racial Justice Values
- ◆ Changed job requirements for some positions to put emphasis on life experience not just education level

Changes in service provision demographics from June 2018 - June 2020

June 2018 client demographics:

- Less than 1% served were Immigrant/refugees
- Less than 1% served were limited-English Speaking (LEP)
- Just over 1% served identified as LGBTQIA

June 2020 client demographics:

- 10% served were Immigrant/refugees
- 21% served were limited-English Speaking (LEP)
- 21% served identified as LGBTQIA

How did we do this?

Successes

Relationships

Relationships

Relationships

Relationship Cont...

- ◆ Reached out to people, places, programs and organizations who were already supporting the people we were trying to reach.
- ◆ Doing this helped to:
 - ◆ Create new collaborative relationships
 - ◆ Maintain and strengthen existing collaborative relationships
- ◆ Resulted in an increase in referrals and provision of shared programming & events to support victims

Healing Arts

The Center for Community Resilience after Trauma (CCR) One Arch Place 2nd Floor, Greenfield, MA 01301



Healing Arts - May & June 2019

The Center for Community Resilience after Trauma, a program of Donald & Regina Victoria, Inc., offers healing, self-expression and empowerment for participants to have their own voices heard and to be heard by others. These programs are open to all who are interested in healing, self-expression, and empowerment.

CCR programs that help you make your own choices. If you are in support of us, all classes are free of charge. Classes, workshops, and other activities are available. All classes are free of charge. All CCR services are free & confidential. Contact us to reserve your place: (413) 773-5090 or CCR@ccsrinc.org.

Peer Connection Open House
Wednesday, May 15th 1:30 - 3:30 pm

On the first Wednesday of each month, we will be hosting coffee during open house. On the first Wednesday of each month, we will be hosting coffee during open house. Registration helpful but not required. Held at CCR, One Arch Place Main Entrance, 2nd floor in Greenfield.

The Healing Power of the Drum
Wednesday, May 16th 9:30 - 11:30 am

Join us for an interactive, high energy, spiritually uplifting experience to release, rejuvenate, discipline, & expand in the presence of self & others, via a drum, song, and sacred space. Led by local musician, teacher, writer, and survivor Irene & Bobi & Sharilyn. No previous drumming experience needed. 10% of space reserved for participants of color. In both Spanish. Held at One Arch Place Main Entrance, 2nd floor in Greenfield.

Take Charge of How You Feel
Tuesday, May 14th 9:00 - 7:30 pm

Join us as we learn and practice skills that boost stress and build emotional wellness. Reimagine life's challenges with a more optimistic point of view and discover how you can practice gratitude and self-compassion wherever you choose. Facilitated by Susan Marovick, MA, MEd, award-winning Energy Medicine & somatic healing. Held at CCR, One Arch Place Main Entrance, 2nd floor in Greenfield.

Light, Sound, and Allies Yoga
Thursday, May 23rd in Greenfield and on Tuesday, June 25th in Florence 9:30 - 10:30 am

Whether you're a beginner or an experienced yogi, you are welcome to the best yoga practice in our area with open access to our community support group. A light, sound, and allies yoga practice. Facilitated by Joan D'Amico (she/her), a trauma and grief specialist. Held at CCR, One Arch Place Main Entrance, 2nd floor in Greenfield. 4720 held at Indigo Yoga, 49 Main St. in Florence.

Small Meditations - Shiva Wisdom
Wednesday, May 29th in June 20th in Florence 9:30 am - and 10:30 am

Bring healing to the heart, mind, & spirit with contemplative therapy. A gentle, hands-on approach to breath, voice, attention, and posture. A guided meditation on the body. Facilitated by Susan Marovick (she/her), MA, award-winning Energy Medicine & somatic healing. Register for one or both. Place for those who have not attended before. Held at CCR, One Arch Place Main Entrance, 2nd floor in Greenfield.

Channel Your Power
Wednesday, June 20th 10:00 am - 12:00 pm

Empire Resonance (she/her) will provide focused interventions, including stance and vibration, to enhance feelings of empowerment and active self-esteem. It will allow a safe space for cultural release and honoring power in community. Held at 188 Main St., 2nd Floor, Suite F, Greenfield, MA 01301. *Registration - this location is only available to our High School & community members.

Leaving and Accepting Me
Thursday, June 13th 9:00 - 7:30 pm

Join us in learning to open your heart and let your goodness shine. We will explore how to nurture and bring meaning and purpose to life through acceptance, forgiveness, and compassion. Facilitated by Susan Marovick (she/her), MA, award-winning Energy Medicine & somatic healing. Held at CCR, One Arch Place Main Entrance, 2nd floor in Greenfield.

CCR is funded in part by the Massachusetts Office for Victim Assistance through the Victim of Sexual Assault Fund Grant. We are a 501(c)(3) nonprofit organization. CCR, 188 Main St. in Greenfield, MA 01301. Transforming Victim Services.



Artes Curativas - Mayo & Junio 2019

El centro para resiliencia de la comunidad después de la trauma, un programa de Donald & Regina Victoria, Inc., ofrece sanación, autoexpresión y empoderamiento para los participantes para que sus voces sean escuchadas y sean escuchados por los demás. Estos programas están abiertos a todos los que estén interesados en sanación, autoexpresión y empoderamiento.

CCR programas que ayudan a hacer sus propias elecciones. Si usted es un partidario de nosotros, todas las clases son gratuitas. Clases, talleres y otras actividades están disponibles. Todas las clases son gratuitas. Todos los servicios de CCR son gratis y confidenciales. Si usted es interesado, se solicita el registro y los programas son gratuitos. Contáctenos para reservar su lugar: (413) 773-5090 o CCR@ccsrinc.org.

Peer Connection Open House
Wednesday, May 15th 1:30 - 3:30 pm

El primer miércoles de cada mes, venice a jugar luego de una hora de trabajo de apertura. El primer miércoles de cada mes, venice a jugar luego de una hora de trabajo de apertura. Registro no es necesario. Contáctenos en CCR, entrada principal de One Arch Place, 2º piso en Greenfield.

The Healing Power of the Drum
Wednesday, May 16th 9:30 - 11:30 am

Únase a nosotros para una experiencia interactiva de alta energía, espiritualmente animada para liberar, (re)conectar, y revitalizar en la presencia de uno mismo y otros, en un espacio creativo, espiritual y sagrado. Liderado por el músico local, profesor, activista y sobreviviente Irene & Bobi & Sharilyn. No se necesita experiencia previa de percusión. 10% de espacio reservado para los participantes de color. En ambos idiomas. Contáctenos en la entrada principal de One Arch Place, 2º piso en Greenfield.

Take Charge of How You Feel
Tuesday, May 14th 9:00 - 7:30 pm

Únase a nosotros para aprender técnicas que mejoran el estrés y fortalecen el bienestar emocional. Reimaginar los desafíos de la vida con un punto de vista más optimista y descubrir cómo practicar la gratitud y la autocompasión en cualquier lugar. Facilitado por Susan Marovick, MA, MEd, especialista en medicina energética y somática. Contáctenos en CCR, entrada principal de One Arch Place, 2º piso en Greenfield.

Light, Sound, and Allies yoga
Thursday, May 23rd in Greenfield and on Tuesday, June 25th in Florence 9:30 - 10:30 am

Ya sea que sea principiante o practicante experimentado, usted es bienvenido a la mejor práctica de yoga en nuestra área con acceso a un grupo de apoyo y un espacio de sanación. Una práctica de yoga ligera, sonido y aliados. Facilitado por Joan D'Amico (ella/ella), una especialista en trauma y duelo. Contáctenos en CCR, entrada principal de One Arch Place, 2º piso en Greenfield. 4720 se encuentra en Indigo Yoga, 49 Main St. en Florence.

Small Meditations - Shiva Wisdom
Wednesday, May 29th in June 20th in Florence 9:30 am - and 10:30 am

Tráigale sanación al corazón, mente y espíritu con terapia contemplativa. Un enfoque suave y práctico para el estrés, la atención y la postura. Una meditación guiada sobre el cuerpo. Facilitado por Susan Marovick (ella/ella), MA, especialista en medicina energética y somática. Regístrese para uno o ambos. Espacio reservado para quienes no han asistido antes. Contáctenos en CCR, entrada principal de One Arch Place, 2º piso en Greenfield.

Channel Your Power
Wednesday, June 20th 10:00 am - 12:00 pm

Empoderamiento Resonancia (ella/ella) proporcionará intervenciones enfocadas, incluyendo postura y vibración, para mejorar los sentimientos de empoderamiento y el autoestima. También permitirá un espacio seguro para la liberación emocional y el apoyo a la comunidad. Contáctenos en CCR, 188 Main St., Suite F, Greenfield, MA 01301. *Reservación - esta ubicación solo está disponible para nuestros miembros de la escuela secundaria y comunitaria.

Leaving and Accepting Me
Thursday, June 13th 9:00 - 7:30 pm

Únase a nosotros para aprender a abrir su corazón y dejar que su bondad brille. Exploraremos cómo nutrir y traer significado y propósito a la vida a través de la aceptación, el perdón y la compasión. Facilitado por Susan Marovick (ella/ella), MA, especialista en medicina energética y somática. Contáctenos en CCR, entrada principal de One Arch Place, 2º piso en Greenfield.

Bomba



1 NASH'S MILL RD
GREENFIELD, MA
01301

3:00-5:00PM

LOCATED IN THE
GREEN RIVER
SWIMMING &
RECREATION
AREA PAVILION.

PLEASE
CALL
(413)773-5090
TO RSVP

Bomba dancers
traditionally wear long
skirts that they use in part
in the dance, but we are
welcome to join in if
whatever you're most
comfortable wearing!



1 Arch Place, 2nd Floor
Greenfield, MA 01301
413-773-5090
CCR@ccsrinc.org



1 NASH'S MILL RD
GREENFIELD, MA
01301

DE 3:00-5:00PM

LOCALIZADO EN
EL GREEN RIVER
PABELLÓN DE
NATACIÓN Y
RECREACIÓN.

LLAME A
(413)773-5090
PARA RESERVAR
TU ESPACIO

Los bailarines de Bomba
tradicionalmente usan faldas
largas que se usan como
accesorios en el baile, pero
los invitamos a unirse a
nosotros en lo que sea más
cómodo usando!



1 Arch Place, 2nd Floor
Greenfield, MA 01301
413-773-5090
CCR@ccsrinc.org

EVENT DATE:
JUNE 11TH, 2019
BOMBA DANCING

Come learn the healing expressive art of Bomba Y Plena dancing,
the cultural dance of Puerto Rico.



FECHA DE EVENTO:
11 DE JUNIO, 2019
BOMBA DANCING

VEN A APRENDER EL ARTE EXPRESIVO CURATIVO DEL BAILE DE BOMBA Y PLENA,
LA BAILE CULTURAL DE PUERTO RICO.



COVID-19

- ◆ Relationships Allowed for:
 - ◆ Quicker responses
 - ◆ Learn about & respond to needs
 - ◆ Food
 - ◆ Money
 - ◆ Connection

MOU's

- ◆ Focus on relationship building (safety, trust, collaboration, etc) created an increase in referrals to CCRT, MOU's to be formalized, & targeted populations to be better served.
- ◆ Places that signed MOU's with CCRT:
 - ◆ Children's Advocacy Center of Franklin Co. & The No. Quabbin Region
 - ◆ Brick House Community Teen Center
 - ◆ NELCWIT – local primary DV/SA services
 - ◆ Four Rivers Charter School

Creation of New Provider Networks

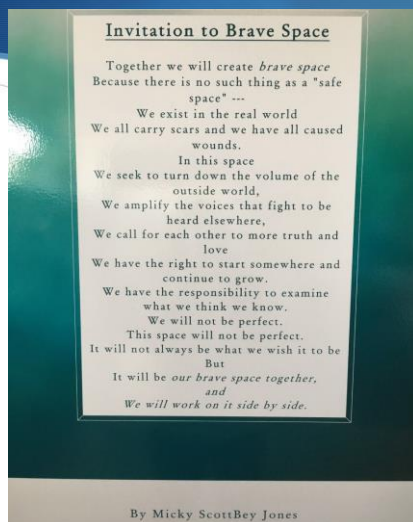
to continue focus of meeting needs of underserved populations after OJP funding

Immigrant Provider Network Meeting

Western MA LGBTQIA+ Provider Meeting

Human Trafficking & Sexual Exploitation Workgroup

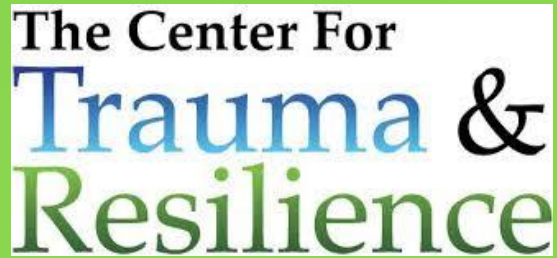
Thank You



The Center for Community
Resilience after Trauma (CCRT)

413-773-5090

CCRT@CSOINC.ORG



The Center For
Trauma &
Resilience

Increasing Access to Mental Health
Services for Non-English Speaking
(LEP)
Victims of Crime

Bre Holligan, MSW, CSW
LEP Mental Health Coordinator
Denver, Colorado

GOALS

- ◆ Increase access to Mental Health Services for LEP folks
- ◆ Identify systemic cultural and linguistic barriers in the community
- ◆ Minimize gaps in services through a single entry point
- ◆ Develop a Language Access Model specifically for Victims of Crime

Research shows...

- ◆ Language fluency, above and beyond cultural factors, plays the largest role in gaps of treatment.
- ◆ Evaluation in a patient's nonprimary language can lead to incomplete or distorted mental status assessment.
- ◆ LEP consumers utilize primary care as entry into both physical and mental health care.
- ◆ General mistrust of medical provider and perceived mistreatment in health care settings.

45



Six Focus Groups “Cafecitos”

- ◆ **Three Spanish-** (Aurora Community Connection, Families First and Las Adelitas)
- ◆ **One Arabic-** (Refugees)
- ◆ **One Rohingya-** (Refugees)
- ◆ **One Navajo**



46

How did we structure the Cafecitos?

- ◆ Confidentiality
- ◆ Trusted Facilitators
- ◆ Responsive Questions
- ◆ Accessible Locations
- ◆ Incentives



47

Questions asked in Cafecitos

- ◆ What is their understanding of mental health?
- ◆ What have their previous experiences been like?
- ◆ What should be changed?

48

“Interpreters are a disaster”

“I need someone to just listen”

“Do you think I care about mental health when they are killing my family”

“Everything you say will be used against you”

“We need people who show acceptance, willingness to help, kindness and some understanding of trauma”

LEP Feedback

- ◆ Language Access limited: ex. Arabic 15 min phone wait time. Rohingya 2 or 3 hours of wait time or cancellation
- ◆ Poor phone interpretation: Background noise, faulty connection
- ◆ Unavailable translations: DA, V Comp Application, Subpoena
- ◆ Transportation: Unfamiliar with RTD/ Uber/Lyft
- ◆ Inability to use technology, app download
- ◆ High therapist turn over
- ◆ Re-triggering questions from providers

What did we learn?

Why is the LEP community not reaching out for services?

- ◆ Lack of knowledge
- ◆ Culture and Religion
- ◆ “Divine Justice” “Carry your Cross”
- ◆ God, Imam, Prayer, Meditation
- ◆ Trust: Community leaders/Family
- ◆ Fear of:
 - ◆ Stigma
 - ◆ Lack of respect from staff
 - ◆ Hostility- Storytelling
 - ◆ Same gender providers
 - ◆ “All knowing database”
 - ◆ Police/ICE/USCIS

51

What did we learn?

Differences within LEP communities

- ◆ Definition of mental health varies
 - ◆ High acculturation: Issue with the brain or dealing with a personal situation
 - ◆ Low Acculturation: Brain doesn’t work,
- ◆ Interpreters
 - ◆ Latino community- strong dislike
 - ◆ Other languages- valued and appreciated

52

Cafecito with Service Providers

◆ Barriers Identified

- ◆ Different names/labels for mental health issues depending on language
- ◆ Prominence of trauma, stress and historical trauma
- ◆ Immigration issues
- ◆ Wait lists
- ◆ Over medicating/Over diagnosing/Misdiagnosing
- ◆ Assumptions- SNAP, WIC, Child support
- ◆ Lack of early childhood education

53

Overcoming Barriers

54



Roadblocks

- ◆ Problems with providers
 - ◆ Lacking capacity, unfamiliar with population, delayed responses
- ◆ Hesitation from LEP communities to engage
- ◆ Lack of organizational support/interest

55



Successes!

Successes!

- ◆ Clients served
- ◆ Expanded network
- ◆ New community relationships
- ◆ Increased referrals
- ◆ Hiring practices
- ◆ Language Access Model developed

57

**So this is what we
propose...**

Language Access Model

- ◆ Hire qualified diverse multicultural, multilingual staff
- ◆ Train staff to identify the language needs of LEP victims- native language, need for interpreters, translated materials and identify barriers in accessing services such as transportation.
- ◆ Interpreters who are competent, trained, and have fluency in both languages and are familiar with concepts, and terminology used by the LEP victim.

59

Language Access Model, cont.

- ◆ Develop a system to track: language and/or dialect services the LEP victims need, cost of staff time spent on language services, translating materials
- ◆ Budget for future funding
- ◆ First Responder approach- Number one request from LEP Community
- ◆ Hire therapists that are culturally responsive and able to offer a safe environment that inspires trust, reassures confidentiality and is invested in developing rapport

60

Language Access Model, cont.

- ◆ Location-near public transportation/within victim's communities.
- ◆ Accessibility and intentionality (i.e. disability ramps, neutral décor, clean space, etc.)
- ◆ Provide a strong and supportive leadership for staff that includes supervision, training, networking, and self-care for all staff.

61

Language Access Model, cont.


- ◆ Collaborate with LEP communities and other stakeholders
- ◆ Partner with a medical provider to conduct health assessments, psychiatric assessments and medication management.
- ◆ Utilize Trauma Informed Principles to guide programming and direct interactions with LEP communities.

62

Trauma Informed Principles

- Safety
- Trustworthiness & Transparency
- Peer Support
- Collaboration & Mutuality
- Empowerment, Voice, & Choice
- Cultural, Historical, & Gender Issues

63



The Center For
Trauma &
Resilience



Thanks!

Any questions

(303) 894-8000

64



Additional Resources

Visit our Webpage for more information on Trauma-Informed Care and the 6 principles

<https://www.nasmhpd.org/content/national-center-trauma-informed-care-nctic-0>