

**CULTURAL COMPETENCE AND OUTREACH PLAN  
VICTIM SERVICES: Activity Packet**

**ACTIVITY 1: IDENTIFYING UNDERSERVED POPULATIONS**

Consider the following list with examples of racial and ethnic minorities and vulnerable or underserved populations in Ohio:

*African Americans*

*Aging (seniors)*

*Amish*

*Appalachian*

*Asians*

*Disabled*

*Foreign born*

*Homeless*

*Latinos/Hispanics*

*Limited English Proficient (LEP)*

*Lesbian/gay/transgender*

*Particular nations (e.g., Somalis)*

*Religious minorities (Muslim, Sikh, etc)*

Try to think of any others to add to that list. Then proceed to fill out the table on the next page.

# CULTURAL COMPETENCE Planning Form: Part 1

## Identifying Underserved Populations

**Underserved populations**

*Create a list of underserved populations in your geographic and/or service area. (You may include others not on the sample list above.)*

**Prioritized list**

*Create a second, prioritized list of the populations you most urgently want to target in the local area, for outreach or for services. Try to consider the size of the vulnerable populations as well as their degree of vulnerability.*

**Activities needed**

*Brainstorm ways to obtain accurate statistics about the numbers of underserved populations in the local region or area of service (particularly those listed as high priorities). Continue on the opposite side of this sheet as needed.*

## ACTIVITY #2: OVERCOMING LANGUAGE BARRIERS

*For this activity, if you are not sure about the languages spoken in your community, you may refer to data about Ohio ([www.census.gov](http://www.census.gov)) and the handouts for this training. However, keep in mind that a crime victim speaking almost any language could need help in any community in the U.S. at any time. According to U.S. Census data, over 300 languages are spoken in the U.S.*

Be sure to include American Sign Language (ASL) in this activity. It is considered a true language.

Turn to the activity on the next page and fill out the table. As your group works on the activity on the next page, please refer to the following best practices for overcoming language barriers.

1. *Bilingual staff:* (Any bilingual employee who interprets should be ***professionally trained to interpret.***) May provide direct services in another language and/or interpret for colleagues and other services.
2. *Contract interpreters:* Typically freelance interpreters or employed by interpreter services. Paid by the hour (for a minimum of one or two hours, in most cases). Rates vary from \$8 to \$100 per hour.
3. *Telephonic interpreters:* Several national companies operate 24/7. The cost currently runs from about \$1.00 to \$2.00 per minute. A speaker phone or dual-handset phone may be used. Most organizations charge only for the minutes used.
4. *Volunteer interpreters/language bank:* A group or list of interpreters that the organization can call on when needed. Even volunteers should be professionally trained to interpret.

WHICH COMBINATION OF ANY OR ALL OF THE FOUR BEST PRACTICES LISTED ABOVE MAKES THE MOST SENSE FOR YOUR AGENCY, YOUR COMMUNITY AND YOUR RESOURCES? List them by priority (start with the strategy you would use most often going down to least often). Do not list any best practice that does not meet your needs.

## CULTURAL COMPETENCE Planning Form: Part 2

### Overcoming Language Barriers

**Languages**

*List the languages/cultures identified among the clients of the victim services agency or project. Include those living in the community who may not be seeking services.*

**Language assistance**

*List best practices or strategies to overcome language barriers that make sense for the Health Department or project. (Be specific, e.g., hire one Spanish bilingual outreach worker and one trained Spanish-speaking counselor; train the bilingual receptionist to interpret; recruit a Somali speaker to interpret part time; contract with a telephonic interpreter service a sign-language interpreter service and a local nonprofit (on-site) interpreter service; train volunteers to interpret.)*

**Activities needed**

*What will need to be done to implement these practices? (Be specific, e.g., investigate if there is a current contract with a telephonic interpreter service; contact HR about recruiting; collaborate with local community-based organizations to set up a language bank, etc.)*

## CULTURAL COMPETENCE Planning Form: Part 3

## Overcoming Cultural Barriers

### **Cultures and barriers**

*List cultures and cultural barriers identified in the past experience of the victim services agency or project. Try to be specific, e.g. how gay victims have reported a bias against gays in local law enforcement; deaf culture as a separate and isolated world; concern by Amish families for protecting their communities from outsiders; the fear of undocumented immigrants of deportation if they report a crime, etc.*

### **Best practices**

*List the appropriate best practices or strategies to overcome the barriers listed above. (Again, be specific, e.g., partner with a local nonprofit that serves people with disabilities, invite more minorities to join the Board, train two bilingual staff members in cultural mediation, download victim services brochures in several languages and have them checked by local speakers of that language, create an Advisory Board that includes Amish, Latinos and Appalachians, etc.) Write on the other side of this sheet.*

### **Activities needed**

*What will need to be done to implement these best practices? (E.g. draw up a list of local community- and faith-based organizations that serve vulnerable populations; hold an ethnic festival and collaborate with several local agencies to build partnerships; invite the pastor of a Korean church to speak about domestic violence to victim services staff and volunteers, etc.)*

## **CULTURAL COMPETENCE Planning Form: Part 4**

Outreach in Victim Services

**Short-term strategies**

*List strategies for reaching out to vulnerable communities that your agency could begin to implement within 6 months to 1 year (e.g., translate agency brochure into Spanish and one other language, give a talk at a local Latino church, write a grant to hire an outreach worker from the vulnerable community targeted.)*

**Intermediate-term strategies.**

*List strategies for reaching out to vulnerable communities that your agency could begin to implement within 12 to 24 months.*

**Longer-term strategies.**

*List longer-term strategies for reaching out to vulnerable communities.*