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**CREATING A BILINGUAL HOTLINE PROGRAM:  
LESSONS LEARNED AND IMPLEMENTED**

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## Agenda

- Steps for developing the bilingual National Sexual Assault Hotline
  - Recruiting, hiring and support a bilingual team
- The need for hotline services in Spanish
- Cultural humility training
- Workshop discussions
- Hotline trends
- Lessons learned

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## About RAINN

The Rape, Abuse and Incest National Network (RAINN) was founded in 1994 with the launch of the National Sexual Assault Hotline **1.800.656.HOPE**

Three-prong approach to addressing sexual assault

- National Direct Service Programs
- National and State Policy
- National Outreach and Education

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## Direct Service Programs

### The National Sexual Assault Hotline (NSAH)

- Provides 24/7 support via telephone and online
- Telephone Hotline Support
- Online Hotline Support
  - English and Spanish 24/7
- La Sala de Ayuda
  - Peer Support in Spanish
- Contract Services
  - RAINN answers telephone and online services for other local, state, national and government organizations

### The DoD Safe Helpline

- Provides 24/7 telephone, chat, peer and text support for the DoD Military Community

The NSAH supports an average 8,000 telephone callers and 4,000 online hotline users per month.

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## Terms

### Latinx

*Latinx, pronounced "La-teen-ex," includes the numerous people of Latin American descent whose gender identities fluctuate along different points of the spectrum, from agender or nonbinary to gender non-conforming, genderqueer and genderfluid.*

[www.Latina.com](http://www.Latina.com), 2015

### Cultural Humility

*"Ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the [person]"*

Hook, J. N., Davis, D. E., Owen, J., Worthington Jr., E. L., & Utsey, S. O. (2013). Cultural humility: Measuring openness to culturally diverse clients. *Journal of Counseling Psychology*. doi:10.1037/a0032595

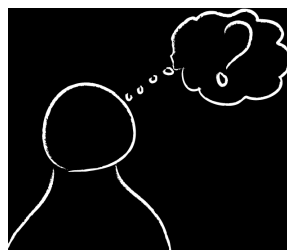
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## Strengths, Weaknesses, Opportunities and Threats

Supporting clients in Spanish....

- What are some strengths of your organizations' outreach/service delivery to Spanish-speaking groups?
- What does your current cultural humility training look like?
- Do Spanish-speakers access, or try to access, your services?
- What concerns do you have for supporting clients in Spanish?



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*Me siento más tranquila gracias al apoyo y comprensión que me brindaron."*

*"I feel more relaxed thanks to the support and understanding they offered me."*

*"Fue muy útil que me aclarara que es normal lo que me sucedía, que me diera orientación sobre cómo superar las crisis y me aconsejara ciertas lecturas de ayuda. Estoy muy satisfecha con el apoyo recibido hoy."*

*"It was really useful that they told me what I'm going through is normal, that gave me guidance on how to overcome the crises, and advised me to helping readings. I'm very satisfied with the support I received today."*



a Coutinho

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### The National Sexual Assault Hotline

- RAINN has provided access to hotline services since 1994. As mentioned previously, the telephone hotline has always been routed to local centers based on the callers telephone number.
- Interest for online services grew in the early 2000's.
  - Based on interest, feedback, RAINN developed and launched the online hotline in 2006.
  - Originally staffed by volunteers, RAINN always sought to have the hotline staffed by paid staff.
  - In 2015 the Office for Victims of Crime offered a grant to support direct service programs using technology to serve victims of crime.
  - This was an opportunity to not only staff the online hotline with paid staff but also to increase services for underserved populations.
  - RAINN received two grants from OVC in the fall of 2015, to staff the online hotline 24/7 with paid staff, to include services in Spanish and to ensure any NSAH calls without a local center were answered by RAINN staff.
  - However we still have volunteers to meet the growing need.

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### Why services in Spanish?

- Our Communities Speak Spanish
  - 13.1% of US population speaks Spanish and/or Creole
    - ~40 million individuals
  - 58.3% Speak English "Very well"
  - 41.7% Speak English less than "Very well"
  - By year 2050, number of female of Hispanic origin who have experienced sexual violence could reach 10.8 million

Source: U.S. Census Bureau, 2014 American Community Survey 1-Year Estimate  
Existe Ayuda, Office of Victims of Crime/Office of Justice Programs,

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### The Nuts and Bolts of Ensuring Quality Services in Spanish

- The Launch: Launch of bilingual hotline in 2015
  - Needed to hire 50-60 hotline staff who were completely bilingual in English & Spanish (three full-time, the rest are part-time)
    - 94% are native Spanish speakers, 6% Spanish is their second language
    - Bilingual Program Coordinator and Program Manager
- Training: Staff needed to be trained to understand the nuances to providing crisis services in Spanish
  - Had to be trained on Spanish cultural humility
  - Knowledge of colloquial and regional differences

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### The Hiring Process

- Then
- Now:
  - Initial Spanish screening via telephone
  - Assess complete written and verbal proficiency in both languages
  - Experience in the field
- Steps of training

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### Addressing Diversity In Spanish Speaking Communities

- There are various groups of people who speak Spanish in the US:
  - Immigrants from Spanish speaking countries
  - Refugees from Spanish speaking countries
  - 2<sup>nd</sup> generation Spanish speaking youth and adults
- Immigrants make their way to the U.S. from every corner of the globe. Latinos, the largest group, come from approximately 25 countries as varied as Mexico, Colombia, Cuba, El Salvador, and Peru.



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### Cultural Humility Training

- January 2015
  - Consulted with Virginia Sexual and Domestic Violence Action Alliance
  - Currently runs statewide sexual violence hotline (English and Spanish)
  - Divisions in the Latinx communities
- Our team's diversity
  - Shared knowledge that allows us to meet this demand
  - Regional beliefs, vocabulary, colloquialisms
  - Overall cultural differences and similarities

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### Working with Immigrant Populations

- Training on immigrants was key (although not the sole group we see)
- Sexual Assault Among Female Migrants from Central America
  - In 2010, Amnesty International estimated 60% of female migrants were raped
  - In 2014, Fusion Investigation estimated number grew to 80% of migrants
  - “The prevalence of rape is such that people smugglers may require women to have a contraception injection prior to the journey as a precaution against pregnancy resulting from rape.” (Amnesty 2010)
  - Single mothers and unaccompanied minors
    - Unaccompanied girls saw a 62% increase of those who were raped between 2013 and 2014

Amnesty International 2010  
Fusion Investigation, 2014

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- Intersectionalities
  - “They know that the price to pay for getting to the US. The price is rape.”
  - Contraception
- Perpetrators
  - Coyotes, bandits, gang members, authorities and officials, fellow migrants.
    - Lack of trust among those with similar identities, and officials
- Results
  - Sexually trafficked, fall into prostitution for financial support, risk of STIs, etc.
  - Severe levels of trauma

Watson, Julie. 2006. Women Risk Rape, Death in U.S. Journey. New York, NY: Associated Press.

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- Once in the United States
  - Trauma from home country/childhood
  - Further isolation
  - Fear of deportation from the police
  - Self-blame
  - Lack of resources
    - Income
    - Transportation
    - Knowledge of rights in the US
  - Spanish services
- Trends for disclosures (Sexual Assault Among Latinas Study, 2010)
  - Informal Networks – 43.6%
  - Medical professionals & Social Services & Police – 14/7%

Stats from: Sexual Assault Among Latinas (SALAS) study, 2010

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### Other Considerations

- Married Latinas are less likely than other women to immediately define their experiences of forced sex by their spouses as “rape”
  - Some viewed sex as a martial obligation
- Immigrants depend on employers
  - Different levels of vulnerability vulnerable to sexual exploitation, isolation, and constant fear of being deported

Bergen, R.K. 1996. Wife Rape: Understanding the Response of Survivors and Service Providers. Thousand Oaks, CA: Sage Publications.

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### Similarities Among Spanish-speaking cultures

- Values
  - Family
  - Religion
- Gender roles
- Views about sexuality
- Body language
- Perception of time
- Community-focused
- Small communities
- All experience barriers to reporting
  - Across all cultures, this affects a survivor's healing process



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### Differences Between Spanish-Speaking Cultures

- Indigenous communities
- Vocabulary/slang
- Intra-cultural views/beliefs
  - Racism, prejudice, etc.
- Perceptions of authorities
- Perceptions of US systems



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### Ensuring Accessibility

- As a primarily online service, we had to ensure the services were accessible.
- What does this mean?
  - Ensuring translation was, and continues to be, thoughtful, thorough and cultural appropriate
  - Ensuring we have appropriate web content in Spanish
  - Ensuring our resources are adequate, available in Spanish and well vetted

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## Workshop Discussion

- How can you enhance outreach in your own community?
- How can we educate ourselves and the public about diverse communities?
- What are some barriers to reporting and support in your local communities?
- For cultural humility training, what needs to be addressed in these? How you go about creating this training?
  - Anything specific about your location that you might want to consider?
- What are some resources you can access in your location for recruiting a bilingual team?
- Additional challenges for your organization, retention, location, staff, etc?

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## What We Are Seeing: Trends from NSAH\*

- This data is for National Sexual Assault Hotline users who accessed services in Spanish. The sample size was 46.
- Gender:
  - Female 89%
  - Male 11%
- Age:
  - Minors 61%
- Frequency:
  - Repeated, still occurring 46%
  - One-time assault 27%
  - Repeated, no longer occurring 27%

\*All information was voluntarily disclosed during hotline sessions with RAINN staff, no personally identifying information is stored.

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## Disclosures

### Spanish-speaking users

- 50 % first time disclosure
- 50% previous disclosure
  - Informal networks
    - Family – 50%
    - Friends – 21%
    - Intimate Partner- 14%
  - Religious figures – 7%

### English-speaking users

- 32% first-time disclosure
- 68% previous disclosure
  - Informal Networks
    - Family – 35%
    - Friends – 38%
    - Intimate Partner – 15%
  - Religious figures – 1%

80% of both populations come to explore feelings

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## Challenges Identified

- General challenges
  - Volunteer-based programs
  - Funding
  - Retention
    - Prevalence of Vicarious trauma
  - Outreach/recruitment for only bilingual staff
  - Clear boundaries on job roles
  - Trainers and Coordinators
    - Inclusion and community-focused trainers
  - Resources available to those who speak Spanish
    - Lack of bilingual and bicultural materials

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### Lessons Learned

- Specific interview process
- Clarify and access reading, speaking and writing Spanish AND English
  - Specifically spelling and grammar in both languages
- Specific training about Spanish-speaking populations
- On-going resources for staff
- Prioritize Spanish-speaking users
- Completely bilingual staff
  - Ensure our staffing patterns reflect these demographics
- Allies in the community

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### Resources

- Resources RAINN offers
  - All resources offer services in Spanish
  - Print materials and web content in Spanish
    - Use a translator, as is also run by staff for all translations
  - Group/community-oriented support
    - La Sala de Ayuda

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*“Me hizo sentir mejor y me entendió [y] no me juzgo. Gracias RAINN.”*

*This made me feel better and they understood me [and] didn't judge me. Thank you RAINN.”*

*“RAINN es una línea muy seguro le agradezco a todos lo que me han ayudado si sirve la ayuda que ellos ofrecen. Es gratis y confidencial. Thank for everything RAINN.”*

*RAINN is a safe helpline. I appreciate those that have helped me and the help that they offer works. It's free and confidential. Thank you for everything RAINN.*

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### Conclusion

- It's a long and thoughtful process to implement a bilingual hotline program
  - Add staff, training, and knowledge
  - Creative in how we support these individuals and how we cannot
- On-going training depending on trends on the hotline
  - More extensive on-boarding process
- Increase Spanish resources
- We know the demand and the trauma is there, and we have an obligation to respond to it

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