

## What does it mean to be Bilingual Enough?

Recommendations for Providing Effective Bilingual Services

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## Four key issues

- Needs and challenges for bilingual clients
- Defining what it means to be bilingual and culturally competent
- Ethical guidelines for providing bilingual services
- Hiring bilingual staff



## Trends in the Hispanic Population

(Ethnicity and Ancestry Branch, Population Division, U.S. Census Bureau, e-mail:anna.m.owens@census.gov)

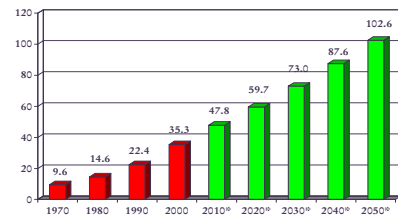
As of July 1, 2006: 44.3 million Hispanics, 14.8% of total population of 299 million

- Between 2000 and 2006: Hispanics accounted for one-half of the nation's growth
- Hispanic growth rate ( 24.3%) was more than three times the growth rate of the total population (6.1%)



## Hispanic Population in the United States: 1970 to 2050

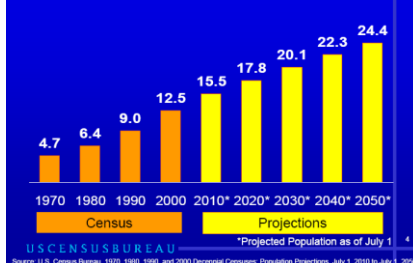
Population in Millions



Source: U.S. Census Bureau, 1997, 1980, 1990, and 2000 Decennial Censuses; Population Projections, July 1, 2010 to July 1, 2050



## Percent Hispanic of the Total Population in the United States: 1970 to 2050



U.S. CENSUS BUREAU \*Projected Population as of July 1



## Importance of Language in the Therapeutic Process

- Language is an important vehicle of expression
- Several clients are encouraged to learn both the English and Spanish languages
- Bilingual clients tend to switch from one language to another (Sciara & Ponterotto, 1991)
- Clients carry narratives that are connected to family, customs, traditions, and places (Martinez-Brawley & Zorita, 2006, p. 89)



## Language Challenges

- Monolingual staff or staff who are not culturally competent may miss important cultural cues and fail to accurately understand the client's situation
- Inconsistent language has an effect on diagnosis and treatment planning
- Relationships are often jeopardized due to miscommunication and misinterpretations (Sciara & Ponterotto, 1991)
- Bilingual staff are often over worked
- Limited numbers services available in Spanish



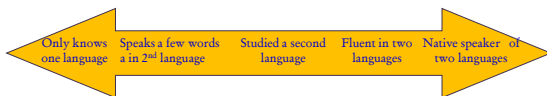
## Language Challenges

- Written materials may not be available in Spanish
- Standardized tests or therapeutic practices may not be adequate to use with some Spanish speaking clients
- Individuals who have limited English proficiency are often excluded from participating in research or clinical trials



## What does it mean to be bilingual?

*Bilingualism* may best be conceptualized as a skill on a continuum.



Individuals who learn two languages: one spoken in the home and one spoken in the community

Fluent in one language and learning 2nd language that is not spoken at home or in the community

Learned one language but have only rudimentary skills in another

## Competency

**“Competency” has complex meanings in a bilingual context**

- *Language competence*: being able to say the right thing at the right time in the right manner (Cheng, 1996, p. 10)
- *Cultural competence in a bilingual context* requires an understanding of the meaning of words, word usage in context, and the meaning of complex concepts and nonverbal communication (Acevedo et al., 2003)



## Language Skill Classification Systems

### Classification of Bilingualism (Marcos, 1976)

- **Proficient (native) vs. Subordinate Bilingual (non-native)**  
– when during the lifetime Spanish is learned
- **Compound (one thought system accessed by either language) vs. Coordinate Bilingual (separate and independent thought systems in each language)**  
– thought systems



## Continued

- **Specialized (only able to express a memory in one language) vs. Unspecialized Bilingual (can express any thought or memory in either language—not dependent on the language that formed the memory)**  
– Expression of Memories
- **Compatible (easily translates multiple meanings of words) vs. Incompatible (restricted to a limited number of meanings for words and sayings)-difficulty with figurative speech**  
– Meaning of words



## Spanish into English Verbatim Translation Exam

- **No Proficiency**
- **Memorized Proficiency**
- **Elementary Proficiency**
- **Limited Working Proficiency**
- **General Professional Proficiency**
- **Advanced Professional Proficiency**
- **Master Translator Proficiency**

*Developed by the Center for Applied Linguistics (CAL)*



## Cultural Competence

### **Cultural Competence Defined:**

- Understanding the importance of social and cultural influences on the person's beliefs and behaviors (Ananeh-Frempong, Betancourt, Carrillo, & Green, 2003)
- Can be gained by identifying and understanding the needs and help-seeking behaviors of individuals and families
- Being sensitive and self-conscious in understanding various cultures' modes of thinking and their desire to be understood and respected
- It is a balance between knowledge, empathy, and self-confidence



## Cultural Competence

### **4 types of cultural competence:**

- **Cultural Diversity:** diversity in race, color, ethnicity, national origin, religion, age, gender, sexual orientation, ability/disability, social and economic status or class, education, occupation, religious orientation, marital and parental status
- **Cultural Sensitivity:** neutral language, both verbal and nonverbal, is used in a way that reflects sensitivity and appreciation for the diversity of another
- **Cultural Awareness:** being knowledgeable about one's own thoughts, feelings, and sensations; while having an appreciation of the diversity of others
- **Cultural Relativism:** The belief that behaviors and practices of people should be viewed only in the context of their cultural system



## How to Become Culturally Competent?

- **Self awareness:** Allow examination of your own beliefs and values
- **Institute cultural knowledge:** Take time to learn the culture, language, and values of minority populations
- **Value diversity:** Consider different backgrounds and viewpoints as strengths
- **Be conscious of cultural dynamics:** Diversity can cause feelings of uneasiness and conflict when different cultures interact, such issues can be resolved through empathy



## Case Study



## Ethical issues: Agency/Supervisor

### **Ethically concerning issues with the agency and supervisor:**

- **Self awareness:** Allow examination of your own beliefs and values
- **Institute cultural knowledge:** Take time to learn the culture, language, and values of minority populations
- **Value diversity:** Consider different backgrounds and viewpoints as strengths
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## Ethical Vignette: Staff

### **Ethically Concerning Issues with Jennifer the Applicant:**

- Resume stated that she was Bilingual
- Took the position without feeling confident or qualified for the job
- Mis-used words: For example, used “discutir” to mean “discussion” when it actually means “argument” or “debate”



## Providers of Psychological Services to Diverse Populations

### **Guidelines for Providers of Psychological Services to Ethnic, Linguistic, and Culturally Diverse Populations:**

- Providers need a framework to consider the diversity of a client's values, communication styles, and cultural expectations
- Clinician must have knowledge and skills for multicultural assessment, interventions, and diagnosis of diverse populations
- Clinicians must be able to recognize cultural diversity and roles that culture, ethnicity, and race play in the socio-psychological and development of diverse individuals



## Hiring Bilingual Staff

### **Guidelines for hiring bilingual staff:**

- Employers must ensure that the practicing therapist is competent in both the language and culture of the population served
- Assessing skills and cultural competence of the staff using valid evaluation methods
- Applicants must be able to complete a reading, writing, comprehension, and oral exam appropriate for position
- Provide adequate bilingual supervision and opportunities of growth
- Provide training in learning the psychotherapy vernacular, including wording, phrasing and non-verbal communication, which is not directly translatable from one language to another



## Effective Bilingual Workers

### **Guidelines for Effective Bilingual Workers:**

- Acquire self awareness of language and cultural competency
- Have knowledge of code of ethics regarding working with diverse populations
- Competent skills in current multicultural issues and treatment
- Seek continued support and education in providing cultural appropriate services.



## Clinics Providing Bilingual Services

### **Guidelines for Clinics Providing Bilingual Services and Hiring Bilingual Workers:**

- Develop a Limited English Proficiency (LEP) plan
- Consideration for adequate multicultural policies and procedures
- Knowledge of appropriate language testing information and required level of competence
- Measurements to assess for cultural competence
- Knowledge of interpreting services and costs of bilingual programs



## Future Needs

- Baseline definition on what it means to be bilingual
- Assessing cultural competence
- Universities and Colleges providing more bilingual and certificate programs in the social service field
- Agencies providing more support for bilingual workers
- Recruiting more bilingual students into social service programs



## Resources for Agencies

### **Creating an LEP plan:**

- Limited English Proficiency: A Federal Interagency Website. Federal Agency LEP Guidance & Language Access plans  
[http://www.lep.gov/guidance/guidance\\_index.html](http://www.lep.gov/guidance/guidance_index.html)
- Department of Justice, Civil Rights Division, Coordination and Review Section LEP Plan  
<http://www.usdoj.gov/crt/cor/lep/dojimp.php>
- Community Legal Services, Inc. Philadelphia  
<http://www.clsphila.org/files/CLS%20LA%20policy.doc>
- Interagency Language Roundtable  
<http://www.govtilr.org/>



## Resources for Agencies

### **Translation and Interpreting Services:**

- Nationwide services include Pacific Interpreters  
1-800-311-1232 or [www.pacificinterpreters.com](http://www.pacificinterpreters.com)
- Interpreters Plus  
1(877)995-8989 or [www.interpretersplus.com](http://www.interpretersplus.com)
- AT&T Language Line  
1(800)752-0093 ext. 196 or [www.language.com](http://www.language.com)
- Language Assistance  
1(713)790-1295 or [www.languageassistance.com](http://www.languageassistance.com)
- Andalex Language Services Inc.  
1(800)826-3253 or [metrolanguages.com](http://metrolanguages.com)



## Resources for Agencies

### **Translating legal documents:**

- Superior Court Sacramento  
[www.saccourt.com/geninfo/legal\\_glossaries/legal\\_glossaries.asp](http://www.saccourt.com/geninfo/legal_glossaries/legal_glossaries.asp)
- Washington Courts  
[www.courts.wa.gov/programs\\_orgs/pos\\_interpret/](http://www.courts.wa.gov/programs_orgs/pos_interpret/)
- National Center for State Courts  
[www.ncsconline.org/D\\_Research/CIResources.html](http://www.ncsconline.org/D_Research/CIResources.html)



## Resources for Supervisors

### **Proficiency Exams:**

- Language Testing International  
([www.language-testing.com/home.cfm](http://www.language-testing.com/home.cfm))
- ALTA Language Services ([www.altalang.com](http://www.altalang.com))
- Foreign Language Assessment Directory
- Center for Applied Linguistics (CAL)  
([www.cal.org/CALWebDB/FLAD/FLADListing.aspx](http://www.cal.org/CALWebDB/FLAD/FLADListing.aspx))
- State university's and colleges have oral Spanish proficiency test a few times a year open to anyone for around \$75 an exam.
- Regional Behavioral Health Agencies (RBHA) like Magellan Behavioral Health or Value Options have testing sites for oral proficiency exams.



## Resources for Supervisors

### **Cultural Competence Resources:**

- National Center for Cultural Competence  
[www11.georgetown.edu/research/gucchd/nccc/resources/index.html](http://www11.georgetown.edu/research/gucchd/nccc/resources/index.html)
- ONS Diversity Virtual Office  
[diversity.vc.ons.org/page/132853/;jsessionid=1iesgo3156bse](http://diversity.vc.ons.org/page/132853/;jsessionid=1iesgo3156bse)



## Resources for Bilingual Supervisors and Workers

### **Code of Ethics:**

- American Psychological Association (APA) Ethical Principles of Psychologists and Code of Conduct ([www.apa.org/ethics/code2002.html](http://www.apa.org/ethics/code2002.html))
- American Counseling Association (ACA) Code of Ethics ([www.counseling.org](http://www.counseling.org))
- National Association of Social Workers (NASW) Code of Ethics ([www.socialworkers.org/pubs/code/default.asp](http://www.socialworkers.org/pubs/code/default.asp))
- Title VI of the Civil Rights Act of 1964-Nondiscrimination in Federally Assisted programs ([www.dotcr.ost.dot.gov/documents/ycr/civilr64.htm](http://www.dotcr.ost.dot.gov/documents/ycr/civilr64.htm))



## Resources for Bilingual Workers

### Networks and Professional Associations:

- Multicultural Counseling and Development (AMCD)-  
<http://www.bgsu.edu/colleges/edhd/programs/AMCD>
- National Latino Psychological Association (NLPA)- <http://www.nlpa.ws/>
- California Latino Psychological Association (CLPA)-  
<http://www.latinopsych.org/Links.html>
- Latino Psychological Association of New Jersey, Inc. (LPANJ)  
<http://www.montclair.edu/globaled/conference04.htm>
- The Latino Student Psychological Association (LSPA)  
<http://gsep.pepperdine.edu/psychology/ca-latino-psychological-association/>
- American Psychological Associations Multicultural guidelines  
<http://www.apa.org/pi/multiculturalguidelines.pdf>



## Resources for Bilingual Workers

### American Psychological Associations:

- Division 35 - Society for the Psychology of Women  
<http://www.apa.org/about/division/div35.html>
- Minority Issues Division 45 Society for the Psychological Study of Ethnic Minority Issues-  
<http://www.apa.org/about/division/div45.html>
- Division 17 - Society of Counseling Psychology  
Section on Ethnic and Racial Diversity  
Chair: Laurie "Lali" McCubbin, PhD, Washington State University, Educational Leadership and Counseling Psychology, PO Box 642136, Pullman, WA 99164; Telephone: 509-355-2816; Fax: 509-335-6169



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