

The RIL Team (Refugees, Immigrants, and Limited-English Proficient) is an interdepartmental team at WC&S that assists refugee, immigrant, and English-learning victims/survivors of Domestic Violence. Direct service team members are bicultural, bilingual, and/or proficient in a language other than English.

RIL team members work at two levels :

1. Assisting individual RIL clients, and
2. Advocating improvements in systems to better serve RIL clients.



1

Direct Services to Clients:

Providing emotional support, safety planning and specialized counseling; accompanying and providing legal representation for clients to court; providing support and access to resources; helping to navigate US systems; providing a multilingual phone line; and making referrals to appropriate support service providers.

2

Access to Information:

- Interpretation: WC&S provides all services, to the best of our abilities, in a wide range of languages with the support of our multilingual staff and a 24/7 over-the-phone interpretation agency to better assist RIL clients.
- Translation: Facilitating communication by translating or arranging for the translation of information about domestic violence for RIL clients and RIL communities in the language of multiple communities as well as translating WC&S documents, as needed.

3

Education:

Facilitating presentations about domestic violence to community agencies and RIL groups; educating individuals during Open Door sessions in RIL communities, providing direct services as needed.

4

Systems Advocacy:

Supporting improved services for RIL clients who are experiencing domestic violence; training staff at local organizations on domestic violence and working with RIL clients; working to ensure the best access for RIL clients to the justice system; and attending agency and community meetings to improve awareness of domestic violence and WC&S services.

5

Community Contacts:

Partnering with community organizations to better serve RIL clients; supporting Allegheny County agencies and organizations that work with RIL clients.

6

Cultural Humility:

Training WC&S staff to be curious about their own and other cultures, including views on domestic violence, so that they better understand all clients' cultural differences and can assist clients using culturally sensitive practices.