

**Strengthening Community and Organization
Responses: Serving Immigrant Victims of Domestic
Violence, Sexual Assault, and Stalking**

**Collaborative Approaches and Effective
Outreach Strategies for Serving
Immigrant and Limited English**

Session 3A
August 2023

Introductions



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Norma Mendoza
La Crosse County Circuit
Court La Crosse,
Wisconsin

Introductions



**Detective Shelli
Sonnenberg**
Boise Police Department,
Idaho



**Detective Natasha
Haunsperger**
Portland Police Department,
Oregon

Thank You to OVW

This project was supported by Grant Nos. 15JOVW-21-GK-02208-MUMU; 15JOVW-22-GK-04002-MUMU and 15JOVW-21-GK-02218-MUMU, awarded by the Office on Violence Against Women, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this program are those of the authors and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.

Learning Objectives

By the end of this workshop participants will be better able to:

- Understand different considerations for law enforcement when encountering limited English proficient crime victims
- Examine outreach strategies used around the country to effectively reach immigrant victims
- Discuss different approaches for collaboration among law enforcement and advocates to address language access
- Learn about resources to support law enforcement and victim service providers to meet language access requirements

Small Group Exercise

Arriving at a crime scene, you find that there has been sexual assault. The victim is LEP and screaming and pointing in one direction. An English-speaking bystander states that he saw a man run down the alley right before you arrived.

1. What's the best choice to communicate with the LEP?
2. Second best?
3. OK and LAST resort?
4. Unacceptable?

Report Back

1. What's the best choice to communicate with the LEP?
2. Second best?
3. OK and LAST resort?
4. Unacceptable?

Consider

- Use of children?
- Family of victim, advocate or bystander?
- Might the “interpreter” selected be the perpetrator or their family member?
- Is there an injury, imminent harm, or information needed for immediately to pursue a suspect before a qualified interpreter arrives on the scene?
- Will there be a conflict of interest?
- Seriousness of crime and injury?

Interpretation in Sexual Assault Cases

- Initial contact by law enforcement or victim advocate
- Sexual assault exam
- Multi-display interview
- Obtaining evidence
- Follow up with investigator/advocate
- High profile/Media
- Follow up with prosecutor
- Social media
- Court proceeding

Interpretation: Domestic Violence Cases

- Safety
- On-going violence
- Violations of court orders
- Trauma
- Court Testimony
- Holding offender accountable
- A safe location (shelter)
- Follow up with law enforcement
- Follow up with advocates
- Victim moves on

Large Group Discussion

How can law enforcement and community work together to address language access correctly?

Examples of what has worked in your communities?



Language Resources

- Language Line
- Bilingual Staff
- Immigrant community-based organization partners (Compensated)
- Health care providers
- School systems
- Courthouse



Road Map for Safer Community

- Know each other roles
- Come to the table and have an open communication
- Make committees which form real goals
 - That people can work together to reach
- Committee should have representative from each group
- Make policy together that address issues
- Communicate the small problems before its to LATE

Domestic violence is a crime!

Remember that regardless of your
RACE, COLOR, RELIGION, SEX, AGE, ETHNICITY,
NATIONAL ORIGIN or IMMIGRATION STATUS...

...You Have Legal Rights.



CHEROKEE FAMILY VIOLENCE CENTER (CFVC)

CFVC is a registered, non-profit agency in Canton, Georgia, that has been providing services to victims of domestic violence and their children since 1986.

CFVC provides services based on best practice which is focused on the safety of the victim and their family.

The mission of CFVC is to enhance the safety of those impacted by intimate partner violence through services that empower victims while advocating for a community standard of zero tolerance for violence in the home.

CFVC has fought for victims by providing around-the-clock emergency assistance, offering safety and support and engaging in educating the public through outreach and legal advocacy.

MULTICULTURAL PROGRAM OF CFVC

¡La Violencia Doméstica es un delito!

Recuerde que sin importar su
RAZA, COLOR, RELIGIÓN, SEXO, EDAD, ETNICIDAD,
NACIONALIDAD O CONDICIÓN INMIGRATORIA...

**...Usted tiene
derechos.**



¡Infórmese! Llame a la línea de emergencia estatal en español
Disponible las 24 horas:

1-800-33-HAVEN (4-2836)

In 2003, CFVC created a Multicultural Program to assist domestic violence immigrant victims in Cherokee County, with a particular emphasis within the Latino/Hispanic community.

The Multicultural Program have served 893 immigrant victims of domestic violence from 87 different countries of origin.

CFVC seeks to ensure that immigrant victims and survivors of domestic violence have access to linguistically and culturally appropriate services through our Multicultural Program, developed specifically to properly meet the needs of immigrant victims and survivors .

Georgia Demographics

- Latinos = 10.2%
- Spanish speakers = 7.8%
- 1 in 3 Latinas = domestic violence victim
- 1 in 18 Latinos = domestic violence victim
- 2014 Georgia Coalition Against Domestic Violence selected and funded the
 - Cherokee Family Violence Center (CFVC) to answer the statewide Spanish language domestic violence hotline operating 24/7

CFVC Multicultural Program

- Created state-wide directories
- Developed strategic plans for collaboration between
 - 46 Georgia domestic violence shelters
 - Consulates from Spanish speaking countries
 - Law enforcement
 - Prosecutors
 - Department of Family and Child Services
 - Spanish speaking television and radio stations
 - Other agencies providing direct services to Georgia's Latino community

STATEWIDE DOMESTIC VIOLENCE HOTLINE

1-800-334-2836

DIAL **2** FOR SPANISH

STATEWIDE DOMESTIC VIOLENCE HOTLINE

8 ADVOCATES WELL TRAINED IN:

- DYNAMICS OF DV,
- LETHALITY ASSESSMENT,
- CRISIS INTERVENTION TECHNIQUES,
- CRIME VICTIM 'S RIGHTS,
- LEGAL ADVOCACY PROCEDURES,
- DV LAWS,
- SHELTER AND COMMUNITY RESOURCES,
- IMMIGRATION ISSUES CONCERNING VICTIMS OF CRIME.

Emergency Interpretation Services

Between Spanish speaking DV Victim and Law Enforcement

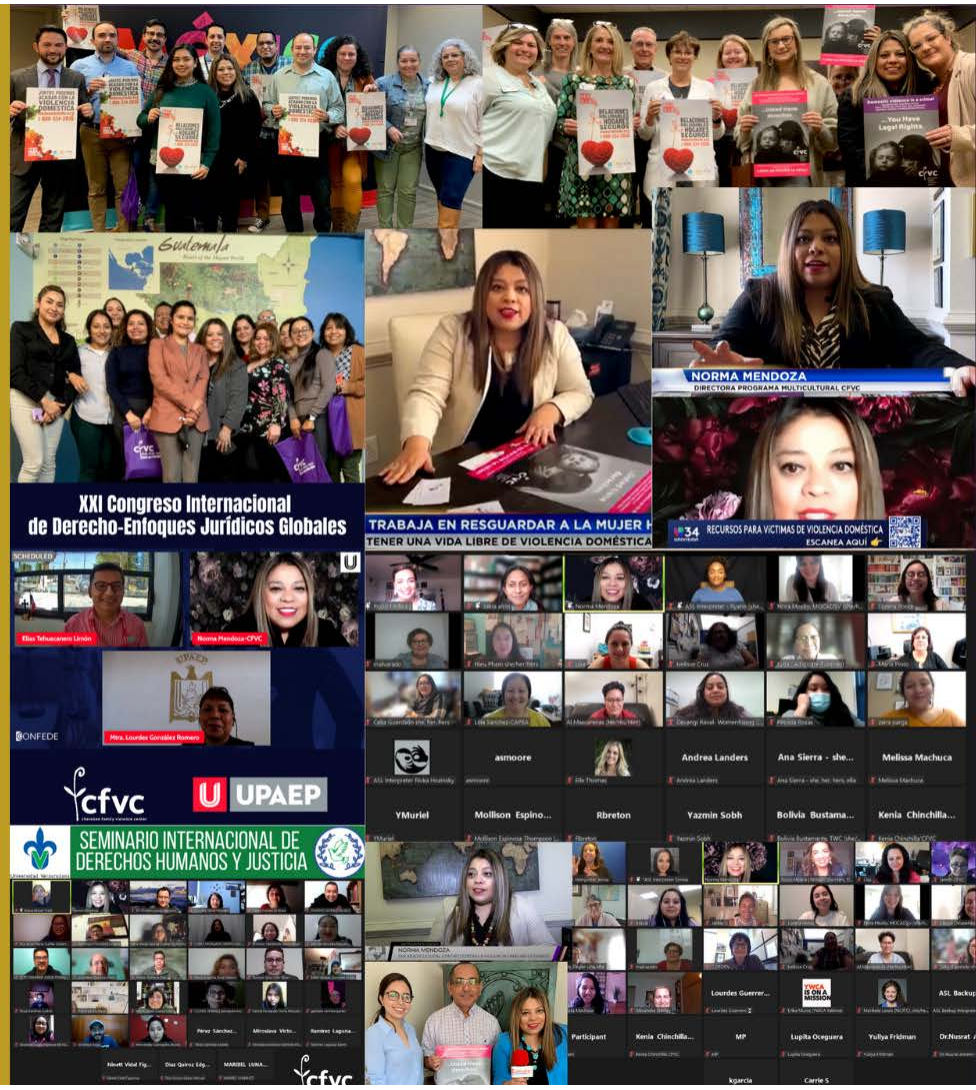
Between Spanish speaking DV Victim and Shelter without Spanish speaking staff

Between Spanish speaking DV Victim and DV program without Spanish speaking staff

Between Spanish speaking DV Victim and The Georgia Division of Family & Children Services (DFCS)

CHEROKEE FAMILY VIOLENCE CENTER





BE PREPARE TO ASSIST LEP
VICTIMS/SURVIVORS BY
DEVELOPING AN EFFECTIVE
LANGUAGE ACCESS PLAN



Raise Your Hand



- ▶ If your agency has a language access plan
- ▶ If your agency is in the process of developing a language access plan

Boise PD – Identifying the Need for Language Access

- Increase in New Americans relocating to the Boise Area
- Informal interpreters backfired
 - Caused issues for the department and the officers
- Time issues when dealing with LEP persons
 - Frustration for officers and LEP persons involved
- Title VI – DOJ Civil Rights investigations around US
- Limited resources currently available
 - Use informal interpreters due to lack of alternative options
 - Language Line is extremely expensive (ex - \$192.00/62 minutes) and the dialects are not always compatible

Creation of the Refugee Liaison Position – Community Policing Unit

- Teach Law and Safety Class to new refugees who have recently been relocated to Boise
- Teach Intro to Refugees Populations in Boise to new law enforcement recruits
- Work directly with Case managers at the four agencies
- Work closely with the apartment managers who house the majority of the refugees
- Created Multi-Disciplinary Team – met as needed at first
- Assist Patrol/CID/COD with follow up issues within the communities
- In charge of the Interpreter/Translator Program

Where Are We Now?

- All Interpreter have completed the application process, background checks, attended the BPD orientation class
- Interpreter lists located in G:\common (BPD Interpreter List)
- Call Out procedures: Approval needs to come from your Sgt. - \$\$\$
- Invoice needs to be completed by Officers (payment initially came through a grant, but is now included in the annual budget)
 - Payment:
 - 25.00/hr. – scheduled appointments
 - 30.00/hr. – call out (2 hr. minimum)

Where Are We Now? (2)

- Interpreters are working under a Contract Agreement
- Policy draft
- Clearing code to track use of interpreters
- Dispatch available to request interpreters through AT&T Language Line (but there are other telephonic options)

*******Be careful if using Google Translate*******

Success - Creation of Additional Community Liaison Officers

Currently Boise PD has the following Liaison positions:

- Refugee Liaison (current proposal to add an additional officer)
- Hispanic Community Officer
- LGBTQ+ Liaison
- Asian American and Pacific Islander Liaison
- NAACP Liaison

Portland Police Bureau Office of Community Engagement (OCE)



Community-Police Innovative Trust Building Strategies

- Police Crime Data and Reporting Protocols Analysis
- Examination of data gaps (underreporting of crimes and victimization)
- Utilization of technology to analyze existing police response/partnership with LEP communities
- Grass-roots community organizing and mobilizing
- Innovative Partnership Development
- Inclusion of LEP communities in police training and policy development

COMMUNITY ENGAGEMENT TEAM

Focus on Serving Immigrants and
Refugees/LEP persons

- ▶ **Established in April 2012**
- ▶ **Comprehensive program focusing on mitigation of crime and violence**
- ▶ **Sustainable peace and economic prosperity are main objectives**



How We Are Helping



- In 2012, PPB OCE identified need and urgency to extend partnership to culturally specific NGOs
- Created crime prevention workshops concept
- 2016 Welcome to the US classes at Catholic Charities
- Dec. 2012-July 2019: workshops with immigrant/refugee population
- Hosted cultural/community events
- Airport arrival greetings



PPB Crime Prevention Workshops for Members Who Are LEP

- PARENTS/ADULTS-based sessions
- YOUTH-based sessions
- WOMEN EMPOWERMENT roundtables
- Gun-violence focus groups
- Civic engagement and leadership



Red Means Help Campaign – Portland State University and the Portland Police Bureau



RED MEANS HELP

RedMeansHelp.org
Stop Human Trafficking
StopSlavery@PortlandOregon.gov
Or Call #911

Si alguien le obliga a trabajar por medio de amenazas o violencia, usted es una víctima. Muestre al rojo a un oficial de policía para pedir ayuda.

Если кто-нибудь заставляет Вас работать, угрожая или насильем, Вы являетесь жертвой. Покажите что-нибудь красное полицейскому, чтобы получить помощь.

Nếu người nào bắt ép bạn làm việc bằng lời đe dọa hoặc bạo lực, bạn là nạn nhân. Cho một vật màu đỏ cho cảnh sát nhờ sự giúp đỡ.

假如有人威胁你用暴力强迫你工作，你就是受害者。展现红色给警员以求帮助。

如果有人强迫你工作，用威胁或暴力，你就是受害者。展示红色给警官寻求帮助。

If someone forces you to work by using threatened or actual violence, you are a victim. Show red to a police officer for help.



- The Red Means Help campaign reaches out to victims in their own languages.
- It lets them know that the Portland Police want to help and that they have rights.
- Most importantly it offers them a nonverbal tool to break their silence: show a red object to an officer for help.

TRIMET RMH CAMPAIGN



OVC Enhancing Access

October 2021

Pasifika Power & Control Wheel Translation Project

Matāpuna Ma'ilo Levenson, MSW
Program Manager

Domestic Violence Homicide Prevention Initiative
Asian Pacific Institute on Gender-Based Violence

Project Overview

- Translate and develop educational resources and tool on gender-based violence (i.e. domestic violence, sexual assault, human trafficking)
- Empower individuals, families, community-based and system responders, allied professionals, and the community-at-large with culturally responsive resources to address and prevent gender-based violence in Native Hawaiian and Pacific Islander communities

Power & Control Wheel

- Domestic Abuse Intervention Program, 1984
- Lived experiences of women in shelter



Methodology

- 8 listening sessions
- 86 participants
- Hawai'i & Pacific

POWER AND CONTROL

ASIAN PACIFIC INSTITUTE ON GENDER-BASED VIOLENCE




POWER & CONTROL: WHAT IMAGES/FORMS, MOTIFS, OR CULTURAL ELEMENTS SHOULD BE CONSIDERED WHEN CONSTRUCTING THIS CRITICAL EDUCATIONAL TOOL?

HOW DO WE MAKE IT MORE ACCESSIBLE FOR PACIFIC ISLANDERS?

PACIFIC ISLANDER RESOURCE TRANSLATION

IPV & CULTURE

ASIAN PACIFIC INSTITUTE ON GENDER-BASED VIOLENCE



WHAT ARE EXAMPLES OF VIOLENCE AND/OR POWER AND CONTROL WITHIN AN INTIMATE PARTNER CONTEXT THAT ARE FOUND IN:

- HISTORICAL CONTEXT
- TRADITIONAL MO'OLELO
- MELE & OLI
- PERSONAL EXPERIENCE

OCEANIC HAWAIIAN RESOURCE TRANSLATION

POWER AND CONTROL

ASIAN PACIFIC INSTITUTE ON GENDER-BASED VIOLENCE



CULTURAL BARRIERS WITHIN FA'A SAMOA:
ARE THERE ANY CULTURAL BARRIERS, WITHIN FA'A SAMOA, THAT INHIBIT A FULL AND FRANK DISCUSSION OF DV?
IF SO, WHAT ARE THEY? HOW MIGHT WE ADDRESS THEM?

SAMOAAN SAMOA PAC ISLAND TRANSLATION PROJECT

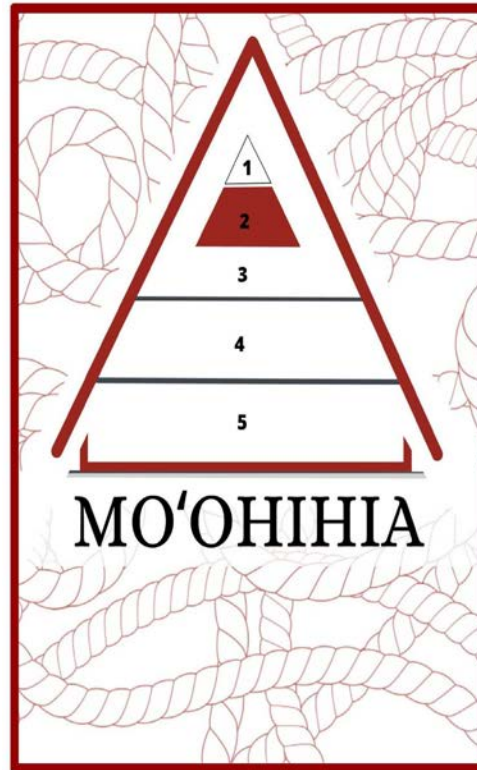
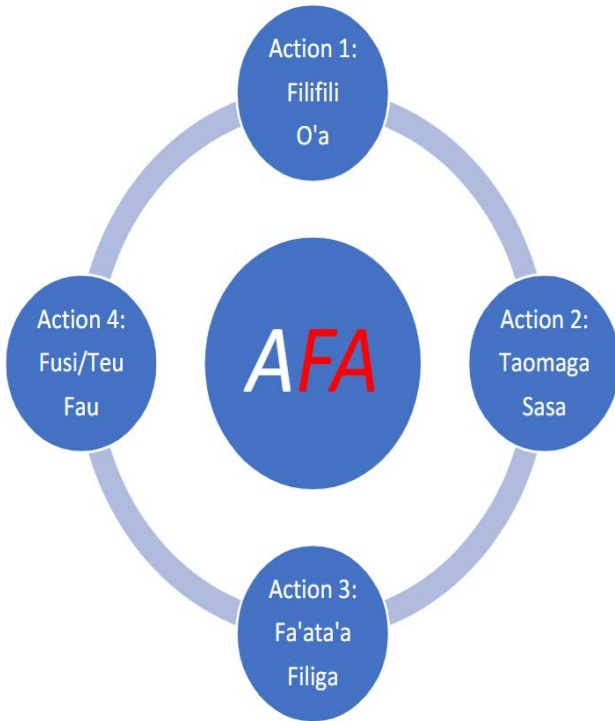
Cultural Traditions in Practice

- Kanaka ‘Ōiwi (Native Hawaiian)
 - Ho‘oulu Pilina – exploring meaningful connections and healthy relationships through indigenous shared experiences
 - Kūkākūkā – to consult, confer and deliberate concerns impacting the kaiaulu (community)
- Re Chuuk (Chuukese)
 - Uruwo – telling of history
 - Tutunap – talk story
 - Apworous – in deep conversation
- Tagata Sāmoa (Sāmoan)
 - Talanoa – discussion

Key Findings

- Direct translations don't work
- Like the original Wheel, life experiences and cultural context inform the resource and response
- Communal spaces to share stories, heal, and identify solutions are needed

Indigenous Frameworks



UUT: CLAN AND COMMUNITY



WA: INDIVIDUAL



IMW: HOME AND FAMILY

Questions



Technical Assistance and Materials

- NIWAP Technical Assistance:
 - Call (202) 274-4457
 - E-mail info@niwap.org
 - Web Library:
www.niwaplibrary.wcl.american.edu
- Materials for this Workshop:
 - <https://niwaplibrary.wcl.american.edu/BostonCollaborativeApproaches>
- Contact NIWAP to provide training for your jurisdiction

Thank You!