

CHAPTER 14

MODEL PROGRAMS

by Leslye Orloff and Rachel Little

ACCESS

**DOMESTIC VIOLENCE PREVENTION AND INTERVENTION PROJECT (DVPIP)
13530 MICHIGAN AVENUE, SUITE 240
DEARBORN, MI 48126**

Contact - Dr. Anahid Kulwicki (248) 370-4084
Hermine Dervartanian (313) 584-3001

The Arab Community Center for Economic and Social Services (ACCESS) was founded over 25 years ago and is one of the only comprehensive social service centers in the country that is specifically geared toward Arab-Americans. ACCESS provides such services as family counseling, health care, and job training. The Arab community that ACCESS serves is one of the largest and most cohesive in the United States. The Domestic Violence Prevention and Intervention Project (DVPIP) of ACCESS was created in 1995 and serves Dearborn, Detroit, and greater Wayne County. The Project provides counseling, legal, and follow-up services to individuals at risk of or experiencing domestic violence.

ACCESSIBILITY TO BATTERED IMMIGRANTS

The DVPIP runs a toll-free Arabic hotline that can provide Arabic women with crisis counseling, referrals, and legal information. Walk-in programs are structured to help women who may not be ready to leave their batterers and simply need information and counseling. The DVPIP further benefits from the visibility and respect that ACCESS has in the Arab community.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

The DVPIP utilizes the mass media in its outreach campaigns and has run bilingual PSAs on Arabic television and radio stations. It issues press releases to the local Arabic press, distributes educational brochures in Arabic and English, and holds community education programs on the dynamics of domestic violence and the laws concerning domestic violence in Michigan. The DVPIP has put on educational workshops for women in local malls, mosques, health care clinics, schools, and ESL centers. This program routinely tests outreach materials and gathers information about the Arabic community by organizing focus groups of DVPIP and ACCESS clients. The DVPIP encounters some cultural resistance in the Arabic community, particularly from

men, and works hard to counter this in its outreach programs.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

The DVPIP runs continuous training programs for police precincts, hospitals, and shelters. It further provides culturally competent community education seminars for area health and social services professionals. The DVPIP is a member of the state Domestic Violence Coordinating Council, collaborates with Wayne County Neighborhood Legal Services, and actively networks with Arab community organizations and leaders. The DVPIP hopes to eventually start an Arab Domestic Violence Coalition.

STAFF DIVERSITY

All permanent staff, counselors, and volunteer attorneys are bilingual in English and Arabic, and many are members of the local Arab-American community.

CULTURALLY SENSITIVE PROGRAMMING

Because of its relationship to ACCESS, the DVPIP is able to provide a wide range of case management services and referrals to battered immigrant women. The staff are thoroughly trained to respond to domestic violence issues appropriately. The DVPIP also runs a free legal clinic that can help clients with family law and immigration law cases. The clinic is staffed by volunteer attorneys who are familiar with VAWA cases and can make referrals to Wayne County Neighborhood Legal Services.

The DVPIP does not offer shelter services, and one of the local shelters has only recently hired a staff member who speaks Arabic. There are numerous cultural reasons why Arabic women avoid using shelters and DVPIP staff are working to change this and offer creative alternatives to clients (such as staying with family or friends). The DVPIP works with clients to develop goals, rebuild their lives, and find employment. The Project supports the empowerment of women and has recently begun a program to train female leaders in the Muslim community to become women's advocates and to do domestic violence work.

**ASIAN WOMEN'S SHELTER
3543 18th STREET, BOX 19
SAN FRANCISCO, CA 94110
(415) 751-7110**

Contact - Becky Masaki or Mimi Kim

The Asian Women's Shelter was founded in 1988 by a group of Asian women who were concerned about the lack of domestic violence services in the Asian community. This was a tremendous problem as persons of Asian ancestry make up 30 percent of the population of San Francisco. Domestic violence workers, teachers, and community organizers joined together to create a shelter that could help immigrant and refugee women, women who were monolingual in their native Asian language, or those whose English skills were limited. Today, the Shelter provides basic shelter services, intensive case management programs, and referrals for social and legal services with the goal of helping battered Asian women rebuild their lives and become independent.

ACCESSIBILITY TO BATTERED IMMIGRANTS

The Asian Women's Shelter is highly accessible to the Asian community. If women cannot get to the shelter on their own, transportation is available. The shelter also operates an evening and weekend hotline when shelter staff are not available to respond to crisis calls. If the caller does not speak English, she is instructed to leave a message in her native language on the hotline's answering service with her phone number and information about when she can safely be reached at that number. Specially trained advocates review the messages to determine what language the caller is speaking. A bilingual advocate then returns the call. The shelter is very visible and highly respected. The shelter's founders, board members, staff, and volunteers are active in their respective Asian communities and have been involved in raising awareness of domestic violence issues in these communities.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

The shelter runs a comprehensive outreach program. Flyers and brochures have been created in a multitude of languages and are posted in grocery stores, community centers, and other places that Asian women frequent. Extensive advertising is also done through word-of-mouth. The Shelter operates a multilingual speaker's bureau that gives presentations to youth groups, community forums, temples, churches, and other interested parties. In 1992, the shelter began the Lotus Project, which is an outreach program designed to target underserved groups within the Asian community (including South Asian women, Filipinas, and the Asian/Pacific Islander lesbian

community). Through this project, new outreach materials have been developed in Vietnamese, Korean, Japanese, Chinese, Tagalog, Hindi, Punjabi, Urdu, and Bengali. A pilot project to create a video is now underway as well. In 1992, shelter staff collected and published the stories of former shelter residents of Filipina descent. This oral history project is entitled A Community Secret: The Story of Two Filipinas. It has been distributed at no cost to Filipino grocery stores, shops, restaurants, churches, and social service agencies. Finally, in its outreach programs for the Asian/Pacific Islander lesbian community, shelter staff have written articles for the local gay/lesbian press, distributed flyers at gay/lesbian/bisexual events in San Francisco, and speakers have made presentations before community groups.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

The shelter holds numerous training events and educational programs for Asian health groups, community leaders, service providers, and participants in various domestic violence conferences. Community advisors and activists from the various Asian communities are enlisted to assist with specific outreach efforts. This strengthens the work of the shelter and its relationship to these communities. Staff members are active with dozens of Asian grassroots and community organizations and have tight referral networks with one another. These organizations include the Board of the Indian Community and the Coalition to Stop Lesbian, Gay, and Bisexual Domestic Violence (CSLGBDV). The shelter has also collaborated extensively with Narika, a grassroots group made up of South Asian women. Narika operates a crisis phone line in Bangla, Hindi, Malayalam, Marathi, and Punjabi that assists the shelter with domestic violence calls. It has also translated various brochures in exchange for training programs by the shelter for Narika's members.

STAFF DIVERSITY

The shelter has extensive language capabilities among its staff and volunteers. Staff come from various Asian backgrounds and speak Vietnamese, Cantonese, Mandarin Chinese, Lao, Mien, and Korean. All other language needs are filled by volunteer interpreters and participants in the Multilingual Access Model (MLAM). Through MLAM, bilingual individuals are recruited and receive domestic violence training. They are then placed in an on-call pool and are paid by the hour to translate as language needs arise. Current languages provided by MLAM interpreters include Japanese, Toisanese, Shanghainese, Tagalog, Cambodian, Indonesian, Thai, Singhalese, Bengali, and Hindi. The shelter has established an Affirmative Action Policy to target under-represented Asian groups in its hiring efforts. Staff are hired and board members are recruited based on life experience, non-English language capabilities, and openness to different cultures and experiences. Shelter volunteers are frequently attracted through community education and word of mouth.

CULTURALLY SENSITIVE PROGRAMMING

Training is available for staff, volunteers, and board members on diverse populations such as traditionally underserved Asian populations, Asian lesbian women, and Asian women with disabilities. Additionally, staff and volunteers are required to participate in extensive domestic violence and cultural competency training. Residents are allowed to stay in the shelter for nine weeks to allow them time to develop a case plan and resolve any legal or social service problems that they may have. Shelter staff provide comprehensive referrals for legal assistance with VAWA cases, counseling, health care, child care, and housing.

Case management is a top priority at the shelter. When a new resident arrives, she is assigned to an advocate who speaks her native language. Advocates not only provide referrals but help residents develop life skills such as understanding bus routes, knowing what to expect during legal or social service appointments, and learning how to fill out forms. Advocates are also available to work with the resident's children.

The shelter is run as a cooperative household and the specific cultural preferences of residents can generally be accommodated. Futons are available for residents and women fill out food lists every week so that they can prepare traditional meals for themselves and their children. Holidays are celebrated and cultural exchange is encouraged. While at the shelter, residents are encouraged to build healthy networks of support and interdependence that they can take with them after leaving the shelter. This approach helps provide residents with culturally sensitive skills and support rather than promoting a model of individual independence that is often not emphasized in Asian cultures.

AYUDA, INC./HERMANAS UNIDAS
1736 Columbia Road NW
Washington, DC 20009
(202) 387-0434

Contact: Ayuda - Leslye Orloff and Yvonne Martinez Vega
Hermanas Unidas - Rosa Rivas

Founded in 1971, Ayuda is a nonprofit agency that provides legal services to the foreign-born immigrant community in the Washington, D.C. metropolitan area. This foreign-born community includes persons from Latin America, the Caribbean, Africa, and Southeast Asia. Ayuda has four program components. The first is a domestic violence clinic, Clinica Legal Latina (CLL), which provides comprehensive family law and social services to battered immigrant women. Staff attorneys in this clinic handle civil protection order, divorce, child custody, parental kidnapping, child abuse/neglect, and child support cases. CLL also employs a social worker who assists clients with public benefits problems, shelter services, food, clothing, child care, job counseling, and any other needs that clients may have. The second legal clinic handles immigration law cases and specifically represents battered immigrant women and children in VAWA, Nicaraguan and Central American Relief Act (NACARA), and battered spouse waiver cases. In addition, the immigrant clinic represents all immigrants in political asylum, family reunification, and naturalization cases. Third, Hermanas Unidas (Sisters United) was founded in 1991 by a group of Ayuda clients and attorneys who wanted to develop a support group that could address the problems and isolation faced by Latina immigrant victims of domestic violence. Hermanas Unidas provides psychological support, empowerment programs, classes, and other services to its members.

Ayuda's fourth component - the policy division - grew out of Ayuda's direct service program and the recognition that helping clients often requires reform of national laws and policies. Ayuda serves as the Washington representative of the National Network on Behalf of Battered Immigrant Women and advocates for legal reforms that benefit battered immigrant women. Ayuda's policy unit also serves as a national back-up center by providing technical assistance to advocates and attorneys assisting battered immigrant women with individual cases. Ayuda policy staff expertise

includes the overlapping areas of domestic violence, family law, immigration law, and welfare.

ACCESSIBILITY TO BATTERED IMMIGRANTS

Ayuda is prominently located in the heart of the immigrant community in Washington, DC and is easily accessible by both bus and subway. Ayuda is open from Monday through Friday and domestic violence staff are available to respond to emergency calls and walk-ins during this time. Ayuda will soon be taking calls from the Spanish-speaking community through a hotline project sponsored by the DC Coalition Against Domestic Violence. Ayuda runs a special immigration clinic Monday and Thursday mornings. An attorney-on-duty and paralegal-on-duty assist prospective clients and answer immigration questions during this time. Clients are welcome to bring their children to Ayuda when they have meetings with their attorneys. The clinics have toys and books to keep children occupied and a staff member or volunteer can usually watch the children as well. Hermanas Unidas meets and holds classes every Saturday. Their meeting site is conveniently located close to where many of the members live and is on the bus line. Child care is available during Hermanas meetings and there are generally special events that members can bring their children to.

OUTREACH TO BATTERED IMMIGRANTS

Brochures and flyers are currently available in Spanish, English, and French. The policy division has recently undertaken a massive project to collect multilingual materials in other languages and develop model literature. Policy staff have also spent the past year developing public service announcements to target the Latin American and other immigrant populations. Focus groups were held with current and former Ayuda clients to support these efforts.

Staff participate extensively in community forums on domestic violence and immigration issues and have appeared on local and national Spanish-language television. They have also contributed articles to and have been quoted in Spanish-language newspapers and run booths during community events. Ayuda staff and Hermanas members regularly hold charlas (talks) and speak at schools, activities, and festivals on issues of domestic violence and immigration law. Hermanas Unidas has produced a video called "Mujer Valorate (Woman, Believe in Yourself)."¹ This program documents the personal experiences of Hermanas members and provides valuable information on legal and social services in Spanish. Finally, informal outreach occurs through word of mouth. Because Ayuda has been such a strong presence in the Latino community, former clients often refer new clients to the clinics and spread the word about Ayuda's services.

¹This video can be purchased from Hermanas Unidas for \$24.00. Contact Rosa Rivas at (202) 387-0434 x17 to receive an order form.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

Ayuda and Hermanas Unidas have formed numerous partnerships with Latino agencies, domestic violence service providers, and immigration-based groups. Ayuda is an affiliate of the National Council of La Raza and works with the DC Coalition Against Domestic Violence, the DC Domestic Violence Coordinating Council, the DC Council of Latino Agencies, the Latino Civil Rights Task Force, the National Lawyers Guild, and the DC Immigrant Coalition. At the national level, Ayuda was one of the co-founders of the National Network on Behalf of Battered Immigrant Women. Ayuda staff have formed strong referral networks and coalitions with various legal and social service providers in the area and regularly attend cross-training events and joint meetings. Clinica Legal Latina staff work with diversity issues in the DC Superior Court. Staff lead local and national training events for judicial officials, police officers, attorneys, social workers, and health professionals and are beginning a new outreach program to clergy. The policy division has spearheaded the creation of outreach and training materials on VAWA, immigration law, protection orders, public benefits, and cultural competency. Hermanas members make presentations to health centers, churches, and community groups. They have also been active in a coalition that is trying to create a shelter specifically for Latina women in the D.C. Metropolitan area.

STAFF DIVERSITY

Ayuda is committed to hiring individuals from a wide range of ethnic backgrounds. Currently, staff are originally from such diverse places as El Salvador, Peru, Puerto Rico, and Poland. All staff, interns, and volunteers speak Spanish. Some of the staff are also fluent in French, Cantonese, Hebrew, Polish, and various Filipino dialects. Over half of the staff are people of color, immigrants, or children of immigrants. Many of the staff have worked or studied overseas and have extensive experience working with immigrant women in other parts of the country.

CULTURALLY SENSITIVE PROGRAMMING

All Ayuda staff, volunteers, and interns receive extensive training so that they can effectively assist battered immigrant women and understand their needs. An immigration staff attorneys is specifically designated to do VAWA self-petitioning cases and battered spouse waivers. Ayuda's holistic approach also includes providing social work support, case management, and follow-up for clients who need shelter and other services that Ayuda does not provide in-house. Hermanas Unidas was founded by and continues to be operated by Latina domestic violence survivors. Members of the group run and plan all meetings, programs, and activities. During the support group meetings, members learn about their rights and help each other work through personal problems. They also invite experts to speak about topics such as legal rights, health,

education, and housing. Hermanas Unidas offers members English and Spanish literacy classes, as well as programs in art, sewing, and nutrition. Hermanas Unidas hopes to eventually set up a job bank. All meetings and programs are in Spanish or have Spanish translation. Finally, Hermanas Unidas and Ayuda work together closely to provide a safety net for clients. Ayuda helps clients navigate through the court, social service, and health care systems and Hermanas Unidas gives current and former clients the strength and the skills that they need to become independent of their batterers.

**BREWSTER CENTER
2711 E. BROADWAY BLVD.
TUCSON, AZ 85716
(520) 881-7201**

Contact - Rebecca Kelly, Program Services Director

Brewster Center provides shelter, legal/social services, case management, and educational programs to battered women. It predominantly serves battered immigrants from Latin America, though it is starting to assist more Asian women. Brewster Center runs two shelters - West House and Casa Amparo (Refuge House). The latter shelter is geared specifically toward Latina women.

ACCESSIBILITY TO BATTERED IMMIGRANTS

Transportation is available to pick up battered immigrants fleeing domestic violence. Casa Amparo has a 24-hour hotline in Spanish and bilingual staff that are available at the shelter 24 hours a day to assist women. Moreover, the name of the shelter is in Spanish to attract battered Latina women.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

Brewster Center produces educational and informational brochures in Spanish and English that concern battered immigrant issues, advocacy topics, and children's programs. The staff do extensive public speaking at area schools and with other community groups to educate the public about domestic violence.

OUTREACH/COLLABORATION WITH AGENCIES AND PROFESSIONALS

Brewster Center works closely with the Tucson Ecumenical Community Legal Assistance (TECLA) program. TECLA has trained Brewster Center staff how to

respond to legal needs of battered immigrants and approximately 50% of the staff have completed this training program. Brewster Center also collaborates with Southern Arizona Legal Aid (SALA), the Family Violence Prevention Center, and the Santa Cruz Family Guidance Center. Brewster Center will be sponsoring the upcoming Family Violence Prevention Center's Conference that is to be held in Tucson.

STAFF DIVERSITY

It is a priority to hire multilingual/multicultural staff, interns, and volunteers at Brewster Center, especially for the Casa Amparo program. The entire full-time and part-time staff of Casa Amparo is fluent in Spanish. Staff come from a wide range of cultural backgrounds, though the majority are from the Latino community.

CULTURALLY SENSITIVE PROGRAMMING

Staff are able to assist battered immigrants with VAWA cases and can provide referrals to language classes and job training programs. Staff receive cultural sensitivity training and are knowledgeable of the religious, culinary, and child care needs of battered immigrant women. The shelter stay in Brewster Center is up to 90 days to allow residents time to obtain immigration relief, employment, or public benefits. This time frame is flexible and can be adjusted depending on the needs of the immigrant client.

**CALMIA (CONSEJO Y ACCION PARA LAS MUJERES INMIGRANTES ABUSADAS -
Advice and Action for Battered Immigrant Women)
AUSTIN, TX
(512) 478-0546**

**POLITICAL ASYLUM PROJECT OF AUSTIN
1715 EAST 6th, SUITE 206
AUSTIN, TX 78702
(512) 478-0546**

Contact: Nidia Salamanca

The Political Asylum Project of Austin (PAPA) was started in 1987 to serve the Central American refugee community in the area. This agency provides immigration legal services, educates the immigrant community about human rights and changes in immigration law, trains volunteers to do community education, and empowers the immigrant community. The majority of PAPA's VAWA clients are from Mexico and Central America, but PAPA also has assisted women from such countries as the Philippines, Afghanistan, and Russia.

CALMIA is a coalition that was started in 1996 when PAPA received grant money to train and recruit volunteer attorneys to do VAWA cases. Together with several domestic violence and immigration programs (including PAPA, the Texas Council on Family Violence, Safe Space, Documentation Exchange, and Legal Aid of Central Texas), numerous training events were held. After the initial training programs had been completed, the trainers decided that they wanted to continue advocating for battered immigrant women. They began to meet informally to raise funds, develop materials, and educate battered immigrants about VAWA. In conjunction with Texas Lawyers Care, CALMIA began to develop a more formalized structure with biweekly

meetings and committees set up to do outreach, education, and training. Texas Lawyers Care did an assessment of what services domestic violence shelters in Texas were providing to battered immigrants and set up technical assistance/ mentoring programs with the shelters. Mentors are assigned to the five geographic areas where INS offices are located, including Houston, San Antonio, El Paso, Dallas, and Harlingen.

ACCESSIBILITY TO BATTERED IMMIGRANTS

PAPA is well-known in the immigrant community. It holds immigration charlas twice a month to bring in new clients and educate the public. VAWA issues are discussed during these meetings as well. PAPA does not run a hotline or offer shelter services, but staff are trained to be able assist clients who have these needs.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

PAPA primarily conducts its outreach through biweekly charlas, word of mouth, bilingual brochures that are distributed throughout the community. It recently received a grant to develop a video on VAWA in Spanish.

CALMIA reaches out to clients through community education programs. In the past, CALMIA held weekly VAWA community programs for women and wants to begin doing this again. CALMIA has also sponsored a radio talk show on VAWA and immigration law. There is a tight referral network between the member agencies of CALMIA and information about many of CALMIA's programs is spread through word-of-mouth. CALMIA has worked together with an artist to develop a course for domestic violence survivors and their children called "Mi Otra Voz" (My Other Voice). This program helps survivors heal through dance, artistic expression, and a quilt project. It meets on Saturdays and lasts for six weeks. CALMIA hopes to expand this continuing project and develop other creative enterprises.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

PAPA works with a tight network in the domestic violence community to make sure that battered immigrants receive the assistance that they need. As a member of CALMIA, PAPA works closely with Documentation Exchange, Legal Aid of Central Texas, Texas Lawyers Care, and other legal service providers to do cross training on immigration and domestic violence legal issues.

CALMIA has surveyed legal service programs in Texas, particularly those that receive State Bar funding or funding from the Legal Services Corporation, to determine what services they provide to battered immigrants. They plan to educate attorneys at these agencies about how to do VAWA cases and are raising awareness

of changes in the law that allow Legal Services Corporation-funded programs to represent battered immigrants without inquiring into or reporting immigration status. CALMIA has developed a video to educate lawyers about VAWA and domestic violence asylum cases. It is currently surveying various social services and is working with the church community to educate them about VAWA immigration benefits.

DIVERSITY OF STAFF

All staff members are bilingual in Spanish and English. There are volunteers and interns available who speak French and Italian.

CULTURALLY SENSITIVE PROGRAMMING

Staff receive training on VAWA cases and cultural competency issues. Referrals are available to battered clients who need English classes, shelter, or other social services. PAPA also does political asylum, cancellation of removal, family-based petitions, and naturalization cases.

CASA DE ESPERANZA

P.O. BOX 75177

ST. PAUL, MN 55175

(612) 646-3014 (business line)

(612) 772-1611 (crisis hotline)

Contact - Emily Whiting

Casa de Esperanza was created in 1983 because there was no shelter in the Twin Cities area that was specifically geared toward Latina women. As the shelter grew into an agency that currently provides basic social services, community education, and referrals, the staff found that only one-third of the actual shelter residents were women from the Latino community. By contrast, almost 100 percent of the participants in the agency's various community workshops and classes were Latina women. As a result, the shelter has begun to diversify its services and shift more of its resources toward these community programs. Casa de Esperanza is equipped to shelter battered immigrant women who are fleeing violence, but it also welcomes women of all cultures, classes, sexual orientations, and ages.

ACCESSIBILITY TO BATTERED IMMIGRANTS

The shelter runs a 24-hour crisis hotline in both Spanish and English. Shelter staff do their best to ensure that no battered woman is turned away. If there is no space in their shelter, the staff will work with other shelters in the area to find a safe place for clients to go. The shelter stay is only for one month, but extensions are granted under special circumstances for women who are making progress on their case

plans but need more time to complete them. Transportation is available to women who need to get to the shelter. Moreover, the name of the shelter is in Spanish to specifically target battered Latinas. Casa de Esperanza is well known in the community because of its educational workshops and these are often a gateway for battered immigrants who need shelter services.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

While Casa de Esperanza has developed bilingual brochures, most of its outreach is through word of mouth. Women are often referred to the agency by friends or family members who may have previously used Casa's services. Informal outreach also takes place during the community workshops, which are overwhelmingly attended by Latina women. These workshops are offered on a quarterly basis, are very popular in the community, and are designed to empower and support women. Topics are covered at the workshops that are often of specific interest to battered immigrant women. These include parenting classes, information about welfare reform, and forums about changes in immigration law. Casa is working on targeting battered immigrant lesbian/transgendered women as well.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

Casa de Esperanza gives presentations to educate community organizations about domestic abuse. It is working to make sure that other Latino-based agencies know how to screen clients for domestic violence and then refer them to appropriate domestic violence services. Casa is active in the local network of Latino service providers and holds cross-training events as much as possible. As the shelter has diversified, more staff are being shifted from direct service to facilitating exchange with the Latino community. Casa works particularly closely with Chicanos Latinos Unidos en Servicio (CLUES), which offers ESL and life skills classes, Centro Cultural Chicano, Centro Legal, and Oficina Legal (Legal Aid).

STAFF DIVERSITY

Staff come from diverse cultures and many speak Spanish. Casa recently updated its hiring policies to require all new employees to be fully bilingual in Spanish and English. Staff hired prior to this policy change have been offered Spanish classes that are taught by a volunteer instructor. By the year 2000, all Casa staff will be required to be bilingual in Spanish and English. Casa actively recruits Spanish-speaking interns for its programs and often seeks Americorps volunteers because they have more time to give and tend to be sensitive to the needs of disenfranchised people.

CULTURALLY SENSITIVE PROGRAMMING

All services provided by Casa are offered in Spanish and English. Staff are available to assist residents with housing, welfare, legal, work, and educational programs as needed. Immigrant clients can be screened for VAWA eligibility and referred to area immigration service providers. The shelter continues to track residents for one year after leaving the shelter to help them transition to independent living. This program has its own support group and assists clients with such issues as finding work, getting children registered for school, and developing budgeting skills. The shelter has a Support Group Esperanza for Spanish-speaking survivors of domestic violence and has a separate group for women who have been abused by women.

The shelter works hard to promote the culture of each individual resident and provides for the special needs of residents with regard to food and customs. In the community workshop program, Casa staff have found that some of the women who attend the workshops are battered but are not ready to leave their abusers. Connecting with these women in a more informal setting is often less threatening and gives women the support and information that they need to evaluate their choices and seek help.

CASA MYRNA VASQUEZ
P.O. BOX 180019
BOSTON, MA 02118
(617) 521-0100

Contact - Patricia Collins

Casa Myrna Vasquez opened its doors in 1977 and provides comprehensive shelter, legal, and counseling services. The shelter primarily serves women of color and Latinas (who make up 40-50% of the shelter's residents). It further offers day care, tutoring, and recreational programs for children and provides a transitional housing program for teen mothers.

ACCESSIBILITY TO BATTERED IMMIGRANTS

The shelter runs a 24-hour hotline in Spanish and English that handles crisis intervention and referrals. The name of the shelter is in Spanish to attract battered Latina women and has a strong community reputation. The shelter also offers free services to women who may not be ready to leave their batterers. These programs include individual and group therapy and legal consultations.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

Casa Myrna Vasquez has created brochures, literature, and PSAs in Spanish and English. Various staff members have appeared on Spanish-language television and radio programs. Shelter flyers and pamphlets are available in area health clinics and emergency rooms. The shelter does much of its outreach through word of mouth and referrals from former residents.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

The shelter runs training and cross-training programs with the Department of Human Services, the police department, the Boston Public School System, and area hospitals. It is active in the Massachusetts Coalition for Battered Women and the Child Violence Witness Project. The Casa has good relationships and a strong referral network with area community-based agencies. It has also participated in the creation of a brochure on Immigrant Rights for Victims of Domestic Violence with the Battered Immigrant Women's Justice Project at Greater Boston Legal Services. Finally, shelter staff provide technical assistance to shelter programs overseas and have worked with the United Nations on international domestic violence issues.

STAFF DIVERSITY

Shelter staff, interns, and volunteers come from a wide range of Latin American countries and many are immigrants or children of immigrants. All staff are bilingual in Spanish and English. The interns in the shelter's mental health and legal clinics speak French, Spanish, Hindi, and Japanese.

CULTURALLY SENSITIVE PROGRAMMING

Residents are allowed to stay in the shelter program for up to three months to complete their case plans. They are then transferred into two year transitional housing programs. Teenage mothers can stay in transitional housing until the age of 22. The shelter plans to reopen its community safe home program for women with boys over the age of 12 in July of 1999. Economic literacy classes are available for residents so that they can receive life skills and job training. The legal clinic is able to handle family law matters and VAWA cases are typically referred out. The shelter celebrates many cultural holidays and is respectful of the culinary, child care, and cultural needs of the residents.

CATHOLIC SOCIAL SERVICES - IMMIGRATION AND REFUGEE SERVICES
3710 E. 20th AVENUE
ANCHORAGE, AK 99508
(907) 276-5590

Contact - Robin Bronen

Catholic Social Services (CSS) provides legal assistance and referrals for social services to battered immigrant women in Anchorage. CSS works with immigrants from Latin America, Russia, Africa, and with a multitude of indigenous peoples who reflect the broad ethnic diversity of Alaska. CSS does not offer shelter services. The majority of Catholic Social Services immigrant clients are Latina women.

ACCESSIBILITY

No transportation is available for women fleeing domestic violence. However, walk-in programs are available for women who are not ready to leave their batterers. CSS provides legal assistance to battered immigrants throughout the state by working closely with battered women's advocates at shelters when women need assistance outside of Anchorage. CSS is known to the Latino community because it advertises its

services on a bilingual radio program that addresses conflict management and is operated in conjunction with legal authorities and area police.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

CSS uses Spanish and English outreach materials that have been provided by Ayuda. CSS also conducts public education programs in Anchorage to raise awareness of domestic violence in the community.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

Catholic Social Services holds training sessions on immigration issues with area service providers, law enforcement, and other interested groups. Furthermore, CSS is sponsored by The Network on Domestic Violence and Sexual Assault in Alaska (NDVSA) and is involved in NDVSA training events on battered immigrant issues. CSS also collaborates with the Department of Public Assistance, the Public Defender's Office, and the Attorney General's office in Anchorage.

STAFF DIVERSITY

It is a priority at CSS to hire multilingual and multilingual staff. Current staff members are able to speak Spanish and Korean and represent a wide range of ethnic backgrounds. CSS currently has volunteers who speak Spanish and Russian.

CULTURALLY SENSITIVE PROGRAMMING

The agency has its own training program for staff and volunteers on issues affecting battered immigrants. Cultural sensitivity training is also provided to staff through programs sponsored by the Alaska Bar Association. These programs stress the importance of staff members being cognizant and appreciative of communication gaps that could exist between service providers and clients, as well as the different cultures, customs, and beliefs of clients. Staff are trained to assist immigrant clients with VAWA self-petitioning cases and can provide referrals to other social services in the domestic violence community.

**FINGER LAKES MIGRANT HEALTH PROJECT
2 RUBIN DRIVE
RUSHVILLE, NY 14544
(716) 554-6617**

Contact - Pat Rios

The Finger Lakes Migrant Health Care Project coordinates and provides health care services to the migrant worker community in upstate New York. The project provides primary care health services, assists battered immigrants who are fleeing their batterers, refers clients to social and legal services, and advocates for clients who need assistance with public benefits problems, the school system, or the state bureaucracy in general. Health care services are coordinated with thirteen participating medical clinics in eight neighboring counties. The Project primarily works with seasonal workers from Mexico and Haiti. The Project does not offer shelter services to battered immigrants but is in contact with a network of private homes and churches that can serve as temporary safe houses. The area where the Project operates is very rural and has extremely limited resources for both permanent residents and migrant workers.

ACCESSIBILITY TO BATTERED IMMIGRANTS

The nerve center of the Health Care Project is a 24-hour free hotline that is in English, Spanish and Creole. Clients can call this number to schedule appointments, obtain domestic violence assistance, arrange for transportation, ask questions about Medicaid, arrange to have doctors go out to the migrant camps, or speak to someone about particular problems that they may be having. Clients can call this number from anywhere in the U.S. to get referrals to domestic violence programs or to schedule appointments if they know that they are heading to a farm in New York to work. The Migrant Health Project has been in existence for ten years and is well known in the migrant worker community. It has very good relations with crew bosses who supervise migrant workers and staff can come and go from the camps as they please. This eases the Project's accessibility to battered migrant women. The hours at the clinics are very flexible to accommodate the work schedules of clients as well.

OUTREACH TO BATTERED IMMIGRANTS

Outreach primarily occurs when new work camps arrive in the area. Staff members go out to the camps to advertise their services and set up appointments. Case managers and community health workers who are from the migrant community do follow-up visits, screen women for domestic violence, and have evening meetings with at-risk families. They work hard to build the trust of battered migrant women and offer educational programs to these women to explain the dynamics of domestic violence in a manner that is culturally appropriate.

OUTREACH AND COLLABORATION WITH AGENCIES AND PROFESSIONALS

Because resources are so limited, the Health Project has had a difficult time forming resource networks and partnerships. Many mainstream social service providers are not knowledgeable of the needs of battered migrant women. The Project works with domestic violence clinics, hospitals, schools, and other social service agencies to ensure that the rights of migrant workers are being protected, but this is very challenging. They have had more success with their partnership with Cornell University's migrant program. Through this program, pre-med students are sent into the clinics and given training. They provide interpreting services in exchange for clinical experience. Mainstream health care professionals also refer women to the Health Project. Staff attend numerous conferences and training events to keep up to date on developments in family law and immigration law as it affects migrant women.

STAFF DIVERSITY

Staff members speak Spanish, English and Creole. Community health workers

are recruited from the migrant communities. All staff members and volunteers are given extensive cultural training. There is a shortage of trained interpreters in the area, so the Project depends on its pre-med interns to fill some of its translation needs.

CULTURALLY SENSITIVE PROGRAMMING

Community health workers understand the issues that battered migrant women may have with the police or the INS and are careful to present helpful information on domestic violence without alienating clients. Because the Health Project only delivers health services, it is not viewed as a threat to the migrant worker system and can readily reach battered migrant women. Recognizing that battered migrant women move so much, the Health Project maintains a database on all clients so that they can forward medical records to any area of the country where migrant families may settle. This is helpful when schools need shot records on children who the Health Project might have seen or if women need evidence for a domestic violence case. The staff recognize that being a migrant worker is very culturally isolating. As a result, the Project has created a fund to fly abused women back to their home countries where more resources might be available to them. Staff are trained to screen women for VAWA eligibility and refer them out, but most women are not in the area long enough to file a case. For women who choose to return to their home country as a way of escaping the violence, the Health Project can sneak the women out of the camps and put them in a safe house until transportation back to their home countries can be arranged.

**IOWA COALITION AGAINST DOMESTIC VIOLENCE
2603 BELL AVENUE, SUITE 100
DES MOINES, IA 50321
(515) 244-8028**

Contact - Sonia Parras-Konrad

The Iowa Coalition Against Domestic Violence coordinates domestic violence projects for the state of Iowa. It provides technical assistance on various issues, works to enhance the quality of victim services, raises public awareness of domestic violence, improves the response of law enforcement to domestic violence, and educates judges, court personnel, and service providers about domestic violence. Ms. Parras-Konrad is in charge of all outreach programs for battered immigrants. She works at the state level to advocate for legislation to assist battered immigrants and does outreach broadly to the immigrant community. She predominantly works with Latina women.

ACCESSIBILITY TO BATTERED IMMIGRANTS

Ms. Parras-Konrad is available to assist battered immigrants during office hours at the Coalition. If she is away, the staff of the Coalition have access to her referral list and can assist the caller.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

Ms. Parras-Konrad has developed very progressive and creative outreach programs. She created radio commercials which air on the weekends and use a "mini soap opera" theme. The commercials begin with a loud door slam to get the attention of the listener, the husband and wife quarrel in Spanish, and the wife then talks to a friend who refers her to the Coalition. Several brochures have been written in Spanish and left in strategic places like women's dressing rooms at clothing stores (such as Walmart), public restrooms, and restaurants. Police have been given special pamphlets to distribute to immigrant women called "Mi Plan de Seguridad." Ms. Parras-Konrad has made a video in Spanish and has distributed Spanish pamphlets to all circuit courts, legal aid offices, and attorneys' offices on how to get legal representation, information on court proceedings, and VAWA information. Because she has found that many immigrant women are illiterate, she is currently creating a picture book that police officers can use when responding to domestic violence calls.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

Ms. Parras-Konrad has worked with the Drake University Law School to train volunteers in their legal clinic to assist women with VAWA self-petitions. She has also trained community workers such as police officers, social workers, and health professionals to identify domestic violence problems in the immigrant community and refer them directly to her. She trains domestic violence coordinators around the state how to work with battered immigrants. There are currently eight outreach coordinators working at shelters across the state. Ms. Parras-Konrad works with a wide range of networks including domestic violence education programs in the schools and clergy programs to help reach Catholic Latina women. She collaborates with the Volunteer Lawyer's Association, the University of Iowa, Latino Services, and the Iowa Council of International Understanding. She has formed an interesting collaboration with Proteus, an organization that provides health and educational services to migrant women. When Proteus drives its trailer out to the fields to assist women, patients are simultaneously given health care and information about their legal rights and domestic violence. A cross-training event will soon be held to establish a permanent collaborative relationship between the two agencies.

STAFF DIVERSITY

Ms. Parras-Konrad and the eight outreach coordinators speak Spanish. There are efforts at the Coalition to increase staff diversity in shelter and social service programs across the state of Iowa. Ms. Parras-Konrad is currently promoting the creation of a women of color permanent committee on the Board of Directors for the Iowa Coalition Against Domestic Violence.

CULTURALLY SENSITIVE PROGRAMMING

While the Coalition can only provide referrals, Ms. Parras-Konrad has successfully assisted numerous battered immigrants with shelter, legal and social services needs. She is knowledgeable of VAWA issues and can help women with the filing of VAWA self-petitions.

**LEGAL AID FOUNDATION OF LOS ANGELES
5228 WHITTIER BLVD.
LOS ANGELES, CA 90022
(323) 640-3909
(323) 640-3900 (main line/ VAWA voice mail line)**

Contact - Rosa Fregoso

The Legal Aid Foundation of Los Angeles was formed in 1929 and has been providing comprehensive immigration legal assistance to battered immigrants since 1992. Legal Aid also offers family law services and has attorneys available to do custody, divorce, child support, and restraining order cases. This agency predominantly assists immigrants from the Latin American community.

ACCESSIBILITY TO BATTERED IMMIGRANTS

Legal Aid is well known in the immigrant community and has a high volume of clients in its immigration clinic as a result. It does not operate a hotline, but women who have immigration problems after office hours can leave a message on the bilingual (Spanish/English) VAWA voicemail. The agency does not routinely offer crisis services to individual clients or transportation to shelters for battered immigrants, but can refer them as needed. Staff are also trained to provide legal assistance to battered immigrants who may not be ready to leave their batterers. Legal Aid's immigration clinic does its best to not turn away immigrant women who qualify for their services and meet their income guidelines.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

Legal Aid does not need to conduct very much direct outreach to battered immigrants. The word is basically out in the community about its services since it collaborates with a broad range of community-based agencies. Furthermore, the agency does not have the staff capability to mount large community education campaigns and receives enough client referrals to have a very large caseload. However, staff have appeared on local radio talk shows to discuss legal issues that are of importance to the immigrant community.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

Legal Aid attorneys collaborate extensively and share referrals with other shelters, service providers, and community-based agencies in the Los Angeles area. Staff have led training programs on VAWA for local shelters, Head Start programs, schools, domestic violence support groups, and other interested agencies. They recently received federal funding to train shelter counselors how to prepare psychological evaluations for VAWA cases to expand Legal Aid's referral list of psychological specialists. Staff have formed the Los Angeles VAWA Coalition, which is a group of immigration service providers who meet on a regular basis to balance out the workload of immigration cases between agencies and ensure that VAWA-eligible persons are receiving legal assistance. Finally, Legal Aid has been working with the local police to make copies of police reports free for battered immigrant women and expedite the process of releasing these documents to clients. Staff are currently a part of a campaign to make these changes a part of state law.

STAFF DIVERSITY

Staff come from a variety of ethnic backgrounds and many are from the local immigrant community. Legal Aid depends heavily on law student volunteers and tries

to hire culturally diverse people as much as possible. All staff and volunteers are required to be bilingual in Spanish and English. Other languages spoken by clinic staff and volunteers include Farsi, German, and Hebrew.

CULTURALLY SENSITIVE PROGRAMMING

Legal Aid staff are familiar with the various issues that affect battered immigrants. New staff and volunteers are screened carefully to ensure that they are sensitive to the needs of battered immigrants. In addition to legal assistance, the agency is able to provide referrals for clients to English classes, shelters, job training programs, social services, and domestic violence counseling.

**LEGAL SERVICES OF NORTH CAROLINA - PROJECT ESPERANZA
P.O. BOX 26087
RALEIGH, NC 27611
(919) 856-2579**

Contact - Beth Posner

Legal Services of North Carolina runs and administers two statewide projects - Project Esperanza (funded by a Family Violence Prevention and Services Act (FVPSA) state block grant) and a capacity building and representation project (funded by FVPSA federal discretionary money). Project Esperanza is a coalition of groups and persons

who have come together over the past five and a half years to explore opportunities to better serve battered Latinas in North Carolina. The members of this working group represent a diverse association of interests and organizations, including staff from Legal Services, local domestic violence agencies, local law schools, public health administrators, public health educators, and local departments of social services. The production of the manual "Project Esperanza: A Guide to Working with Battered Latinas" is one of the outcomes of their efforts.

Currently, the group focuses on training opportunities and public awareness activities for domestic violence programs, health care providers, legal services programs, law enforcement, Child Protective Services workers, judges, magistrates, pro bono attorneys, and other groups which serve and represent battered Latinas. The training focuses on four components: developing culturally appropriate services, immigration remedies for battered immigrant women, developing models of domestic violence intervention in the Latino community, and building community partnerships to address the growing needs of the community.

Project Esperanza also provides technical assistance to organizations by building capacity, assuring ongoing implementation of skills and lessons imparted by the training, and developing culturally appropriate service models. The project currently provides services through a professional with expertise in capacity assessment and familiarity with cultural issues, domestic violence issues, model programs, and strategies for outreach. Project Esperanza assists local programs/agencies with becoming linguistically and culturally accessible in order to meet the needs of the population and avoid misleading cultural stereotypes. The project also assists organizations with outreach efforts, helps determine what services are meaningful and relevant given the cultural and sociological background of the targeted community, and assists organizations in identifying and collaborating with existing ethnic women's organizations, Spanish-speaking media outlets, religious groups, or cultural community centers.

The second project of Legal Services is its HHS (Health and Human Services) Project to Enhance Capacity to Serve Battered Migrant, Immigrant and Refugee Women. This is capacity building project has the ultimate goal of developing partnerships and training Legal Services Staff to better serve North Carolina's battered immigrant, migrant, and refugee women. The project has five goals, which are:

- 1) To promote more responsive and culturally appropriate services, increased knowledge of domestic violence, and enhanced awareness of immigration and other legal remedies through collaborative training at each of the participating service areas;
- 2) To become a clearing house of resources and information regarding family

violence and the immigrant, migrant, and refugee population, and to disseminate information and materials about issues through existing organizational channels;

3) To advocate for accessible and appropriate services for battered immigrant, migrant, and refugee women and their children in local domestic violence programs, legal services programs, and other human services agencies;

4) To identify and train pro bono attorneys to assist in representation of the client population; and

5) To provide legal assistance for battered immigrant, migrant, and refugee women in the following matters: immigration matters provided by the Violence Against Women Act; civil protection orders; divorces; and child custody.

Legal Services is not currently providing representation to battered Latinas, but it plans to use the above programs to improve its own services and eventually begin working directly with this population.

**ORGANIZACION EN CALIFORNIA DE LIDERES CAMPESINAS
(FARMWORKER WOMEN'S LEADERSHIP NETWORK)
611 SOUTH REBECCA STREET
POMONA, CA 91766
(909) 865-7776**

Contact - Mily Traveno-Sauceda

Lideres Campesinas was formed in late 1992 as the result of several years of

grassroots and community organizing by farmworker women involved with the United Farm Workers (UFW) movement and other political campaigns in rural California. In the late 1980s, a group of farmworker women joined together, interviewed fellow farmworker women, and realized that they needed to form their own union to dialogue about and meet the specific needs of migrant farmworker women. As a result, the group Mujeres Mexicanas (Mexican Women) was formed. Mujeres Mexicanas initially worked with such issues as housing, health care, child care, and education. It participated in local political activism and organized two regional conferences for farmworker women with the assistance of the Farmworker Justice Fund.

As Mujeres Mexicanas grew and shifted its focus to more professional Latina women, farmworkers began to leave the group. To reenergize the farmworker activists and bring the group back to the grassroots level, Ms. Traveno-Sauceda obtained funding from the California Rural Legal Assistance to organize key farmworker women activists in 20 regions throughout California. This new group was named Lideres Campesinas because the women involved were leaders in their own right. They again canvassed farmworker women to identify the needs of these women. After the group's first statewide conference, individuals returned to their communities and established Lideres committees. There are currently 15 committees of Lideres Campesinas across rural California that educate other women about health issues, domestic violence, pesticides, HIV/AIDS, and sexual assault. Twelve of these committees are active and have become chapters of Lideres Campesinas.

In 1995, the committees began to investigate and develop workshops on domestic violence. With the assistance of experts, they began to hold training events and regional conferences to develop responses to this problem and train domestic violence specialists. Lideres Campesinas currently assist battered farmworker women with accessing services and shelter. They accompany women to appointments at social service agencies, help them obtain protection orders, and provide translation services as needed. Lideres is predominantly made up of farmworker women from Mexico and Central America. One of the Lideres committees has indigenous Mixteca women from Mexico among its membership. Through its statewide network, it is estimated that Lideres Campesinas has touched the lives of over 17,000 people.

ACCESSIBILITY TO BATTERED IMMIGRANTS

Lideres Campesinas is very visible in the migrant community. All of the Lideres committee members have business cards that they distribute to women in the camps. They use these cards to recruit new members and to offer themselves as resources to battered migrant women. Because of the strong tradition of labor organizing in California, migrant women tend to be more aware of their rights and see the value of grassroots organizing and empowerment. Lideres members have also advocated to

make social services more accessible to battered immigrants by attending government hearings to increase research on farmworker women and building dialogues with service providers to discuss barriers to services.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

With the assistance of the Migrant Clinicians Network, Lideres members have developed materials for their committees to train migrant women to be specialists who do outreach in migrant communities. Members do community organizing work and lead mini-conferences on domestic violence in the evenings and weekends to accommodate the women's work and family schedules. Several chapters have developed skits on domestic violence that they have performed for women at work sites and at conferences. They have found that drama is an effective means for opening dialogue and reaching women who may be illiterate. Their work has included the development of an interview form using pictures that Lideres members use when working with migrant women. The form can be used when either the interviewer or the interviewee is illiterate. They have also done processions, marches, and vigils in the migrant communities to raise awareness of domestic violence.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

Lideres works actively with the Migrant Clinicians Network in Texas, the National Council of La Raza, the Farmworker Justice Fund, and Oxfam America. Lideres has formed a collaboration with UC-Riverside to work on international domestic violence issues affecting Mexican and indigenous women. The model of Lideres Campesinas has captured the attention of migrant women's groups in Washington, Texas, and Arizona. Lideres have begun training these groups how to organize themselves.

The committees also collaborate on different issues with the United Farm Workers and California Rural Legal Assistance. In 1995, Lideres received an award from the Family Violence Prevention Fund for their work on behalf of battered migrant women. As a result of this award, they received a contract from the Fund to train service providers in migrant communities in Iowa and Texas on domestic violence in these communities. Finally, Lideres members provide training to health clinics, shelters, women's centers, and unions about domestic violence, pesticides, health concerns, and other pertinent issues. Their relationship to service providers has often been tenuous because of a lack of understanding of migrant issues, but the Lideres committees are working to improve relations with these groups.

DIVERSITY OF STAFF

All staff and members are of Mexican or Central American ancestry and are farmworkers themselves, former farmworkers, or members of farmworker families.

CULTURALLY SENSITIVE PROGRAMMING

The priority of Lideres Campesinas is to empower farmworker women and its work with domestic violence issues has been informed by the experiences of battered migrant women. Because the group was created for and by migrant women, its approach to advocacy and organizing is inherently culturally competent. The committees are able to provide battered women with the referrals and advocacy that they need when seeking the assistance of social service agencies. A daughter of one of the members is an immigration attorney and does VAWA cases for farmworker women.

REFUGEE WOMEN'S ALLIANCE - DOMESTIC VIOLENCE PROGRAM
P.O. BOX 28112
SEATTLE, WA 98118
(206) 721-3846

CONTACT - Beruke Giday

The Refugee Women's Alliance (ReWA) was established in 1985 by a group of successfully resettled refugee women who wanted to provide newly arrived immigrant women with services not offered by other refugee programs in the Seattle area. The goal of ReWA is to help women achieve self-sufficiency by providing networking, educational, and support services. ReWA has grown from an informal alliance of concerned Southeast Asian women into a comprehensive family support center that assists over 800 refugee women and their families a year. ReWA primarily serves women from Southeast Asia, Eastern Europe, the former Soviet Union, and East Africa. The Domestic Violence Victim Advocacy program provides individualized emotional support to battered immigrants and runs a support group for these women. Staff refer clients as needed, serve as translators, and can accompany women to court or social service agencies.

ACCESSIBILITY TO BATTERED IMMIGRANTS

The ReWA Domestic Violence Project is located in a neighborhood with a high concentration of immigrants and is easily reached by public transportation. There is no hotline available and the program is only open during business hours. However, advocates are flexible and can assist individual clients after hours as needed. The agency is well known because it is only the agency that is set up to assist battered immigrants in King County. If an immigrant woman from another county needs assistance, the agency will attempt to assist her to the best of its ability.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANTS

The Domestic Violence Program has brochures on domestic violence that have been translated into Russian, Laotian, Chinese, Khmer, Tagalog, Amharic, Tigrean, and Vietnamese. Advocates attend community gatherings of any kind to distribute their brochures and speak to ESL classes, women's groups, schools, community colleges, church and temple groups, etc. They work with other programs that ReWA runs to reach battered immigrants and take referrals from battered women needing assistance from the agency's other services.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

ReWA staff and board members are involved in networking locally and nationally to advocate for refugee and immigrant women's rights and services. The Domestic Violence Program collaborates with the Northwest Immigrant Rights Project, King County Legal Services, area shelters and social service agencies, and the King County Coalition Against Domestic Violence. They provide cultural training to shelters and service providers in the county as well.

STAFF DIVERSITY

The staff of ReWA are mainly immigrant and refugee women who serve as role models and are able to provide services in twenty languages and dialects. The agency does recruit volunteers, but there are not any currently working in the domestic violence programs. There are six domestic violence advocates from the various communities that the program serves who are fluent in such languages as Russian, Amharic, and Vietnamese (among others). The program hires advocates from the same cultural background of the clients that they work with to ensure cultural competency and understanding.

CULTURALLY SENSITIVE PROGRAMMING

ReWA offers ESL classes, citizenship preparation programs, parenting classes, on-site early childhood education, youth tutoring, and child care teacher training. It further offers multilingual programs in advocacy for children with disabilities and social services. Staff are trained to understand the cultural needs of clients, and can provide one-on-one counseling to help clients evaluate their options. When referring clients to shelters, they provide cultural advocacy to ensure that the needs of clients are met. Staff prepare clients for court, provide translation during meetings with service providers and lawyers, and work with women to become self-sufficient. Staff are trained to screen clients for VAWA eligibility and refer them to the Northwest Immigrant Rights Project. The Alliance works hard to be a "one stop shopping center" for immigrant women and can refer battered immigrants to its other programs as needed.

**SHELTER FOR ABUSED WOMEN OF COLLIER COUNTY
P.O. BOX 10102
NAPLES, FL 33941**

(941) 775-1101 (hotline)
(941) 775-3862

Contact - Kathy Herrman

THE SHELTER FOR ABUSED WOMEN IMMOKALEE PROJECT
402 W. MAIN STREET
IMMOKALEE, FL 34142
(941) 657-5700

Contact - Lucy Ortiz

The Shelter for Abused Women is a large agency that operates out of five locations. These include an administrative office, the shelter itself, a counseling center and a legal advocacy project at the courthouse that is staffed with one family law attorney. The fifth program is the Immokalee Project, which is the primary outreach component of the Shelter. The Shelter and the Immokalee Project serve a multiracial county with numerous immigrants from Central America, Mexico, and Haiti. The Shelter is located in a more affluent part of Florida and has access to the resources that it needs. Moreover, the Shelter runs a retail store that sells furniture and household goods. The store is staffed by volunteers and two full-time employees. Revenues go to the Shelter and women from the Immokalee Project can get vouchers to buy furniture when leaving the shelter program. The Immokalee Project operates in a more rural area with few resources. Battered immigrants who utilize the services of the Project and need shelter are typically housed at Friendship House, a local homeless shelter. If clients need to flee Immokalee for safety reasons, the Shelter in Naples will house them.

ACCESSIBILITY TO BATTERED IMMIGRANTS

The Shelter in Naples provides transportation to court, the shelter, or a relative's/friend's home. There is a 24-hour hotline available to victims, but it is currently only in English. The Immokalee Project is visible, well known, and accessible to the immigrant and migrant community. It is housed in the same building as the Redlands Christian Migrant Association (RCMA), where farmworker families take their children to be registered for day care programs.

OUTREACH AND EDUCATION TO BATTERED IMMIGRANT WOMEN

The Shelter and Immokalee Project have created domestic violence literature and flyers in English, Spanish, and Creole. To reach a wider audience, Spanish brochures are printed in a more informal form of the language because this was recommended by Latin American clients. A power and control wheel and safety plan

have also been translated into Creole. The Immokalee Project does the majority of its outreach through child care providers and home visitors working for RCMA. The providers are trained to identify symptoms of domestic violence in the children and provide referrals to the mothers. The home visitors are able to build trusting relationships with the mothers and can often facilitate their getting help through the Immokalee Project.

OUTREACH/COLLABORATION WITH OTHER AGENCIES AND PROFESSIONALS

The Shelter educates health, child care, and legal professionals about changes in immigration law. It also works with the local supervised visitation center, trains sheriffs and other law enforcement, and meets weekly with the local rape crisis program. The Immokalee Project has created an advisory council that is made up of advocates from area agencies that serve immigrant and migrant women. This council organizes and directs efforts to help battered immigrants, as well as coordinating services with WIC programs, hospitals, the sheriff's office, other shelters, mental health agencies, and rehabilitation services. The Immokalee Project is working in conjunction with the Florida Coalition Against Domestic Violence to develop a safety planning materials geared toward migrant farmworker women. The Immokalee Project also sponsors training programs called "I Can Problem Solve." These train child care providers how to teach children nonviolent problem solving techniques.

STAFF DIVERSITY

The Shelter program has five staff members who are bilingual in English and Spanish. Two of the court advocates speak Spanish, two Immokalee staff members speak Spanish, and Lucy Ortiz can speak some Creole. The Immokalee Project has also recruited volunteers at the RMCA who speak Creole and are trained to do domestic violence intakes.

CULTURALLY SENSITIVE PROGRAMMING

The Shelter celebrates cultural holidays and respects the child care, living arrangements, and culinary needs of immigrant residents. Lucy Ortiz is a licensed social worker and is qualified to assess extreme hardship requirements for clients in VAWA immigration cases. This saves clients from having to seek the services of more expensive psychologists. Ms. Ortiz is also trained to screen clients for VAWA cases. These cases are usually referred to the Florida Immigration Advocacy Center. The Immokalee Project runs support groups for immigrant women at the Friendship House and the Even Start Center (a nationwide adult English literacy program for immigrants).

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