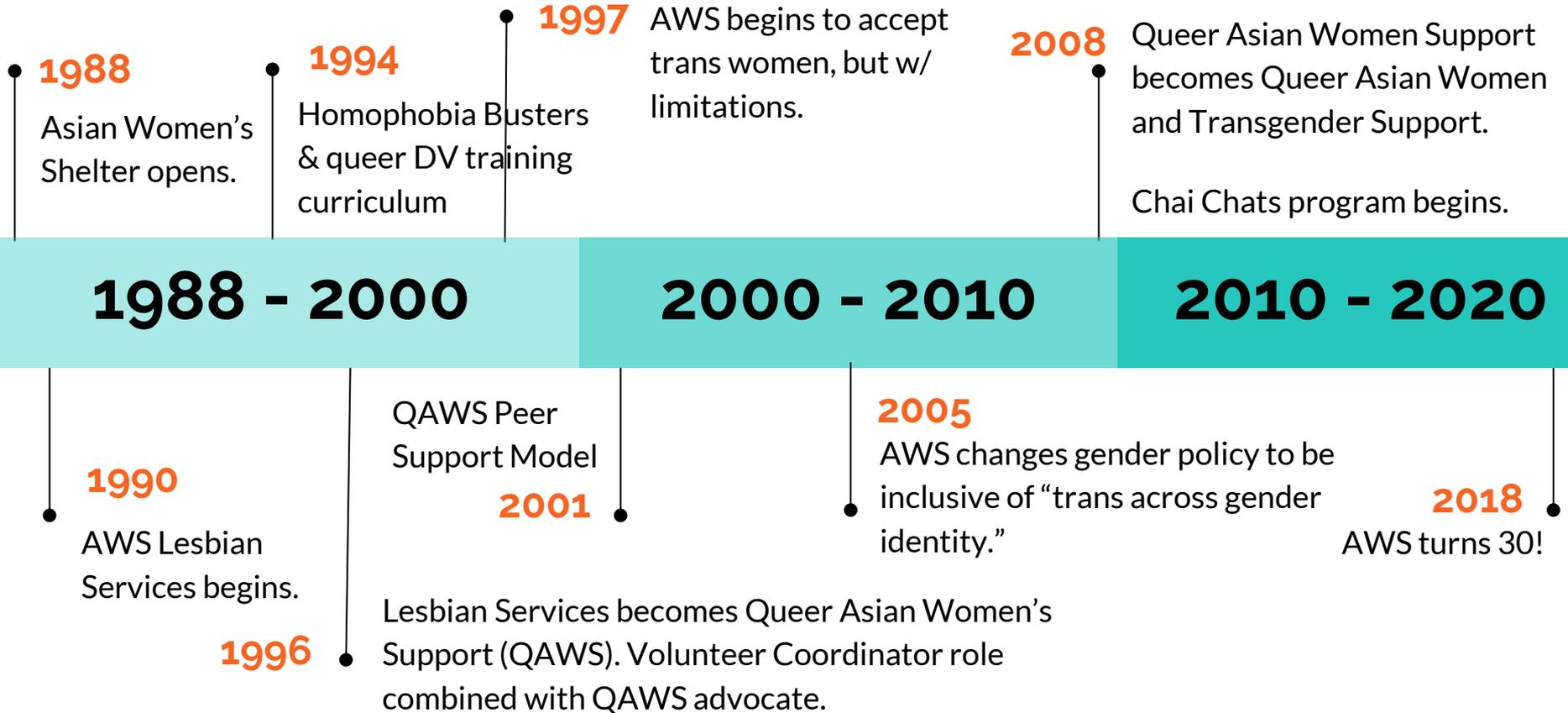

Culturally Responsive Case Management & Programming for LGBT Survivors of Violence

Hyejin Shim | Asian Women's Shelter

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The evolution of QAWTS @ AWS





QAWTS

Program Services

→ **Community based case management**

Emotional support, safety planning, systems advocacy, "Meeting you where you're at" with flexibility & creativity.

→ **Prevention & peer support**

Chai Chats relationship & communication skills workshop series

→ **Organizational reinforcement**

Homo/Transphobia Busters, continuing education for staff and residents

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**What are your
organizational strengths
that (could) support your
work with Asian/immigrant
queer/trans survivors?**



What's helpful at AWS as a non-LGBT specific domestic violence organization

- Margin to Center Values
- Creativity & Flexibility
- Actively seeking queer and trans staff, language advocates and volunteers
- Community relationships & trust

Case Study

A Vietnamese trans survivor you are supporting recently moved into a new apartment that your agency can provide housing assistance for. She was able to find the housing on her own, and you were surprised by how quickly she was able to do so. Her new roommates and landlord are all Vietnamese immigrants.

You're going over paperwork together when she starts behaving very differently. As you explain the forms, she sighs a lot, won't make eye contact, and makes comments under her breath about not wanting to sign anything, and eventually, about not wanting any help at all. What might be happening? How could you navigate this interaction?



Tip

Make space for fears, concerns and what may seem like uncooperative behaviors.

These are openings for trust-building.

Case Study

An undocumented Chinese survivor you work with intensely fears police because his abusive ex-partner used to work for ICE. As a result of his abuse, he lost his legal status and out of desperation started to live in a very abusive home rent-free. His current abuser is also gay, of color, violent, volatile, has a gun and has threatened to call the police on your client. Things have been escalating since your client made it clear he was going to leave.

Your client is absolutely against police involvement. He doesn't yet have his own place. His many belongings are in this house, which he feels like he can't leave. What might be other emotional challenges for him? How can you support his safety?



Tip

Assess for safety and danger collaboratively with the survivor.

Demonstrate that you understand and support his judgment and decision-making.



Challenges & Lessons: Boundaries & Flexibility

- What is the beginning and end of a non-shelter based case?
- What makes a DV case when queer/trans survivors may have many competing urgent needs & very few places to go?
- Outreach vs. Capacity to take more cases?

Asian | Immigrant | Queer | Trans

- Safer spaces: cultural & linguistic accessibility vs. queer/trans competency
- Anticipating triggers and challenges:
Tension & conflict with a survivor's own identities
- Navigating fears of legal and immigration systems with survivors who need legal relief

Our lessons learned

Continue to invest in internal education so that you can make timely changes & grow.

Queer/trans Asian/immigrant survivors have many urgent, overlapping needs. Identify what you can do, where you can stretch, and set realistic expectations.

Maintain flexibility and room to grow. Create policies and practices to help clarify your work, not limit it!