

Appendix A: 2007 Case Study Matrix – L.A. Domestic Violence Task Force – Multicultural and Underserved Communities Committee

| CASE No. | CASE STUDY SYNOPSIS | BARRIERS | SUCCESSFUL ADVOCACY BY A DOMESTIC VIOLENCE AGENCY |
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| 1. | <p>32-year old African-American female previously had three of her five children removed by DCFS due to past domestic violence and suspected drug usage. At the time she applied for help she was getting exited from a domestic violence program for to screaming at her children. Client had admitted to taking methamphetamine four weeks prior. Client had not attended drug program because she did not know how to access help and was under the strict control of her batterer, who was a drug dealer. Client was referred to several programs with her DCFS worker as an advocate, but was being turned down due to prior drug usage and rule violation (screaming being a level-one violation that caused her exit) at the previous program.</p> | <p>DV hotlines responded to the client by saying that there was no space available for woman with recent drug use or prior rule violations from other programs. Shelters responded that staff was not qualified or trained to help recent drug abusers and that admitting someone with previous rule violations would be difficult. The client was rejected by four programs because of her disability.</p> | <p>1736 Family Crisis Center provided shelter for this client. 1736 Family Crisis Center has attempted to build relationships with DCFS workers in order to try and reunite families. Staff at 1736 FCC took time to speak to the client's DCFS worker and came to a mutual decision that giving this client a chance would benefit her, since her previous rule violation at previous shelter was probably caused by the stress of detoxification from methamphetamine. 1736 FCC let the client know, at phone screening, that she would be asked to sign a contract regarding -attending daily drug abuse group treatments – outpatient referral -twice weekly group therapy sessions with in-house therapist - group therapy with in-house therapist four times weekly -an agreement to not break the same rule by working on issues related to stress. This client was able to successfully graduate our program and ended up reuniting with her children who were in DCFS custody.</p> |
| 2. | <p>25-year old African woman married in her home country to an American man. When she arrived in US he let her wait four hours at the airport. He picked her up after being</p> | <p>The survivor had no friends or family near, could not speak English, and did not know American laws or where to get</p> | <p>Returned to Los Angeles and called for African Community Resource Center's shelter. In the 3 years since, she managed to learn English, become a C</p> |

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| | told police would be called. He sexually abused her daily. There was little food. He refused to let her attend school. She was afraid to call for help as he carried a gun at his work. | help. She fled to another state to seek help. After three years husband obtained a lawyer and wants to annul the marriage. | N A and find work. Still afraid of his position, and his access to a gun, she has not called police. The shelter is helping her with access to legal services. |
| 3. | 30-year old deaf, monolingual Mandarin speaking mother married her husband in China about six years ago, but the husband abandoned both the client and their child. She received minimal education in China due to the stigma associated with her disability. Client is not able to use American Sign Language because she has limited English proficiency. Client cannot communicate via telephone, only face to face. She tries to lip-read and can hear only a little, even with the help of a hearing aid. | Shelter services were denied or delayed because client was non-English speaking and profoundly deaf. Other non-shelter service providers were unable to provide face-to-face language appropriate services. Workers were not sensitive to client's cultural/language background and disability. | Client received a Chinese interpreter from the Asian Pacific Women's Center for weekly case management. Client also received an interpreter for other supportive services when deemed necessary. APWC Family Advocate worked very closely in developing relationships with other service providers to help other workers become more aware and sensitive of the client's barriers. |
| 4. | 38-year old monolingual Mexican woman with three children moved to the U.S. with partner about 10 years ago. Client was physically and emotionally abused. She and two of her children are not eligible for VAWA, U-Visa, or any other immigration assistance. | Shelter services were denied because she is not eligible for any public benefits and would therefore have no stable monthly income. Any public assistance provided through the one U.S. born child is still not deemed sufficient monthly income by some programs. | Client received a Spanish-speaking interpreter from the Asian Pacific Women's Center for weekly case management. Client also received an interpreter for other supportive services when necessary. APWC Family Advocate worked with other charity groups and donors to provide financial assistance for family. |
| 5. | 55-year old monolingual Chinese woman who had lived in the U.S. for a few years with her U.S. citizen husband was physically, economically, and emotionally abused. The client did not know shelters existed to help her. Because of her culture and language barriers, she was ashamed to seek help. | Shelter services were delayed because client was monolingual. Services also delayed because client did not have children. Some shelter programs reserve their units for women with children. | Despite being able to accommodate up to four people in one unit, the Asian Pacific Women's Center will accept single women as long as they are DV survivors. Family Advocate provided appropriate language support. |
| 6. | 14-year old female high school student. She is staying in a homeless shelter with her mom and | Client doesn't want to take actions that the adults in her life | Break the Cycle's confidentiality guaranteed by the lawyer-client |

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| <p>toddler sister. Her ex-boyfriend physically assaulted her on-campus and at the bus stop on her way to school. Since her ex-boyfriend attends the same high school, she would like to transfer to a new school. Her ex-boyfriend knows where the shelter is and has been seen following her there. He is a member of a gang and several gang members attend the school. The client does not want a RO – she feels this will put her in more danger. The only step she is willing to take is transferring schools, but her mother and social worker at school are forcing her to do more.</p> | <p>want for her. Especially because her ex-boyfriend is in a gang, she does not feel a restraining order will protect her. The school will not transfer her to another school unless she files a report and identifies her ex-boyfriend – client feels this would put her in too much danger. She feels vulnerable at the shelter, but has no other options for housing. She is hesitant to talk about her relationship because she is worried about police or social worker involvement.</p> | <p>privilege eventually encouraged client to talk about her relationship and plan for her safety. Legal advocacy with the school district ensured the desired transfer without revealing the identity of the perpetrator or forcing a police report. Connected mom to resources for getting into transitional housing program unknown to the perpetrator. Client got information about restraining orders and other legal should she choose to pursue it in the future.</p> |
| <p>7. Client, a 30-year old Ukrainian, had been in the country for only ten days on a 90 day finance visa when her abuser tried to sexually assault her and she called 911. Sheriffs from the West Hollywood Safety Department brought her to a shelter. The client wanted to go back home, but had no money for the ticket. Although the perpetrator was legally required to support her financially during this period, having signed official documents, he still refused to give her money for the ticket.</p> | <p>A repetitive barrier for our clients is a lack of finances to leave the abusive situation. By law, to bring a person to the US, you must sign a financial document and notarize it. Notarization holds you responsible for the well being of this person. However, in DV cases, the client can't file a claim in court for a combination of reasons, eg: -lack of money -language barriers -length of court procedures -short term visa. In certain circumstances this creates so-called "illegal immigration" because victims end up overstaying their visas.</p> | <p>She received assistance from Jewish Family Services - Family Violence Project.</p> |

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| | | <p>Additionally, there is nothing to stop the perpetrator from continuing the cycle with another victim.</p> | |
| 8. | <p>A 22-year old Russian with a 3-year old son was brought to a shelter by a Santa Monica Police Officer. Her husband had four previous marriages. The mentally ill daughter from the last marriage, age 21, humiliated, threatened, and verbally abused the client and her son, especially when they were alone. When the client went to police station with an advocate, officers were reluctant to open a DV case or to consider it a DV incident and therefore wouldn't take an initial police report. After several hours of frustrating, in-depth questioning, client was told to go to Santa Monica station, find the officers who brought her, and then seek the support from local station, knowing that client was placed into a shelter</p> | <p>Police officers routinely refuse to file a police report due to either a lack of physical abuse or their affinity for US citizens over foreigners. In this situation, as is the case with many of our clients, she was intimidated and distrustful of the police as authority figures.</p> | <p>Client's connection to the shelter, which was part of Jewish Family Services - Family Violence Project, gave her credibility with the police, which assisted the process and allowed her case to advance.</p> |
| 9. | <p>A deaf woman battered by her Hard of Hearing husband who also had a physical disability, convinced her batterer to drive her to a Deaf Service Agency (DSA) in the Los Angeles area from Riverside County. A community advocate spoke with her alone and learned about the abuse (she still had visible bruises) and they contacted Law Enforcement, who stated that there was a jurisdictional issue and could not assist. The DSA then contacted the L.A. Dept on Disability (DOD) to obtain assistance and help to get a police response for this client. They also contacted a DV advocate that was Deaf. DOD was able to get LAPD to respond, however, even though the husband, admitted to striking his wife, and she had visible bruises, the officers did not want to arrest the husband as he had a disability and they did not want to waste their time</p> | <p>The client faced multiple barriers including: disability advocates who were not knowledgeable about domestic violence and/or had an agency policy that prevented staff from assisting the victim in situations in which the other person also had a disability. The LAPD did not want to respond both because of jurisdictional issues and because they didn't want to have to arrest another person with a disability because of the added procedures and extended delays in the booking process. The Shelters all failed to provide direct access</p> | <p>The initial community advocate was able to work with the L.A. City Department on Disability to obtain a DV specific advocate who was able to at least get the police to respond to the call. She was also able to facilitate contact with the shelters. However, there was an inadequate infrastructure in place to assist the client and the client returned to the batterer.</p> |

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| | <p>downtown at Twin Towers processing the husband on the "13th floor." Upon learning that the husband would not be arrested, the DV advocate, who was deaf, began making calls to shelters through a TTY and California Relay Service, several shelters just hung up on the CRS and the others stated they were full or did not serve women "like that". None of the shelters at the time had TTY that were operable or with staff trained to utilize them. DOD staff "convinced" one shelter to accept the victim. It was later learned that the victim left the shelter after approximately 2 hours because she could feel the "coldness" from the staff, couldn't communicate with anyone else at the shelter, felt isolated and alone and believed it was better to be with her husband than to be treated so badly).</p> <p>A few weeks later, the Riverside District Attorney's office contacted the couple and had them go in for an interview, yet she did not provide an interpreter for either party and asked them both to "write their statements" about what had occurred. The victim did not read or write English well and basically wrote that nothing happened. He did the same. It was later learned that they had moved out of the area to avoid further problems with law enforcement. Their whereabouts are unknown.</p> | <p>to their programs and services as well as not taking a Relay call. The shelters were not equipped to serve her and did not have ways to effectively communicate. She was not provided a translator when interacting with the District Attorney's Office. There were also issues because she had limited mobility (she had to rely on her husband for transportation) and her ability to communicate was further hampered because she couldn't read or write well.</p> | |
| 10. | <p>Client, a 30-year old male, was held hostage for eight years by his male partner. His partner was a prominent litigator in and had previously hired private detectives to track down the client when he had tried to leave before. During the course of the relationship the client had suffered from a gunshot wound to the shoulder, he had his eardrum ruptured by a blow to the head with a shovel, his arm wrenched out of socket, and his teeth knocked out.</p> | <p>The abuser knew of the one shelter in L.A. county that takes men and had warned the client against going there. Client's identification and paper were held in a safe that only the abuser had access to and since the client was born and raised in New Orleans, LA – retrieving</p> | <p>In addition to providing Client with crisis counseling, L.A. Gay & Lesbian Center – Domestic Violence Legal Advocacy Project successfully worked with multiple organizations to assist the client in safely leaving the situation. This included working with Sojourn to find temporary shelter for the client; Traveler's Aid who provided client with</p> |

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| | <p>The client was isolated and was only allowed to go out twice a week –to dinner and grocery store with his partner. After years of planning the client fled his partner.</p> | <p>the documents would be particularly difficult. Client was incredibly isolated. Clients' parents disowned him when he came out to them as gay. The abuser knew and contacted other members of client's family. Client had no friends or acquaintances with whom he could stay with in L.A.</p> | <p>a one way ticket; and five out-of state DV programs, two of which were LGBT-specific programs that agreed to assist client with a name change, flagging his social security number and potential job assistance. In addition, MCCLA, a faith-based organization, made a small financial contribution for his travels. The client now has a small apartment and a job playing piano.</p> |
| <p>11.</p> | <p>44-year old gay African American male. Victim had been in the relationship with his abusive partner, who is HIV+, for 12 years. During an argument about safer sex, the batterer/partner brutally beat and raped the victim.</p> | <p>Victim was arrested, charged with DV, and ordered to attend a batterer's treatment program. While the client was attending a group designed for heterosexual batterers, two other non-gay members of the group learned of his orientation and beat him while using homophobic slurs. Shelters told victim they were not equipped to help either gay males or individuals who had been arrested. Barriers included: -Lack of information about LGBT DV -Inaccurate DV assessment by law enforcement, criminal justice system and service providers - Lack of resources specifically designed for victims with his needs.</p> | <p>L.A. Gay & Lesbian Center – STOP Partner Abuse Program successfully advocated on behalf of the victim with the criminal justice system. The Center also provided the victim with LGBT-specific DV services and helped the victim locate gay-affirmative safe housing out of the area.</p> |
| <p>12.</p> | <p>40-year old Korean female was sexually and physically assaulted by her partner, who is also the father of her children. Perpetrator was arrested and</p> | <p>Client has experienced severe financial hardship with the family breadwinner in jail.</p> | <p>Peace Over Violence's Case manager worked with her GAIN worker to set up childcare, with costs covered by the</p> |

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| | <p>agreed to a plea of one-year jail plus 5 years probation as well as batterer's intervention; while incarcerated, sheriffs discovered his illegal status and he is currently on an immigration hold, awaiting deportation.</p> | <p>Additionally, client is an English learner and would benefit from counseling in Korean, but is unwilling to seek services because of the close-knit nature of the community. She feels confidentiality would be impossible. She has also been denied payment for childcare by her GAIN/ Pathways case manager. We are trying to sort it out, but it has taken many months, and each month is another financial drain on the survivor.</p> | <p>program. Also, the case manager helped her to apply for public housing and section 8. Client has started seeing an English speaking counselor and it is working out.</p> |
| 13. | <p>33-year old Latina female was physically abused by her partner. He has also stalked her and damaged her property, including her car. We responded to the situation through DART.</p> | <p>Client feels like she cannot have a restraining order because she cannot have it served by the sheriffs; his residence is unknown and he is unemployed. She does not feel it is safe to ask a friend. His probation officer is the only person she can think to do it, but it is against policy.</p> | <p>Peace Over Violence's Case manager is advocating with probation dept. to see if officer can tell sheriffs of next meeting so they can serve. Also, CM is assisting survivor in completing an application to cover medical and car damage expenses.</p> |
| 14. | <p>28-year old client dated an abuser who falsely claimed to be an ex-gang member. After two years and a child together the client discovered her partner was still a gang member and meth dealer, so she broke up with him. On Christmas Eve, the suspect invited the client over, saying he wanted to take them to dinner to celebrate the baby's first Christmas. After dinner, the suspect convinced the client to come inside his apartment to change the baby. Once she entered, the suspect knocked the victim out, beat her, and then forced her at gunpoint into his car. Once in LA he kept them hostage for three days,</p> | <p>Barriers: The survivor was harder to access; she was physically kidnapped, restrained and kept from reaching DV services. The suspect had access to guns. The suspect's drug use also made his behavior more violent and erratic.</p> | <p>Project Peacemaker Inc.'s 77th DART arranged for shelter placement after the survivor was released from a hospital. The suspect was arrested in a collaborative effort between 77th DART officers, crime surveillance officers, 77th gang officers, and Downey police. He is currently serving 25 to life.</p> |

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| | <p>burning her with cigarettes and an iron, tying her in the shower, pouring lighter fluid on her and threatening to set her on fire. He also shaved the client's hair. During this time he consistently got high with the baby beside him. Client finally managed to escape from his car and run to the nearest police station while passers-by restrained the abuser.</p> | | |
| <p>15.</p> | <p>Client was dating and had a child with an 18th Street Gang member. She showed up at the 77th Police Station severely injured. The batterer was arrested and the client placed in a shelter. Once she was released, she returned home to retrieve belongings. The batterer's friends/fellow gang members were on the street and saw her return. Gang members abducted the victim. She was found a week later, wandering in the desert, by the Utah Sheriff's Department. The client was given a one-way bus ticket to Los Angeles. When she returned it was cold and she had nowhere to go so she broke into a car to sleep and was then arrested the next morning. Twin Towers facility placed the client and her batterer on the same bus to Family Court in Compton, and then in nearby cells. The survivor suffered a total mental breakdown and was placed in assisted living.</p> | <p>The batterer's gang affiliations gave him an extended network with which to track the client. He was able to make ineffective the initial help provided through traditional means Utah courts did not provide advocacy or support; without help, the client was forced to break the law in order to survive. The courts displayed a lack of understanding regarding the situation in placing the two on the same bus and in nearby cells.</p> | <p>When the client initially appeared at the Police Station, DART officers who worked in collaboration with Project Peacemaker Inc. arrested the suspect and notified DCFS. DCFS also placed the client in a hospital and a shelter. However the batterer's gang connections helped him abduct the client from the shelter system</p> |
| <p>16.</p> | <p>Client, JJ, married to abuser since Nov 2003, divorce finalized Dec 14, 2006. Female child born Oct 2005. First contact with AWAZ on Jan 29, 2007 for legal services. Client came to the US in the Dec 2003 on H4 visa (dependent on husband's H1), and was physically and mentally abused by her husband and in-laws for dowry money. Client went on holiday to India in June 2006, received divorce summons on Dec 26, 2006. Default divorce was not granted. Client has a valid US visa until May 2007. She required access to a shelter and legal services at low</p> | <p>This transnational case provides complications for those not familiar with international law and immigration policies. The client and her child are in India while a divorce case has been filed at the court in Ventura county. The client is dependent on her husband's visa but the abuser is not able to remove her from the visa as he did not</p> | <p>South Asian Network put client in contact with International Organization for Migration to assist with travel costs, California Attorney Service, Ventura County Bar Association's Volunteer Lawyers Services Program for legal services and Vimochana. Client will travel to LA in mid-March for divorce proceedings and will receive volunteer legal assistance from the Bar Association.</p> |

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| | <p>cost so she can file for child/spousal support and share of the property.</p> | <p>receive a default divorce. Client needs time to contest the divorce and ask for child support.</p> <p>Barriers:</p> <ul style="list-style-type: none"> -contacting client in India -securing low-cost legal services -figuring out what client is eligible for as she is not currently residing in LA. | |
| <p>17.</p> | <p>Client, JB, Hindi-speaking, married, no children. First contact with SAN on April 6, 2006. Arranged marriage to a US citizen who brought her here from India. Abuser kept her isolated in the home, denied her access to documents and information and repeatedly abused her sexually and mentally. Husband's family takes his side and contributes to her mental abuse. Client in US since May 2005, divorce proceedings currently going on. Default judgment set aside in Dec 2006. Court trial scheduled for Jan 31 2007. Client proved that marriage was not fraudulent and she can now claim alimony and share of property purchased during marriage.</p> | <p>Barriers encountered:</p> <ul style="list-style-type: none"> -language barrier -need for a Hindi or Gujarati interpreter -client's case tried in the Monterey Court but she was residing in LA county. -travel expenses -securing leave from employment -securing legal representation -high attorney expenses -excessive control of client by 'aunties' she was residing with - providing documents and witness statements from India to prove that marriage took place and was in good faith. | <p>Appropriate and timely support provided by AWAZ unit of South Asian Network, assisted in:</p> <ul style="list-style-type: none"> -correspondence -preparation and translation of documents -interpretation -counseling -coordination of information and activities between client and attorneys -referrals for legal services, health care etc. Divorce finalized by attorney, immigration case continues. Referred her for health issues to Long Beach Comprehensive Health Center. Interpreter in Monterey was provided by Next Door Solutions to Domestic Violence. Client received legal advice from MAITRI and Asian Pacific Legal Services Center. |
| <p>18.</p> | <p>Client, NS, married female with three children, bilingual English/Bangla speaking. In the US since 1998. Physically, verbally, and sexually abused by her husband during 21-year marriage, the client obtained a restraining order on Dec 15, 2006. This was too late for courts to serve it. In the meantime the abuser found the client at our offices (she had</p> | <p>In this case, the client is an employee at our agency so a balance has to exist between her as a client and as a colleague; additionally there is a potential breach of confidentiality within the organization and comments</p> | <p>Client is currently seeking counseling from the South Asian Network and has been given referrals for legal aid, as well as counselors for her children who have seen years of abuse, and the abuser has been referred to counseling/DV courses.</p> |

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| | <p>moved out of their home). The police were called during the violent altercation and the abuser was served by a staff member. Client withdrew RO on Jan 11, 2007. Client is currently living separately with her children, abuser visits them, spends time with children. He is behaving better towards client but she is concerned about how long it will last. Abuser instructed to take anger management and domestic violence classes. Reached mutual understanding about property etc.</p> | <p>from colleagues as to the morality of the client which has led to information being spread throughout the community. The client is boycotted and feels immense societal pressure even though she is employed and financially independent.</p> | |
| <p>19.</p> | <p>Client, married in India in Nov 2005, brought to US as a fiancée (K1 visa) in Aug 2006. Her husband, a US citizen, told her the marriage would be registered and they would apply for legalization together once they reached the US. Client was physically and mentally abused by her husband and his brother every time she talked about their marriage, excessively controlled, isolated, and threatened with deportation. Client was also encouraged by her family to maintain relationship with abuser. Left abuser in Sept 2006 after particularly violent incident in access to medical and legal services. Client obtained a restraining order against her abusers. They were convicted and the client is currently living in a shelter while her VAWA application is processed. After this which police were called. Her abusers were arrested and the client was taken to a safe house and given she will be eligible to live and work in the US.</p> | <p>Barriers: -pressure from the client's native family who wanted her to remain with her abuser -that the client had come to the US on a fiancée visa and had to prove that she had married the abuser in good faith in order to be eligible for VAWA.</p> | <p>The client received assistance from South Asian Network in safety planning, as well as access to a shelter, medical and legal services, assistance with her VAWA application, and searching for a job in the US. Additionally the client has accessed our other services such as access to a temporary cellular phone.</p> |

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