Centering the Needs of Underserved and Linguistically Diverse Communities in Iowa: A Community-Centered Needs Assessment and Strategic Plan

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First and foremost, the research team would like to extend appreciation to the community based researchers and interpreters who joined us on this journey of knowledge building. Your individual and collective power and passion for your communities was palpable. We hope to honor your work through this report. We appreciate the support of the Crime Victim Assistance Division of the Office of the Attorney General of Iowa for foreseeing the need of such a project. We especially recognize Gretchen Brown-Waech, Victims Right and Human Trafficking Coordinator who advocated for a community-centered approach and was the glue between the research team and community-based teams in Iowa. Lastly, we appreciate Sheehan Niethold who kept all of the logistics of this complex project together.

A Note Regarding Language Justice: At various points in this report, there may be variations in language use from standard academic language. Working under language justice principles means that there are no notations that one might otherwise see, such as "[sic]," where someone may be using language in a way that is natural or affirming to them. Avoiding these notations (common in report writing) avoids privileging academic language above other forms.

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CHAPTER 01: INTRODUCTION

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A 2016 needs assessment conducted in Iowa (Lowry, et al., 2016) highlighted the need for additional research and knowledge generation in order to best understand the needs of Iowa's most marginalized communities. In response, the overall goal of this project was to conduct a needs assessment using a community-centered methodology to identify gaps in services for underserved and linguistically diverse communities in the state. Spearheaded by the Crime Victim Assistance Division of the Office of the Attorney General of Iowa and launched in 2019, this project documents foundational community driven knowledge in order to enhance access and quality of services for underserved and linguistically diverse crime victim populations in the state. This is a significant undertaking and fills a large need as there is currently no coordinated statewide effort to provide culturally-relevant and language access training in the state of Iowa.

Guided by a community-centered framework, this project included several data collection efforts including a community-based participatory research project, a statewide survey, knowledge generation from over 100 hours of stakeholder meetings and documentation review. This report includes the findings from the needs assessment organized by a community-centered framework and concludes with a strategic plan and considerations for implementing the recommendations of underserved and linguistically diverse community members and practice experts.

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PROJECT HISTORY

Gretchen Brown-Waech (she/her)
Victim Rights & Human Trafficking Coordinator
Office of the Attorney General of Iowa
Crime Victim Assistance Division

In 2016, the Iowa Attorney General's Crime Victim Assistance Division (CVAD) released a victim needs assessment that noted, as a weakness, that the assessment team had not been successful in reaching out to marginalized communities. The report included a recommendation that the division consider conducting a more targeted assessment to gather data about the specific needs of these historically underserved or unserved communities. Due to this recommendation, grant funding was sought and ultimately secured from the Office for Victims of Crime through a discretionary grant awarded in FY18.

The original grant narrative stated that a consultant would be hired to oversee the needs assessment. The consultant (in partnership with the 'core planning team') would "review and update the 2016 needs assessment specifically as it relates to training and technical assistance needs around issues of cultural competency and language access." From this language, it seemed that the expectation was that the original needs assessment would essentially be replicated, with whatever modifications needed to be done to make it work for use with marginalized communities. The end goal, as stated in the narrative, was "to address the need identified in the CVAD 2016 Needs Assessment for additional statewide training resources for language access and cultural competency to ensure access and quality of services to underserved and marginalized crime victim populations."

The core planning team was convened by myself and other CVAD staff (and renamed to 'advisory committee,' referred to as AC going forward), with representatives from the following communities: Meskwaki Nation of the Sac and Fox tribes, LGBTQIA persons, people who live with mental illness, people with disabilities, Deaf community members, Asian and Pacific Islanders, Burmese refugees and immigrants, African Americans, Latinx community members, African refugee and immigrant communities, neurodivergent people, and people living with brain injuries. Additionally, the three state coalitions (the Iowa Coalition for Collective Change (ICCC), the Iowa Coalition Against Sexual Assault (IowaCASA), and the Iowa Coalition Against Domestic Violence(ICADV)) were included in this advisory group. Many of the coalition members were also members of one or more marginalized community, and they represented other culturally specific victim/survivor service organizations who were not able to be part of this project.

The project itself was originally referred to as the Language Access and Cultural Competency Project. One of the first actions of the AC was to change the language of the project from "cultural competency" to "cultural humility." This set the tone of the AC's work going forward - with the acknowledgement from CVAD staff that no one could become 'competent' in anyone else's culture, it was possible to begin to build the trusting relationships that were critical to the work of this project.

The AC made it clear that the original structure that was laid out in the grant narrative - essentially, to replicate the 2017 victim needs assessment - would not succeed in the communities they represented. Furthermore, the committee membership provided guidance as to who should conduct the assessment: community members themselves. The discussion around why the 2016 assessment team had encountered the barriers they enumerated in that report made it clear that part of the problem was a lack of cultural humility and an inability to recognize that one type of assessment would not fit all communities.

Ultimately, the AC, with support from CVAD staff, laid out the requirements and desirable characteristics for a contractor to oversee the needs assessment in a way that made it clear that a community-based research model would be the most successful. They also were willing to contribute their time, wealth of knowledge, connections, and resources to support and host community based researchers in their various organizations.

During the planning phase, the concept of language justice (as opposed to language access) was brought to the attention of the AC and was adopted as a more comprehensive framework than language access. Language access is the lowest bar to clear; language justice, by contrast, is a higher standard to which society in general (and victim service programs in particular) should be held. It embraces not only the concept of provision of services in a person's first or preferred language, but also the provision of services and information in plain language. Thus was born the Language Justice and Cultural Humility Project.

Dr. Josephine Serrata was chosen by the AC as principal investigator for the project in October, 2019. Dr. Serrata traveled from her home base in Texas to Iowa in December, 2019, for the first of what was meant to be several trips. This began the relationship-building that, in the end, formed the framework upon which the entire project was built. The importance of building these relationships cannot be overstated; not only were they critical for the success of this assessment process, but they will be critical for the ongoing implementation of this strategic plan.

It would be a profound disservice to omit mention of the global pandemic that seized the world in early 2020. The SARS-2 novel coronavirus '19 (COVID-19) pandemic not only erected barriers for safe travel, but also disproportionately impacted the communities from which the Advisory Committee members had been recruited. Because of the relational framework that was in place and being built upon, this led the research team (expertly led by Dr. Serrata) to pivot in the way the project was implemented. Had this relational framework been absent, and the project proceeded as originally mapped out, it would undoubtedly failed to achieve the goals set out in the project documentation.

As well, it would be a gross error of omission to ignore the immense swell of righteous anger, sorrow, and determination to pursue racial and social justice that followed the murder of George Floyd at the hands of law enforcement officers on May 25, 2020. The entire country, and indeed the world, witnessed the trauma of one man's untimely death and raised their collective voices to cry against the injustice. This powerful movement also had a disproportionate impact on many of the people involved with the Language Justice and Cultural Humility Project; with their capacity for survival already tested by their everyday lived experience, the pandemic, and the already traumatic work they did on a daily basis, it would have been understandable (if unfortunate) if they had dropped out of the work of this project.

However, because of the flexibility, compassion, and cultural humility displayed by Dr. Serrata and her research team, the Advisory Committee (and, later, the Community Researchers) were able to continue the work of this project despite the deep wounds to their own persons, families, and communities. Bearing witness and having the honor to participate in this deeply human process within a deeply inhumane system has been my privilege.

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THE NEEDS ASSESSMENT GUIDING FRAMEWORK

The guiding framework of this needs assessment was the community-centered evidence based practice (CCEBP) approach (Serrata et al., 2016). The CCEBP approach prioritizes knowledge that is generated by community members who are directly impacted by the issue that organizations and funders are trying to address (in this case, underserved and linguistically diverse victims of violence). The CCEPB approach guides organizations and funders through a process of gathering community-centered data through a systematic approach that is then utilized to inform program related decisions (Serrata et al., 2016). The data sources that are gathered include: documented evidence, community expertise and expertise of community practitioners. These data sources are considered within the current environment and organizational context (see Figure 1.).

Figure 1. The Community-Centered Evidence Based Practice Approach (Serrata et al., 2016)

The Needs Assessment Data Sources (See Figure 2.)

Community Expertise

Community Researchers. Community Researchers were individuals from the community who were identified by a host site (culturally-specific, community based organization) and who conducted the community based research project. They committed to the following: attended regular meetings with the Iowa community based research team and host site team; actively built relationships with community members; participated in skills-buildings trainings and weekly support meetings throughout the course of the project ; collaborated with the host site and IOWA

CBPR Team to design, plan and do the project; worked in alignment with this project's principles of cultural humility and language justice (including agreements that were developed with all team members; See Appendix B); disseminated findings and recommendations with participants, their organization, and community members at the end of the project period.

Community-Based Research Participants. Community-based research participants are represented through the findings that each community host site and community researcher chose to report back from their needs assessment research projects.

Expertise of Community Practitioners

Advisory Committee Members. CVAD identified and formed a core planning team of advisors for the project. This core team included individuals from the three statewide victim service coalitions, culturally specific victim service programs, advocacy organizations for marginalized communities (LGBTQIA+ and people with disabilities, for example) and new initiative programs (see Appendix A). This core planning team was actively involved in the selection process for the principal investigator of the needs assessment. The advisory committee was actively involved throughout the project, providing guidance on all aspects of the needs assessment including the community based methodology, recruiting community research host sites and community researchers, as well as guidance of a statewide survey on the issue.

Community Host Sites. Through the advisory committee, the CVAD liaison and principal investigator recruited community host sites who committed to conduct a community-based needs assessment project (see Appendix B). Each host site committed to the following: assigned a host site point person that assisted the community researcher in coordinating logistics for the research to take place; appointed the host site point person to work along with their community researcher and someone from the Iowa CBPR research team; recruited and selected a community researcher for the project; supported the community researcher in recruiting participants for their community-based research project; committed space or support in the form of helping the community researcher in finding space to host data collection (e.g., an interview room, virtual space); shared resources that were needed to complete the project (e.g., make copies, use phone line, etc.); served as "home base" so the community researcher could use organization credibility to support them in their research project; and committed to uphold this project's principles of cultural humility and language justice.

Statewide Victim Service Survey Respondents. From the guidance of the project's advisory board meeting, the principal investigator's research team created an electronic survey. The survey asked participants to identify training needs for underserved and marginalized crime victim survivors. The electronic survey was distributed to all CVAD-funded programs and through listservs to community-based organizations that encounter survivors in the course of their daily work. The survey was shared on April 22, 2021 and stayed open for 2 weeks with two reminders for completion.

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DOCUMENTED EVIDENCE

2016 Iowa Victims Needs Assessment. This report contains findings from CVAD's latest needs assessment. The report was analyzed for themes related to underserved and linguistically diverse survivors.

Des Moines Report by ICCC. This report contains findings from a research study conducted by the Iowa Coalition for Collective Change (formerly The Networking Project) on the needs of seven marginalized communities in Des Moines, IA. The report was analyzed for themes related to the topic.

Iowa Courts Language Access Plan. This plan contains information and links regarding the Iowa Courts requirements for language access for Limited English Proficiency populations. It was analyzed for a baseline of access for legal proceedings for victims and survivors of crime.

Literature Review. The research team conducted a literature search of published literature on needs assessments regarding underserved and linguistically diverse communities needs in violence programming. The articles were analyzed for themes related to the topic.

Documented Evidence:

2016 Needs
Assessment,
Des Moines Report by
ICCC, Iowa Courts
Language Access Plan,
Published Articles

Community Expertise:
Community
Researchers &
Community-Based
Research Participants

Practitioner Expertise:

Advisory Board
Members, Community
Host Sites, Statewide
Victim Service Survey

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CHAPTER 02: METHODOLOGY

Community Expertise

Community-Based Participatory Research (CBPR). In order to center the experiences of individuals who are impacted by the issue, a community based participatory research methodology was utilized. This approach to research requires a partnership between traditionally trained researchers and community members to work together to understand a phenomenon (Goodman et al., 2017). In this approach, the researchers share resources and power with community members in order to center community members' expertise in the knowledge generation process.

For the current project, research teams were formed that included a researcher from the PI's research team, a community researcher and a host site liaison. The overall scope for the project was "To understand the needs and barriers of communities when they experience harm and learn what is needed to create opportunities for change." The CBPR component of this project included 6 host-sites, 7 community researchers, 3+ interpreters, and 7 members of the research team. The projects were conducted in 5 diverse languages (ASL, English, Spanish, Arabic, and Burmese in multiple dialects).

In CBPR, the collaboration building stage of a project is just as important (if not, more important) than the collection of data. At this stage, a sense of community is built and a culture of knowledge generation and sharing is developed. During the initial meetings, individuals connected, discussed the meaning of community-engaged research, and collectively developed values (i.e., confidentiality, accessibility, transparency) and practices (i.e. building authentic relationships) in the context of cultural humility and language accessibility.

The group also identified what the project meant to them and discussed strategies to plan their projects. After the introductory meetings, host site liaisons and community researchers were paired with 2 members of the research team and began meeting weekly (or as needed) to develop their individual research plans. Groups discussed project goals, research questions, participants, research methods (i.e., survey, storytelling) and identified areas where they wanted support. In the end, 6 CBPR projects were designed, implemented and findings disseminated across very diverse (traditionally labeled, "hard to reach") populations. The CBPR phase of the project lasted 11 months with over 300 hours of meeting time and had to be adjusted throughout the period to account for contextual factors including the COVID-19 pandemic, several natural disasters, community violence and racial uprisings. In addition, the project was fully funded. Community researchers were compensated at an hourly rate and provided with funding for their projects, for example, gift cards for participants, reimbursement for costs related to travel if in-person and money for dissemination of data findings (e.g., community data party).

Findings from the CBPR portion of this project were developed by using a thematic analysis of CBPR materials, including a presentation at a final share-out meeting and final report summaries. See Table 1 for host site descriptions, research questions and key findings.

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Table 1. Host Site Descriptions and Research Questions

Host site	Research Questions	Key Findings
Monsoon Asians and Pacific Islanders in Solidarity (Monsoon) Description: Monsoon's mission is to better understand the Arabic community in Iowa and how to help them. Language: Arabic Community: Arabic Community	1. Who is the Arabic community in Iowa? 2. What have the experiences of Arabic survivors been with seeking help?	• The study focused on the experiences of violence survivors in the Arab community. The participants' countries of origin were Iraq, Jordan-Palestine, Syria, Iran, and Egypt. All of the participants were immigrant women. The participants' ages ranged from 21-64 years of age. • The participants described violence as an attempt by men to control their families due to the misunderstanding of religion and their fear of losing their Arab culture and identity. • The participants had limited knowledge about domestic violence organizations and the services they provide. • The participants also noted that limited knowledge of the laws of their country related to their rights.

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| Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC)

Description: EMBARC strives to serve as a collective voice of different ethnic groups from Burma and for all the refugees as they make a new home here in Iowa. EMBARC's goal is to learn more about the experiences of bullying in their youth community.

Languages: Karen, Karenni, Hahka, Chin, and Burmese

Community: Burmese youth | 1. What are the youth's experiences with bullying?

2. How are youth coping with bullying?

3. Do youth know what kind of resources are available to them? | Experience with bullying

• All participants reported having experienced bullying or know someone who experienced bullying.

• Two-thirds of the bullying occurred in elementary and middle school.

• One-third of the participants reported experiencing bullying throughout their life.

Types of bullying

• Verbal bullying (i.e., name callings, implying sexual gestures, race and gender related insults)

• Physical abuse (i.e., pushed, and challenged to a physical fight)

Barriers to getting help with bullying

• Many participants reported not getting help due to lack of knowledge about resources, fear of escalation in addition to avoiding getting families involved. |
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Central Iowa Center for Independent Living (CICIL) Description: CICIL is a community based organization with a mission to fight for equal rights for folks with disabilities and empowering folks to live life with self-reliance and dignity. Language: English Community: Individuals in Assisted Living	1. How is the mental health (emotional and psychologica well-being) of folkin assisted living facilities being addressed? 2. How has the pandemic and political climate affected the participant's mental health? 3. What mental health services are available to a person served?	• Our questions inquire as to how potential mental health problems of nursing home residents are assessed and addressed, and if services were affected by the COVID pandemic. • Of the 54 facilities phoned, 27 employees agreed to receive email surveys, and 27 declined. Potential participants declined stated being "way too busy." After following up by phone with those who agreed initially but had yet completed the survey, most potential participants reported, "just not having enough time." Sadly, only one survey was completed by participants. Due to only receiving one completed survey, not many statistical findings were possible. Therefore, the results have been shared only internally.
Iowa Coalition for Collective Change (ICCC) Description: ICCC strives to collect stories from community members to understand the landscape of non-profit agencies in Iowa and document the effectiveness of capacity building. Language: English Community: African American/ Black Diaspora	1. What are the barriers for community members who have experienced harm? 2. How are these barriers being addressed?	• The interviews were conducted with 11 individuals from the local community. • The participants identified finding funding, knowing supportive services, having access to information that support their cause, minimizing violence, and wanting to see their community flourish as the main motivators to be engaged in their work, as well as significant barriers to being able to create changes in their community.

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Deaf Dome	1. What are the demographics of the deaf community in Iowa?	• The majority of respondents who identified as "Deaf" had hearing families (unsurprising given that 90-95% of DHH people are raised by hearing parents). Those respondents reported communication with their hearing families was "ASL plus" – with the "plus" being a method that wa more comfortable for hearing people (lipreading, speech, writing, etc).
Description: Deaf Dome's mission is to better understand the demographics of the DHH∗ community in Iowa and take a deeper look at the services that are available to them.	2. What are the resources for deaf in Iowa?	
Languages: American Sign Language and English	3. What do they need for access?	• Within this same set of respondents, approximately ¾ had graduated from high school and gone on to college but either not finished, or had attained an associate's degree.
Community: ∗D/deaf/ Hard of Hearing Community		• We realized that we should have worded the question about communicating with one's family differently; we should have broken it into two questions. We should have asked, "what method/language did you use to communicate with your family?" and "what method/language did your family use to communicate with you?" We feel that the fact that there were no respondents who identified as d/Deaf or Deaf-Blind, with hearing families, who reported using only ASL with their families indicates that perhaps there was, among this group, no one who experienced full language access within their family. Communication should go both ways; what happens when it does not?

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Proteus	1. What are the demographics of the community members we are working with?	• Language access and interpretation services
Description: Proteus provides agricultural workers and their families with affordable healthcare, education assistance, and job training. Proteus' goal is to understand the health needs of the Latinx community and how that impacts their wellbeing.		• Participants did not often trust their experiences with phone interpretation
	2. What are health-related barriers that migrant workers are facing? (i.e., telemedicine, the closing of their usual medication places, etc.)	• Participants were often turned away or not served if they did not interface with Spanish speaking staff
Language: Spanish		COVID-19
Community: Migrant Farmworker Community		• Stressful work conditions re: productivity, reduced hours/layoffs led to loss of income, those who remained employed saw no increase in pay but expected same output
		• Loss of income when earners got sick and had to quarantine, or recover Social Security
		• Felt having to provide this information in other places would impact the services received
		Proof of Insurance
		• Tied to proof of SS/Citizenship, would be turned away if they did not have insurance
		Transportation/Mobile Access
		• Proteus is centrally located to them in DSM, and are available to schedule appts as needed and know they will be seen without feeling judgment, and also the mobile clinics help access in the fields

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		Relationships
		• Feel comfortable and have positive experiences with healthcare staff, aided by the fact that they speak spanish, feel heard and understood, and are able to get needed appointments, referrals, and care taken care of as needed • Prefer to have face-to-face appointments over telehealth, as they do not feel the personal care through a screen and feel it is hard to be properly diagnosed Positive Experiences. • Their positive experiences with Proteus staff and services inform the referrals provided to other workers in the field. They refer through word of mouth, but also receive brochures from supervisors in the field who promote Proteus' services to them. This adds to the sense of credibility of the organization, bolstered by personal experience and professional reference.

Expertise of Community Practitioners. A statewide victim services survey was analyzed using thematic analysis for qualitative data and descriptive statistics for quantitative data. Data analysis was conducted on 69 responses. In addition, thematic analysis of meetings with the project's advisory board members was conducted and their expertise was included in the final findings of this report.

Documented Evidence. Documentation analysis is a qualitative research methodology that systematically reviews selected documentation related to a research project at hand (Bowen, 2009). The researchers used a thematic analysis of listed reports and literature to identify themes related to underserved and linguistically diverse populations.

Researchers conducted data analysis of each data source then compared findings across data sources to triangulate their findings. This method allowed researchers to establish convergence of the themes. Findings are presented through the lens of the community-based EBP framework.

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CHAPTER 03: THE NEEDS ASSESSMENT

CHAPTER 03: THE NEEDS ASSESSMENT FINDINGS

Community Expertise

As noted, the CBPR projects collected very rich and important data regarding the needs of linguistically diverse and underserved communities in the state of Iowa. In total, 68 community members across all sites participated in the research projects. See Appendix D for each project's research summary. Not only were the projects diverse in terms of ethnic identities and language but also diverse ability status, ages, and genders were represented (see Appendix E for demographic information).

Themes from CBPR projects

Community Education: Know Your Rights

"There are over 10,000 Burmese refugees in Iowa. Upon arrival not a lot of people speak English or have an educated understanding of what America is like so it can be very challenging for refugee kids to navigate their way around the new environment."
-research participant from the Burmese community

Participants from the CBPR projects discussed the importance of using resources to support culturally-specific communities who may not have the knowledge about navigating important systems possibly due to immigration status, language barriers and/or racism. Participants in the Arabic community discussed the need for refugees and immigrants to be given education as soon as possible so they can understand their rights in this country and can be set up for success when navigating US systems. In addition, participants from the Deaf community described providing knowledge in the Deaf community about accessing translation and interpretation services. Participants in the African American/Black diaspora community discussed the tremendous impact of trauma which prevents community members from knowing their rights and reaching out for support. Themes of complex trauma for Arabic, African American/Black diaspora, and Burmese immigrants demonstrates the need for organizations to provide services that provide education on knowing their rights and having access to support for children and their families to learn how to navigate U.S. systems and prevent any future trauma while acclimating to the U.S.(i.e., violence and bullying).

Need for Accessible, Culturally Responsive Services for Children

"In schools there are large markets for addiction and other stuff, which is a dangerous thing for Arabs precisely because parents do not have experiences with these subjects and Arab teenagers are more motivated by these matters in order to prove that they are from this society and to be accepted by society here in America."-research participant from the Arabic community

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CBPR research participants from the Burmese and Arabic communities highlighted the need for organizations to expand their services to include children. Participants in both communities described violence and bullying amongst youth and children, its aftereffects (e.g., PTSD, substance abuse, etc.) and the significant need for schools and organizations to be aware of these realities of children from these communities and other underserved communities in order to support them.

Language Justice

"So when it came to language access and interpretation services that was probably the biggest barrier for folks seeking healthcare access. Respondents expressed they often did not trust their experience with phone interpretation. They felt like they could not accurately convey the issue they were having."
-community researcher of the migrant farmworker community

"For generations African-American language and culture have been stripped from society as we know it today, yet communities of color have maintained a language that is often a non-spoken language, it is the way we connect, bond, celebrate, and we respond."
-community researcher of the African American/Black diaspora community

Participants of the research projects described the significant importance of language access, however, they challenged organizations and funders to move beyond access but toward language justice. Language justice requires a significant cultural shift to an approach that intentionally centers non-dominant languages rather than the dominant language of the U.S. (English). This also means for the African American community, the need for organizations to understand the cultural history of language and the influence of oppression and racism. For many communities and unlike the dominant culture, storytelling and sharing of cultural traditions through spoken word, music, and beyond are foundational to any communication. However, organizations who are limited in their understanding of language access may not have a holistic understanding of the influence of culture on language and the need for a language justice lens, thus missing many nuances when communicating with diverse communities.

Increasing Awareness for Leaders and Funders

"More funding and higher reimbursement rates for the higher level of care that would be needed for larger spectrum of mental health services in the elderly population"
-community researcher for the project on individuals in assisted living

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In presenting on the findings from the CBPR projects, community researchers discussed the significant need to increase the understanding of organization leaders and funders so that they can appropriately fund and support efforts that target marginalized communities. African American/ African diaspora, Arabic, and Latinx migrant farmworker communities highlight the need for organizations to meet them where they are and for organizations to have cultural competence in understanding the cultural norms, customs, values, as well as cultural history of oppression, racism, and discrimination these communities have experienced and continue to encounter, which impacts their ability to build trust. A common theme was around "what it really takes" to support community members impacted by various levels of oppression including but not solely violence. Participants discussed the over burdening of diverse service providers who are already stretched thin and often taken advantage of due to their diverse language skills. Participants discussed the need to raise this awareness and also the need to follow the awareness with actions, such as increased funding, creative practice solutions, and increasing the number of frontline individuals who are also from diverse communities given that the "business as usual" model is extremely limited for underserved communities. Participants in the African American community discussed the need for increasing understanding for obtaining grant funding to support their community-driven solutions. Organization leadership should also increase their understanding for tangibly supporting the community organizers who are on the ground doing the work.

Bias and Stigma in the Workplace

"During covid-19 when it came to their work life they expressed there was an increase of stress in the work-place, specifically in productivity. So those who were employed had reduced hours, lay offs, but also those with reduced hours and the precautions taken by their employer they did not see an increase in their pay but they were expected to have the same output of work as if they were working with a full team and staff."
- community researcher of the migrant farmworker community

Participants who were frontline workers described the significant amount of stress in the workplace due to COVID-19, which for many only compounded existing stress related to bias and stigma in the workplace. Some participants described the difficulty of being "the only" person of color or person with a marginalized identity in their mainstream organization and the isolation due to stigma about their work ability or feeling taken advantage of due to their marginalized identity status.

Discrimination and Racial Bias

"Many folks who do not have a social security number or proof of citizenship felt that they were required to have this information when seeking health care. They felt they wouldn't be served."- community researcher of the migrant farmworker community

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CBPR participants described various forms of discrimination and bias included but not limited to the experience of having a marginalized documentation status. Participants from the farmworker community discussed fear related to documentation status based on events of discrimination. The climate of fear created by anti-immigrant sentiment serves as a significant barrier for farmworkers and others with undocumented status or families with mixed documented statuses.

Importance of Relationship Building

"Relationships were key to how comfortable and safe they felt with seeking services."
-community researcher of the migrant farmworker community

CBPR participants discussed the importance of building trust with their communities and bridging the relationships between communities and organizations doing anti-violence work. First and foremost, community participants discussed the extreme importance of developing trust within communities and the onus being on organizations and funders to do so. This may require organizations to engage in activities in partnership with communities. A participant in the Arabic community gave the example of violence organizations partnering with refugee organizations so that the moment a refugee arrives, they are already connected with an organization who can help them navigate systems in the U.S. In addition, participants from the African American community discussed the critical need to build relationships given the history of trauma and systemic oppression. Building trust is key for any organization wanting to engage survivors from the African American community. In addition, participants from the farmworker community discussed the efforts of organizations to meet them where they are, be available around their times of work and be embedded in the farmworker camps as a way to build trust.

Professionals with Cultural Humility

"In addition to those positive relationships they also have positive experiences with proteus their experiences with the staff and the services informed the referrals that they provide other workers in the field."-
community researcher of the migrant farmworker community

At minimum, participants discussed the need for helping professionals to display cultural humility by building relationships based on respect and mutuality. In addition, they want to feel like helping professionals understand their cultural beliefs and experiences. Participants from the farmworker and Arabic communities discussed the importance of organizations demonstrating their understanding of the community's cultural context. Participants from these communities, also described their interactions with cultural-specific organizations and the importance of this approach for them to be able to engage in services. A trusted referral network is also key.

Cultural-specific communities want to know that the organizations or systems that they are being referred to "get it."

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Centering Underserved and Linguistically Diverse Individuals

"A lot of people had challenges with being able to know exactly what to do, especially after George Floyd, but a lot of people knew they needed to do something. Some were already doing some work, and others just felt compelled through their own passions and the movements and the trauma to be able to try to do something to help. One person who does art and media, gathered some stories, and went around and did an art swap meat." - community researcher of the African American/Black diaspora community

CBPR participants described examples for why it is critical to center the experiences of underserved and linguistically diverse survivors in the violence field. During the course of this project, the US witnessed the murder of George Floyd and subsequent protests and marches demanding justice and raising awareness for the plight of African American/Black Diaspora community members. Quickly community members in the African American/Black Diaspora community started to organize in order to respond to the needs in their own communities, including victim assistance to families who have experienced murder. Other community members also described similar initiatives like peer to peer support and sharing of resources with their communities. They also described the nuanced realities of underserved and linguistically diverse individuals. So nuanced, in fact, that if mainstream organizations would move towards building services around these individuals, services would be improved for all.

Expertise of Community Practitioners

The large-scale survey was conducted to understand the needs of underserved and linguistically diverse communities in the state of Iowa. The survey hoped to learn about the practices of domestic violence organizations that serve survivors from underserved and linguistically diverse communities. The survey was conducted online. A total of 69 individuals completed the survey. Their positions included court-based advocates, shelter-based advocates, community-based advocates, supervisors, executive directors, interpreters, and outreach.

Of the 64 respondents who answered the question "Most organizations work with all survivors but especially focus on a group or sub-population of survivors (e.g. LGBT, children). Does your organization intentionally focus on a certain group of survivors for services?"; 45% indicated that they do specialize in sub-populations of survivors. Of the categories available, ethnic and racial minorities followed by women were the most selected populations that organizations focus on. Persons with disabilities were the populations least endorsed.
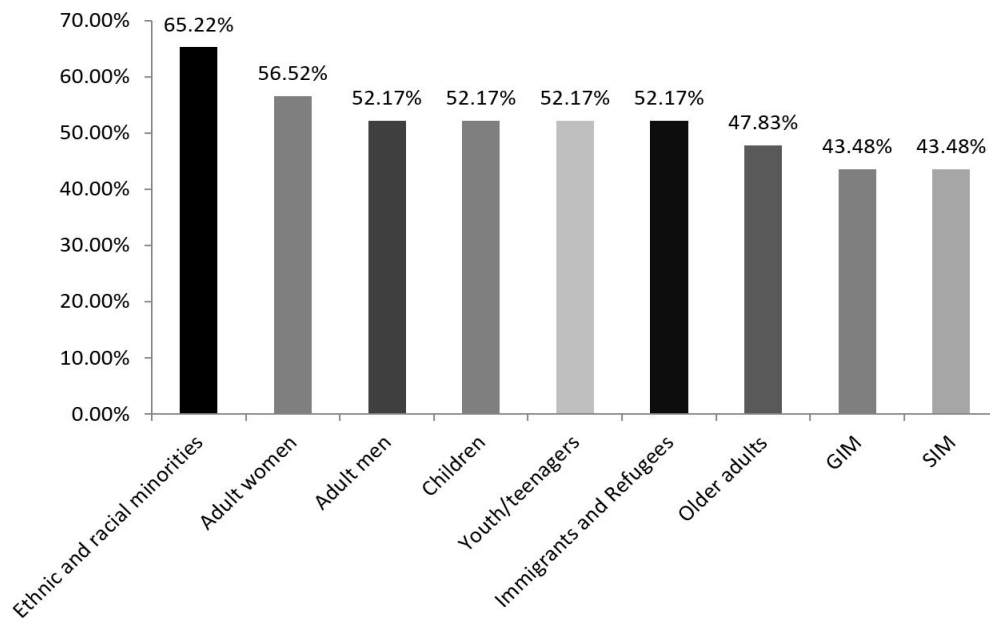
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Chart 1. Sub-populations targeted by survey respondents. GIM = Gender-identity minorities (e.g. transgender, gender non-conforming); SIM = Sexual-identity minorities (e.g. lesbian, gay, bisexual, or queer).

When asked what ethnic groups does your organization work with most, survey respondents endorsed White/Caucasion Non-Hispanic (57%), followed by Black/African American Non-Hispanic (48%), then Mexican (30%).

In response to the question regarding the top need for survivors from diverse communities, respondents indicated that the most salient needs for underserved survivors are language accessibility, legal assistance, financial assistance, housing, safety, transportation, childcare, connection with other members of the community, education about how to navigate different systems (e.g., education, justice), and mental health care. The importance of these services to be culturally grounded and responsive were highlighted.

The data showed that the most sought services from underserved survivors are legal assistance, mental health services, financial assistance, safety planning, referrals for services, education of how to navigate different agencies, and housing. Legal, financial, and housing assistance were identified as the main needs covered by the agencies that participated in the survey.

The main barrier to providing the services that survivors need was funding. In addition, the data also showed that limited community resources, access to interpreters and translators (especially for those languages that are spoken less frequently), bilingual staff, and outreach are significant limitations to address the needs of survivors.

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When asked about interpretation and translation, 67.57% of respondents report having used interpretation and translation services.
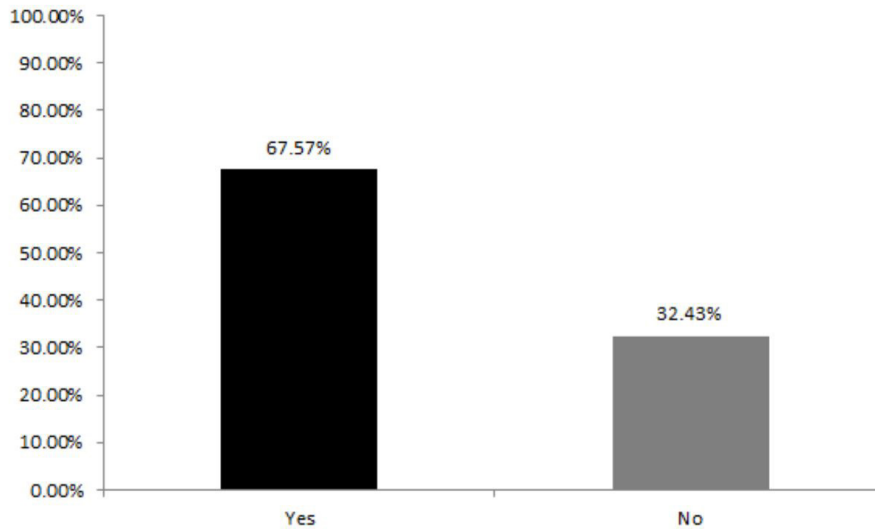

Chart 2. Respondents' response to the question regarding the use of interpretation and translation services (37 respondents answered, 33 skipped)

When asked how satisfied they were with these services, the majority of respondents reported being very satisfied.
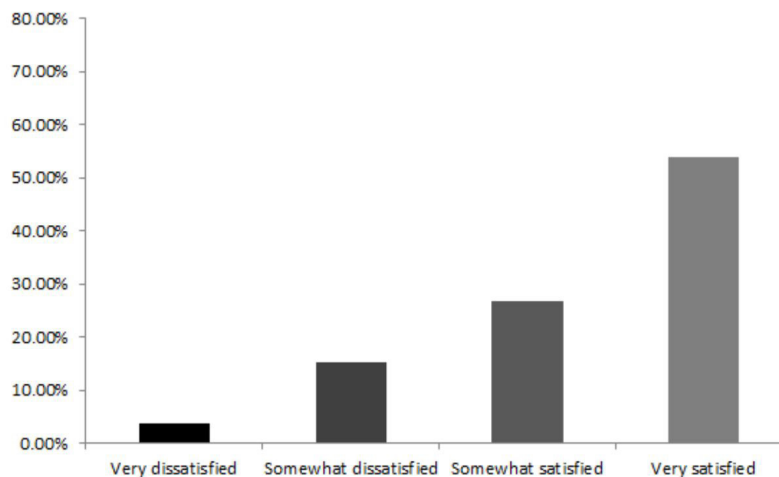

Chart 3. Respondents' response to the question regarding their satisfaction with interpretation services (26 respondents answered, 44 skipped).

To get a sense of what type of services organizations provide for interpretation and translation, the majority of organizations report using the language line. Of note, some organizations utilize family members for interpretation which research indicates is problematic given the difficult

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dynamics of violence. Nonetheless the responses indicate that language accessibility requires a network of resources and intentional effort.

"We use different community partners for different cultural groups. For instance, EMBARC provides translation and interpretation services for the majority of our Burmese clients. Monsoon provides translation and interpretation services for our survivors from Asia and the Pacific Islands. We also are able to provide in-house translation and interpretation services through our own staff in Spanish, Arabic, and several South Sudanese dialects including Nuer. Generally we are very pleased with all of our translation and interpretation services. The challenge is finding translators and interpreters for less common languages (Central American indigenous languages, for instance, or certain languages from some regions of Africa)."-survey respondent
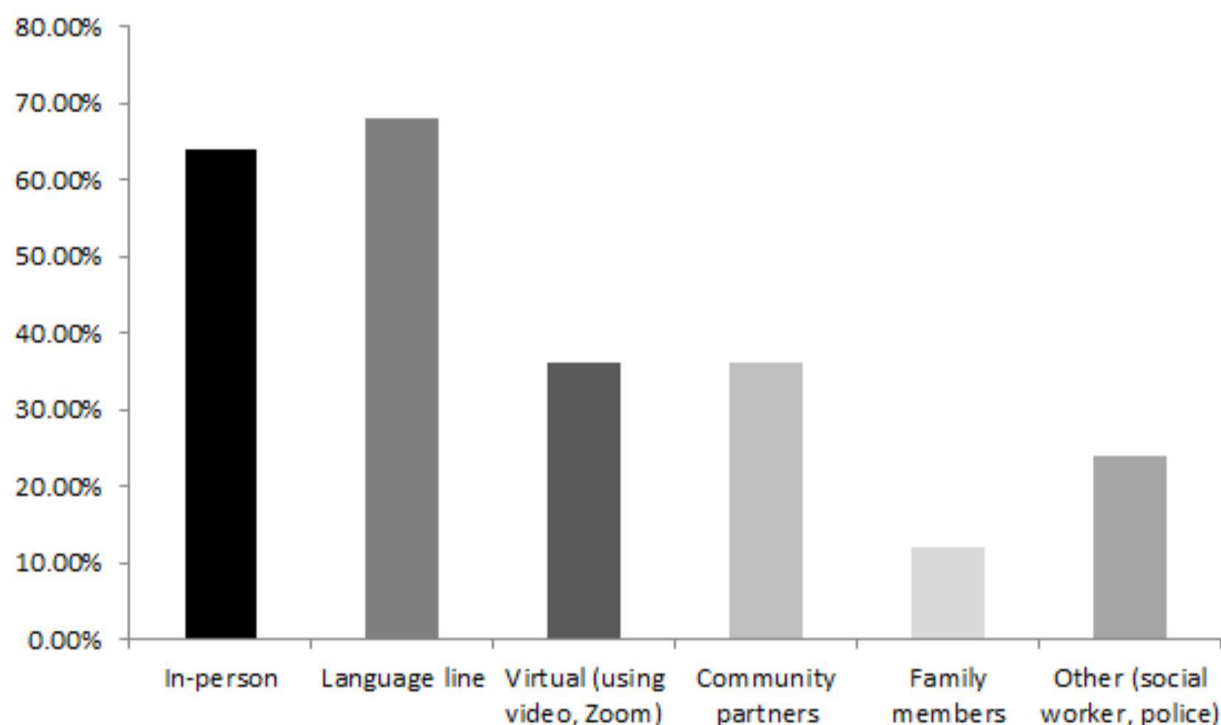

Chart 4. Types of language translation and interpretation services provided by organizations (25 answered, 45 skipped)

The respondents noted that in order to overcome limitations that they face in providing services to linguistically diverse and underserved communities, they have to diversify their funding, finding grants that can cover the costs needed, and collaborate with other agencies. These were consistent for survivors across different groups, including the migrant farmworker and rural communities. For the deaf community, respondents identified limited interpretation as a main barrier to providing services. They also attributed these limitations to decreased funding.

Regarding COVID-19, the data showed that the main barrier identified by the respondents was the limited access to their clients. They noted that this interfered with their ability to provide services effectively and delayed some of the legal resources available to them. Responses also indicated that housing and financial assistance are among the most salient needs of survivors during the pandemic.

Themes from Survey Responses & Project's Advisory Board Meetings

Increasing Organizational Awareness for Organization Leaders & Funders

"When writing grants they don't know allow for organizations to put in salaries, or cost of salaries and benefits, so there is another project that we have to come up but there is no money behind that so staff are not able to be paid for it, but we still have to produce this project as that is the only way we are going to get money coming into our organization. So, it feels very oppressive to have to write a grant and not put any salary or benefits to that work and someone has to do that work, but we are piling more stuff on the advocates that are already burned out."-Advisory Board Member

"Advocates of color or BIPOC advocates in a mainstream organization does more, double or triple the work, than their colleagues at their mainstream organization because they are working with underrepresented communities that in the nature of that takes longer to do. Leadership in mainstream organizations don't really value that. So that they are given the flexibility to do the work they are needing to do so we have mainstream programs that recognize the need in their area so they hire people of color to support and meet that need but don't have the policies in place to actually allow advocates of color to do the work with the flexibility enough to do it without burning out and expectations as their white colleagues at, let's say, mainstream organizations."-Advisory Board Member

Data suggests an overall need for organizations to address leadership issues including under representation of marginalized communities in management and leadership positions as well as organization capabilities (or lack thereof) for serving underserved survivors. In the large-scale survey that was conducted, the respondents highlighted the importance of integrating the feedback provided into the work conducted by their organizations. This feedback included the limitations and barriers to be able to deliver culturally relevant services to the survivors served by the different state organizations. They suggested leadership to host listening sessions, interviews to understand the complexities and intricacies of the services needed and the experiences of survivors and staff.

Importance of Relationship Building

"I think there's a general uneasiness about trusting organizations that may work with the police or are a majority of white employees. Also, I don't know that our outreach reaches these

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populations as much as we'd hope. It's one thing to give someone a pamphlet and tell them about our services, it's another thing to make a human connection and form trust."-survey respondent

Similar to what was found in the CBPR results, the data suggests the need for intentional, authentic work of relationship building and centering of marginalized voices. The results also indicated that when resources are limited, staff will rely on the relationship between advocates and survivors to be able to provide support related to violence prevention. This was particularly salient with hard to reach and/or marginalized communities. The responses in the survey indicated that this made a significant difference when survivors have to navigate the justice system and receive legal assistance. As an example, they noted that legal interpreters are not always trusted by survivors; therefore, working with individuals trusted in the community is key to provide safety to the survivors as they navigate different legal processes.

In the same line, the respondents noted that having strong ties within the community is essential to be able to provide services, foster connection, and provide appropriate referrals to survivors. Therefore, they highlighted that the relationship building should also encompass other organizations that are in the community.

Language Justice

"Funding to help with language access - interpretation and translation is expensive and time intensive training - staff then need training on how to quickly and properly use language access. Outreach is different than we are used to so it takes a lot of time and intention for staff to shift how they do outreach activities - easier (seems "more efficient") to keep doing what we're doing and serving who we're serving."-survey respondent

Data suggests the need for organizations to be trained in adapting organization culture towards language justice. Language justice refers to providing an environment in which survivors can express themselves in their primary language. This is not only important for them to be able to understand the services provided but also that this allows for survivors to feel safe and understood within their context.

Additionally, there is a significant need for organizations to be trained in all aspects of language justice for events, every day organizational operations, appropriate use of interpreters and how to access them, etc. Some responses indicated that staff might not always be familiar with how to involve interpreters into their work. Also, some respondents indicated that they do not know how to provide support to deaf individuals in a way that increases accessibility to the services available in their organization.

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Bias & Stigma in the Workforce

"By being open and honest in our discussions as to how we've failed and how we can do better. By participating in trainings and workshops to learn, and by hiring more diverse staff within our organization."-survey respondent

There continues to be an ongoing need of addressing bias, racism, and stigma in the workforce. Training across the workforce including law enforcement should increase understanding of systems of oppression, white supremacy and the impact on underserved communities. Moreover, highlighting the relationship of underserved communities to the legal system and bias in the legal system is significant.

Centering Underserved & Linguistically Diverse Individuals

"I believe that these populations deserve to be served to the best of our abilities, and I think that including survivors from underserved and linguistically diverse communities in these conversations is important. We may think we know what they need, however without having their experiences we are simply attempting to make an educated guess. We also have to make sure that we are not putting the labor and work on these individuals to educate us--we must do that ourselves. Providing trainings and suggestions on how to connect with these communities would be great." -survey respondent

Data suggests that organizations need training on "how to center community members' voices in programming"; participants noted that they would appreciate this training because many of them do not know where to start. Another need that emerged is that of prioritizing culturally-specific organizations who are embedded in under- represented communities and who identify as organizations who center the identities of the under-represented communities they serve. Practitioner experts highlighted the need to uplift culturally specific organizations who are doing work in partnership with diverse communities; however, caution must be given to not overtax these already overburdened organizations.

Culturally-Affirming Training

"How do we support a culture among colleagues where folx are starting to bring awareness regarding culturally diverse communities"-Advisory Board Member

Along with the theme of centering underserved survivors, the data highlights the importance of providing culturally affirming training with culturally-specific organizations in the lead. In order for individuals and organizations to move towards cultural humility, they must first understand the "how to" of being culturally-affirming. This moves beyond basic knowledge gain and requires a philosophical shift on behalf of organizations to center underserved and

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linguistically diverse survivors. "How" organizations do the work is just as, if not more important, then "what" they are doing.

Law Enforcement in Minority Communities

"When interpreters are not a part of law enforcement or the legal system, they can have difficulty explaining concepts to victims and I can feel uncertain as to the accuracy of their interpretation. However, interpreters from law enforcement and the legal system may not be trusted by victims."-survey respondent

The data showed that providing services that support survivors in navigating the different systems, including immigration and legal systems are key to meeting the needs of survivors. Respondents noted that there is significant fear that different survivor communities have around reporting violence to law enforcement. In addition, there is fear of immigrant communities of being deported if they report abuse or seeking any legal remedies or other types of relief. Therefore, they noted that collaborating with these different agencies and their staff is important in the work that they do.

Trauma-Informed & Anti-Racism Protocols

"All of our policies, protocols, and practices are rooted from anti-oppression and anti-racism framework. Since we are an immigrant community, our policies, protocols, and practices are also rooted in decoloniality framework."- survey respondent

"[We] have partnered with BIPOCS programs, created an accountability plan, hired a historically marginal- ized leadership" - survey respondent

Several organizations reported that their staff engages in trauma-informed and anti-racist trainings. However, these organizations noted that there are no specific protocols for more specific concerns, such as police violence, within their organization. Instead, they rely on community partnership to refer survivors to more specific service/support. Some of the limitations listed are lack or limited funds and resources, including staff, collaborating/partnership with the judicial system to provide protection for survivors, limited agencies that do culturally specific work, resistance from law enforcement to engage in antiracist training, not having sufficient BIPOC/POC and/or bilingual staff.

Limited Violence Prevention Programs

Most organizations describe having responsive strategies to violence and have strong collaboration with advocacy programs in the community to which they can connect for prevention programming. Respondents indicated that they provide prevention programming through presentations, education, and workshops. Some organizations provide education and awareness around topics related to violence. Organizations identified limited funds as a significant barrier.

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Themes from Documented Evidence

Language Justice

"Latino/a participants who were immigrants or of a different cultural background, also complained of differential treatment. Many struggled with expressing themselves in English, and felt that institutions were unwilling to assist due to the communication gap. Certain participants shared that they felt invisible." (Lowry et al., 2016, p. 65)

As previously mentioned, language justice refers to being able to provide an environment in which survivors can express themselves in their primary language.The literature review suggests that implementing culturally competent trained professional interpreters across agencies and institutions is critical to ensuring that there is equality. Minority groups such as Latina/o or Deaf and hard of hearing experience challenges in language accessibility, which often prevents them from accessing services. Moreover, immigrant participants have complained of differential treatment due to language as a barrier. Data has shown that many struggled with expressing themselves in English, and felt that institutions were unwilling to assist due to the communication gap and this led them to feel "invisible." In addition, with the Asian and Pacific Islander (API) community, the lack of language justice has impacted their experiences with seeking employment and citizenship and having issues with access to translators, including different dialects.

Community Education: Know Your Rights

"Because community members' lack of knowledge regarding violence, they are not likely to seek help until it gets physical." (Asian, female, 40 years old). Like other minority groups, respondents expressed that the major types of violence occurring in the API community are forms of structural violence including; poverty (40%), racism (30%) and physical violence (40%)." (Wun, Donahue, Zuñiga, Nguyen, & Samples, 2018, p. 5)

There is a large gap in knowledge regarding human rights that minority groups need access to, in order to be able to advocate for themselves as they navigate different forms of structural violence. The literature demonstrates that various immigrants coming to the US are needing some form of assistance to learn the various American cultural norms, legal processes, as well as to learn how to navigate governmental systems to obtain information on how to advocate for themselves and adapt to the new host culture. For example, the literature shows how some immigrants have experienced fear of deportation due to the trauma from their home country such as war and forced migration. These refugees and immigrants who have come to the U.S., already have experienced complex trauma, then have a difficult time knowing that they can advocate for their own rights. Moreover, when looking at the needs of victims of stalking, from the lens of victim service practitioners, when asked to rate 15 different services from 'not very important' to 'being essential to meeting stalking victims needs' the five highest rated needs included "assistance obtaining restraining orders" "face to face crisis counseling, "information regarding criminal justice system, legal advocacy, and emergency shelter" (Spence-Diehl & Potocky-Tripodi, 2001, p. 90). Thus, this demonstrates the importance of being able to provide minority groups and those experiencing different forms of violence access to education about advocating for their own rights.

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Professionals With Cultural Humility

"A provider who looks like them -- while we are not an incredibly diverse state, we do have significant Hispanic, African American, Asian, Native, and other non-white populations. We need to more closely mirror in staff and administration the demographics of the communities we serve." (Lowry et al., 2016, p. 51)

Numerous factors could influence the accessibility to health care for various minority groups. The literature has demonstrated that in order to overcome the barrier for minority groups to access health care, services need to be culturally grounded and responsive. While having providers who look like their patients does not always equate to being a culturally competent professional, having providers who look like the patients/clients allows for minority groups to feel more comfortable and hopeful that they can be understood when the providers are culturally affirming . Research has demonstrated that the specific minority groups that are perceived to need culturally competent professionals include ethnically and linguistically diverse groups, gay, lesbian, and/or transgerndered individuals, college students, and nondomestic stalking victims (Spence-Diehl & Potocky-Tripodi, 2001, p. 91). Unfortunately, due to the lack of providers with cultural humility, literature has shown that several professionals have noted a desire to refer clients who identify with a minority group to "proper agencies" to guarantee that victims get the appropriate support that is needed.

Fear of Racial Profiling

"Fear of driving without a valid state license was a major obstacle for undocumented Iowans, deterring community members from driving their children to school, going to work, and caring for their families."
(Wun, Donahue, Zuñiga, Nguyen, & Samples, 2018)

Research has consistently highlighted the fear of racial profiling among ethnic and racial minority groups impacting their ability to seek help. For example, a major concern for those who are immigrants includes fear of racial profiling being a barrier to seeking social services, limited housing options, and feeling vulnerable to notario fraud. Moreover, the primary issue expressed from victims of color include differential treatment from service providers, law enforcement, and government institutions. Particularly, for African Americans, racial profiling has led to being refused access to services and housing opportunities in addition to various types of discrimination leading to disenfranchisement.

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Discrimination and Racial Bias

"Meanwhile, failure of law enforcement to adequately assist victims of color was especially noted by African American, Native American, and Latino/a participants. One African American participant noted that law enforcement frequently and mysteriously "drops the ball on Black-on-Black crime" and that this may be due to law enforcement failing to reach out to the African American community." (Lowry et al., 2016, p. 65)

Along with the theme of fear of racial profiling, according to the literature, the impact of discrimination and racial bias occurs to ethnic and racial minorities at all stages of development, from childhood to adulthood. For example, with children, racial bias is present in academic settings from teachers and administrators, where poverty, and discrimination were identified as the main reason for school suspensions of Latinx youth, referrals to juvenile court and lower educational attainment in comparison to their white counterparts. For those in the LGBTQ+ community the discrimination has been present within the workforce as many have reported being fired from a job, or not being hired due to identifying as LGBTQ+. In addition, minorities from communities of color have identified racism impacting their ability to participate in minute tasks, such as grocery shopping, access to transportation, all the way up to critical tasks that support one's well being, including health care and employment opportunities.

Financial Barriers

"One of the most frequently discussed barriers across domestic abuse, sexual assault, and violent crime groups was the challenges involved in accessing transportation. Participants required transportation to seek safety from perpetrators or access services, but often did not own their own vehicle, due to financial constraints or due to perpetrators restricting their access to a vehicle. Participants frequently relied on taxis, buses, and service providers for transportation access, which was often described as unreliable and costly. For many participants, lack of transportation led to loss of access to other services, including access to shelter, housing, medical, and support group services." (Lowry et al., 2016, p. 61)

Financial instability is one of the most common barriers across various minority groups that are trying to improve their well-being. For example, one of the most frequently mentioned barriers across domestic abuse, sexual assault, and violent crime victims was the challenges involved in accessing transportation. Transportation is necessary to seek safety from perpetrators or access services, however many victims do not own their own vehicle, due to financial constraints, or because the perpetrators restrict the victims access to a vehicle. Moreover, the literature demonstrates that many victim service providers have suggested changes in state laws and local policies to provide financial assistance for victims that need help purchasing safety-enhancing devices, relocating, and changing locks (Spence-Diehl & Potocky-Tripodi, 2001, p. 91). For those with undocumented status, the financial barriers may be due to low-wage jobs, lack of affordable housing, and vulnerability to crimes like wage theft. In the same vein, immigrants face economic barriers to meeting basic needs as among those that are employed, many are working low-wage jobs, with one out of five Black immigrants living below the poverty line.

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Law Enforcement in Minority Communities

"Participants who reported unsatisfying responses from law enforcement officials primarily came from ethnic minority communities, including Native American, Latino/a, and African-American communities. Participants shared that law enforcement officials would "not show up" if they called, that detectives "did not care" about their cases, and that law enforcement officials continuously mishandled crime investigations within their communities. Participants also expressed fear of being arrested for defending themselves in a domestic abuse situation, and fear of the consequences an arrest could have on housing and employment prospects for themselves, their families, and even the perpetrators."
(Lowry et al., 2016, p. 63)

Minority communities have historically felt vulnerable asking for help from law enforcement as documented in the literature. For example, those who have felt vulnerable include individuals with undocumented status because individuals fear being deported if they report crimes to the police. Particularly, Latinx community members have noted mistrust of law enforcement, which then leads to them being unlikely to report crimes like theft, domestic violence, wage theft, harassment, and fraud. The pervasive traumatization of African American communities has made engagement with law enforcement an almost obsolete solution. A reality that organizations must grapple with, unpack, and understand as foundational to culturally relevant work.

Increasing Awareness for Organization Leaders and Funders

"Victim service providers also frequently mentioned the need for practical tools to enhance victims safety... Many victim service providers mentioned changes in state laws and local policies."
(Spence-Diehl & Potocky-Tripodi, 2001, p. 91)

The literature exhibits the need for increased awareness for leaders and funders so that victims of violence may be able to get help. For example, when it comes to survivors of violence such as domestic violence or stalking, there is a need for resources to help keep them safe such as a vehicle of their own, cell phone, and/or housing. Yet, many victim service providers have noted the financial barriers victim survivors have due to economic control from perpetrators.Thus, increased awareness for leaders about the needs of victims of violence could lead to changes in policies, which in turn could positively impact victims finding ways to stay safe with the practical tools such as surveillance cameras or personal body alarms.

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Expanded Services to Include Children and Other Family

"Participants reported that their children and loved ones were also indirectly impacted by their victimization and that the majority of services focused on the victims with little to no attention paid to other people in their lives who may also need help. Several participants felt that their children specifically were unable to access the same services they received as victims. Children tend to process trauma in a different way that adults and participants who recognized this difference explained that services need to be tailored to meet those needs in order to be effective." (Lowry et al., 2016, p. 59)

The well being of children and the well being of caregivers is strongly linked especially among collectivistic communities where family is a strong value. Moreover, being able to support parents and their children who are victims of violence promotes a stronger parent or caregiver and child bond, which can mitigate the impact of traumatic experiences for children (Quality Improvement Center on Domestic Violence in Child Welfare, 2019). Research has shown that nurturing parent-child interactions serves as a protective factor for domestic violences survivors (Quality Improvement Center on Domestic Violence in Child Welfare, 2019). The literature demonstrates how children need access to similar services (i.e., support group; mental health resources) as adult victims because the children may have their own past complex trauma that can impact their current well being while adjusting to the U.S. Moreover, any type of previous childhood trauma can be triggered with new experiences of trauma and stressors that may occur with not feeling accepted at school (i.e., bullying, cultural stress). Data from CBPR participants has shown that children are experiencing bullying and cultural stress related to school and building friendships. These difficult experiences can seep into how children interact with family members (i.e., siblings, parents), academic performance, and overall well being as they are going through their own acculturation process.

Reaching Underserved Communities

Two communities that did not find services to be sensitive to their needs were the Deaf and hard of hearing and LGBTQIA communities. All of the Deaf and hard of hearing participants in the Northeast region felt that the services they received were not sensitive to their needs. (Lowry et al., 2016, p. 58)

Being able to reach underserved communities has various barriers such as these communities noting services or agencies not being sensitive to their needs. The literature highlights that the underserved groups that are perceived to need adapted services are ethnically and linguistically diverse groups, gay, lesbian, and/or transgendered individuals, college students, and nondomestic stalking victims. Moreover, research has shown that by increasing staff and leadership (both board and staff leaders) who are members of the underserved groups in the community it then increases the likelihood that the organization will be more responsive to the needs of those communities. For example, when surveying professionals who work with domestic violence survivors, data demonstrated a positive and significant relationship between individual cultural competence and both agency and systems cultural competence.

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For the LGBTQ+ and Deaf community, the literature has shown that when service providers attempted to set victims up with counselors who would be able to address their needs best, the questions that service providers asked to be able to determine victims' needs caused additional trauma. Thus, providers need to be more aware of how to best respond and avoid using gestures or language that can be more harmful rather than helpful to those victims from underserved communities. For victims of domestic violence seeking shelter, research also demonstrated the barriers, particularly for African American survivors. Specifically, a concern was how the shelter operated that led to discomfort for some survivors. Many expressed that the rules in the shelters made it difficult to live there as it was explained that one shelter required each person to have a roommate, something that one of the participants were uncomfortable with. Also, participants perceived that they were not allowed to have contact with any men, which was difficult for those who have a lot of male support, including family members.

Prejudice Related to Victim Status

Participants commonly experienced prejudice due to their victim status. Participants described being shunned by peers and their communities, being discriminated against at the workplace, being alienated from religious institutions, and being embarrassed by medical service providers and law enforcement after sharing their stories. (Lowry et al., 2016, p. 64)

A total of 291 suggestions were made. The largest number of responses related to the need for the community as a whole to become more "aware." The majority of these suggested training an increase in 'sensitivity' and 'understanding' and more victim outreach. The second largest category was labeled criminal justice training. Three quarters of these responses specifically mentioned the need for law enforcement officers to either gain a better understanding of stalking, be able to recognize stalking cases, or be more sensitive to victims." (Spence-Diehl & Potocky-Tripodi, 2001, p. 91)

It has been documented in the literature that professionals who work with battered women have expressed concerns with law enforcement possibly being the least culturally competent based on 350 survey responses (Pyles & Kim, 2006). This is consistent with other studies of domestic violence victims who report having been discriminated against by law enforcement officers. Moreover, the literature demonstrated that victim survivors have experienced law enforcement personnel as insensitive, particularly in cases of sexual assault, domestic abuse, and human trafficking. Moreover, several victims of violence have noted that Iowa law enforcement personnel often did not believe victims, particularly in human trafficking cases because they do not believe that those crimes exist. Some participants noted law enforcement engaging in victim blaming in human trafficking cases. In focus groups, victims noted feeling uncomfortable with law enforcement because of law enforcement's lack of awareness about the needs of victims.

In addition to racial prejudice, victims of violence have experienced prejudice due to their victim status. For example, research has shown that when victims have gone to seek medical assistance they have been confronted by doctors who do not believe their situation. Also, some are asked insensitive questions such as if they were sexually assaulted when going to buy contraceptives.

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EBP Category	Data Source	Themes
Community Expertise	CBPR projects	• Importance of Relationship Building • Language Justice • Increasing Awareness for Organization Leaders and Funders • Community Education: Know Your Rights • **Need for Accessible, Culturally Responsive Services for Children** • Bias and Stigma in the Workplace • Discrimination and Racial Bias • Professionals with Cultural Humility • Centering Underserved and Linguistically Diverse Individuals
Community Practitioner Expertise	Statewide Survey and Advisory Board Meeting Notes & Recordings	• Importance of Relationship Building • Language Justice • Increasing Awareness for Organization Leaders and Funders • Bias and Stigma in the Workplace • Centering Underserved and Linguistically Diverse Individuals • **Culturally-Affirming Training** • Law Enforcement in Minority Communities • **Trauma-informed & Anti-Racism Protocols** • **Limited Violence Prevention Programs**
Documented Evidence	Published Literature & Iowa-related Reports	• Language Justice • Community Education: Know Your Rights • Increasing Awareness for Organization Leaders and Funders • Professionals with Cultural Humility • Fear of Racial Profiling • Discrimination and Racial Bias • Financial Barriers • Law Enforcement in Minority Communities • Expanded services to Include Children and Other Family Members • Reaching Underserved Communities • Prejudice Related to Victim Status

Table 5. Thematic Findings Summary Table (highlighted themes are unique to that category)

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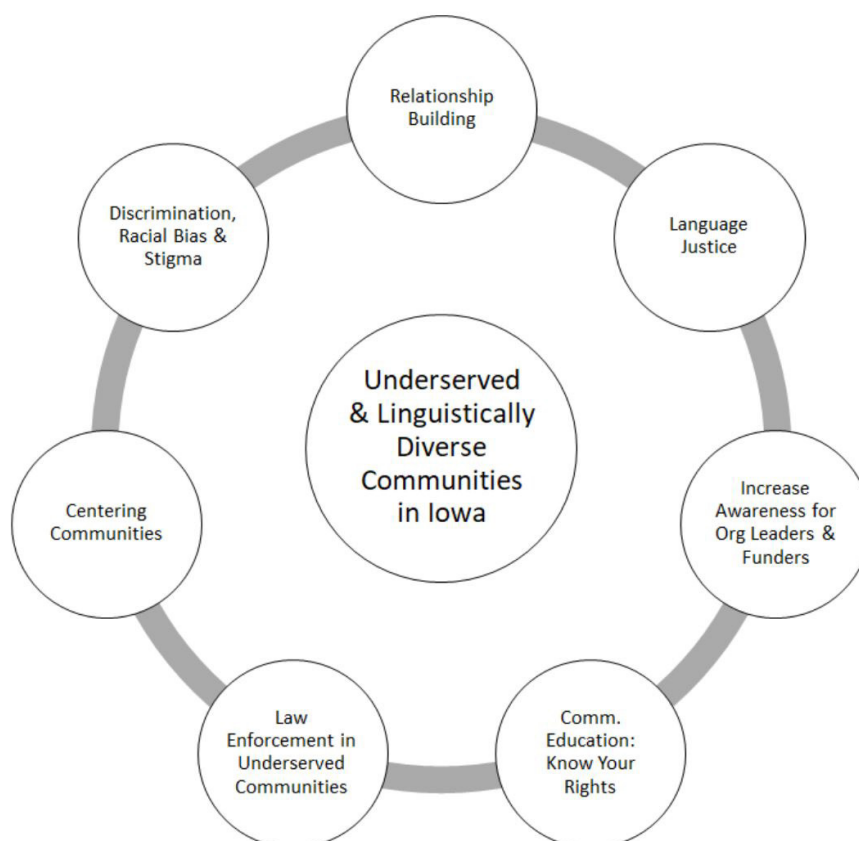
Figure 3. Core themes related to understanding the needs of underserved and linguistically diverse communities in Iowa

Data Convergence

The findings from each community-centered data source offer unique insights into the needs for underserved and linguistically diverse communities in Iowa; the data also converges to highlight where all stakeholders overlap in their understanding of what is needed (see Figure 3). Converged data suggests that building trust through relationships is the ultimate foundational principle for any work that organizations do with underserved and linguistically diverse communities. The data also suggests that a relational approach is key to any training efforts for and with underserved communities.

Converged data suggests that consideration should be given to mindfully centering community leaders, culturally-specific organizations and those who are linguistically diverse in statewide training efforts. However, this effort should be approached with caution, intentionally and mindfully of past harms (e.g., co-opting the ideas of individuals of color) and within the context of limited resource allocation especially for culturally specific organizations.

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Data convergence regarding language justice offers a challenge for organizations and funders to move beyond access and toward language justice. Language justice requires not only access to multilingual spaces but the equality of multiple languages so that individuals can truly express themselves in the language or languages that are most aligned with their internal experiences (Antena Aire, 2013). It also means for organizations to work to understand the cultural history of language and the influence of oppression and racism on language here in the U.S. Additionally, there is a significant need for organizations to be trained in all aspects of language justice for events, every day organizational operations, appropriate use of interpreters and how to access language resources.

One layer of data that emerged across sources highlighted the need for organizational and funders to have their own capacity building efforts on how to work with underserved and linguistically diverse communities in Iowa. Converged data also suggests an overall need for organizations to address leadership issues including under representation of marginalized communities in management and leadership positions, as well as organization capabilities (or lack thereof) for serving underserved survivors.

Another important layer of understanding for organizational leadership, as well as for frontline workers is that of dismantling racist structures that contribute to bias and stigma. Data convergence for this theme highlighted experiences of bias in the workplace for advocates from marginalized communities, experiences of discriminiation for community members especially around race, immigration and documentation status, and experiences of bias in the legal system including law enforcement due to race, class, and victimization status.

Data from each community-centered source highlights the significant need for attention, intention and resources to be allocated towards grappling with the presence and impact of law enforcement in underserved communities. There is significant fear present in underserved and linguistically diverse communities for a surmountable amount of reasons, including the use of law enforcement against diverse communities within this country and in other countries from which individuals are fleeing and seeking refuge here in the US.

The last area of data convergence is a theme of community education and "know your rights" efforts for diverse communities. Data sources highlighted grassroots efforts to increase awareness within communities on topics ranging from understanding dynamics of violence to how to access language interpretation and translation resources. Attention and resources should be given to these established networks and efforts.

Overall, the key understandings of this project suggest that in order to center the needs of underserved and linguistically diverse communities in Iowa, significant structural and cultural shifts need to happen in the state of Iowa including increasing awareness for funders, organizational leaders, and the workforce, as well as empowering and allocating resources to those who are already doing this work alongside underserved communities.

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CHAPTER 04: MOVING FORWARD: THE STRATEGIC PLAN

CHAPTER 04: MOVING FOWARD: THE STRATEGIC PLAN

The knowledge generated through this project and in partnership with community members provides a tremendous foundation for any future efforts to meet the needs of underserved and linguistically diverse survivors in Iowa. This section of the report will propose a strategy for responding and will establish goals and objectives to help guide future initiatives. The strategy presented here includes efforts for creating foundational shifts in the systems that work with underserved and linguistically diverse survivors; suggestions for immediate training that can help address some of the recommendations in the needs assessment; and long-term, ongoing organizational support that is necessary to help create permanent shifts in practice and policy.

Foundational Change

Many of the findings from this report are not new. These are longstanding challenges with historical underpinnings. Nevertheless, some foundational shifts can happen in order to start moving the needle on centering underserved and linguistically diverse communities in Iowa.

Funders and mainstream organizations in Iowa should work collectively with systems around building trust in underserved and linguistically diverse communities, not only when violence occurs, but as a regular part of operations. This is a long-term process that is nevertheless essential in supporting underserved communities (Sherman, 2002; Brunson et al., 2015). Additionally, funders and organizations should work to implement organizational self-reflection processes and protocols in order to "do your own work" in terms of reflecting on historical harms, missteps and biases within your systems and organizations. Funders and mainstream organizations would benefit from understanding and implementing transformational collaboration (White Starr & Moen, 2020), an approach that urges funders and organizations to enter into transformational relationships with their partners rather than recreating the same harmful relationship dynamics that have been upheld by the status quo. Other foundational changes recommended by the needs assessment include large scale efforts to move towards language justice among funders and mainstream organizations, as well as ensuring the inclusion of community-centered expertise as modeled with this current project and aligned with community-centered frameworks (Serrata et al., 2015 and Serrata et al., 2017).

Foundational Change Goals	Foundational Change Objectives
1. Promote relationship building with and among underserved and linguistically diverse communities.	1. Funders and mainstream organizations will allocate resources to culturally specific organizations to compensate for relationship building efforts. 2. Funders and mainstream organizations will attend and support special events in culturally specific communities. 3. Funders and mainstream organizations will implement other strategies recommended in the seminal piece, "Building a Culture of Trust" (White Starr & Moen, 2020).

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2. Uplift organizational self-reflection processes.	1. Organizations and funders will implement organizational self-reflection processes and protocols in order to "do your own work" in terms of reflecting on historical harms, missteps and biases within your systems and organizations, as well as solutions 2. As part of this work, mainstream organizations and funders will assess their organization culture for existing structures that may be preventing change (organization stagnation, using limited resources as an excuse to not engage diverse communities, etc.).
3.Promote "transformational collaborations" between mainstream and cultural-specific organizations.	1. Funders and mainstream organizations will assign staff to learn about this approach (White Starr & Moen, 2020) and review current collaborations and identify what actions need to be taken in order to align partnerships to a transformational collaboration approach.
4. Prioritize statewide language justice protocols.	1. CVAD will develop and implement language justice policies and protocols across the state.
5. Ensure the inclusion of community-centered expertise in all stages of the non-profit funding and decision making cycle.	1. Funders and mainstream organizations will seek training and resources to build their knowledge of community centered approaches and evaluation.

Immediate Trainings

Although foundational change is paramount to address the needs that have been highlighted through this project, more immediate solutions can be considered in order to begin to promote a culture throughout the state of Iowa that centers underserved and linguistically diverse communities. Specifically, care should be given to the relationships that have been built and nurtured throughout the community based research aspect of this project as these relationships can serve as foundational partnerships in future training initiatives. For example, resources can be allocated to the community partners in this project to share the findings from their research projects and service provision considerations for the diverse communities represented in their work. They can also be resourced to offer support within their own communities in response to some of the needs they identified through this project. For example, many communities identified "know your rights" topics that could be helpful to incorporate into their work within their own communities. At this time, these culturally-specific organizations are best positioned to provide support and services to survivors from underserved groups and offer guidance to mainstream organizations working to improve their services.

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Immediate Training Goals	Immediate Training Objectives
1. Center the needs and efforts of under-served and linguistically diverse communities.	1. CVAD will allocate resources for the community researcher and host site to develop and implement "know your rights" training within their own communities. This will include staff support for someone to partner with the community researcher to developing their materials, talking points, etc. 2. CVAD will allocate resources for the community researchers to be supported regarding sustainability, relationship building, and language justice.
2. Promote cultural humility across the state of Iowa.	1. CVAD will partner with a culturally-specific organization(s) to create and implement Cultural Humility 101 training series highlighting the communities included in this needs assessment project (the Arabic community, the African American/Black Diaspora community, the Deaf community, the Burmese community, the migrant farmworker community, and the disability community). 2. CVAD will allocate resources and re-engage the culturally specific organizations and community researchers from this project to develop and implement training about their communities' needs and how to best respond. 3. CVAD will support the offerings of these training across the state of Iowa.
3. Promote language justice across the state of Iowa.	1. CVAD will create and implement Language Justice 101 training series across the state of Iowa engaging the cultural-specific organizations already doing this work (e.g., EMBARC).
4. Highlight relationship building as key to cross-partner collaborations between mainstream and culturally specific organizations.	1. CVAD will engage national trainers to offer workshops on building trust and relationship from an equity lens (White Starr & Moen, 2020).

Ongoing Implementation Support

Given the gravity and the scope of change that needs to happen in the state of Iowa in order to move towards centering underserved and linguistically diverse communities, ongoing strategizing and support is critical. Funders and organizations in Iowa should continue to have ongoing conversations with survivors and staff members from underrepresented groups to capture progress, pitfalls, and concerns in real time. This will show a commitment to continuous improvement of the systems survivors must navigate, and will open the door for the implementation of more promising practices. In addition, funders in Iowa should "walk their talk" in that they should be actively engaged in efforts to evaluate their efforts at relationship building, how they fund and who, what requirements

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they place on culturally specific organizations, etc. Funding should incentivize organizations moving toward increasing representation of underrepresented groups in leadership positions. If an organization wants to be funded to support underserved communities, their staffing should be representative of that population.

Ongoing Implementation Goals	Ongoing Implementation Objectives
1. Continue promoting iterative knowledge building with culturally specific organizations and communities.	1. CVAD will offer funding for culturally-specific organizations to engage in knowledge generation. 2. CVAD will establish an advisory board of community-based experts similar to one that was created for this project to hold them accountable to the changes that were addressed in this project (they will also be compensated financially).
2. Align funding strategy to an equity lens.	1. CVAD and other funders will identify and fund "non-traditional" violence organizations who are embedded in communities and doing grassroots work. 2. CVAD and other funders will evaluate their funding strategy and utilize an equity focused funding framework to realign some initiatives.
3. Highlight progress across the state of organizations who are putting significant efforts towards centering underserved and linguistically diverse communities.	1. CVAD will offer financial and training support to organizations who are committed to increasing diverse staff and leadership (both board and staff leaders. 2. CVAD and other funders will fund programs to develop and implement strategies for showing, in more consistent ways, how they serve different populations.
4. Promote language justice across the state of Iowa.	1. CVAD and other funders will provide incentives for organizations to show in tangible ways how they are implementing language justice into their organization structures.
5. Promote cultural humility across the state of Iowa.	1. CVAD will lead efforts to create systems change related to the presence and impact of law enforcement in underserved communities.

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CONCLUSION

As noted above, the strategy presented here includes efforts for creating foundational shifts in the systems that work with underserved and linguistically diverse survivors, suggestions for immediate training and long-term, and ongoing organizational support that is necessary to help create permanent shifts in practice and policy in the state of Iowa. These efforts need to be ongoing, iterative and in partnership with community experts in Iowa. This document lays the foundation of knowledge for understanding the needs and concerns of underserved and linguistically diverse communities in Iowa, and offers a starting part for creating change. In order to keep these efforts at the forefront, CVAD and other funders need to re-prioritize their efforts to center the realities presented in this project and report. Additionally, CVAD and other funders should consider monitoring and evaluation efforts to ensure that the knowledge shared by the community experts in this project are utilized and implemented throughout the state of Iowa. This project and report marks the beginning of significant change to come in the state of Iowa in service of underserved and linguistically diverse communities!

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Appendix A: Language Justice and Cultural Humility Project Advisory Committee

Organization	Who the Organization Represents
Amani Community Services	African American communities
Brain Injury Alliance	People with brain injuries
Central Iowa Center for Independent Living	People with disabilities/Disabled people
Deaf Iowans Against Abuse (DIAA)	Deaf community
Des Moines Civil and Human Rights	Underrepresented Individuals
Disability Rights Iowa	People with disabilities/Disabled people
Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC)	Burmese immigrants and refugees
Iowa Coalition Against Domestic Violence (ICADV)	Survivors of domestic violence
Iowa Coalition Against Sexual Assault (Iowa CASA)	Survivors of sexual assault
Iowa Coalition for Collective Change (ICCC)	Marginalized communities
Iowa Safe Schools	K-12 LGBTQIA+ students
Latinas Unidas Por Un Nuevo Amanece (LUNA)	Latinx communities
Monsoon Asian and Pacific Islanders in Solidarity	Asian and Pacific Islander communities
Nisaa African Family Services	African immigrants and refugees
One Iowa	LGBTQ Iowans
Resources for Indigenous Survivors & Empowerment (RISE)	Native/Indigenous survivors
US Committee for Refugees and Immigrants	Refugee and immigrant communities

Appendix B: Community Needs Assessment Host Sites

Host Site	Description	Community
Monsoon Asians & Pacific Islanders in Solidarity	Monsoon's mission is to better understand the Arabic community in Iowa and how to help them.	Arabic Community
Ethnic Minorities of Burma Advocacy and Resource Center (EMBARC)	EMBARC strives to serve as a collective voice of different ethnic groups from Burma and for all the refugees as they make a new home here in Iowa. EMBARC's goal is to learn more about the experiences of bullying in their community of youth.	Burmese Community
Central Iowa Center for Independent Living (CICIL)	CICIL is a community based organization with a mission to fight for equal rights for folx with disabilities and empowering folx to live life with self-reliance and dignity.	Individuals in Assisted Living
Iowa Coalition for Collective Change (ICCC)	ICCC strives to collect stories from community members to understand the landscape of non-profit agencies in Iowa and document the effectiveness of capacity building for victims services.	African American/Black Diaspora Community
Deaf Dome	Deaf Dome is a community-centered and -led group looking at the needs of D/deaf, Deaf-Blind, hard of hearing, and late-deafened people in Iowa.	Deaf Community
Proteus	Proteus provides agricultural work-ers and their families with affordable health care, education assistance, and job training. Proteus' goal is to understand the health needs of the Latinx community and how that impacts their wellbeing.	Migrant Farm Worker Community

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Appendix C: CBPR Principles مبادئ CBPR

1. Build authentic relationships بناء علاقات حقيقية/ بصدق
2. Be mindful about: انتبه لما يلي
    The barriers our community members face الحواجز التي يواجهها أفراد مجتمعنا
    The current global pandemic and the outcomes that result from it
    الجائحة العالمية الحالية والنتائج التي تنجم عنها

3. Be transparent about our work كن شفافا بشأن عملنا
4. Be patient throughout the process كن صبورًا طوال الإجراءات
5. Collaborating throughout the process التعاون في جميع مراحل الإجراءات
6. Be flexible, reliable, and supportive with our community members
    كن مرنًا وموثوقًا وداعمًا مع أفراد مجتمعنا
7. Co-create research projects that will: شارك في إنشاء المشاريع البحثية التي من شأنها
    • Come back to the community العودة إلى المجتمع
    • Be beneficial to community members and how services are provided
    أن تكون مفيدة لأفراد المجتمع، وكيف يتم تقديم الخدمات
    • Fully represent the voices and needs of community members
    تمثّل بالكامل أصوات واحتياجات أفراد المجتمع
    • Give the community researchers the ability to drive the projects
    إعطاء الباحثين المجتمع القدرة على قيادة المشاريع
    • Respect confidentiality احترام السرية

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Appendix D: Project Report Summaries

Monsoon's summary of language justice community research.

Our research was devoted to the Arab community in Iowa and it lasted for about a year. We developed a plan to understand the Arab society and its needs. We want to know what is the religious and cultural nature of this society, their view of gender-based violence, the extent to which they accept other societies and their view of societal violence.

This was done by conducting individual meetings with Arab women victims in Iowa, where we arranged interviews with some of the women who were subjected to domestic violence. In order for the research to be more comprehensive and wide, we also chose some of the women who are still under the influence of violence and refusing to seek help to understand the reasons that motivate them to accept this violence. We also tried to conduct interviews with women from all countries of the Middle East, with all cultural levels and ages. We would record the interviews and then write a report on each case. We have put together questions that help us understand the causes of the violence they are subjected to and how their presence in America has affected the escalation of this violence. We asked about their knowledge of the laws, their experiences with humanitarian organizations, the reasons for their reluctance to seek help, their needs, and how organizations can support them. We expanded by asking about their ideas to solve domestic violence against Arab women in America, what are the reactions of their societies after asking for help, what hinders survivors and abused women from seeking help, and the difficulties that Arab mothers face in raising their children.

Our research team consists of Ebtehal Alzakrooty (Advocate and community outreach at Support for Arab Families in Iowa (SAFI), one of the programs of Monsoon Asians & Pacific Islanders in Solidarity) Hieu Pham (Co-Director of Direct Services & Community Outreach at Monsoon Asians & Pacific Islanders in Solidarity), Duaa Radhi (Interpretation/translation) and wassan wahab (Interpretation/translation).

As we mentioned earlier, our research focused on the Arab community after the increase in the number of Arab immigrants in Iowa. Because these refugees come from very different societies and cultures from the American society, this difference in cultures has greatly affected the Arab family and exacerbated cases of domestic violence. And because there is great secrecy about the victims of sexual violence because of the customs and traditions of this society, we prepared this study in order for us to understand this society. The results of this research will be sent to all organizations and public departments that are in direct contact with the Arab community to be aware of the ways to deal with the Arab community and to work on finding real solutions to support Arab women and enhance their role in society

As for the results of the research, they were impressive to us, as these women interacted well and talked about the real causes of violence, the most important of which is the misunderstanding of religion and their fear of losing Arab culture and identity, which leads the Arab man to refuse to let Arab women to work here or his attempts to control all the movements of individuals. It is also

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interesting that we discovered some Arab women who are not aware of the existence of domestic violence organizations and do not know the reality of the work of these organizations, and that most women do not have any knowledge of the laws of the country, their rights and duties

As for the role of Monsoon Organization:

Monsoon Organization created a SAFI program to support Arabic families. They chose to have Arab staff in order to provide survivors and victims with support from people who speak the same language and can understand their problems correctly because they are from the same culture.

SAFI and Monsoon worked on holding awareness meetings for women, talking about domestic violence, physical and psychological health, opening personal projects, how to buy a home, and everything that concerns Arab women, by hosting specialists to cover these meetings. Dissolve the differences between the Arab and American teenager and the family's support to understand the needs of their teen children.

We are also in the process of arranging a driving education program for battered women and survivors, which is considered one of the most important steps that help women reject domestic violence.

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EMBARC Research Summary

Introduction

The research "Bullying Among the Youth of Burma" investigated the existence of bullying in the Burma community, and explored the details of the individual experiences with bullying. The research team consisted of staff from Ethnic Minorities of Burma Advocacy and Resources Center (EMBARC) Dalia Kyi, and a RiseAmericorp member Merrie Awm. The team collaborated with Janice Castro and Karen Limón from the Community Based Participatory Research Project. Members of the RiseAmericorp from the EMBARC host site also assisted in outreach and interviews. The project began in September 2020 and the findings were reported in July, 2021. The predictions that there are bullying victims among the Burma community in Iowa was supported by the results.

Background

Iowa welcomed a diverse Burmese population from different parts of Burma. We hoped that including different ethnic groups would widen the representation of the diverse ethnicities. The research participants consisted of five different ethnic groups: Chin falam, Chin Mizo, Burmese, Karen, and Karenni from Burma. EMBARC Parent Navigator assisted in outreach, translation, and interview. The data was collected by interview, and participants were asked open-ended questions. The interview questions were created by the researchers to give participants an opportunity to express their feelings when they talk about their experiences. Community members volunteered to share their story and gave permission to use their story for research purposes.

Research Findings

All participants reported having experienced bullying or knowing someone who experienced bullying. Approximately two thirds of the bullying occured in elementary and middle schools, and one third of the participants reported experiencing bullying throughout their life. The severity of bullying ranges from verbal bullying such as name calling, implying sexual gestures, and race and gender related insults. There were also reports of physical abuse where participants were pushed and challenged to a physical fight. Many participants reported not getting help due to lack of knowledge about resources and fear of escalation in addition to avoiding getting families involved. Assuming there are no resources available for the youth in the Burma community, we hope that this research could provide information on how children can experience bullying all throughout their life, and challenge the community leader to provide a safe space for children to confide in. We hope to educate the youth on different forms of bullying, and educate adults how to recognize signs of bullying. Finally, we hope to continue to better understand our Burma community through research to better advocare, educate, and develop a healthier community.

Author(s): Merrie Awm

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CICIL's Research Summary

Mental Health Services in Elderly Care

I am working with the Central Iowa Center for Independent Living (CICIL), which serves seven counties around the Des Moines area. CICIL is a community based, non-profit organization whose mission is to empower people with disabilities to control their lives and participate and integrate in their community. Our guiding principle at CICIL is the belief that people with disabilities should integrate fully into society, have equal opportunities and maintain control of their lives.

Our research is aimed to discover what nursing homes and assisted living facilities are doing to address potential mental health problems of residents. We define mental health as the emotional and psychological well-being of an individual and its impact it has on life functioning. This research topic was inspired by a sense that mental health in the aging community is underrepresented and underserved. As the aging population grows, there may be a growing need for mental health services targeted at the aging community.

Our survey was created using Google forms. Facilities were called to present and request participation. If a staff member was willing to participate, extended description and consent form was initially emailed. Once the consent form was received, a link to the survey was emailed.

Our potential subjects were social work, administrative, or nursing staff and we utilized a short survey. Our participants were employed at assisted living or nursing homes in the seven counties that CICIL serves. In accordance with confidentiality and HIPAA, I was not able to access actual residents of nursing homes to include their perspective in data collection. Our questions inquired as to how potential mental health problems of nursing home residents are assessed and addressed, and if services were affected by the COVID pandemic.

Of the 54 facilities phoned, 27 employees agreed to receive email survey, and 27 declined. This response led me to believe that many potential participants were at least appreciative of the topic of inquiry. Many of those that declined stated being "way too busy." After following up by phone with those who agreed initially but had yet completed the survey, most potential participants reported, "just not having enough time." Sadly, only one survey was completed by participants.

In other research, it was found that mental health services in aging facilities are insufficient or nonexistent, thus, I feel it is important to continue outreach in this area to communicate the value of quality of life for the elderly community. It is also important to acknowledge that mental health affects elderly individuals to raise awareness and breakdown stigma so that individuals are comfortable acknowledging a mental health disability and seeking services. Due to only receiving one completed survey, not many statistical findings were possible. Therefore, the results have been shared only internally.

Author(s): Evan B. Schultz

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Iowa Coalition for Collective Change Research Summary

Speaking the Language of Our Community

Addressing the challenges of Cultural Language Access in the African American Community. The Iowa Coalition for Collective Change (ICCC) is a new anti-violence coalition supporting survivor services organizations statewide. ICCC conducts training, certification, technical assistance, research, community education, and policy advocacy in order to learn about the experiences of survivors, support their healing, and improve public policy.

Vision

To improve the lived experiences of Iowans by transforming systems to create a society free from violence & oppression.

Mission

To support organizations that serve marginalized populations experiencing violence through education, research, & systems advocacy.

Pillars

The core pillars of ICCC's work are:
• Supporting culturally specific survivor services organizations
• Supporting homicide & violent crime survivor services organizations
• Supporting other organizations that serve victims of crime from marginalized communities
• Systems change through training, education, and policy advocacy.

In addition to providing training and technical assistance to member agencies, ICCC conducts and disseminates research about the lived experiences of Iowans and views community education as integral to supporting the work of these agencies and the survivors they serve. Therefore, they became a host agency for the language project.

This culture language project was developed after an urgent need to bring to light the challenges facing the African American Community after ongoing traumatization due to ongoing violence on the community all over the US.

Speaking the language of our community is a community based, voluntary research project that highlights the passion of empowered community members and brings our stories, experience, and devoted personal missions and turns it into action. This action has led to an uprise in Iowa; developing new leaders and followers that pull the power from their hearts and souls and use this powerful energy to create and demand change. Coming from the belief that these stories, our stories speak a hidden language that is translated for others the hidden understanding for social justice and an end to violence for and beyond our communities.

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Our impact is to build more resilient, inclusive communities across Iowa by empowering organizations to center their experience of marginalized survivors and support and support their journey towards healing.

Research Purpose:

The goal and purpose of this community research project is to gain knowledge and understand about the culture, stories, and experiences as it relates to language access and its barriers. The lack of understanding of cultural language results in disproportionate violence in the community that the system has failed to end.

This Language access focused on the stories of community leaders that turned their pain and anguish of violence either felt or seen into community building for positive ways to move our community from a trauma response to healing informed. These self-made community leaders shared their stories with our interviewer, Evelyn Garrison, so she could capture the power and the passion of the community leaders from their stories.

This interview consisted of the following questions of 11 local community participants.

Tell me who you are and a little bit about yourself?
How did you get started doing this work?
What are the types of challenges you face doing this work?
Share the barriers that you have faced continuing this work?
How can these barriers be addressed?
How does the work you do help those that have experienced violence?
If you had a magic wand how would this work look?

There are many parts to this project.

Phase one: Research and identify community leaders that have motivated the community around them.
Phase two: Gather stories, barriers, and the driven passion.
Phase three: Develop, record, and edit video with gathered stories.
Phase four: Present edited video to identified agencies, legislation, and potential funders.

Our results as part of this phase of the project identified several common themes. They are as follows: Finding funding, knowing supportive services, having access to information that support their cause, minimizing violence, and wanting to see their community flourish.

These reasons had given light for community change and without the support of others this light runs the risk of growing dim.

Author(s): Evelyn Garrison

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Deaf Dome's Research Summary

Historical Context

The D/deaf/hard of hearing community (shortened to DHH community) is just as varied as any other marginalized group. It includes, depending on who you ask, the following:

- People who were born deaf
- People who lost their hearing early in life
- People who are hard of hearing
- People who lost their hearing late in life
- People who are both deaf and blind
- People who are both deaf and live with other disabilities
- People who use various signed languages (American Sign Language – ASL – being the prominent language in America and Canada)
- People who know no signed language and communicate by speaking and reading lips
- People who do not speak or read lips but also know no signed language
- People who speak, read lips, AND are fluent in a signed language
- People who identify as "hearing impaired" despite the term being rejected in general
- People who can hear but grew up with deaf parents/siblings/grandparents
- People who identify as culturally Deaf
- People for whom being deaf is not a loss, not a deficit, but a normal state of being
- People who see their deafness as a deficit and work to "pass" as hearing
- People who use hearing aids, cochlear implants, etc.
- People who use no auditory devices

And the list can go on and on and on... focused primarily on people's hearing status and communication modes.

But every intersectional identity is also present in the community:

Transgender individuals (including nonbinary people)
- LGBQ people
- Black people
- Indigenous people
- Neurodiverse people
- Asian people
- Athletes and academics
- Latinx people
- Parents/childfree people

People of every possible nationality, ethnicity, race, religion, political belief, self-identity...

One thing we all have in common: we have grown up steeped in the same ideology as everyone else. We have primarily been raised by hearing families (90-95%), who have typically been told not to communicate with us through any type of signed language. Consequently, language deprivation is a common trait in the DHH – on a spectrum from full deprivation to minimal. Society teaches us that we are somehow broken, and must be fixed to be more "normal" so we can be socially acceptable. That we are dependent on the good will of hearing people, and thus must not be too demanding, or too angry, or too different.

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But no group of people who have historically been oppressed (as the DHH community has) owes the oppressive class anything beyond what we all owe each other in a society. We do not owe hearing people compliance, niceness, or comfort, any more than any other group does. Not when our language has been all but eradicated (Milan 1880), eugenics have been practiced on our community (Alexander Graham Bell), and we fought for over 120 years to have a deaf person preside over the nation's only liberal arts university specifically for the DHH community (Gallaudet University – Deaf President Now).

Underscoring everything is the dual nature of being D/deaf: do we have a culture? Do we have a disability? Do we have both? By federal definitions, deafness is a disability. By the definition of an ethnic/cultural minority, Deaf people have a culture. We are a unique group.

Research Project

It is within this overall historical context, as well as the history of services for Deaf individuals in Iowa, this research project was formed. Deaf Dome is a new community-based organization of DHH people and interpreters working together to confront the barriers the DHH community faces in Iowa. We are Deaf Iowans who care about our community. Deaf Dome partnered with the Iowa Coalition for Collective Change and Life Interpretation for this project.

The project began with kickoff August 7, 2020, but the research work began in November, 2020. When we started, we had a big research question: What are the gaps in services for the DHH community in Iowa? As we worked through creating our survey questions, we realized we would have to narrow down our research question. Instead, we would look at who was in the DHH community in Iowa. We could not identify gaps until we knew who we were identifying those gaps for. We believed that language access/deprivation was at the root of many of the barriers the DHH community faced in Iowa. We wanted to find out what kind of access to language the members of our DHH community had with their families of birth, for example.

Originally the project was going to be in two phases: first, a survey asking demographic questions specific to the DHH community. From that, we planned to have individual interviews with people who had filled out the survey and indicated they were willing to participate in more in-depth interviews. As the researchers learned more about the process, we realized it might not be possible to do interviews due to COVID-19 and the lack of technology available to some members of the DHH community. We shifted to a more broad survey instead. We hoped this would show some patterns that could be used for later research.

We asked about what language participants used in their daily life, as well as what language they used as children with their families. We asked what type of education (K-12) they received – did they attend a mainstream program with hearing peers, an ASL-using residential program, an oral language only program, or other type? We asked the age of their hearing loss – birth, early childhood, later in life? We asked if they had graduated from high school, gone to college and whether they had graduated.

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Some lessons we learned in the process of creating the survey:

1. We have a much broader range of identities in the DHH community in Iowa than we realized – in every sense of the word.

2. We learned how to do conditional questions in the survey software for a very specific reason: so we could ask people if they had graduated from high school and gone to college without making people feel inadequate if they had not. Thus, the question "did you go to college" did not show unless the answer to the question of "did you graduate from high school" was "yes." Working our way through that question made us re-think how we asked several other questions.

Some of our major research findings:

1. The majority of respondents who identified as "Deaf" had hearing families (unsurprising given that 90-95% of DHH people are raised by hearing parents). Those respondents reported communication with their hearing families was "ASL plus" – with the "plus" being a method that was more comfortable for hearing people (lipreading, speech, writing, etc).

2. Within this same set of respondents, approximately ¾ had graduated from high school and gone on to college but either not finished, or had attained an associate's degree.

3. We realized that we should have worded the question about communicating with one's family differently; we should have broken it into two questions. We should have asked, "what method/ language did you use to communicate with your family?" and "what method/language did your family use to communicate with you?" We feel that the fact that there were no respondents who identified as d/Deaf or Deaf-Blind, with hearing families, who reported using only ASL with their families indicates that perhaps there was, among this group, no one who experienced full language access within their family. Communication should go both ways; what happens when it does not?

For future research, we hope to take these preliminary findings and expand on our knowledge of who we are in the Iowa DHH community, so we can learn where the gaps in services are, and determine how best to address them.

Author(s): Gretchen Brown-Waech, Telina Quintana

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Proteus' Research Summary

Introduction

The overall goal of this research project was to better understand the health needs of the Latinx community, particularly Latinx migrant farm workers in Des Moines, Iowa, and how that impacts their wellbeing. The research questions included (1) What are the demographics of the community members we are working with?; (2) What are health-related barriers that migrant workers are facing?; and (3) What do we need to do to gain your trust? The team consisted of a staff member from Proteus, former staff member from Proteus, Montserrat Iniguez. The team collaborated with Janice Castro and Karen Limón from the Community Based Participatory Research Project. The project begins in September 2020 and the findings were reported in July, 2021.

Background & Project Overview

The community involved are migrant farm workers. By involving these community members it would help in our efforts to meet our mission, which is to provide agricultural workers and their families with affordable health care, education assistance, and job training. Proteus' goal is to understand the health needs of the Latinx community and how that impacts their wellbeing. The role that community members have in the research project include helping us meet our Diversity & Inclusion Plan goal of having 50% of board (or 11 board members) be patients of Proteus services (or develop feedback loop from patients to board if 50% cannot be met). The research project was designed as a focus group with Monserrat as the facilitator who asked questions to gather data on barriers migrant farmworkers face when seeking healthcare and how healthcare services are identified and promoted within the migrant farm working community. Also the focus group interview questions allowed Proteus to better understand what was the impact of COVID-19 on work and personal life, what were the community members' experience and preference with telemedicine, in what ways Proteus can improve services and gain trust, and asking about their interest and availability in participating in feedback groups or board membership.

Research findings

The research findings demonstrated that respondents were overall very satisfied with the services provided by Proteus. In regards to language access and interpretation services, respondents did not often trust their experiences with phone interpretation and were often turned away or not served if they did not interface with Spanish speaking staff. Concerning COVID-19, respondents noted stressful work conditions regarding productivity, reduced hours/layoffs led to loss of income, those who remained employed saw no increase in pay, but were expected to provide the same output. Also, there was a loss of income when earners got sick and had to quarantine, or recover. Regarding barriers when seeking health care outside of Proteus, respondents noted fear of having to provide a Social Security number and proof of insurance, or else they feared that they would negatively impact the services they receive, or be turned away. Also, respondents reported that transportation/mobile access was important to accessing healthcare and they noted Proteus is centrally located to them, and are available to schedule appointments as needed and know they will be seen without feeling judgment, and also the mobile clinics help access in the fields.

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Respondents noted relationship building was key in their efforts and access to receiving healthcare. They noted feeling comfortable and having positive experiences with Proteus healthcare staff, aided by the fact that they speak spanish, feel heard and understood, and are able to get needed appointments, referrals, and care taken care of as needed. Considering their experience and preference with telemedicine, they prefered to have face-to-face appointments over telehealth, as they do not feel the personal care through a screen and feel it is hard to be properly diagnosed. Overall, they described having positive experiences with Proteus staff and services informing the referrals provided to other workers in the field. They refer through word of mouth, but also receive brochures from supervisors in the field who promote Proteus' services to them. This adds to the sense of credibility of the organization, bolstered by personal experience and professional reference.

Next steps include moving forward with having respondents become more involved with Proteus. Respondents expressed interest in assisting in the development of a feedback loop between clients and Proteus board. Respondents expressed an interest in joining the board or a subcommittee of the board that informed of client needs. Respondents expressed an interest in participating in quarterly meetings.

Author(s): Montserrat Iniguez, Janice Castro

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Appendix E Demographics of CBPR Projects

Monsoon

Monsoon: Age of participants

45-64 years old
30.8%

21-30 years old
30.8%

31-44 years old
38.5%
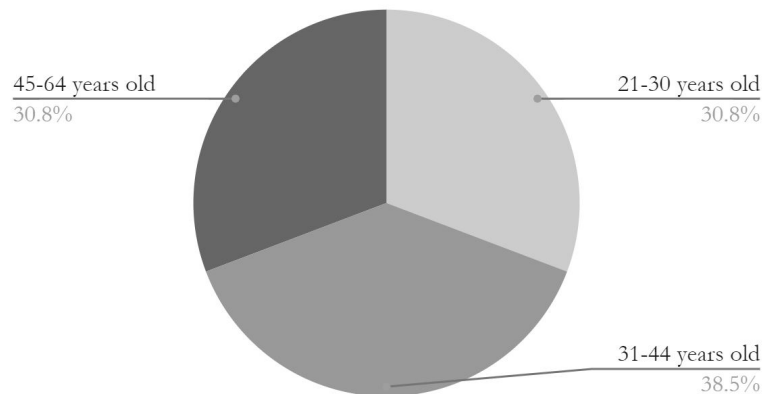
Monsoon: Gender of participants
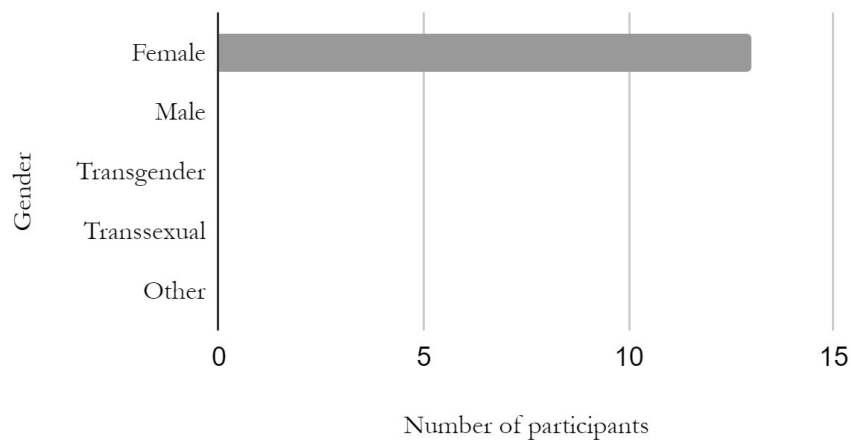
Monsoon: Race/ethnicity of participants

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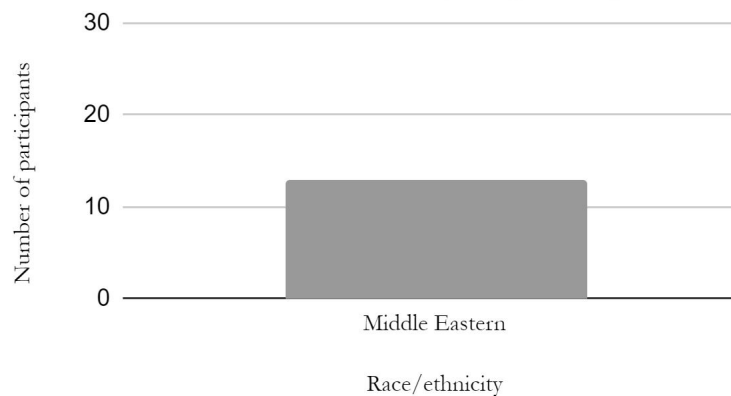
Monsoon: Employment
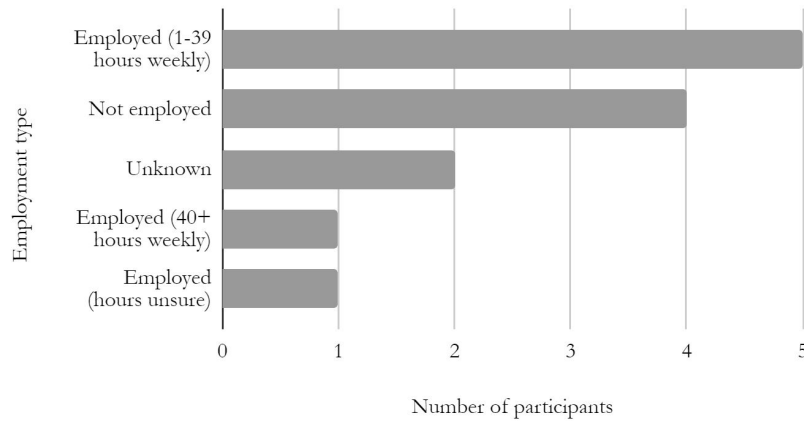
Monsoon: Income
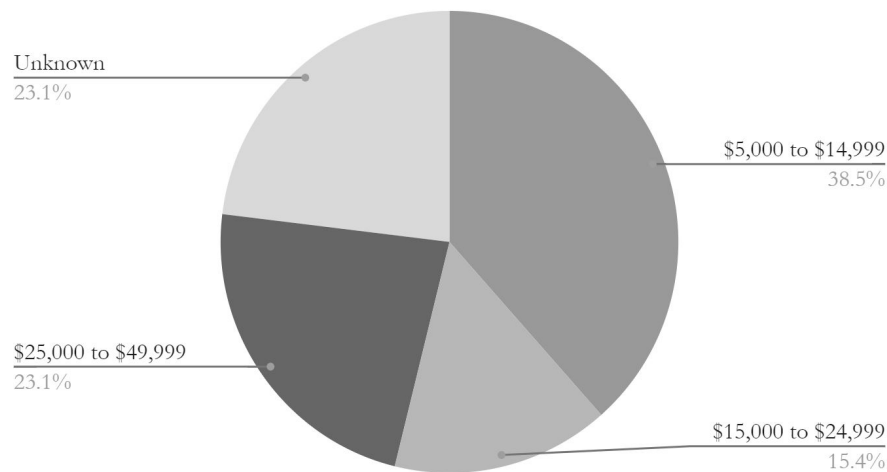
Monsoon: Primary language

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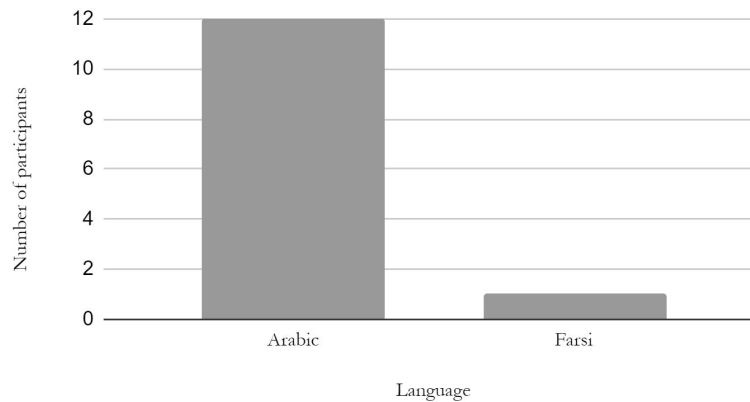
Monsoon: Are you attending school right now?

Unknown
23.1%

Yes
23.1%

No
53.8%
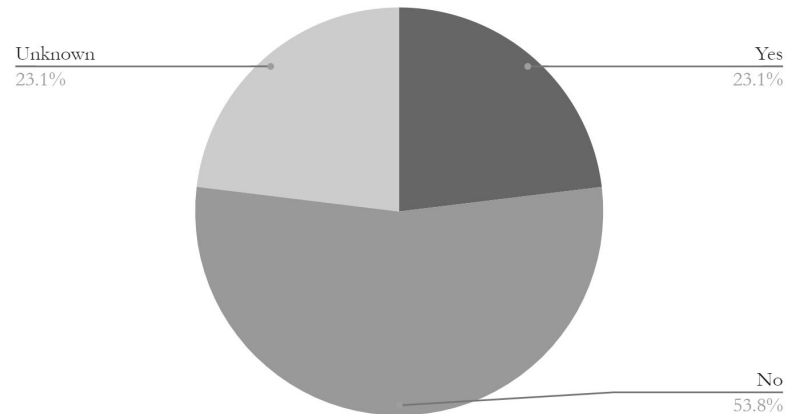
Monsoon: Highest Level of Education
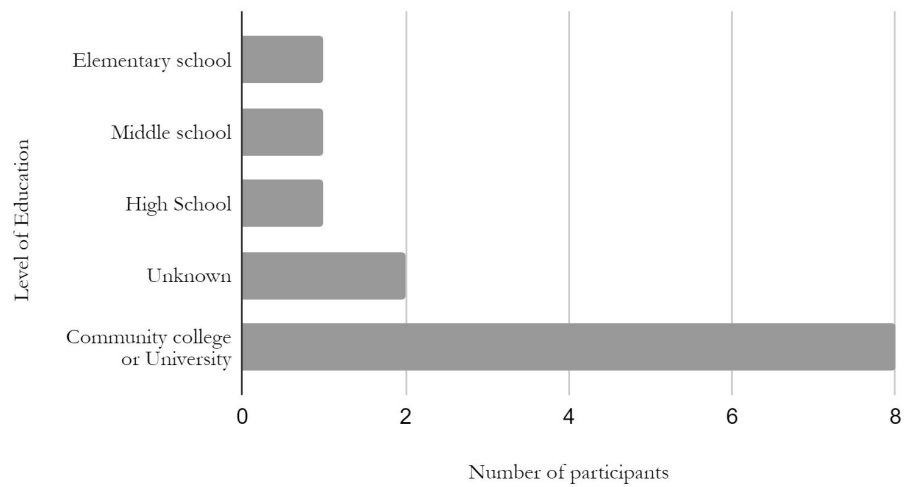
Monsoon: Relationship Status

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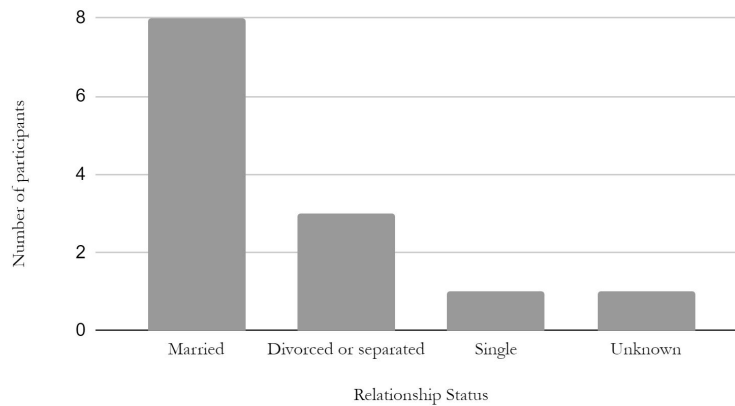
Monsoon: Do you have any children?

No
23.1%

Yes
76.9%
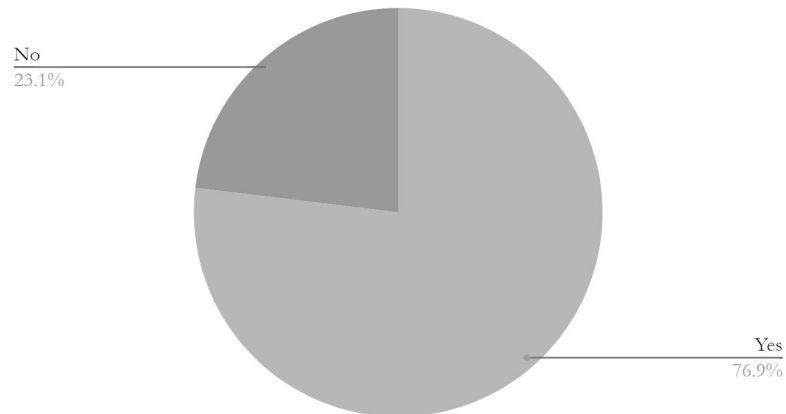
Monsoon: Country of Origin

Jordan-Palestine
7.7%

Syria
7.7%

Iran
7.7%

Egypt
7.7%

Iraq
69.2%
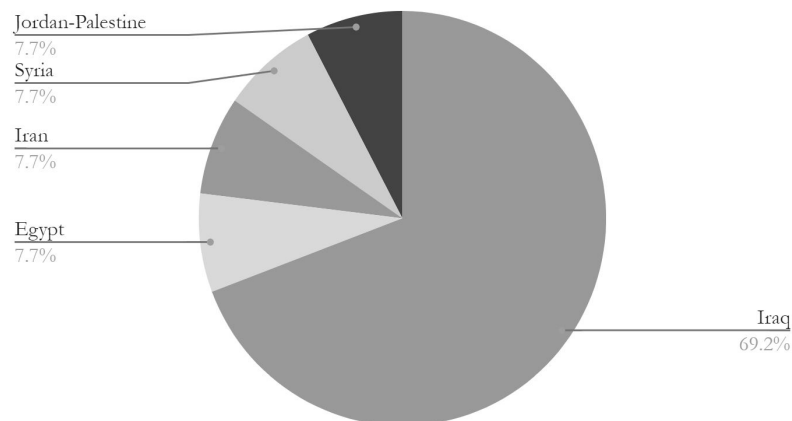
Monsoon: Do you have family in the United States to provide you support if you needed it?

Not applicable
46.2%

Yes
46.2%

No
7.7%

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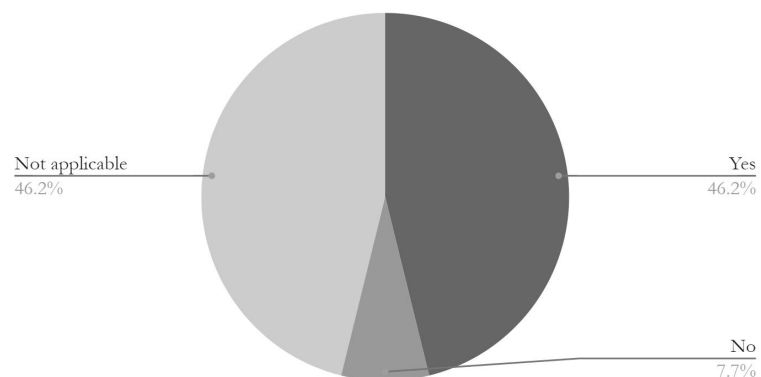
Monsoon: How many years have you been living in the US?
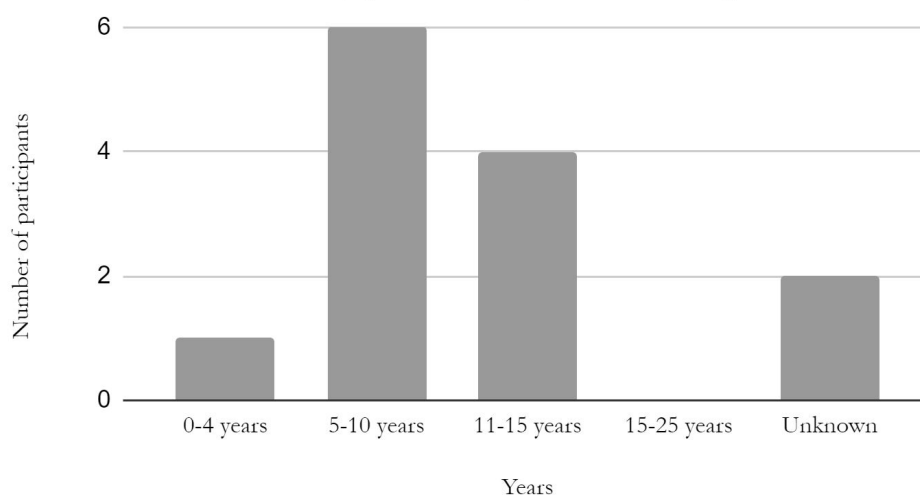
Monsoon: What age were you when you first came to the United States to stay more than 6 months?

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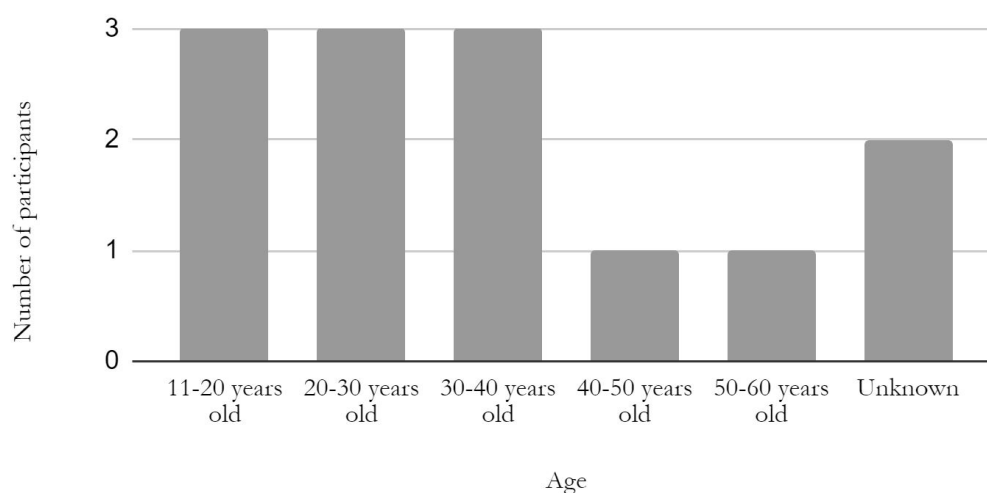
CICIL

CICIL: Age of Participants
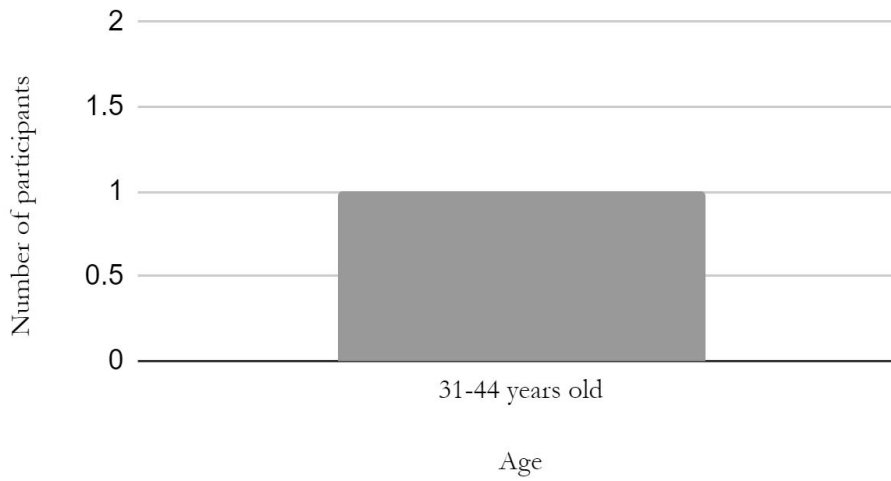
CICIL: Race/ethnicity of participants

CICIL: Gender of participants

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CICIL: Primary language

CICIL: Employment

CICIL: Income

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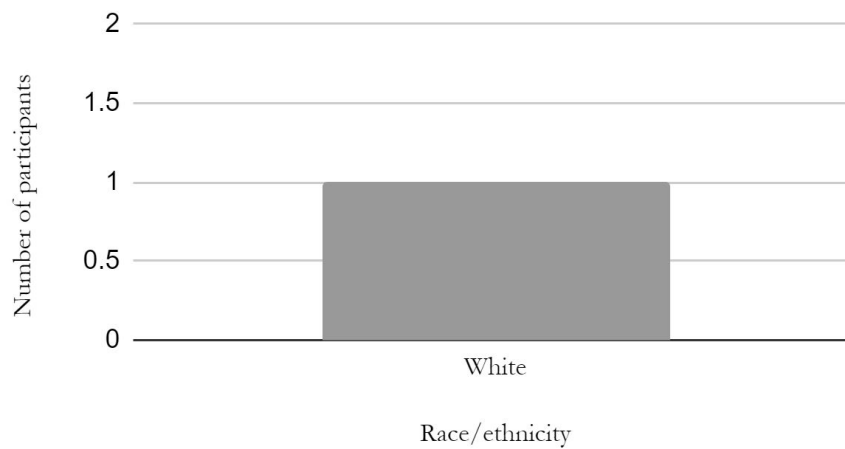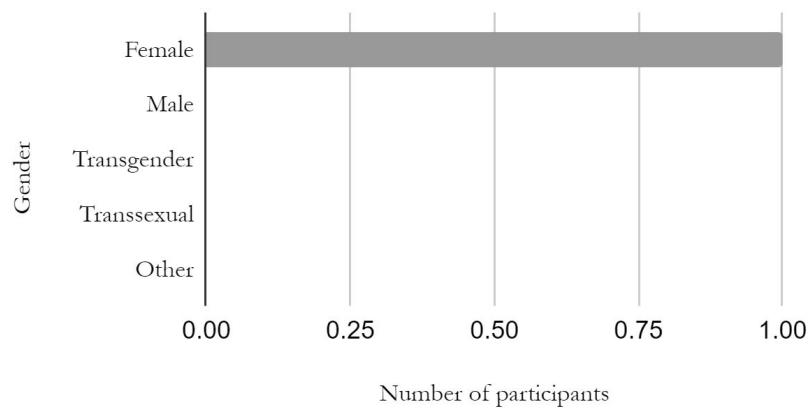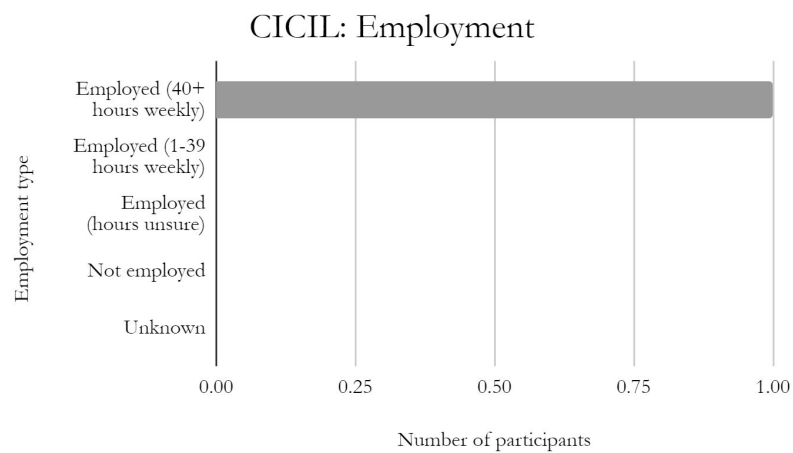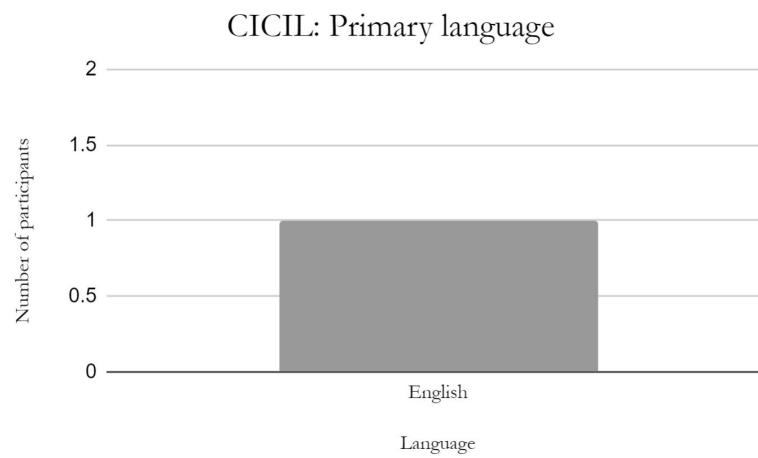
CICIL: Are you attending school right now?
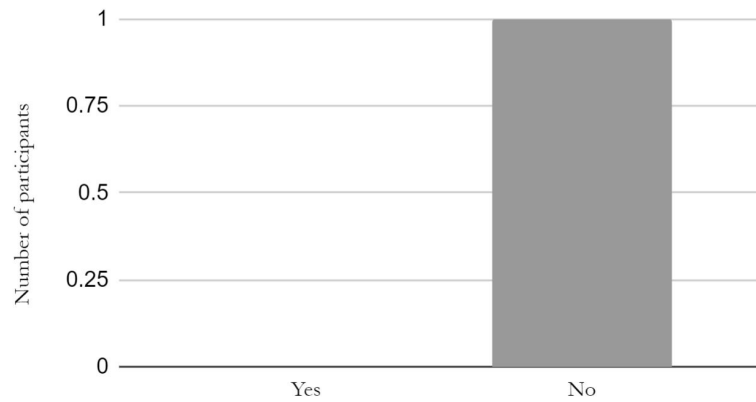
CICIL: What is the highest level of education you have completed?

CICIL: Relationship status

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CICIL: Country born

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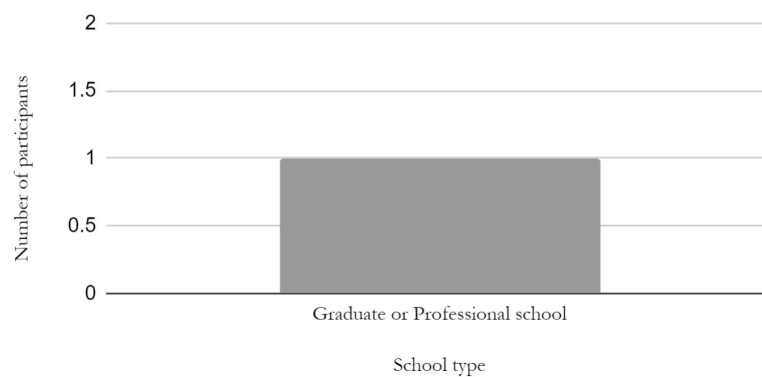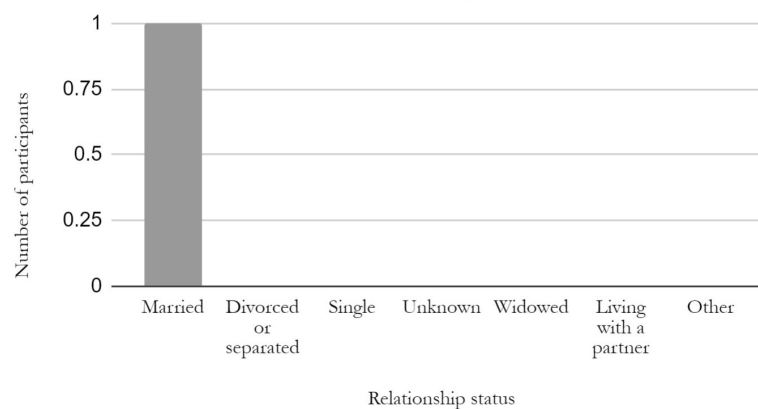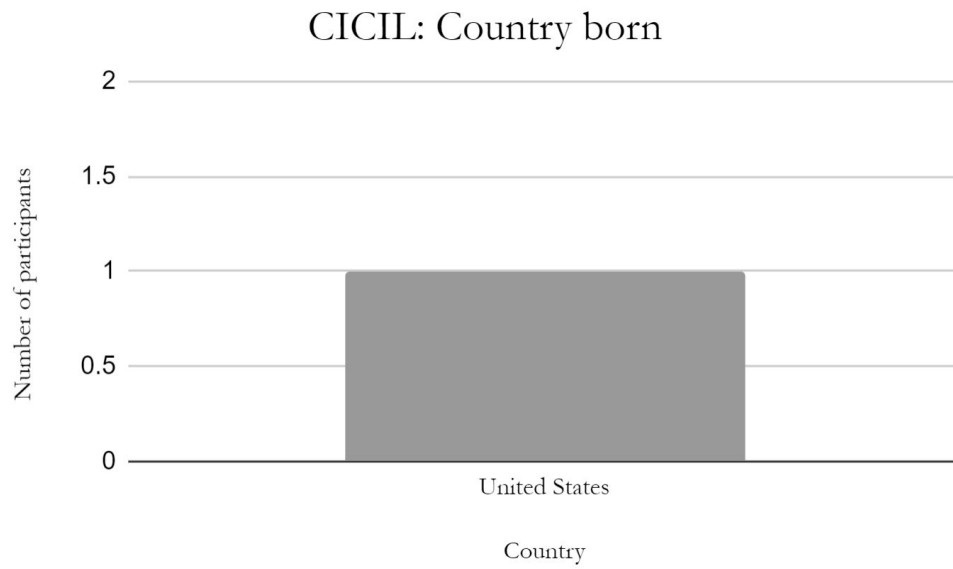
ICCC

ICCC: Age of participants
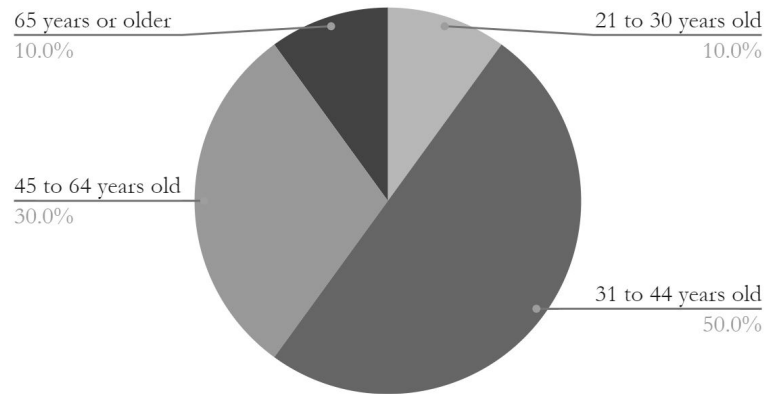
65 years or older
10.0%

21 to 30 years old
10.0%

45 to 64 years old
30.0%

31 to 44 years old
50.0%

ICCC: Race/ethnicity of participants

Other-Biracial
18.2%

Black
81.8%

ICCC: Gender of participants

Gender

Male

Genderfluid

Number of participants

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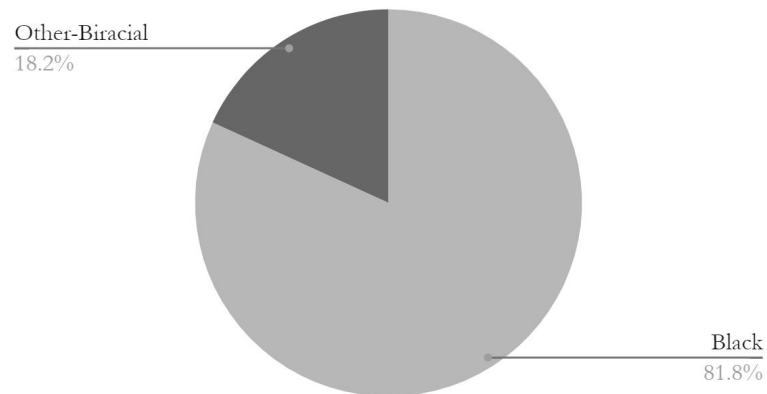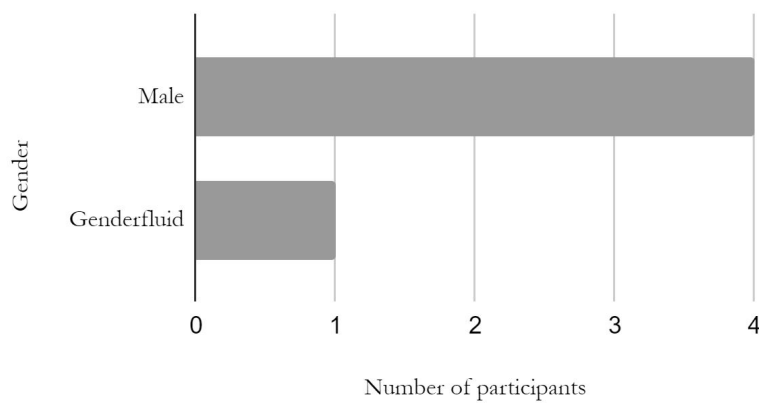
ICCC: Employment
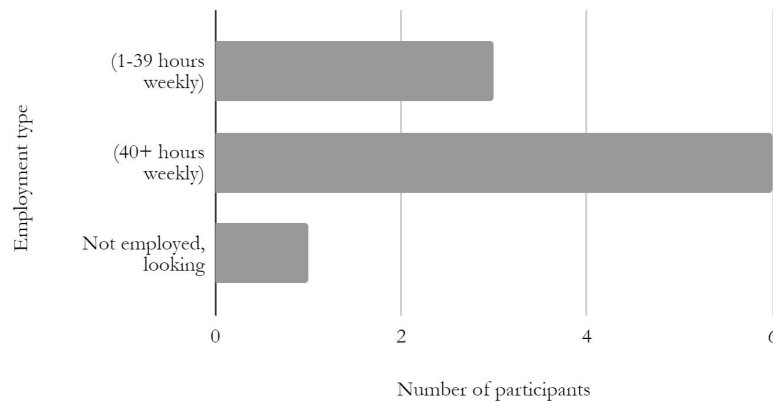
ICCC: Income

ICCC: Do you have any children?

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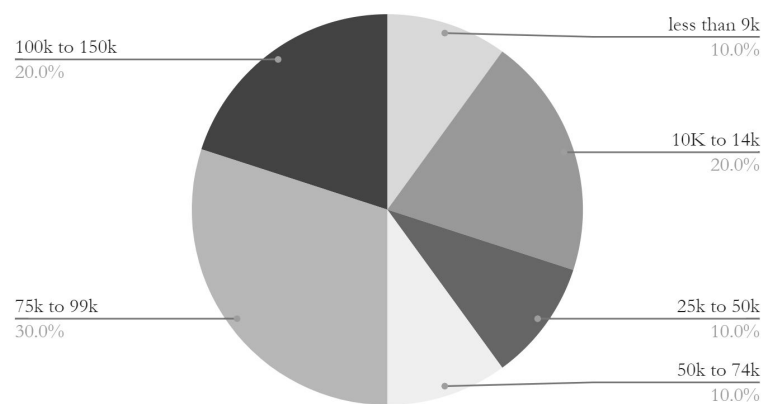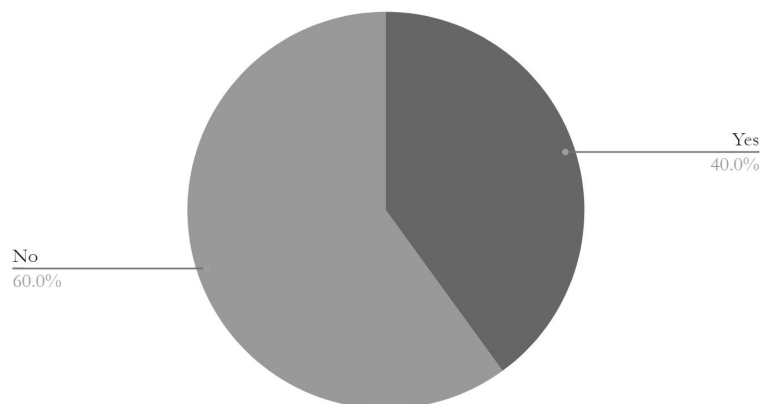
ICCC: Highest Level of Education
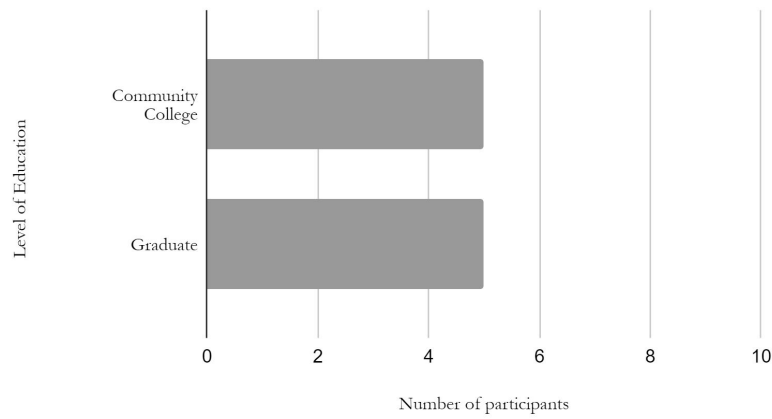
ICCC: Are you attending school right now?

ICCC: Primary language

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ICCC: What country were you born?

Number of participants (y-axis: 0, 5, 10, 15, 20)

United States — 10
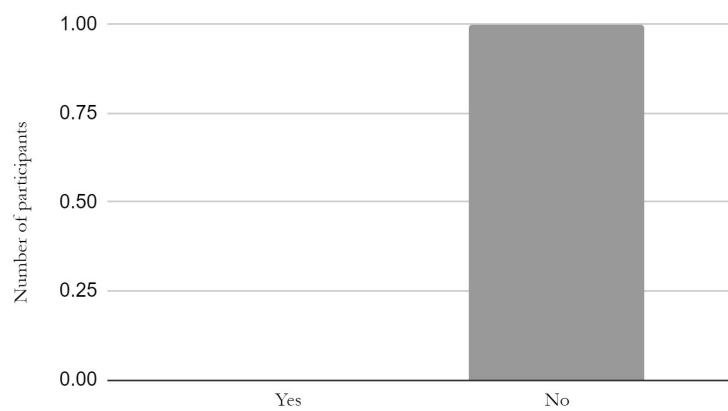
Language
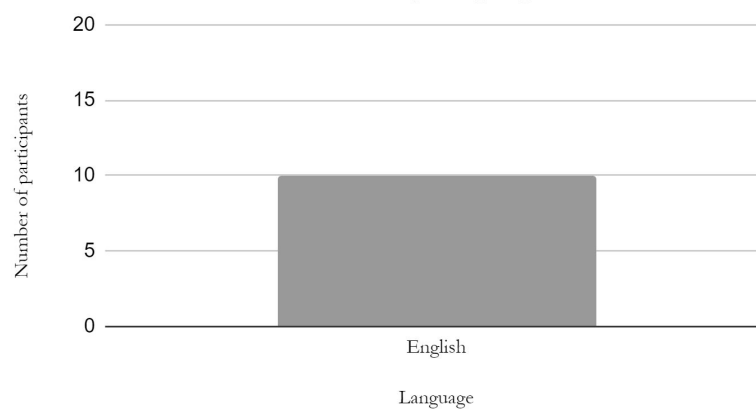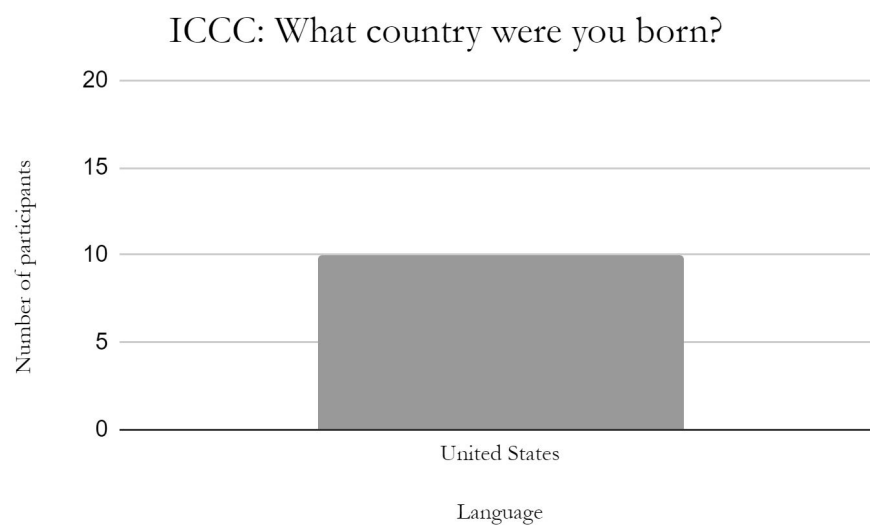
PROTEU'S

Proteus: Age of participants

45-64 years old
50.0%

65 years or older
25.0%

31-44 years old
25.0%
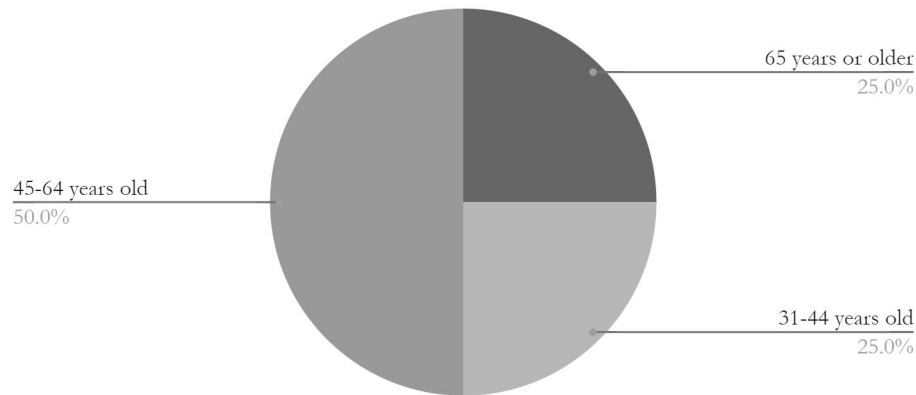
Proteus: Race/Ethnicity of participants*
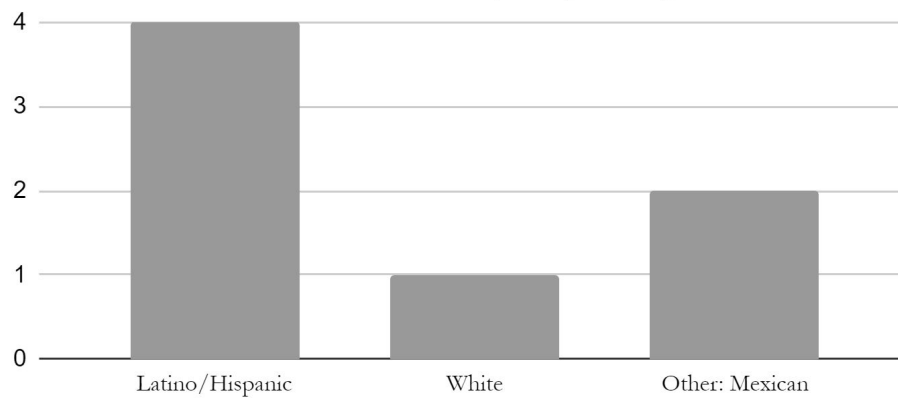
Proteus: Gender of participants

Male
25.0%

Female
75.0%
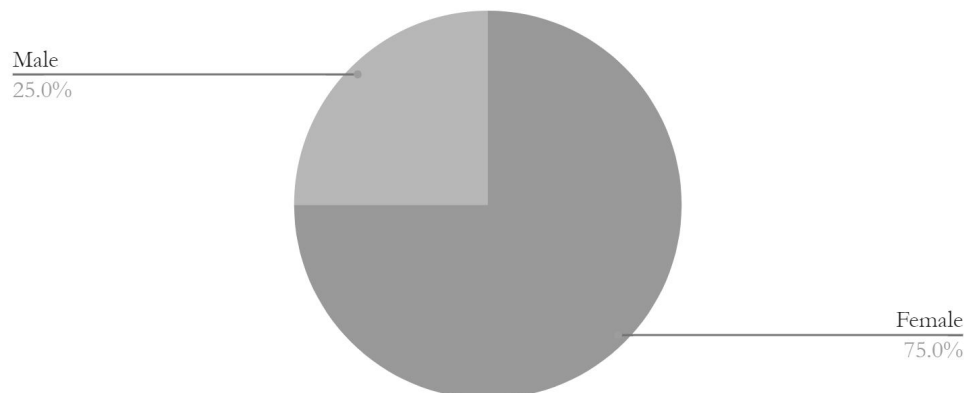
1* Participants were asked to identify their race and ethnicity. Participants were provided the option to select "Other" and insert a response that best defined their race/ethnicity. The options included in this chart reflect participant's responses.

Proteus: Income

$25,000-$49,999
25.0%

Less than $9,999
25.0%

$10,000-$14,999
50.0%
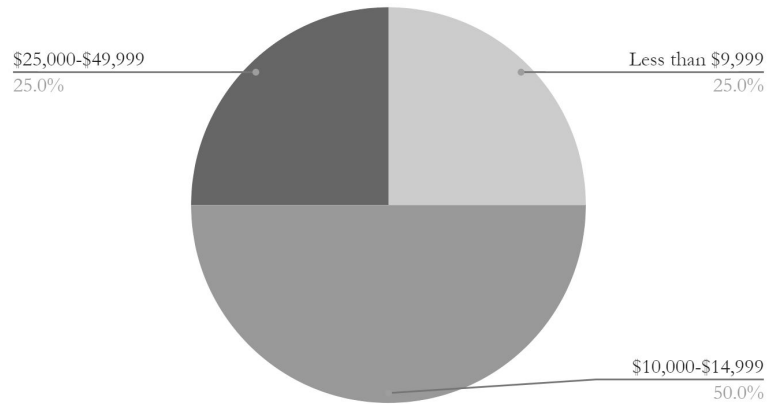
Proteus: Primary language

Number of participants

Spanish

Language
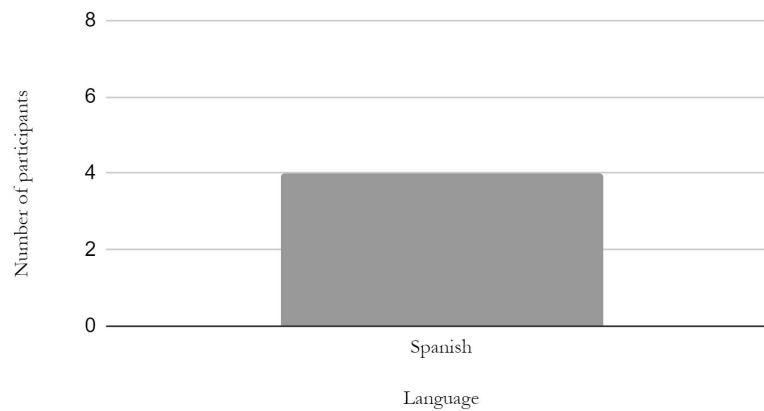
Proteus: Are you attending school right now?

Number of participants

Yes   No

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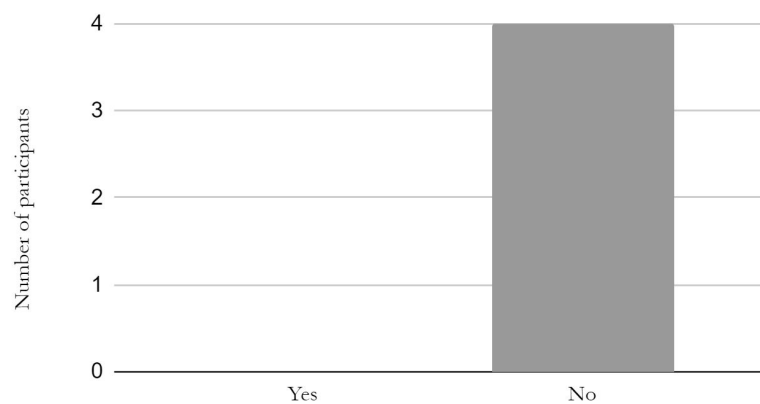
Proteus: Relationship status
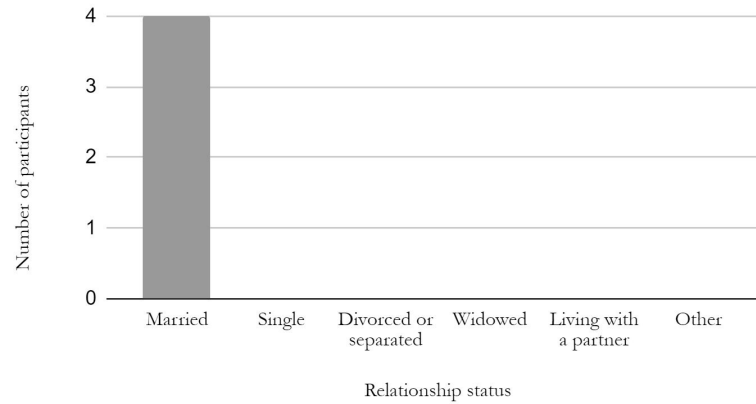
Proteus: Do you have any children?
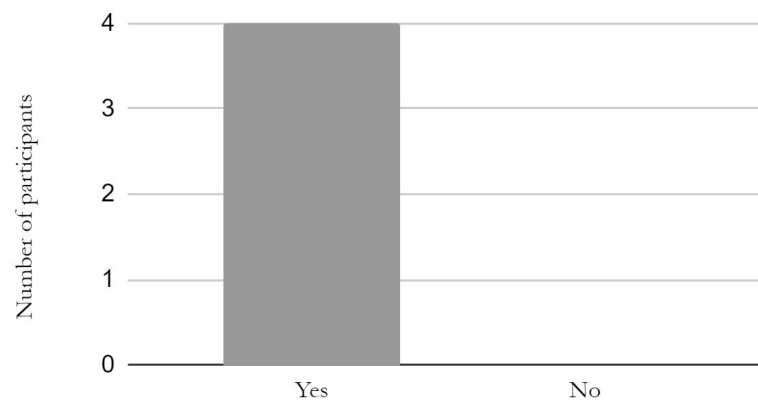
Proteus: What country were you born?*
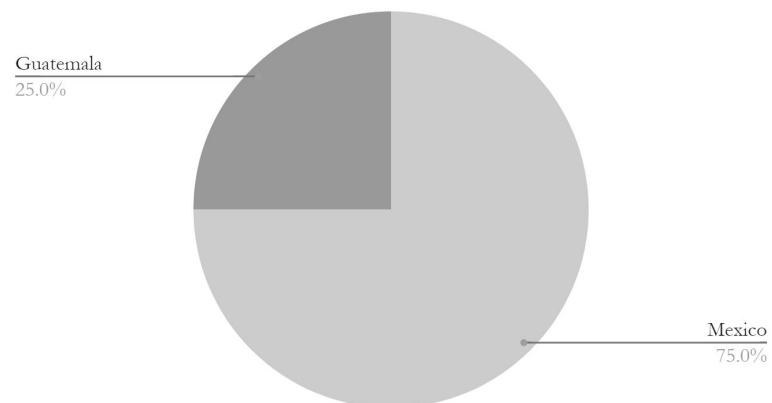
2* Participants were asked about their country of birth. The question was open-ended and respondents self-identified their country of origin.

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Proteus: Do you have family in the United States to provide you support if you needed it?

Not applicable
25.0%

Yes
75.0%
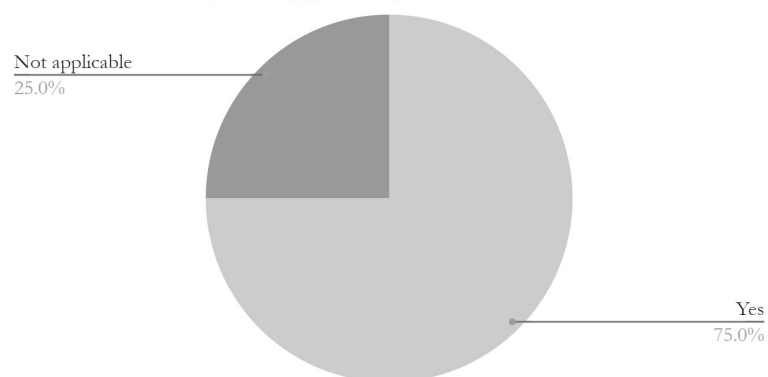
Proteus: How many children do you have?

Number of participants

3

2

1

0

4 children   5 children
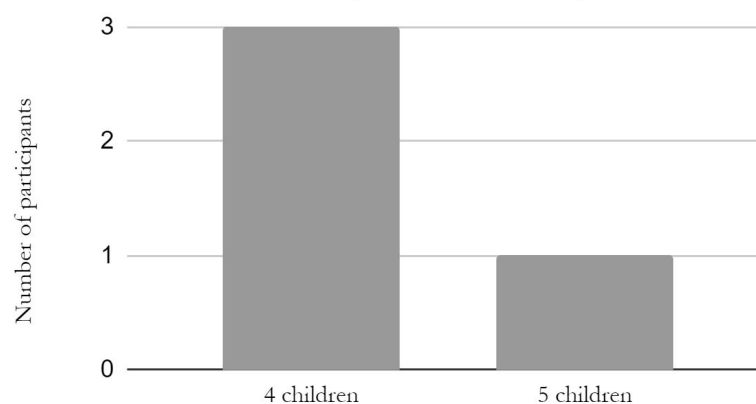
Proteus: Do you have other dependents living in your home?

No
50.0%

Yes
50.0%
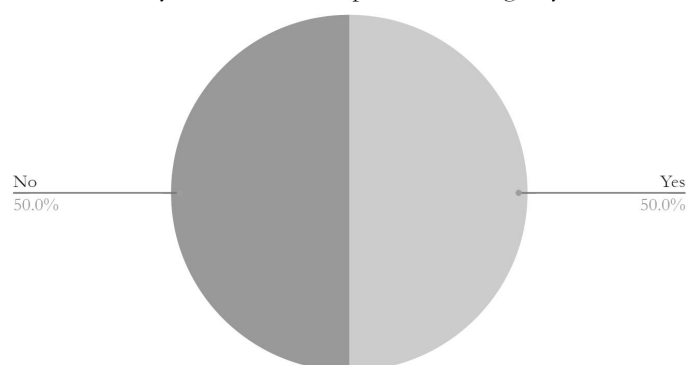
EMBARC

EMBARC: Age of participants

10-15 years old
5.9%

21-25 years old
35.3%

16-20 years old
58.8%

EMBARC: Gender of participants

Gender

Female

Male

0   2   4   6   8   10   12
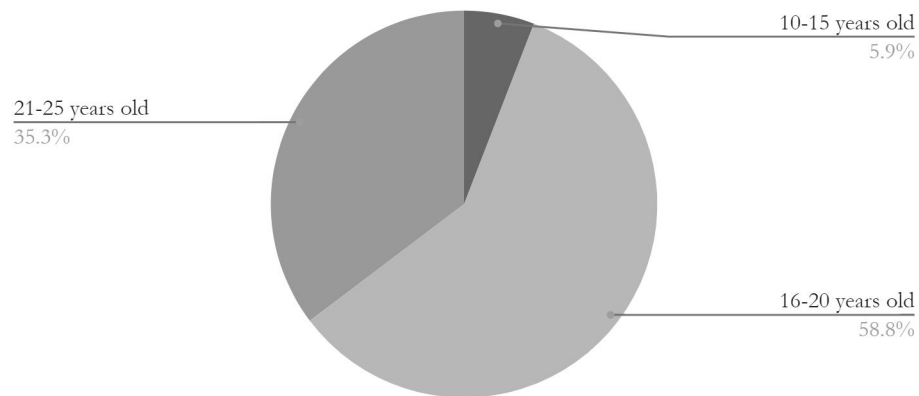
Number of participants

EMBARC: Race/ethnicity of participants

6

4

2

0

Chin   Karenni   Karen   Burmese

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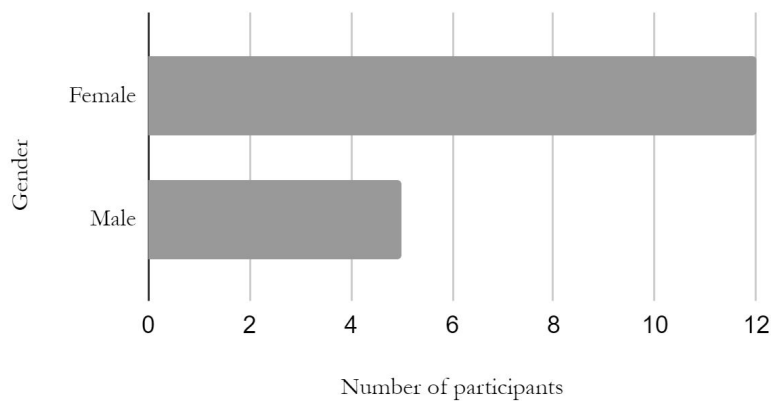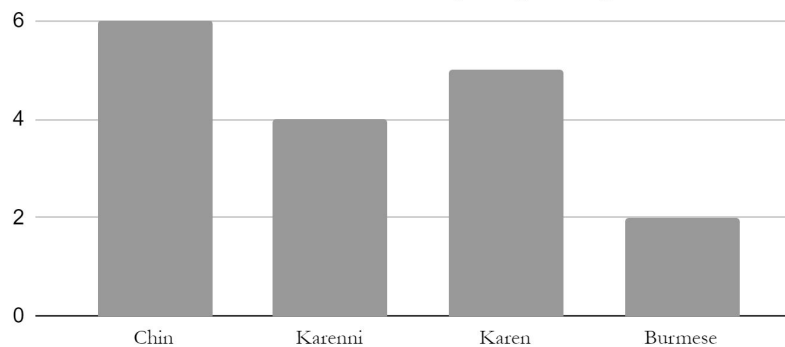
EMBARC: Grade level
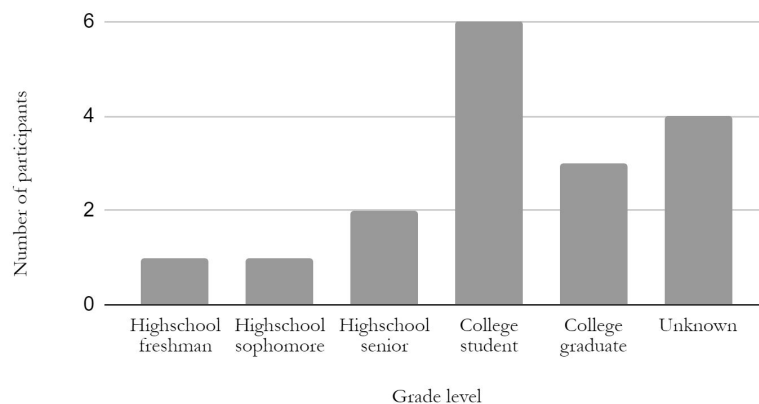
EMBARC: School Name
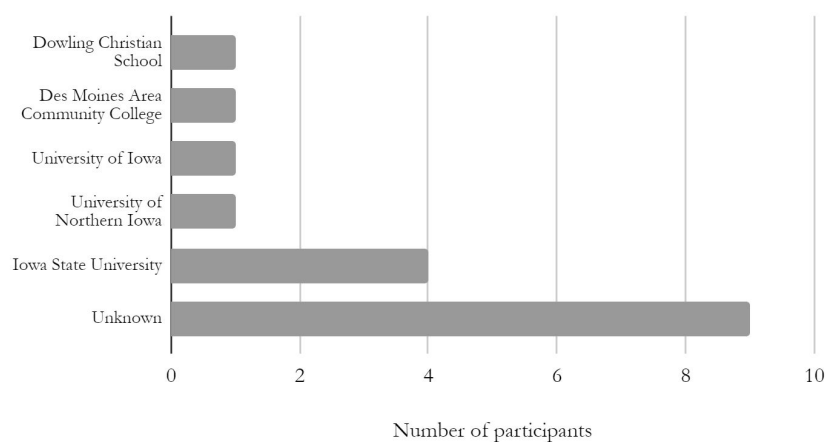
EMBARC: Student Employment

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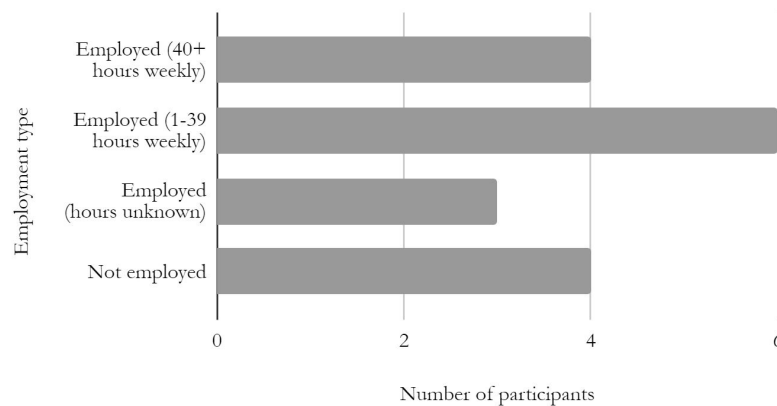
EMBARC: Parent Employment

Horizontal bar chart. Y-axis: Employment type. X-axis: Number of participants.
- Employed (40+ hours weekly): 6
- Employed (1-39 hours weekly): 0
- Employed (hours unknown): 4
- Not employed: 3
- Unknown: 4

EMBARC: What country were you born?

Pie chart:
- Unknown: 11.8%
- Myanmar: 88.2%
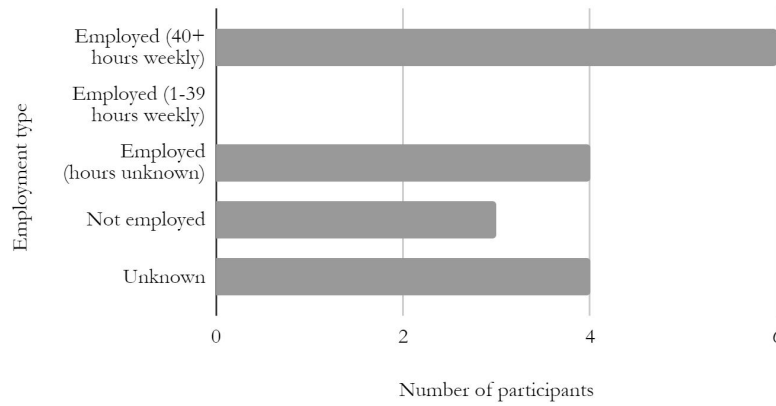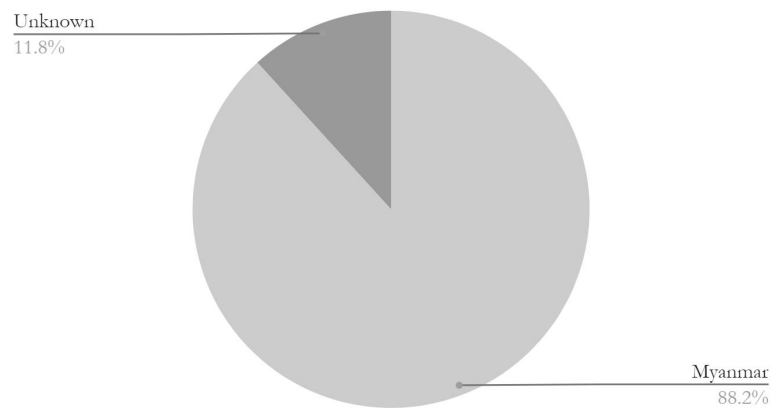
EMBARC: How many years have you been living in the US?

Pie chart:
- 0-5 years: 11.8%
- 6-10 years: 29.4%
- 11-15 years: 58.8%

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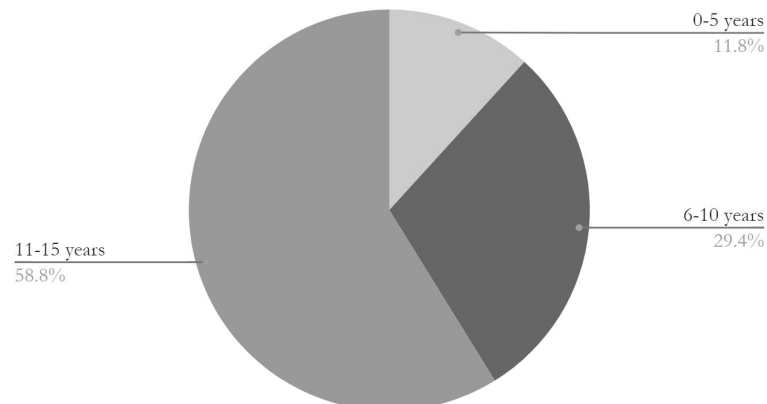
EMBARC: What age were you when you first came to the United States to stay more than 6 months?

0-5 years
17.6%

11-15 years
29.4%

6-10 years
52.9%
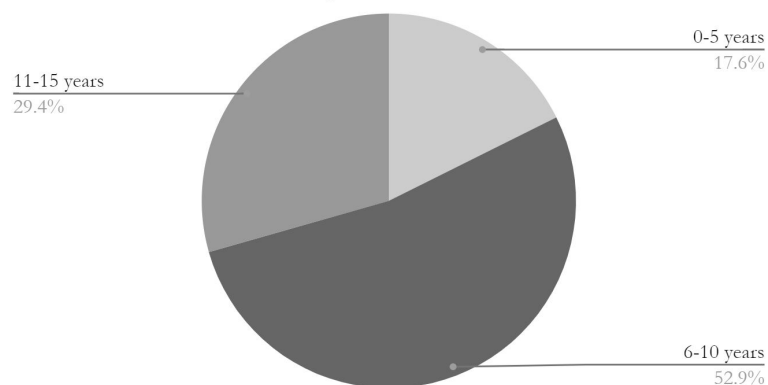
EMBARC: Do you have family in the United States to provide you support if you needed it?

No
5.9%

Yes
94.1%

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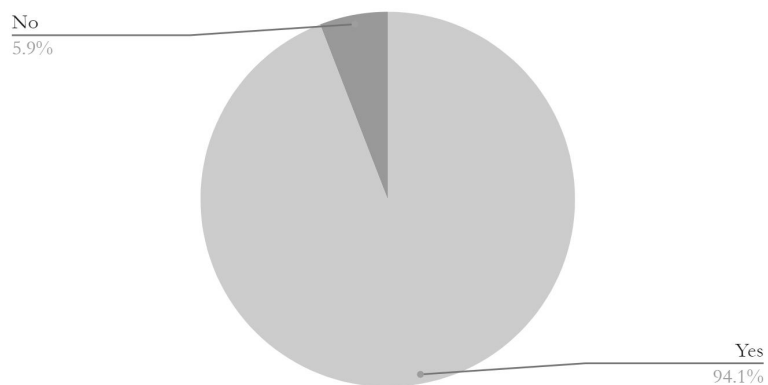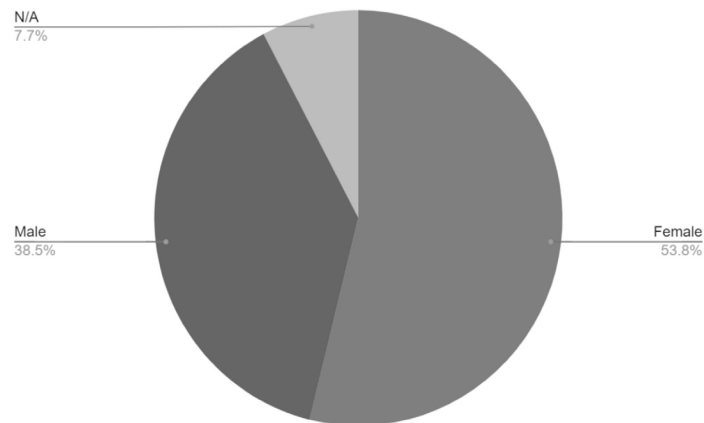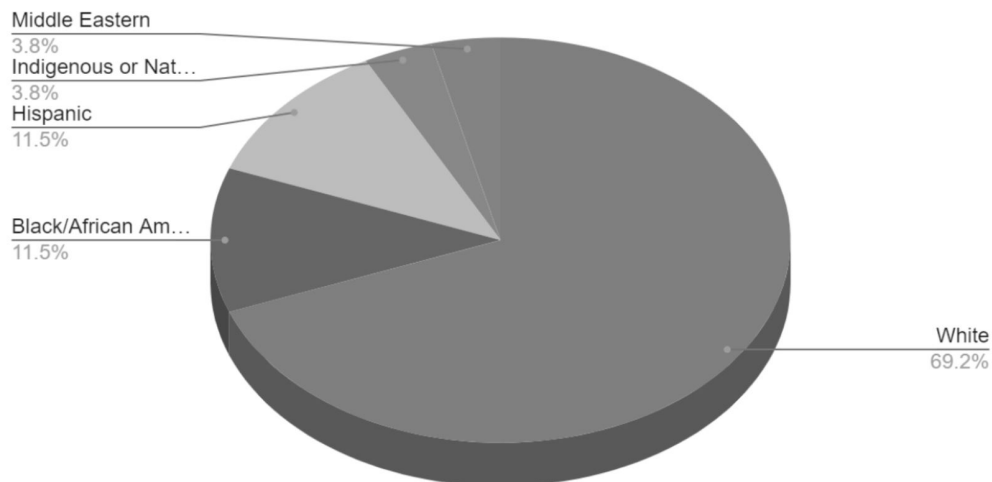
DEAF DOME
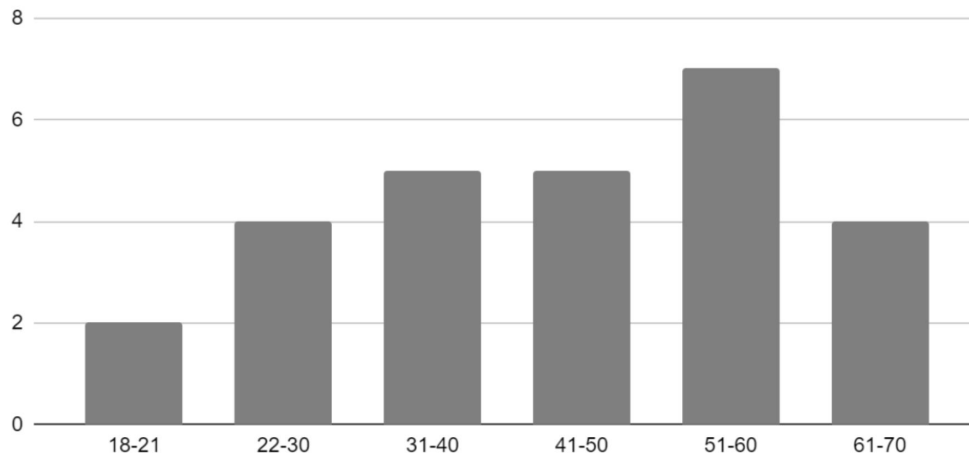
Age: Average age from the survey is between 51 to 60 (7), second average is both 31 to 40 and 41 to 50 (5), third average is both age of 61 to 70 and 22 to 30 (4), last is age 18 to 21 (2).
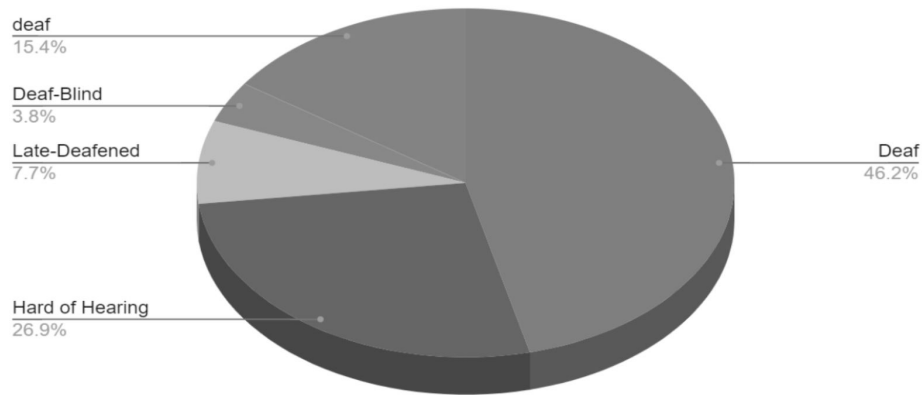

Gender: Average gender from the survey is Female at 14, Male at 10 and N/A at 2.


Race/Ethnicity: Majority of survey identified as White at 18, Tied at 3 are Hispanic and Black or African American, Tied at 1 are Middle Eastern and Indigenous or Native American
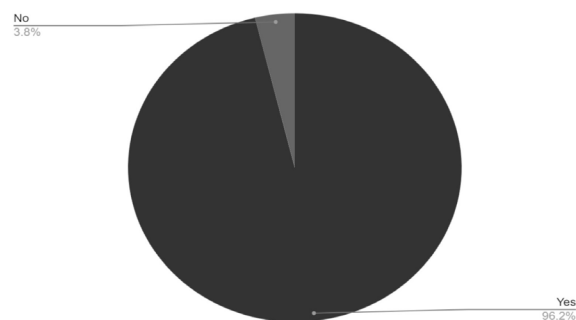
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Identify within DHH Community: Majority identified as **Deaf** at 12, Hard of Hearing at 7, deaf at 4, Late-Deafened at 2, Deaf-Blind at 1.
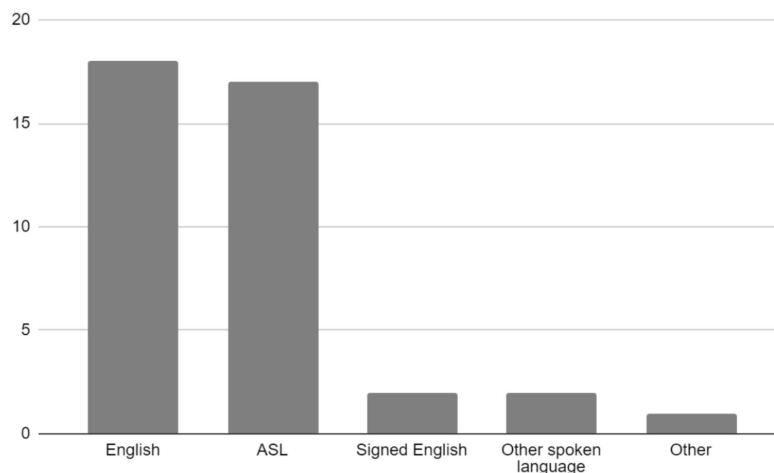
Primary language used:(multiple choice question) the majority of people in the survey's primary language stood at 18 on English, 17 on ASL, 2 tied to both Signed English and Other Spoken language, 1 as Other.

HS Graduate: 25 had graduated from HS and one did not.

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