



Dear Prospective Network Member,

Thank you for your interest in joining the Immigrant Survivors Advocate Network (ISAN)! We applaud your commitment to ensuring access to culturally and linguistically appropriate services for immigrant survivors in your area.

ISAN is an alliance of domestic and sexual violence victim service agencies that share your mission to provide comprehensive victim services and make critical immigration legal services available throughout the state. The network is coordinated by the Immigrant Survivors Project at the Pennsylvania Immigration Resource Center, with a goal of facilitating collaboration and resource sharing among partners throughout the Commonwealth.

By joining the network, your agency will have the opportunity to connect with and learn from other DV/SA programs serving immigrant survivors throughout Pennsylvania and gain access to vital tools designed to help you reach and serve this often underserved population, including:

- » Free immigration legal services for survivors in your service area
- » Document translation at no cost to your agency
- » Easy-to-use telephonic interpretation at no cost to your agency
- » In-person and web-based training opportunities for staff
- » Technical assistance related to systemic challenges associated with serving immigrant survivors and individual client issues
- » Access to helpful toolkits, resources, and other materials
- » Regular updates on changes to immigration policies and their impact on survivors

Please carefully review the enclosed network agreement form and important information about referral, translation and interpretation procedures. If you have any questions or concerns, please do not hesitate to contact me at smartin-torres@pirclaw.org or 717-600-8099, ext. 209. We look forward to collaborating with you to make Pennsylvania a safer, more inclusive place for immigrant survivors.

In Partnership,

Sarah Martin-Torres
State Liaison
Immigrant Survivors Project
Pennsylvania Immigration Resource Center

About the Immigrant Survivors Advocate Network (ISAN)

The Immigrant Survivors Advocate Network is an alliance of domestic and sexual violence victim service agencies from across Pennsylvania coordinated by the Immigrant Survivors Project of the Pennsylvania Immigration Resource Center. The network's mission is to increase the safety and autonomy of immigrant survivors and their families by ensuring that culturally and linguistically appropriate victim services, as well as high-quality immigration legal assistance, are available and accessible throughout the Commonwealth.

About the Immigrant Survivors Project (ISP)

The Immigrant Survivors Project (formerly known as the Central Pennsylvania Immigration Project, or CPIP) provides free immigration legal services to victims of domestic violence, sexual assault, and human trafficking. The Project began as a grassroots volunteer effort in York and Adams county in 2009 and grew to serve nine counties throughout South-Central Pennsylvania by working in close partnership with domestic and sexual assault victim service agencies throughout the region. ISP has provided free immigration legal services to hundreds of survivors and has helped more than 150 survivors and family members obtain a more secure form of immigration legal status. In 2018, the Immigrant Survivors Project received funding to expand the provision of immigration legal services statewide and to launch the Immigrant Survivors Advocate Network.

About the Pennsylvania Immigration Resource Center (PIRC)

The Pennsylvania Immigration Resource Center (PIRC) works to provide access to justice for vulnerable immigrants in detention and in the community through legal services, education, and advocacy:

- Access to justice begins with an understanding of individual rights under law. PIRC educates immigrants in detention and in the community about their legal options.
- PIRC provides access to justice through legal services – direct representation, coordination of pro bono legal assistance, and pro se assistance.
- PIRC advocates for greater capacity and systems change through language access assistance, partnerships with law schools and universities, and legal training and education.



PIRC
Pennsylvania Immigration
Resource Center



Immigration Legal Services

Lack of permanent legal immigration status is often a primary concern for immigrant survivors of domestic violence, sexual assault, and human trafficking. Fear of deportation or the loss of status may cause victims to remain in an abusive relationship or keep a survivor from seeking services and legal protections available to them. It is critical that survivors have the opportunity to discuss their immigration situation with an experienced immigration legal service provider. Survivors of domestic violence, sexual assault and human trafficking may qualify for immigration relief or benefits, such as the VAWA Self-Petition, Adjustment of Status, Battered Spouse Waiver, U and T Visa, Employment Authorization, etc.

The Immigrant Survivors Project at the Pennsylvania Immigration Resource Center employs attorneys and Department of Justice Accredited Representatives that will provide free, confidential consultations and representation to eligible survivors in your area. To make a referral, please complete and submit the Immigrant Survivors Project Referral Form enclosed in this packet. The referring advocate and/or client will be contacted within ten business days. Depending on program capacity, ISP staff will schedule a phone or in-person intake to determine if the survivor is eligible for immigration relief. If eligible, ISP staff will work directly with the client to prepare and file their application. Whenever possible, ISP staff will meet with the survivor at your agency or another safe, accessible location nearby. Network member agencies will be asked to provide office space and access to a copier so that survivors can meet with the legal representative in a location that is familiar and accessible for the survivor. Advocates may be asked to assist in the preparation of the application by providing a letter of support and helping the survivor to obtain evidence. Periodic reports on the number of referrals and status or outcome of cases will be provided.

Document Translation

To further ISAN's mission to promote language access, Network members will also have access to document translation at no cost. Programs are encouraged to submit agency forms (release of information forms, shelter expectations, etc.) and outreach materials for translation. Client documents can also be submitted for translation if they are needed in a legal case, for example. Network members will submit documents for translation to ISAN@pirclaw.org and will generally receive the translated documents via email within a week. Please be sure to follow the guidelines for document translation enclosed in this packet and to write "TRANSLATION" in the subject line of your email. Periodic reports on your program's translation requests will be provided to your program's ISAN contact.

Telephonic Interpretation

Language access is a critical component in making services accessible and responsive to the needs of immigrant survivors. Each partner agency within the Immigrant Survivors Advocate Network will have access to telephonic interpretation services in order to serve Limited English Proficient survivors. Your agency will be assigned a unique code that can be used to access a telephone interpreter through Pacific Interpreters in more than 200 hundred languages-- 24 hours a day, 7 days a week, 365 days per year. A Quick Reference Guide on how to connect with an interpreter is enclosed in this packet.

Each time the interpretation service is used, the advocate/agency is required to submit a short reporting form documenting their usage. The form takes less than a minute to complete and should be scanned and emailed to ISAN@pirclaw.org within 3 business days. Please write "INTERPRETATION" in the subject line. Failure to submit Telephonic Interpretation Usage Forms in a timely manner could result in your access to the service being terminated. Several copies are included in this packet and the form is available on the ISAN page of PIRC's website should you need to print more (www.pirclaw.org, under Community Programs).

Partner agencies are strongly encouraged to maintain an internal log of interpretation usage. Periodic reports on your program's interpretation usage will be provided to your program's ISAN contact.

Training

Network members will have the opportunity to participate in web-based and in-person trainings on topics related to serving immigrant survivors. Potential training topics include: immigration relief for survivors, working with an interpreter, creating a language access plan, public benefits for immigrant survivors, working with culturally-specific populations, and more. The ISAN training calendar can be found on the ISAN page of PIRC's website (www.pirclaw.org, under Community Programs). Please feel welcome to contact us if there is a particular topic you would like us to feature or if you would like to arrange for an in-person training for your program.

Resources

Resources and toolkits related to serving immigrant survivors will be available to network members on the ISAN page of the PIRC website (www.pirclaw.org, under Community Programs). If you are looking for something in particular, please do not hesitate to contact us and we will be happy to help you locate a resource or work with you to develop something.

Technical Assistance

Network members are encouraged to utilize the ISAN listserv or contact ISP staff directly to troubleshoot individual client issues (i.e. questions related to eligibility for public benefits, housing programs, driver's licenses, etc.), as well as concerns with systemic issues impacting immigrant survivors (i.e. language access in the courts, local police collaborating with ICE, etc.). All network members are welcome to share their experience and expertise and ISP staff will do their best to provide assistance or connect you with another agency who may be better equipped to answer your question. Please be sure to comply with all VOCA confidentiality requirements when seeking assistance on behalf of a survivor either through the listserv or with ISP staff.

Immigration Policy Updates

Immigration policies are constantly shifting. ISAN makes it easy for service providers to stay up-to-date on policy changes and their impact on survivors. Network members will receive regular updates on the most significant changes, as well as opportunities to engage in advocacy on behalf of immigrant survivors. Updates will be provided through the ISAN listserv and will also be archived at the ISAN page of the PIRC website (www.pirclaw.org, under Community Programs).

Confidentiality

Network member agencies will reasonably protect the confidentiality and privacy of persons receiving services. They shall not disclose, reveal, or release any personally identifying information or individual information collected in connection with services requested, utilized, or denied, regardless of whether such information has been encoded, encrypted, hashed, or otherwise protected.

Network members may not disclose, reveal, or release any individual client information without the informed, written, reasonably time-limited consent of the person about whom information is sought. In no circumstances may a crime victim be required to provide a consent to release personally identifying information as a condition of eligibility for VOCA-funded services.

Funding

The Pennsylvania Immigration Resource Center was awarded a VOCA Statewide Competitive grant in order to fund the activities outlined above. The funding cycle ends September 30, 2020 and certain line items, such as translation and interpretation funds, may be depleted before that date. PIRC is committed to the continuation of the network and is working to identify and secure additional funding.



Immigrant Survivors Project Referral Form

Please submit this form to ISAN@pirclaw.org with "REFERRAL" in the subject line.

Referring Program/Advocate Information

Program Name: _____

Advocate Name: _____

Advocate E-mail: _____

Client's Information

Name: _____

Date of Birth: _____ Country of Birth: _____

County of Residence: _____

Language: _____

SAFE Phone Number: _____

Notes on Calling: _____

SAFE Email Address: _____

Please provide a brief summary of the client's case:

Is the client in removal proceedings or have they had recent contact with ICE? If yes, please note upcoming hearing date or date of contact:

Does the client have an upcoming hearing in a criminal or protection from abuse order case? If so, please describe:

Optional: Please attach any documents related to the abuse (docket sheets, police reports, etc.)

Please note assistance is subject to availability of funds and current caseloads.

A referral does not automatically guarantee assistance.

ISP will follow up with clients and agencies within in 10 business days regarding their referral.

Document Translation Guidelines

Please submit documents for translation to ISAN@pirclaw.org with "TRANSLATION" in the subject line.



Indicate the language(s) you would like the document translated into.



Submit editable documents whenever possible.



If you are submitting a scanned or photocopied document, be sure it is clear and legible.



Specify if there is a deadline or desired date of completion.



Indicate if a signed Certificate of Translation is needed.



Requests for translation should be made by your agency's designated point of contact for ISAN.

Interpretation Reference Guide

- 1 Dial the toll-free number below, a Pacific Interpreters Customer Service Agent (CSA) will answer.
- 2 Provide the access code shown below.
- 3 Request the language you need or ask the CSA for help in determining the language.
- 4 Advise the CSA if you need to connect to a third party at another location.
- 5 The CSA will place you on hold until the interpreter is on the line. Be sure to note the interpreter's identification number.

CALL: 1-866-421-3463

ACCESS CODE:



You must submit an *ISAN Telephonic Interpretation Usage Report* within 3 business days to ISAN@pirclaw.org. Please write "INTERPRETATION" in the subject line. Additional copies can be obtained at www.pirclaw.org.



Telephonic Interpretation Usage Form

Please submit this form to ISAN@pirclaw.org
with "INTERPRETATION" in the subject line within 3 business days.

Program/Advocate Information

Program Name:	_____
Advocate Name:	_____
Advocate E-mail:	_____

Client Information

Gender:	<input type="checkbox"/> Female	<input type="checkbox"/> Male	<input type="checkbox"/> Transgender
Race:	<input type="checkbox"/> African American or Black	<input type="checkbox"/> American Indian/Alaska Native	<input type="checkbox"/> Asian
	<input type="checkbox"/> Hispanic or Latino	<input type="checkbox"/> Native Hawaiian/Pacific Islander	<input type="checkbox"/> White
	<input type="checkbox"/> Multiple Races	<input type="checkbox"/> Not Reported	<input type="checkbox"/> Other
Victim Category:	<input type="checkbox"/> Domestic Violence	<input type="checkbox"/> Sexual Assault	<input type="checkbox"/> Other Crimes
County of Residence:	_____		

Call Information

Date of Usage:	_____
Language:	_____
Approximate Length of Call:	_____
Interpreter Identification Number:	_____
Concerns about Interpreter (Optional):	_____



Immigrant Survivors Advocate Network Agreement

The Immigrant Survivors Advocate Network is an alliance of domestic and sexual violence victim service agencies from across Pennsylvania coordinated by the Immigrant Survivors Project of the Pennsylvania Immigration Resource Center. The network's mission is to increase the safety and autonomy of immigrant survivors and their families by ensuring that culturally and linguistically appropriate victim services, as well as high-quality immigration legal assistance, are available and accessible throughout the Commonwealth.

Under this agreement, _____ agrees to:

- Schedule an introductory training for all staff within six weeks.
- Designate a staff person to serve as the ISAN point of contact.
- Refer clients to the Immigrant Survivors Project for immigration legal services using the Immigrant Survivors Project Referral Form.
- Provide office space and access to a copier for ISP client meetings.
- Provide letters of support for immigration applications and assist clients in gathering evidence, as possible.
- Comply with VOCA confidentiality requirements and utilize release of information forms to ensure client privacy.
- Submit Telephonic Interpretation Usage Form within 3 business days of usage. Failure to submit the reporting form more than three times result in your agency's access to the service being terminated.
- Comply with guidelines set forth in the Document Translation Guidelines.
- Participate in needs assessment and network evaluation, as needed.
- Engage with fellow network member agencies and share challenges and successes, as possible.

Under this agreement, the Pennsylvania Immigration Resource Center agrees to:

- Provide an introductory training for all network member agency staff.
- Provide free, confidential immigration consultations and representation to survivors referred by the network member agency. Services will be provided on site at the network member agency whenever possible.
- Comply with VOCA confidentiality requirements and utilize release of information forms to ensure client privacy.
- Provide periodic reports to the network member agency on referrals, case outcomes, and interpretation and translation usage.
- Process requests and payments for interpretation and translation services, as funding permits.
- Offer in-person and web-based training opportunities on topics related to serving immigrant survivors.
- Respond to requests for technical assistance related to serving immigrant survivors.
- Develop or identify and make available resources related to serving immigrant survivors.
- Provide regular updates on significant changes in immigration policy and their impact on survivors.

This agreement will remain in effect until September 30, 2020 and can be extended as funding permits.

Signature

Signature

Title

Title

Agency

Agency

Date

Date