



Bridging Refugee Youth & Children's Services

This document is provided by the BRYCS Clearinghouse.

Golly-Pence Refugee Matrix

By Dr. Wanjiru Golly and Donna Pence

Reproduced with permission of Public Child Welfare Training Academy (PCWTA),
Academy for Professional Excellence

© 2007



BRYCS is a project of the United States Conference of Catholic Bishops/Migration and Refugee Services (USCCB/MRS)

1-888-572-6500/ info@brycs.org/ www.brycs.org

GOLLY-PENCE REFUGEE MATRIX

Domain	Challenge With This Population	Potential Solution/s
<p>Approach to Family</p> <ul style="list-style-type: none"> • Language Barriers 	<ul style="list-style-type: none"> • Don't have words for specific concepts • Finding appropriate interpreters • Don't speak English well enough for the investigation to proceed in English 	<ul style="list-style-type: none"> • Ask for descriptions in order to clarify terms, DON'T MAKE ASSUMPTIONS • Do not assume ignorance because of poor English skills • Do not substitute "correct" terms given by the child or family members. Some words may not be appropriate to say in their culture, e.g. talking about one's private parts with a stranger/adult • Find an interpreter from outside of the community. Preferably interpreter has some awareness of child abuse and/or is not averse to the subject
<ul style="list-style-type: none"> • Method 	<ul style="list-style-type: none"> • Family history w/authority or governmental entities • Acculturation • Urban or rural experience • Ability to plan for future, destiny? Life is fate and preordained • Don't trust "outsiders" • Beliefs concerning seeking help • What might they be afraid of? <ul style="list-style-type: none"> *if they cooperate – seen as parents that do not love their children, guilt, separation of family *if they do not cooperate - deportation • Perception of social worker/ law enforcement 	<ul style="list-style-type: none"> • Find cultural bridge who knows the culture, example community based organizations • Find bi-cultural advocates that are sensitive to abuse • View responses in their historical context

GOLLY-PENCE REFUGEE MATRIX

Domain	Challenge With This Population	Potential Solution/s
<ul style="list-style-type: none"> • Timing 	<ul style="list-style-type: none"> • Interference with religious practices • Family “leader” availability to give “permission” for the family members to cooperate/participate in the investigation • Always engage the father (older male) in the home, even though he may not be present during the interviewing. Keep him in the process 	<ul style="list-style-type: none"> • Do background on family prior to contact to determine if this will be an issue and plan around it • Be knowledgeable of their cultural practices and country of origin, and show them you are interested in where they come from • Respect practices and traditions until they are in direct conflict with the ability to conduct an effective investigation
<ul style="list-style-type: none"> • Parental Notification <ul style="list-style-type: none"> -who you are -what you do -explaining the process -“permission” for interviews 	<ul style="list-style-type: none"> • Many will not know what a social worker is or be familiar with the concept of a governmental entity being assigned to “help” a family; role of law enforcement is solely punitive, not investigatory • Have no concept of an “investigation” or the possible consequences • In paternalistic or traditional families the eldest family member or male head of household may need to give “approval” for any of the family members to talk with investigators • Your job is to make things in the family better and keep the child or children safe. • Depending on the situation, emphasize that you know they love their children and would want to protect them 	<ul style="list-style-type: none"> • Look professionally dressed but not authoritative • I work with families to help them protect their children and ensure that they are healthy and have everything they need. • Refugees and immigrants mainly come to this country for a better life for their children, reinforce this belief • Emphasize protection versus separation of family • Honor the hierarchy by acknowledging the older family member or male by asking them to introduce you to the family members (Fontes

GOLLY-PENCE REFUGEE MATRIX

Domain	Challenge With This Population	Potential Solution/s
<ul style="list-style-type: none"> • Type of Abuse -consequences of abuse allegation/s -male of female victim -physical abuse vs. sexual abuse -neglect: hazardous situations 	<ul style="list-style-type: none"> • More often cases of neglect brought forward without the parents being aware of their mistake, this is the way they did it back home • Parents discipline with “love” to protect the child and the family (in the future), family name • Older children taking care of the young ones, older children have more responsibilities (cooking, cleaning) 	<ul style="list-style-type: none"> • Have a conversation about the differences between abuse and neglect in their home country vs. in the US • Highlight the positives that they are doing with their children • Have material in their language
<p>Issues Around Interviewing Child</p> <ul style="list-style-type: none"> • Where • Who • When • Witness present • Taboo issues • Engagement strategies • Developmental assessment issues 	<ul style="list-style-type: none"> • Parents may want to be present during the interview • Child may be afraid to speak negative about a parent or adult relative • Child may have limited language/concept • Female investigators with female children • Child labeled as a “bad child” • Talking about sex and private parts is a taboo 	<ul style="list-style-type: none"> • Engage parent in the process however emphasize the importance of the child meeting alone • Child needs to know that parents have agreed that she can talk freely • Anatomical dolls, drawings, however be aware that not all the parts have a word in their language. Child may have a word for it in their native language and not English
<p>Issues Around Medical Assessment</p>		
<p>Evidence Gathering</p>		
<p>Collateral Interviewing</p>	<ul style="list-style-type: none"> • Families are private and want to keep everything confidential 	<ul style="list-style-type: none"> • Emphasize the confidentiality of the process • If possible pick individuals that the family trusts, e.g. religious leader, elder in the community

GOLLY-PENCE REFUGEE MATRIX

Domain	Challenge With This Population	Potential Solution/s
Assessing Behavioral Indicators	<ul style="list-style-type: none"> • Child/parent may not have eye contact • Child/parent may smile a lot and be apologetic, which could be misconstrued as guilt or not caring • Child/parent may be overly agreeable, may not understand concept/system • Child may be reluctant to share with opposite sex investigator 	<ul style="list-style-type: none"> • Direct eye contact a sign of disrespect • Clarify what the child/parent is saying. Ask them to repeat what they understand