



### **Putting a Face on Law Enforcement**

- Before speaking with Latinos, introduce yourself formally. Be sure to include any other people present in your introductions.
- Make a personal connection with some social conversation. Inquire about the subject's family. If appropriate, ask if they have pictures to show you. Compliment the women and children in a family photo.
- Show concern for your subject's situation and their family members' situation.
- During an interview, it may help to make it clear that you are not from "*la migra*" (unless you *are* from Immigration and Customs Enforcement!), and explain that the subject is not in trouble with Immigration. Calmly making these sorts of reassurances helps build confidence.
- Humanize yourself with personal stories about yourself. Show yourself to be a compassionate person. However, be careful not to tell embarrassing anecdotes about yourself. You must maintain a veneer of professionalism. Men should never allow their masculinity to be questioned.
- Create a teachable moment. Tell a story about other people in the same situation as the person you are interviewing. Make sure it has a positive outcome!
- Tell the person you are interviewing that you will be available to help them if they want to contact you. Repeat your name. Give them your card with your contact information.
- Don't tell them to call your department to contact you without also providing them with the phone number—they are unlikely to look up the phone number themselves.
- Also give them the phone numbers and contact information they will need if you refer them to social agencies for assistance.
- Educate them about what these social agencies will do for them and convince them that they have the right to ask for assistance.
- Verify that the subject can understand English. If not, get an interpreter. Or get someone they trust to intercede and convince them to talk to you. Look for older family members, close friends, respected community advocates.
- When talking to a predominantly Spanish-speaker in English, use simple language. Avoid using jargon or slang expressions. Repeat your message a number of times using different words. They may not have understood the first time.
- Visit them again for a repeat interview. You may be able to dig up more details.