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NATIONAL FAIR HOUSING FORUM
Violence Against Women Act Part 1: Understanding Survivors' Experiences

Speakers: Rosie Hidalgo, Special Assistant to the President and Senior Advisor on Gender-Based Violence, White House Gender Policy Council, Demetria McCain, Principal Deputy Assistant Secretary, Office of Fair Housing and Equal Opportunity, HUD, Karlo Ng, Director on Gender-based Violence and Prevention and Equity, Office of the Secretary, HUD, Pamela Crenshaw, Gender-based Violence Survivor and Advocate with Lived Experience

Moderator: Cashauna Hill, Executive Director, Louisiana Fair Housing Action Center

Panelists: Umi Hankins, Training Director, Michigan Department of Health and Human Services, Division of Victim Services, Condencia Brade, Managing Director, MBinti Strategies, Strategic Director, National Organization of Sisters of Color Ending Sexual Assault, Cristina Cortes, Survivor Services Program Manager, Los Angeles City Community Investment for Families Department, Hannah Gordon, Trial Attorney, HUD, Office of General Counsel – Office of Fair Housing, Compliance

CASHAUNA HILL [0:00:00]: Hello again, and welcome to the National Fair Housing Training Academy's National Fair Housing Forum, titled Violence Against Women Act Part 1, Understanding Survivors' Experiences.

My Name Is Cashauna Hill and I'm the Executive Director of the Louisiana Fair Housing Action Center. I'm excited to once again serve as forum moderator. Before we begin, I should note that this forum features information and examples that represent the experiences of the speakers. Comments made today do not necessarily reflect the policies of HUD. Now let's review some quick technical tips and instructions before we begin. TJ, over to you.

TJ WINFIELD [0:00:49]: Thanks, Cashauna. If any of you do have technical difficulties with audio or video, we recommend you first sign out of the webinar and sign back in. If you are still having trouble after that, you can request help in the Q and A box located on the Zoom panel section at the bottom of your screen or send an email to us at nfhta@cloudburstgroup.com. We do encourage you to ask questions. You can enter your questions at any time by selecting the Q and A button on the Zoom panel. Please note that due to time constraints, we might not be able to respond to every question today.

The webinar is scheduled for two hours and is being recorded. The recording and the transcript will be made available on the NFHTA website on HUD Exchange, along with resources that supplement today's conversation.

Back to you, Cashauna.

CASHAUNA HILL [0:01:38]: It's now my pleasure to introduce Rosie Hidalgo. Rosie serves as Senior Advisor on Gender Based Violence at the White House Gender Policy Council. Rosie has worked in the movement to end gender-based violence for over 25 years as a public interest attorney and as a national policy advocate. She previously served as the deputy director for policy at the Office On Violence Against Women, at the U.S. Department of Justice during the Obama-Biden Administration and served on a detail to the Office of the Vice President, working with the White House Advisor on Violence Against Women.

Rosie, thanks for joining us today.

ROSIE HIDALGO [0:02:26]: Thank you so very much for the invitation to participate in this forum today. And thanks to all of you who are here today and each and every one of you play such a critical role as we all seek to advance our nation's commitment to improving efforts to prevent and address domestic violence, sexual assault, stalking, and other interconnected forms of gender-based violence. As you know, this is a very high priority for the Biden-Harris Administration, and it's something that's near and dear to the president's heart. As you may be aware, President Biden, when he was a senator, was one of the original authors and champions of the Violence Against Women Act in collaboration with survivors and advocates all over the country who really helped bring this to the forefront, and achieved tremendous bipartisan support as a nation to really doing more and really strengthening our commitment to prevent and end domestic violence.

One of the interesting things about VAWA, even though it was originally passed in 1994, every time it comes up for reauthorization, it's an opportunity for us all to pause and reflect where is progress being made, where are there continued gaps and barriers, how do we center the voices of survivors and their lived experiences to better inform this work, how do we really strengthen an intersectional approach that moves beyond a one-size-fits-all and really seek to address the interconnected issues, complexities, barriers, but also bring a strength-based approach to this work, honoring the courage, the survivor voices and their recommendations on how we can really improve our efforts.

So most recently in March we had an opportunity to once again reauthorize VAWA, and it was a reauthorization that moved us forward and really strengthening the protections and really strengthening a robust commitment to improving services and access to safety, justice, and healing. And the housing provisions are a really important part of that. Over time, the movement has learned that, yes, while domestic violence shelters are important, while strengthening the role of law enforcement is important, at the end of the day, there's so many important facets to this work, and one of the most critical issues is access to safe and affordable housing, and it's really making sure that we're addressing these issues of economic security, and making sure that survivors have options to live with safety.

So, this is where all of you play such a critical role. While we realize that there's more work to be done, including efforts to really better implement VAWA provisions, the provisions of 2013, to the enhancements of 2022, we realize it's not only about VAWA, there are also many important pieces, local and state legislation, and the work that all of you are doing in your own communities every day to really strengthen this approach.

The president tasked us not only with seeking to implement and advance the legislation, but tasked us with developing our country's first-ever national action plan to end gender-based violence, and so we have been hard at work getting input from survivors, and advocates from around the country and working across many federal agencies to develop this robust national action plan, again, recognizing how there are many critical elements to this work. And I really want to commend HUD, which has played such a tremendous role in really building out the aspects of that plan to lift up access to housing, economic security to improve prevention in a public health approach, to improve our research and data, and all the work that -- in collaboration with the Department of Justice, Health and Human Services and other agencies to really build out this robust approach.

And so, I want to just end my remarks with sharing a reflection from the proclamation that President Biden signed this month, for Domestic Violence Awareness Month. The President said, "As we continue the essential work of ending domestic violence, we can all help build a culture where abuse is not tolerated, and where survivors are heard, supported, and protected. We can express our gratitude to the remarkable people and organizations that offer care and critical services to survivors of domestic violence, and we must remain committed to building a better world where all people can feel safe and respected, and live free from abuse."

So again I want to commend all of you, I want to thank the panelists, and in particular survivors with their courage and their leadership and sharing survivor voices to help guide this work, and looking for how we can all continue to build out a much more, a more robust, national, and global commitment to preventing and addressing domestic violence, sexual assault, and all forms of gender-based violence. Thank you very much.

CASHAUNA HILL [0:07:21]: Thank you so much for those remarks.

I would now like to present Demetria McCain, Principal Deputy Assistant Secretary of HUD's Office of Fair Housing and Equal Opportunity. Demetria has long been a champion in the fair housing community and is committed to advancing racial equity, inclusiveness, and reinvestment in neighborhoods.

Demetria, as always, it's great to have you join us today.

DEMETRIA McCAIN [0:07:45]: Thank you so much, Cashauna. It's good to see you again.

Good morning to some and good afternoon to others as was mentioned, I'm Demetria McCain, and I just want to thank you all for joining us today.

Now, if it's your first time attending a NFHTA forum, welcome. If you're a returning attendee, I'm glad you could be with us again.

I'm going to say some things you probably just heard Rosie say, but these things are so critically important, it's worth hearing a couple of times, maybe in a different way.

Now, as we embark on the National Fair Housing Training Academy's October forum, you should know it is the first webinar of a series that are going to be focused on Violence Against Women Act. Survivors of domestic violence, dating violence, sexual assault, and stalking, can face barriers to safe and stable housing as a result of their experiences with violence. It's important to remember that survivors exist, as Rosie mentioned, at the intersection of multiple identities.

So, while they face barriers on the basis of their survivor status, often these obstacles are actually layered on top of others. The survivors may experience discrimination in housing on the basis of race, sex, including sexual orientation and gender identity, disability, or national origin, or religion, or familial status, or color, in addition to discrimination on the basis of their survivor status.

Violence Against Women Act, or VAWA, as it's referred to, is designed to protect survivors. Congress first passed VAWA in 1994, and since then, Congress has reauthorized and amended the law multiple times, including the addition of housing protections to apply to many of the programs that we at HUD fund and implement.

VAWA's housing protections include, among others, that applicants, tenants, program participants, who are survivors, may not be denied admission to, denied assistance under, terminated from participation in, or evicted from covered housing because of their survivor status. And I hope everybody caught that.

These protections are really critical. Survivors should not have to choose between their safety and their housing. VAWA has an important tool to play as we prevent homelessness among survivors who have families. Right? Because we're talking about the survivors and their families.

The Biden-Harris Administration has demonstrated commitment to protecting survivors. Now, in March 2022, as we've heard, President Biden signed into law the Violence Against Women Act Reauthorization Act of 2022, and you'll hear that referred to as VAWA 2022. Which enhances VAWA's existing protections and adds new ones effective this past October 1st, 2022.

Now, among the new protections VAWA now expressly protects individuals' right to call

emergency services and report a crime from their home. I'm going to repeat that again. VAWA now expressly protects individuals' rights to call emergency services and report crimes from their home.

Why is that a big deal? This protection, this protection actually helps to address a growing number of so-called nuisance ordinances which actually penalize people for calls to emergency, police, or ambulance services, and which have actually a disproportionate effect on survivors.

Now, now under VAWA 2022, survivors do not have to feel they're losing their housing if they simply call 9-1-1. VAWA 2022 also ensures individuals do not have to fear retaliation from their housing provider. That is to say, a housing provider who is covered by VAWA 2022, they don't have to fear retaliation from their housing provider for exercising their right under VAWA. Or from helping others to do so.

This includes actually filing VAWA complaints. Which brings me to a very important final point. VAWA now requires HUD to enforce these housing protections consistent and in a manner that provides the same rights and remedies as those provided under the Fair Housing Act.

Therefore, our office, the Office of Fair Housing and Equal Opportunity, will now accept, investigate, conciliate, and if necessary, bring charges and complaints alleging violations of VAWA's housing protections. The Biden-Harris Administration, HUD, and our office, our FHEO office here, are committed to protecting the VAWA rights of survivors and their families.

In January 2023, in a few months, you'll hear more about VAWA's protections and HUD's new enforcement authority during the second forum in this series, and that's going to be entitled Violence Against Women Act Part 2, Legal Protections for Survivors of Domestic Violence, Dating Violence, Sexual Assault, and Stalking.

In the meantime, our office is open for business. VAWA complaints may now be filed in the same manner as fair housing complaints. More information about how to file a complaint and what will happen once the complaint is filed, can actually be found on HUD's website. Which many of you I'm sure are familiar with.

So now, we have a slate of truly amazing panelists today. At this point I'm going to turn it over to them.

Back to you, Cashauna.

CASHAUNA HILL [0:14:18]: Thank you so much, Demetria.

Next, we'll move on to remarks from Karlo Ng. Karlo is the Director on Gender-Based Violence Prevention and Equity in HUD's Office of the Secretary. Karlo serves as a

Senior Advisor to Secretary Marcia Fudge on policy matters involving gender-based violence.

Karlo, we're so glad to have you join us today.

KARLO NG [0:14:43]: Thank you so much, Cashauna.

As Cashauna mentioned, I am Karlo Ng, and in addition to being a Senior Policy Advisor on gender-based violence issues to Secretary Fudge, I work very closely with staff across HUD's program offices on a number of housing and homelessness issues impacting survivors of domestic violence, dating violence, sexual assault, stalking, and human trafficking. I'm really excited about the launch of this forum series focused on the Violence Against Women Act, which you'll hear throughout today's presentations we'll call VAWA for short. Our goal is really to provide you with practical information and guidance on working with survivors who are facing housing barriers and also understanding the housing rights of survivors under the Violence Against Women Act and other related laws.

I'm very honored to be a part of today's webinar during which you'll hear from a survivor advocate with lived experience, who will tell us about the housing challenges she experienced and what worked and did not work when she tried to seek assistance from various systems.

We'll also hear from national experts who will help us understand trauma. Trauma in the context of domestic violence and trauma in the context of sexual assault using an intersectional lens.

We'll also hear about survivors' experiences and how they respond to the violence and how those issues are informed by their backgrounds as well as their unique experiences.

When we think about working with survivors, it's really important to be mindful of the fact that survivors are not a monolith. All survivors do not experience intimate partner violence necessarily, and also all survivors are not necessarily adults. So, for example, survivors of sexual assault can be minors who are assaulted by neighbors, friends, and family members that may reside outside of the home. And in this context, sexual assault survivors are often misunderstood or not understood at all by housing providers because they don't necessarily fit into an intimate partner violence framework. And often housing solution that might work for domestic violence survivor might not necessarily work for a sexual assault survivor.

So, in order to be truly helpful and to truly serve survivors, we have to be very intentional about understanding the unique experiences of survivors of different forms of violence. And so today our speakers are going to help us understand. They're going to help us understand who are survivors - domestic violence, sexual assault, and all the

different categories - we're going to listen to how their intersectional identities inform their experiences and the responses to violence as well as trauma. We're also going to learn about the different kinds of housing challenges that survivors experience. And what are some of the best practices and models around working with and serving survivors? We're going to be covering quite a bit today. And as you heard, there's also a Part 2 that's going to happen in January, and I want you all to know that HUD is going to continue to serve as a resource to you, we have a number of technical assistance providers that are dedicated to providing you all with training and technical assistance and support. So please don't hesitate to reach out to us with questions. You can also feel free to reach out to me if you have questions about gender-based violence or VAWA issues, I'm happy to share my email in the chat.

I want to really thank you for taking the time today to join us to learn about these really critical issues, because truly, we cannot serve survivors well unless we understand who survivors are and how they experience violence and trauma, particularly in the context of housing.

So really appreciate you all for being here and look forward to working together. I'll turn it back to Cashauna.

CASHAUNA HILL [0:18:41]: Thank you.

Before we move on to our panelists, I'll now welcome Pamela Crenshaw, an advocate and survivor of gender-based violence who has been invited to share some of her experiences with us.

PAMELA CRENSHAW [0:19:00]: Hi.

CASHAUNA HILL [0:19:01]: Are you ready to speak with us all? We'll go ahead and get started. Okay.

PAMELA CRENSHAW: Thank you for having me here today. I want to thank Cristina Cortes for choosing me to tell my story. Good afternoon and good morning to everyone across the nation.

My name is Pamela Crenshaw, I am a survivor of domestic violence. I'm an advocate -- now an advocate against domestic violence with the Downtown Women's Center in Los Angeles and also, I am a Speak Up Advocate for Corporation for Supportive Housing and I'm on the Lived Experience Advisory Board for LAHSA which is the Los Angeles Homeless Service Authority. And I've been with them for many years, and now I'm the secretary, and I just try to give back as much as I can and help in violence against women.

My story, I guess one of many, domestic violence has different faces. It just doesn't come from people of low economical status; it comes from everyone across the nation. I

was a housewife, I got married at the age of 16, I got pregnant with my son, just turned 52, two days ago. And who is a very successful, my children are amazing. I'm very active in their life. But it wasn't always like that. I was married to a Los Angeles City firefighter, and he started cheating on me from a very young age. At 16 I had my son, at 18 I had my daughter, I didn't want my son to be an only child. And he began physically abusing me, and he also mentally abused me, controlled me, and being such a young age, I didn't have anyone to turn to. There were very little resources at that time. It wasn't popular to be a domestic violence survivor or victim, and so we had to hide it. If I called the local police, they probably would have come and shake hands with different civil servants, they stick together, and I was afraid of economical consequences. We lived a very good life, we owned a home in Cerritos, and had lots of cars, and boats, and trucks, campers, traveled the world. The United States. And it looked like my life was picture perfect.

So, I was actually being victimized not only by my husband, but by family members that thought that I had a great life and that I should be grateful for all that I had.

So, this is where I am today. I'm advocating for young people, for women, for any survivor of domestic violence that they don't have to go through the trauma that I went through for many years to come.

CASHAUNA HILL [0:21:51]: Thank you so much, Pamela, for that overview of your personal experiences. I'd like to get into a little bit more about your housing history. We're here to talk about the ways in which people who have survived gender-based violence really have difficulty oftentimes in the housing market, looking for housing, accessing housing. And so, I know you just mentioned that you were living a life where you were married, you were a homeowner, I know when you and I spoke previously you mentioned that you and your husband also owned several rental properties. So, you were able to be a landlord. And so, I guess I'm wondering, when you went from that life into the place where you decided to leave your marriage and move forward, what kind of housing did you have access to after you were no longer married to your husband, and you were no longer a homeowner?

PAMELA CRENSHAW [0:23:56]: At that particular time when I was going through the divorce, I was 30, and I was very naive and very young. And we had a condo, our renters weren't paying rent, so we were able to get them out, and I took the condo at that time. But I had started drinking to cover up the pain. I had other problems in my life. Had an eating disorder, and I was addicted to exercise, and just didn't know where to turn. So, I took the condo at that time. But I got involved in drugs through another guy that I was seeing, and he lived with me. And then when I lost the condo a couple years later, I had nowhere to go. And I didn't know about the system. I didn't know anything. I went and lived back at home in the house that I grew up in, and then as my addiction got worse, I had to leave, and I basically became homeless.

CASHAUNA HILL [0:23:49]: As you were homeless as you were someone who didn't

have a place where you could be stably housed, what kinds of stops were you making? Were you able to search for housing? Did you have access to any services at that time?

PAMELA CRENSHAW [0:24:08]: I actually went to mental health to get some help. And there was a big sign there that said they had a winter shelter that was opening year-round. So, I went to the shelter in downtown L.A., and they actually helped me get an SRO in Skid Row, I didn't know anything about Skid Row, I didn't even know it existed. I had gone there for treatment and with when I was in the treatment program, I don't know if I can mention names, but I went to the Weingart, which really helped me a lot, but I relapsed and got a couple dirty tests and they put me on the street.

So that's when I went to the shelter. And that's where they helped me get into an SRO. But something had happened, I was discriminated against very badly in the SRO, and I was accused much something I didn't do. And then I was on the street. I had nowhere to go.

CASHAUNA HILL [0:25:03]: So - Pamela-, just for people who may not be familiar, can you explain what an SRO is very briefly please?

PAMELA CRENSHAW [0:25:08]: Yes. SRO is Single Room Occupancy apartments that are offered in downtown Los Angeles in a place called Skid Row, California. It's in the heart of Los Angeles. And they have a lot of different housing for people. I was able to obtain an apartment, and I lived there a couple years. But when the incident happened, I was accused of something that I didn't do, and so I was kicked out. I was very scared, I was real tired of the life that I was living, it wasn't like me to be in that situation. So, I really looked back to my faith that I had, I'm Christian, and I cried out and got clean and sober in 2006. We have something called a winter shelter program at the Russ Hotel in downtown Los Angeles. I was able to obtain housing through that for three months. I begged to get in, and I had met a couple people that were on my team, and they helped me to obtain that housing, so from there I went into a transitional housing. At the Golden West in downtown Los Angeles. I was able to stay there two years. I did experience a lot of discrimination at that time. And finally, I was given a case manager that helped me to get housing where I am today. So today I have permanent supportive housing in the city of Hollywood. I have a beautiful apartment, it's amazing. Of course, it doesn't come without trauma here. But I was able to obtain housing, permanent housing, for the last 14½ years, which I am very grateful.

So, it's very important to have permanent supportive housing, especially for DV survivors.

CASHAUNA HILL [0:27:04]: Thank you, Pamela. I do have one last question. When you and I spoke initially, I just -- I have been so impressed with your ability to find support and really keep moving forward, to move past things that have been difficult for you. But also, to have an understanding of the ways in which your trauma really has impacted you. And you and I spoke a bit about trauma-informed care. And I know that you were

able to care for yourself and move forward in a way that was trauma-informed, even when service providers that you interacted with didn't necessarily operate with the trauma-informed lens. And so, what I'd like to ask you is, how important is it for service providers, people who are working with survivors of gender-based violence, how important is it for those folks to be able to provide trauma-informed care to the clients they work with?

PAMELA CRENSHAW [0:28:16]: Absolutely. I think trauma informed care education is pertinent amongst anyone that works in the housing field. Not only the property managers, but the case managers as well. And anyone that is associated with housing.

I'm a senior now, and I've never done that before. So, it's new to me. And our needs change, just like foster youth care ages out of their housing. So do seniors, and I think there's very little understanding of our needs as we grow older. I need a place; I need a senior living that has people that are equipped to handle seniors. So, I think that, this is just my opinion, I think that every housing owner should mandatorily have trauma-informed education. That should be mandatory that they take these classes. Especially when there's young people involved, because I see a barrier right now with the property management and with the case managers, they don't really understand our needs. And they don't understand what trauma is to us as survivors of domestic violence. So, I think by having that -- breaking that barrier and giving them a basic understanding of any age and any gender who is experiencing trauma in their building, there is quite a bit.

I'm in a mod rehab building, so it's difficult to move forward. I'm working on advocating for that, especially for us seniors now, because we are retraumatized at -- in various incidences that happen in our building. So, I think by having the trauma-informed care, education be mandatory, that it would really help us survivors.

CASHAUNA HILL [0:30:14]: Thank you so much, Pamela. I agree that it is incredibly important to ensure that people who are working with survivors really understand the ways in which gender-based violence impacts folks who have experienced it.

So, thank you so much for joining us today. Thank you for being willing to share your story with us. We're so pleased to have the opportunity to learn from you and so we very much appreciate your participation today. Thank you so much.

PAMELA CRENSHAW [0:30:42]: Thank you so much. Thank you, everyone, for having me. Appreciate you.

CASHAUNA HILL [0:30:45]: Thank you. Take care.

As we move on, I'll share the learning objectives for today's forum. Together we will understand the basic dynamics of domestic violence, dating violence, sexual assault, and stalking using an intersectional lens. We'll understand the unique needs of those

experiencing domestic violence, dating violence, sexuality and stalking, and how to support survivors.

Part two of this forum will cover additional learning objectives, which are, develop working knowledge of survivors' housing rights under VAWA and related laws. Recognize potential VAWA issues in common housing scenarios so as to better serve survivors and provide assistance. Preview HUD's new enforcement authorities under VAWA. Finally, before I introduce our panel speakers, I want to provide a few reminders.

Throughout today's round table discussion, you will all have the opportunity to submit questions that we will do our best to address later in today's event. However, please note that our panelists may not have time to answer all questions, and personal questions will not be able to be addressed.

Attendees can submit questions at any time via the Q and A box. Also, I'll note today's event is being recorded. Materials including the event recording and any slides used, will be available on the forum page on HUD Exchange soon after the event. Protected group now I will introduce our panelists. I know we're excited to learn from the experiences of our speakers, please note that all speaker bios are available on the forum page of the National Fair Housing Training Academy website.

Joining us today we have Umi Hankins, Condencia Brade, and Cristina Cortes. Umi and Condencia will start us off by speaking on the impact of domestic violence and sexual assault on survivors' lives. Umi, and Condencia, you can take it away and share your remarks and any thoughts you have. Thank you.

UMI HANKINS [0:33:10]: Thank you for that introduction, and I'd like to thank Pamela for sharing her story. I think every one of us needs to appreciate what it takes for someone to relive the trauma that they've experienced over the course of their life. It was heart pulling for me, and Pamela, I want you to know I really appreciate and continue to learn from survivors as they are put into a spotlight, but also put into a position in which to help us to grow individually and also collectively as we do our work together. So, thank you, Pamela.

I'd also like to say thank you to all of the other presenters that have gone thus far to frame some of the issues that we're thinking about and looking at the dynamics of domestic violence and sexual assault in the lives of survivors. And then finally I'd like to -- to thank Cashauna, ensuring we're able to flow in the process of delivering this information. Thank you.

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So Cashauna did tell us about the objectives that we have today and really just breaking that down a little bit more is what we want to do, is to make sure when we say

"intersections" we want to make sure we're looking at the realities of the lives of the survivors that we're discussing. We want to make sure that we're looking at the complexity of their lives. And how not every survivor experiences domestic violence and sexual assault the same way. And that we have to have a very broad lens as we understand these kind of concepts, but at the same time, that as we're working with survivors, we have to be able to address the individualistic ways in which that particular survivor is experiencing the domestic violence, the sexual assault, the dating violence, or the trafficking that they are experiencing in their lives. So, we want to make sure that we hone in on the specific needs of those survivors by highlighting how we need to also think about a survivor's life. That there is not one cookie cutter way in which we can give you information to say, this is a survivor of domestic violence, and therefore do A, B, C.

Condencia and I also recognize this information is so complex and so deep, so broad, that we could not effectively give you all the information that you need to have in order for you to be ready and effective and competent in dealing with the diversity of the survivors that you'll come in contact with. We couldn't do that. So, we're going to give you some overview of information and some highlights of information, and we're going to ask, then, that you commit all of you, that you commit to doing your own work. Because that's how we learn. Our giving a presentation for 20 minutes, 40 minutes, an hour, will not get you where you need to do. We provide trainings that are days long. Four, five days long. And in order to get some of the concepts that we're going to talk about today, and so you need to commit individually to ensuring that you will do the additional work that it takes for you to be competent, for you to be able to work with survivors in this realm. Not only on the issue of domestic violence and sexual assault, but as Pamela said, for you to commit to integrating what does trauma-informed work look like and domestic violence informed and sexual assault informed aspects of helping survivors? What do those things look like, and specifically from a cultural lens.

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So, to do that, I wanted to start our conversation by talking about this issue of bias. This issue of bias that really puts us in a position where we're forming our personal opinions, where we are forming attitudes and acting behaviors based on those attitudes against anyone in our society. And I notice that when Pamela was talking, she said if police had come to her home at the point in time that she was experiencing domestic violence, they'd probably would have shook the perpetrator's hand. Yes. Because that was a bias that existed within the police department and in many cases may exist in some police departments today. We hope that things have gotten better, but we know bias is there.

So, we all have bias. We all have biases that have come to us by way of the environment that we're in, by way of the media, the broad-based media that we are able to witness, by the culture that we live in, whether that's our family, our community culture, our societal culture. We all form biases. We do not come -- we do -- we are not birthed with those biases, but we do form those biases. And we form them for a good reason. We form them because we need to be able to understand when, how can we

quickly make decisions about our safety and well-being. If we didn't have those biases, we would react in ways in which we may be unsafe. And so, it's a historical issue on how it's been ingrained in our brains. And how our brains have given us a mechanism to say, okay, there are things that we need to be afraid of and there are things that we need to be excited and happy about. And when we're afraid, then we have a chemical that goes through our body that causes us to really get into fight and flight, and when we're happy and excited, then we have another chemical that goes through our body that causes us to be happy and to seek those rewards.

The problem with biases is that sometimes those are negative responses, they create negative responses based on the way in which we've learned to react to prejudice, to stereotypes, to discriminations, to the way in which we've been taught that we should not see one particular population and value that particular population in the same way that we may value a population that we ourselves identify with.

And so bias is real. And so, in order for you to listen to this presentation, and even for you to continue your work, I always suggest that the first thing that we do is to make sure we identify what our biases are. That we have to understand where those issues of privilege, and discrimination have come from. We have to do a self-examination. And if we do that self-examination, we then need to make sure that we recognize and value the broad base of the population that we are work can with.

This is not just about who's in your community. This is because anyone could come into your office, could be visiting in your community, could be experiencing trauma from the way in which their life is being lived. And that we all may be in a position where we can support that individual, or that we can reject that individual. And that would contribute to the rest of their lives potentially on what it is that they can do in order to be safe in their communities.

And so, we want you to not only identify your own personal biases, but we want you to do a paradigm shift on those biases, when you have biases, to do that bear time shift so that you're able to broaden your perspective on who deserves to be safe. Who deserves to have housing? Who deserves to have the natural resources, who deserves to have food and clothing? Who deserves those things in order for them to continue to have healthy and safe families in their communities.

We want you to stand for social justice. We want you to stand for racial justice, for racial equity. As you're doing your work. Taking a stand, being deliberate, being conscious about this stand, being conscious about the work that you need to do in order to ensure that those things that we've talked about have happened. And you do that, you take a stand by advocating. By going out into the field, and making it a point that anything that you do within your work, anything that you do while you're working with survivors, that you're making sure that you're advocating for their autonomy, whoever they are, that you're advocating for their well-being, and their safety, and you're listening to what it is that they want out of your support. Not what is it that you perceive they need, but what

is it that they want from you to help them to achieve safety and well-being. To overcome the trauma that they're living in.

We also want you to understand that the role of oppression in creating these barriers in our society has been really dominating the way in which survivors continue to be victimized, continue to be revictimized. So, we know that survivors are victimized by the trauma that they're going through in a domestic violence or sexual assault encounter, but we also know that they can get into systems or in their communities or even in their families, also be revictimized based on the way in which oppression operates in our society. We have to be able to understand what oppression is. Understand what it looks like. And understand what it does to minimize and to discriminate against the survivors that we purport to want to help.

And so, you have to continue this ongoing learning strategy. We mentioned that before, that you won't get everything that you need from this brief two-hour presentation that we're doing today. This has to be a commitment from you. There has to be a method of your strategy on how you're going to continue your learning.

Next slide, please.

Many times, we look at it and say, how is it that oppression gets pushed down in our society? How does it come about that some people are on the fringes of our society and are marginalized and other people are able to have a more dominant position, have more privilege in our society? This slide is one that was produced by P-- Praxis International, under the leadership of Ellen Pence, thank you, Ellen, our late, great, Ellen Pence who has done so much work in our field. But this slide really helped me in understanding the way in which oppression is pushed down and throughout our society. And on the margins, we have those who least can support themselves, who least can access services, who are in those positions where they're minimized, they're degraded, they're victimized, on the fringes, that's where they're located. And then really covering the way in which oppression is pushed down is through the dominant ideologies that are set forth in our society. And those dominant ideologies play out in things like stereotypes, and the jargon that we create. We publish papers that continue to push those stereotypes and that jargon and the way in which we minimize marginalized -- we see publications, presentations in which continue to give us the words and the language so that we feel comfortable about the continuation of that.

As a Black woman, I know there have been many ways in which Black women have been stereo typed as being loud, as being aggressive, as being violent. Black women are stereo typed as being welfare queens. When we have language like that, that's pushed down in our society, then we as workers in our society, find ways that we can blame those victims. When we blame a victim of domestic violence, then we look at the way that she didn't leave, why did she stay with him? She must have liked it. She's not worried about it, she's still -- she went back to him. We create these stories in our society, we create these stories, these lessons that get pushed down in our society that

allow us to believe that it's the victim's fault for the reason that they're being discriminated against, for the reason that they are in this violent situation. We push it on to the victim. And that's the type of thing that we have to figure out, how to stop it, because it doesn't stop there with just these narratives that go on in our society. But it also then goes through our economic system such that we ensure that victims and people who are marginalized have less resources. And we can write them into policies where they have less resources, they have less opportunity to access services. They earn less money. And aren't able then, even though they -- whoever is the dominant population, may earn more money than they earn less money than that dominant population.

And so, each time that we're working, we have to see, okay, how is this -- and recognize, how are we working and what are the economic consequences of the victims that we're working with? I think it was Demetria earlier that talked about the way in which COVID impacted the -- our -- some populations, and people were losing jobs. Well, who were those first people to lose their jobs? Who were those marginalized populations that lost their jobs first? That didn't have healthcare, that didn't have the ability to seek out support and that were confined to their homes and -- and the effort in which they were trying to stop the prevalence of COVID. Who were those people that were most marginalized? Who were those people who were dying at higher rates?

And so that's how it gets pushed down into our regulatory bodies with policies, and that we didn't take the opportunity sometimes to recognize that and provide strategies. Fortunately, in our last pandemic that we were going through, we did find strategies in which to support victims and also marginalized populations to help them to be able to address those things. But we always have to look to our regulatory bodies on how do policies, when we craft policies, inadvertently create ways that populations are continued to be marginalized through backlash of those policies. And we see these things happening in all of our systems.

So, across all systems, those marginalized populations, people living on the fringes, would be disproportionately -- have disproportionately ill situations that are happening to them.

So whether it's in our housing domain as we see and we have heard talked about, the way in which discrimination happens in our housing domain, it can also be in our child welfare domain, where kiss proportionately people of color, Black people, Native American people, are disproportionately have their children removed by and are surveilled by that system. By the child welfare system. It could be in our educational system, it doesn't matter that the way in which oppression works, it pushes it down to all of our systems in order to ensure that those people who are marginalized are continued to be on the fringes of our society.

And then it happens in our community. It doesn't just stop, then, within systems, but it also finds ways that individually in our homes, that we then take on some of those

mantras in our homes. And use them against our -- even our relatives, or in our local businesses that we go to. We find these same things happening in our communities.

So, every day in this everyday world, we have to constantly look at the complexity on how to -- on how oppression then intersects with our systems, and intersects with us individually, such that we can be the barrier to stop survivors and other marginalized populations from getting the services that they need.

Next slide, please.

In general, I kept referring to the way in which people are marginalized. And then we do have some specific categories that we want to raise up in order to identify who specifically are we talking about? And so, I would ask that you continue to hit the next button to be able to highlight all of the issues on the slide for me, please. Can you continue to work through and all of them will come up. Yes. Thank you very much. Yes. That should be the last one.

And so, as we look at this issue of how do we identify and therefore how do we have privilege and how are we oppressed? Then we have to look at our identities. Who am I? Who am I as a Black woman? Who am I as a woman born in the United States but from the African diaspora? Who am I as a Christian woman? Who am I as a senior citizen, I'm there with you, Pamela, I hear you, girlfriend. So, who am I as a senior citizen? And what about my education? Which of these things are providing me with privilege, which of these things are continuing to have -- need to be more oppressed or more marginalized in the way in which I can get resources, the way in which I am seen and valued? All of these areas, our gender identity, the way in which we speak, our linguistics characteristics, our sexual orientation, our physical and mental health abilities, our language, our social economic status, and our familial status. All of these things can come together and be -- and have intersectionalities in which they make up the person that we are. We are not just race. We are not just living in poverty or living in a middle-class life. All of those things come together and then are able to demonstrate how then we are seen, how we're seen by others, and how we are appreciated or valued by others, whether they be individually or throughout the system.

We also heard conversation about protected classes. And within the domain of how you see all of those things in our identity, that's where those protected classes come in. From race. From national origin. From religion. From gender identity, and sexual orientation. From physical and mental health ability, and then from our familial status. Those are the protected classes, and so if we look at all of those things, then we have to recognize that within all those protected classes, but in every last one of those ways that we express our identity, that it can have some form of an -ism. What do I mean by -ism? Racism, or sexism. I mean homophobia or heterosexism. Colonialism. I mean religious oppression, or -- you know, the ways in which we have ableism or classism. All of those ways in which we see, we can take on the identity of who we are can morph into a way that we can be discriminated against and that we can be placed -- pushed on

those fringes and therefore have less ability, have minimum ability for us to seek support in order for us to find ways to have health and well-being.

And so, it's not just looking at race. Because we know that some -- within race, there is privilege and there would be marginalization. So, in our society, the dominant population for our society is being white. And being a white male. Or being a white male who is able-bodied or physically fit or being a white male who is young. All of those things place that particular person at closer and higher on the -- a higher degree of having society to provide the necessary strategies and resources for them to continue to live well in their lives.

And the more of those intersections that you have that come out of the -isms, the racism, the heterosexism, the classism, the sexism, the more of those things that interact for you, then the harder it is for you to be able to get the support that you need.

Now, these are not things that we're saying that we must do, that we should do. These are things that in order for us to do our job, in order for us to be realistic about supporting survivors of domestic violence, we have to be able to meet them where they are. And we can only meet them where they are when we consider the environment in which they're placed. When we considered how they have been positioned in our society to be -- to not have the necessary supports and strategies to help them to do well. To help them to overcome those domestic violence issues.

So, yes, there's power, there's privilege, and that gets woven in and out of our lives through all of our identities. So, yes, as a middle-class Black woman, I may have the resources to throw a couple dollars at situations to help me to be able to overcome some of the issues that I have to deal with, but I am still a Black woman. And throughout our society, that has really been marginalized.

So, I want to go a little further, we have a video that we want to show. If you could show that for us, please.

VIDEO - Homelessness is an issue that far too many people face. People of color. Specifically Black people, other persons of color, and indigenous people experience homelessness in a dramatically different way than their white counterparts. People who hold multiple identities, such as those who live in the intersections of disability, immigration status, sexual orientation, gender identity, and more, experience compounded barriers that further homelessness and housing instability. A recent study found that 66% of people experiencing homelessness were Black. While 28% were white. Black individuals are only 13% of the U.S. general population. Compared to 74% of those who are white. Rates of homelessness within native communities are three to eight times higher than that of the general population. In total, 78% of people experiencing homelessness identified as people of color.

This overrepresentation of Indigenous, Black, and other People of Color experiencing

homelessness cannot be explained by poverty or identity alone. Structural racism, historical policies, institutional practices, and cultural narratives that perpetuate racial inequity put people of color at a disadvantage in obtaining safe and affordable housing. Statistically, women of color are much more likely to experience domestic and sexual violence and survivors often face network impoverishment. Network impoverishment occurs when the condition of a financially stressed household member places an extra strain on family resources. Oftentimes we tell a survivor experiencing homelessness to go to a relative or friend's house. However, network impoverishment can cause immense pressures on the limited finances and available support from that network. Racial disparities arise at every juncture, from the legal system, to housing, to healthcare, to child welfare, to public benefits. Understanding the intersections between domestic and sexual violence, racism, and homelessness and applying an equity survivor-centered lens in our work is the only pathway to stability, safe housing, and healing for all survivors. If we want to address racial inequity, we have to acknowledge it, learn about it, and talk about it. So, we can do more about it together.

To learn more, visit safehousingpartnerships.org.

UMI HANKINS [1:00:48]: Thank you so much. Before I go on to talk more about domestic violence -- to talk specifically about domestic violence, I wanted to give Condencia Brade an opportunity. Is there anything you'd like to say to speak out on how our identities impact our ability to have safe housing in our communities?

CONDENCIA BRADE [1:01:11]: Yes, thank you. So much what you said is so important. And I'll definitely bring that in when we're talking about sexual assault.

I think the piece I do want to lift up is that when we talk about this idea of who can be a victim, and when we look at who do we expect to be victimized, it was important when you noted what we know is that, for instance when we think about sexual assault, one in three women will be sexually assaulted at some point in their lives. We know when it comes to the numbers for women of color, we know those numbers are even higher. Yet oftentimes women of color are not seen as being able to be victims. Especially for Black and cap app brown women. When we talk to women that are trying to access safe housing, oftentimes they'll say, they don't see me. They don't expect that I can be a victim. And I think that's where we oftentimes see these -isms that create barriers for survivors to access. The critical supports they need.

UMI HANKINS [1:02:13]: Thanks so much for sharing that, Condencia. We'll be getting right back to you in a little bit.

I wanted to go on to add some specifics also about domestic violence. And so -- thank you for putting the slide up. So, let's think about what is domestic violence. And as we think about that, there are many different names for domestic violence. Sometimes you'll hear it called wife abuse or marital assault, or woman battering, spouse abuse. Wife beating. Battering, or partner abuse. And then you'll also hear it called intimate

partner violence. I will say within the work that I do and in the antiviolence against women movement, the work that we do is that we highlight that issue of intimate partner violence. Meaning that there's been a pattern of abuse in this relationship with a person that you have had an intimate relationship with. That there's a pattern of coercive control and behavior and power being used against an intimate partner. Someone who you may have shared a child with, or someone who you may have lived with. And so, we talk about it more in that framework. But domestic violence legally has a broader framework as was discussed earlier and could really be someone who lives in the household, but you may not have an intimate relationship with.

Next slide, please.

And so, as we look at this issue of domestic violence, again, from Duluth, Minnesota, and under Ellen Pence's leadership, this power and control wheel was developed under her leadership while working with survivors of domestic violence. People like Pamela, and other survivors in our community that shared what were the ways in which they experienced domestic violence. What were the things that were going on in their relationship, and they were able to put them into this wheel and at the center to recognize that power and control is what is dominating all of these spokes within this wheel. Using coercive threats, and violence, and intimidation. Using emotional abuse and using isolation. Isolating the survivor. And minimizing and denying the survivor with what they're going through, pretending like it didn't happen. They use the children and use the children against the survivor, use the children to collude and even be the abuse of the survivor or threaten the children. Using male privileges and we'll talk about that a little bit later also. And using economic abuse.

And so, all of these ways that have -- the dimensions, the nature and prevalence of how domestic violence occurs within a relationship, and around this whole wheel we see that violence, physical and sexual, are used to ensure that the survivor does exactly what that perpetrator wants them to do.

So -- and really, this wheel is also a wheel of oppression. So, all of those things that we talked about earlier, about the -isms, they fall in the same categories. There is isolation and exclusion, there's prejudice and discrimination. There are threats and scapegoating, there are stereotypes, and the way people are dehumanized. So, the basic thing is to make sure that you're not depriving the victim of their basic free will of their basic freedom, of a sense of security. You want that victim to feel as though they have no sense of security. And that they are devalued and destroyed their belief system.

So, throughout our society, the power and control wheel and the tools of oppression look alike, and that's how it gets integrated into the issue of domestic violence.

So, I think we have a poll that I wanted to go over as we talk about what is domestic violence, what does it look like and all of that, we also want to know, then, what causes domestic violence? And so, on this poll, I'd like you to weigh in on what do you think

causes domestic violence? You can select all that apply, it's multiple choice. Any of the ones you want to add. Is it drugs and alcohol? Does that cause domestic violence? Mental health or physical illness? The victim's behavior? Loss of temper or poor impulse control? Or sometimes we've heard it say it's communication skills, lack or poor communication skills. Is it identification with cultural or racial and/or religious community beliefs? Or is it none of those? Look at that list and please weigh in with us now. What do you think causes domestic violence?

UMI HANKINS [1:07:33]: Okay. And we can see that people have weighed in. And we have 75% of the people believe that drug and alcohol cause domestic violence. 75 believe that mental or physical illness, 21, the victim's behavior pulled back on the victim causing that. 79% being poor impulse control. 50% saying identification with culture, race and religious community beliefs. And then 15% said none of the above.

I want to share with you the 15% are correct. None of those other things above cause domestic violence. Domestic violence is a personal choice. It is a personal pattern of behavior or coercive control that a perpetrator uses in order to ensure that that victim does what they want them to do. Yes, all of those other areas could be ways in which they're correlated with domestic violence. You can have a domestic violence victim and a perpetrator, one or both who are using alcohol and drugs who one or both may have mental health problems. Or any of those other ways in which it's done. But we look at even anger, this is not an issue of anger management. Domestic violence, perpetrators don't go to their jobs and beat up their boss. They don't go to their next-door neighbor and beat up their next-door neighbor or demand some of these unreasonable things from their next door neighbors or people in their communities. Domestic violence is a personal choice, and it can also be a parenting choice in which children are witnessing the violence that's going on in that home.

And so, we want to make sure that you know, and again, we would love to have you use this as one of those primary things that you're going to investigate as you go forth and learning more about domestic violence, but none of those things cause domestic violence. That's the main lesson from this today. But they can be correlating factors. So, we cannot blame those things on the violence that a victim is experiencing.

The other point that I wanted to make sure that you leave with us today is this whole gender paradox that's experienced. Because many times, and even today, you probably have heard me refer to the survivor as she or use the pronoun she. And the perpetrator as he. In the cases of domestic violence. Well, overwhelmingly, women are the victims of domestic violence, and that's why in your protective class issues, you see women being protected, domestic violence being protected, because overwhelmingly, women are the victims of domestic violence, but we want to acknowledge domestic violence occurs in all populations. In all relationships. And so, it's not just women that are victims of domestic violence, but it is also people who are in LGBTQ and gender nonconforming relationships, we really want to stress that. That saying gender -- saying sex relationships may also experience domestic violence. And it's incumbent upon us to

ensure that when we're looking at the dynamics of domestic violence, that we're not blaming the victim for what the perpetrator is doing. Not blaming the victim for being the -- for the violence that is occurring in her home. Or in their home.

And so those are some key points that I want to make sure that we leave with today, and then we'll have an opportunity for questions and answers.

Condencia, any other strategies that you would like to share with us for sexual assault?

CONDENCIA BRADE [1:11:30]: Thank you, Umi. Thank you.

I can talk a little bit about the concept of sexual assault. I think picking up on the important points you lifted up, I can talk a little bit about what does that look like for sexual assault.

I think one of the things I definitely want to make sure that we talk about, to pick up, you talked about the reference to women. And I think it is similar in terms of sexual assault. The vast majority of time it is women and girls, what we see happen is when we're talking about sexual assault, for youth, it is, we see that in terms of girls and boys, the numbers are closer together. Still, the vast majority are girls. But we do see that young boys are sexually assaulted at a high rate as well. However, when we get to adults, women are the primary ones that are victimized. We know anyone can be victimized by sexual assault. But again, one in three, we know the statistics say one in three women will be sexually assaulted at some point in their life.

We also -- I'll go on to talk a little bit more, we also know that -- we recognize sexual assault is a public health problem, and it requires a comprehensive in community response. What sometimes may happen is that we confuse the domestic violence and sexual assault. Because we know that domestic violence and sexual assault, they're similar societal underpinnings. The context of power and control definitely we see those occur in terms of sexual assault. What happens is that the current, the context, what we know that happens is that the context, the relationship to the perpetrator or harm doer is different. It's vastly beyond an intimate partner. And therefore, we know the support mechanism for sexual assault survivors are also different.

I am -- okay. Just going to make sure that everyone can see me okay, Umi, yes? Okay.

UMI HANKINS [1:13:35]: Yes, we can see you.

CONDENCIA BRADE [1:13:36]: Thank you.

The other thing that happened, when we think about sexual assault, we know that as I said before, it can happen to anyone. We know here we often say that sexual assault can happen to, when we say one in three, we say you, your best friend, or me. Oftentimes when we talk about sexual assault, we recognize we're not talking about

survivors that are outside of us, but who oftentimes are one of us. And so, I think that's very important that comments often made in relation to sexual assault not recognizing that far too often someone right near you has -- is a survivor themselves or those someone that is a survivor. Being mindful of that.

When we talk about that it can happen to anyone, we know it can happen anywhere. Far too often that anywhere means in a person's home. We know sexual assault affects, harms, and scars your body, your soul, and your mind. It devalues who you thought you were and who you will be. We recognize that for survivors of sexual assault, they often tell no one about the assault. And when Umi talked before in terms of sometimes someone will say, if you need safe housing, can you not go to a good friend, or your parents or something along that line. Not recognizing that oftentimes those ones that are closest to you know nothing about the sexual assault. Because we also know about sexual assault is that it's often someone that you know or is in your circle, that have committed the harm. And it's very difficult to tell someone within your circle that someone else you have trusted has harmed you.

So, they're not going to tell their sister, their mom, their friends, they're not going to tell them about the sexual assault and so often they won't seek help from them.

When they do come, when they are seeking help, when they are seeking help from systems, they often have already tried to address the trauma on their own. And have reached the place where they cannot function without asking and seeking for help.

I want to just talk a little bit about a quick snapshot of what drives homelessness and safe housing needs for survivors of sexual assault. Folks often say, well how does a sexual assault survivor become homeless? Because there's not an understanding of the context of sexual assault. What we know about sexual assault and harassment, is it can be a risk factor for homelessness. And homelessness is a risk factor for experiencing sexual assault. In fact, it's noted that the majority of sexual assaults take place in or near a victim's homes, or the home of victims' friends, relatives, or neighbors. Sexual assault can occur in a home by a family member or neighbor, certain times it's because the sexual assault happened in that building, in that apartment, near that apartment, behind the house. And the survivor may need to move for their safety or to heal from the trauma experienced and the constant triggers that are retraumatizing.

When you think about a survivor that was sexually assaulted in the house, one of the vast devastating things that, when you work on sexual assault, the body is the crime scene, the context is the crime scene. So, each and every day you get up and you're in that house, and you remember what happened in that house, that's a trigger. That is extremely traumatizing for you to be able to get up and move forward each and every day.

Sexual harassment and assault by a landlord we know far too often. You see the headlines, but what you see is only a small snapshot of what's really happening. Sexual

assault by landlords happens far too often each and every day. I can tell you one example that I was recently working with in New York, where the survivor who was a recent immigrant, but does have qualifying status, however, the landlord not only threatened eviction if she did not comply with his -- with the sexual assault, but also, he threatened reporting her to Department of Immigration. Afraid of systems, she didn't know where to turn for help and she didn't report the landlord or say anything until the landlord started making comments about her daughter's body. At that point she felt I need to do something.

It's also someone who is living in the neighborhood. That person may be hanging around the entrance to the apartment building each day. When they come home. They can be cat calling, maybe make comments about their body, making comments about what did they do that day, et cetera it can be that there is a child that is being sexually assaulted in the home. And that nonoffending parent, the parent who is not causing the harm, is trying to leave the home in order to protect the child.

Sexual assault could be sexual assault again that it's not in the home, but by someone who those where they live. And has threatened that person that they know where they live and have threatened to come there and return and continue sexual assault.

It's also essential to note that many survivors of sexual assault will not flee to victim-specific shelters, because those shelters often aren't able to meet their needs, or they're unavailable. One of the things, we had an opportunity to engage with and talk to survivors that are needing safe home, one of the things they often remind us is that referring a survivor of sexual assault to a domestic violence shelter is harmful, devaluing, and retraumatizing. In a survivor's words, sending a sexual assault victim to a domestic violence shelter shames the victim.

Survivors sometimes survivors will not go to a shelter because of a previous assault in the shelter. I was recently visiting one of our local areas, and I ran into a woman, we'll call her Alice, who was living on the corner of a street, we walked by, I had a conversation with Alice. And I talked about the local shelters that are in the area, and, you know, inquired how can we help, or how can we support her.

Alice said to me, basically said to me that she prefers to live on the street than go to the shelter. Alice mentioned that in that she lost her home because she wasn't able to make rent, she is a survivor, she was evicted, and she said she would not go to the shelter because she those that someone who is used a previous shelter, it's known within that neighborhood that sexual assault happens often within that shelter, and the folks that run the shelter do nothing about it.

So, in Alice's words, she says I prefer to live on the street. I make friends with the people who go by, and I feel safer that way.

We need to recognize that survivors have to define what safety means for them. We

need to understand that many survivors have multiple incidents of sexual assault. Oftentimes we get confused in that sexual assault is this one-time incident that might have happened by a stranger. Unfortunately, I have to tell you, oftentimes, there are multiple incidents of sexual assault. We have survivors who have been assaulted by multiple people at multiple times. Most of the time women of color, especially seeking safe housing, have significant mental health and trauma issues because of the long-term coping with these multiple incidents of sexual assault.

Some have experienced sexual assault either before being homeless or when they became homeless. We also know that trauma, again, as Umi said earlier, we know that in this time we can't give you a comprehensive training on these issues, and certainly not on trauma. But we know and we know that trauma often lives in the body. It's sometimes doesn't go away. No matter how much time we try to push it apart as survivors, it lives in our bodies. And so, what that means is that we could be triggered at any time. You don't know what the trigger is going to be. And when you're triggered, that trigger takes you back to a time, it takes a survivor back to the moment when they were victimized. A good friend and colleague of mine always says that my trigger takes me back to the 5-year-old child I was when I couldn't stop the assault. The 6-year-old child that I was when it continued. The 12-year-old child that I was when I didn't know what to do. And I'm locked in that place for days. And I can't come out and I can't engage.

And in that context, the person can be so traumatized, that they're not able to focus or function. We work with survivors who have been triggered, and with that trauma that lack of ability to function can cost them, for example, their loss of their job. And in far too often we're talking about losing, the loss of job makes it unable to afford their rent, as a result, evicted.

We have to be mindful not to let assumptions about sexual assault, survivors, who they are, or when I talked about earlier in terms of women of color, and them not being seen as victims, we have to be careful not to determine whether or not we think that survivors deserve having that existence. Or whether or not the survivor can, and I'm using air quotes, be discriminated against.

We're running short on time, so -- and I know Cashauna is being kind and I just want to say really careful, let's be mindful not to silence the voices and experience of survivors of sexual assault by not acknowledging their victimization, their trauma, and needs. And I want to encourage everyone the importance of collaborating with community-based sexual assault programs, especially culturally specific communities of color sexual assault programs. It is important that we collaborate with them and work with them on behalf of survivors and making sure there's a holistic response.

Thank you so much for listening, and I appreciate all that you do. Cashauna?

CASHAUNA HILL [1:23:09]: Thank you for those remarks and thank you Umi as well. That was a really, I think great entrance into understanding a little bit more about the

impact of domestic violence and sexual assault on survivors' lives. So, we very much appreciate it.

Before we move on to our final panelist, I do want to remind our attendees to please submit any questions using the Q and A box. Please note the slides and a recording of today's conversation will be available on the forum page of the NFHTA website soon after the event.

Our final panelist, Cristina Cortes, will highlight the importance of understanding the needs of individuals experiencing violence and will share best practices for service providers to implement.

Cristina?

CRISTINA CORTES [1:24:07]: Thank you. Thank you everybody for joining us, and I also want to thank our panelists, Pamela lovely to work with you, Umi and Condencia, it's always lovely to be part of this panel. Such an honor.

Again, thanks to everybody that is sticking around with us today. I know this is not an easy conversation. But it's conversation that we need to have. I want to say Umi and Condencia talked a lot about the impact of domestic violence and what it looks like, what sexual assault looks like for different survivors out there. The reality is without our collective approach, the cycle will continue.

I'm going to start by giving you all just some quick tips I think might be helpful as you -- I want to say intentionally start working with survivors, particularly the survivors in the margins, whether they may be people of color, nonbinary, trans folks, queer folks, folks from the LGBT community, people who have disabilities. People who are immigrants. All of that stuff. Because if we don't focus on the survivors that are at the margins, we're doing a huge disservice to the rest of our community.

So, I've seen a couple of chats, I want to encourage that you all get to know your local victim service providers. Know your local domestic violence agencies. Know your local sexual assault agency. Get to know your human trafficking agency, if you have one. Those are going to be incredible resources as you navigate these situations with survivors. I will say, beyond knowing those specific entities, also get to know the legal assistance folks, and the medical assistance folks. Because again, this is a collective approach, we must take that in order to assist survivors.

I think it's important to know who they are, but also know their programs. Are there residential programs, are there drop-in services folks can go to while they live elsewhere? What are the pathways into those programs? And what are the eligibility parameters? We don't want to accidentally send somebody to a location that might not be able to meet their needs, so save yourself and the survivor some time by getting to know what those are.

I will say for those of you that are joining us from California -- joining us from California, the Governor signed into law SB914, Senate Bill called the Homeless Equity for Left-Behind Populations that was put forth by Senator Rubio, mandating that anybody that deals with homelessness ensures that they include that perspective into their programming into their resources. Because at least in California we see that it is a huge need that we collaborate in order to address this.

So again, that is the Homeless Equity for Left-Behind Populations for the rest of the states out there, we may be able to send you talking points as to how you can make this a reality in your community.

Going back to getting to know your programs, I think it's important if you can, for your entire organization to get to know the other respective entire organization. One of the things we've seen is that the EDs know each other. The executives know each other, but the people on the ground, people that are working day in and day out, don't know their counterparts at their respective other agency. So, try to make sure that those connections are made at the entire hierarchical level of your organization and not just specific points.

And I think it's important to not just reach out and say, hey, this is why I do this, this is who I am, but maintain those relationships. It's one thing to start the relationship, but it's another to actually be an active participant in a, I'm going to throw a pitch, a healthy relationship with another organization. And I think one of the things that will help is cross-training. Cross-training as Umi mentioned earlier, is important, particularly because you cannot give you everything that one needs to know for domestic violence, or sexual assault, or any other type of victimization, so this is something I hope you all continue to be curious about, and take a proactive approach in order to address that curiosity that you may have.

We also hope and encourage that you all look internally. Look at your organization. Are your policies and procedures welcoming into the people that, again, might be at the margins? Someone in the chat mentioned that there are high rates of domestic violence and sexual assault for survivors who might be LGBTQIA+, who might be part of the queer community, but oftentimes those survivors don't feel comfortable reaching out because they're not seen. Just to give you a quick example, I worked once in an organization who had as part of their name, for battered women. And because of that, one liner, a lot of survivors did not reach out because they didn't think it was for them. So, we made the decision to take that out. Let's be as inclusive as we can in order to make sure we can serve as many people, particularly those people who need the extra help.

So, look internally. What language are you using that isn't accessible to people? And I will say I don't know how many of you know, there is one of my new favorite entities called the Center for Plain Language that looks at how we can incorporate plain

language so we can make programs accessible to the regular person who might need help. Because reality is, some of the survivors may not have **are** the mental capacity, may not have the ability to look at a really jargon-intense document and make sense of it. So can you make the language more accessible for people, I want to say that speak English, but also is your language accessible for those who speak other languages. Can you translate those materials for the rest of your community to make sure that somebody that might speak Farsi can access that? I want to say English and Spanish tends to be the standard, but I am challenging that we look past that and that we make sure that we're also serving our API community, our African community, and everyone else, really.

Also, yes, there is one thing to make your English language accessible, make your documents and other materials accessible in other languages, but are they accessible to the community in general? It's not helpful if you have those documents tucked away in your drawer and not out in the community so that people can review it.

One of the things that we were able to do in Los Angeles is to create, I want to say a de-jargonized pamphlet for the protections that VAWA has for survivors in the continuum of care.

And that got a lot more traction, we got a lot more survivors reading that than we did when we just gave them the regular HUD standard language document. So, is that something you can do?

I think in line with looking at your procedures, at your materials, is it also available for people with disabilities? Does somebody who can't see, what kind -- how can they access that information? For someone that might not have access to the internet, I just told you to put it online, but what other resources can you provide to the community to ensure that someone that might not have access to a smartphone or computer or internet be able to learn about their protections and learn about what they're entitled to as they navigate homelessness and as they try to access safe and permanent housing?

And just going along with VAWA, can you do more for survivors? I want to say that VAWA gives the prescription of what we should be doing, but can your community do more? Cashauna, I realized I just jumped right in, I didn't introduce myself. Everybody, I work for the City of Los Angeles, I oversee the Human Trafficking and Domestic Violence Programs, but I had the privilege to work alongside our colleagues at the Continuum of Care to implement our emergency transfer policy, and we made the local decision that we were going to include survivors of interim housing into those protections. That we were going to include survivors of human traffic can into those protections, because we realized that was a huge need and something we could do, that something that was within our control. And I will say it took a little bit of more effort, but we are seeing the results. People are not experiencing as much homelessness as we would previously see. I think. At least because the transfers are actually happening, and survivors don't have to leave a site in order to access safety.

So, think about what else can you do? If you are running or working with somebody that is in a project-based unit, and there are no other project-based units around, can you give this person a voucher so they can access safety as quickly as possible? Does the survivor, or is it safer for the survivor, if it's their choice, to port the voucher elsewhere? Is that something you can do? I don't know how many of you have extra local dollars around, I know that is something that is difficult to come by, but if you do, are you able to create a special transfer fund for the people that need these protections, and need just a little extra flexible funding in order to get to safety? So please take a moment, look inside, look within your organizations and look up what else you can do for survivors.

I also want to mention, I want to say going back to training, I don't know about you all, but in Los Angeles we're seeing a lot of turnover. Generally, just a lot of turnover. And it's important to make sure that we have training accessible for the new staff, as well as ongoing training for existing staff. We want to make sure that we are holding ourselves accountable, as an organization, and making sure that our colleagues know what those protections are and know what those laws are, because if we don't, then we might be adding extra barriers to a survivor that might not have many options to begin with.

Just to give you an example, just yesterday I got a call from one of my colleagues here in L.A. who I was working with a survivor, stalking survivor, I will say. Who -- the stalker found them, they were in their home when they were found, the stalker broke into their house, put a gun to the survivor's head, thankfully nothing terrible happened. But when the survivor went to the property manager and said, I need to leave, I need an emergency transfer, I'm leaving for tonight because I don't feel safe here, the property manager said, you can't leave otherwise you'll leave your voucher. The property manager was new. The property manager didn't know. And we had to step in and educate that property manager, but I really hope the rest of you are taking that proactive step and training your new people and ensuring that they know what the protections are. Thankfully all is well now, but that is something that I think activated the survivor a little more, because they were stuck when in reality, they didn't have to feel that way.

Also, be responsive to the needs of survivors and for lack of a better word, manage their expectations. It takes a long time to access safety, a long time to access an alternate unit or safe unit. And it can be nerve-racking for a survivor to not know what's going to come next. So, if you can, please ensure that you are sharing as many updates as you can, and similar, before the safety of everybody, please make sure you are keeping their information confidential. Unfortunately, we had several incidents where a survivor's working with a case manager, and the case manager leaves, and all the documentation is gone. The request for transfers, the restraining orders, the police reports. And that puts the survivor back in square one, and also in a very dangerous situation, because we don't know where that personal identifiable information is. And a lot of the survivors now are navigating transfers and navigating trying to access safety. Their confidentiality is incredibly important. Oftentimes the partner that is causing harm or the perpetrator will try to find them and put them in danger. Put them in harm's way. So again, simple, it

feels pretty simple, but it's definitely worth mentioning because unfortunately it's something that we see.

Last but not least, please believe the stories that survivors tell you. Sometimes the stories they're going to tell you might seem wild, and you might question why or how. Just to give you an example, one of the most insidious stories of domestic violence that I've heard was a survivor who went through a transfer, got to unit safely, all was well, and she walked out the door ones, and she saw a can of Coke sitting right next to her door. To the rest of us, that looks like trash. That looks like littering. But to her, Coke was her favorite beverage. And her partner knew that. And that was a sign of her partner saying, hey. I found out where you are. And I'm watching you.

Again, those of us on the outside, that looks very minimal. But that particular piece of trash sent a very, very strong message to that survivor. Thankfully we were able to work with the provider to move them against somewhere else. But these are some of the stories that might come out.

Umi talked about fight, flight, there's also freeze, and most recently, apiece. If you like alliteration, it's fight, flight, freeze, fun. If you like a rhyme, flight, fight, run, and appease. Sometimes you'll have survivors for the sake of surviving might appease the person that is causing harm. Which might confuse some of us. Why? Why is if this person is harming you? But that is part of that survival, the coping skills that Condencia talked about. So, believe what they say, believe what safety means for them, earlier Pam shared her story that she found safety in drugs and alcohol. That might be real for some survivors, which is why we have a housing first approach to most if not all of the work we do. Because we want to make sure that we are being responsive and that we're using the trauma-informed care lens to meet the needs of survivors.

Cashauna, I know I'm tight on time. But lastly, I want to encourage and challenge that you all include the voices of survivors in everything that you do. As you're -- do you have a survivor in the room with you? As you're revising how you audit things, do you have a survivor in the room with you? Because they are going to be probably some of the most introspective people who can help you get to where you really want to be.

CASHAUNA HILL [1:39:42]: Thank you so much, Cristina. We appreciate your remarks and thank you to all of our panelists.

At this time, we are going to move on to the question-and-answer portion of today's forum. Our panelists will be back for the Q and A, and then we're also going to welcome Hannah Gordon, a Trial Attorney in the Office of General Counsel at HUD. So, let's dive into questions.

I'd like to first start with a question that comes from someone who leads an organization that processes housing discrimination complaints for our panelists, I'm not going to use the acronyms, because I understand that you may not be familiar with those and so just

to keep it simple, they lead an organization where people are able to file complaints if they believe they have experienced housing discrimination, and in interviewing survivors, this director of this agency has noted that their staff is trained on trauma-informed interviewing techniques when they are investigating housing discrimination complaints. And so, as we get started, Karlo, I wanted to ask you whether HUD is undertaking any national efforts to train organizations or people who are processing these complaints on using trauma-informed techniques.

KARLO NG [1:41:15]: Thanks, Cashauna.

I just want to thank all of our speakers first before we go ahead and answer this question. It was incredible, the information that you shared. And the way that you talked about it in an extremely survivor-centered way. It's so critical. So, I just wanted to applaud you all for sharing that incredible, your incredible expertise in this area.

My position is new. I'm not sure how many of you all know this, I've been at HUD for one year, I started last October. One of the top priorities we have is training in technical assistance and making sure that training and TA not only goes to our grantees, but also to our HUD staff. Who need a lot of training, not only on the VAWA protections and the remedies, but also on the basics, the things that you heard about today and learned about, the 101 of domestic violence, sexual assault, using intersectional lens, issues of identity, and also issues related to trauma-informed approaches.

And that also includes understanding traumas someone who may be working with survivors, right? Acknowledging your own trauma and perhaps vicarious trauma, and therefore issues related to self-care. All of those are critical when you're working with survivors. And so yes, as part of our very long list for training and technical assistance, one of our priorities is to start providing training on trauma-informed approaches as you might all imagine, the need is great, and the resources to do that are not sort of proportionate to the need. But we -- that's definitely something we're going to be tackling.

CASHAUNA HILL [1:43:08]: Thank you so much, Karlo, really appreciate you coming back on camera to share that information and to discuss those efforts with us. Thank you so much.

I did want to ask to our panelists a question about financial abuse and the financial impacts of abuse. I'm just going to note, Condencia, we'd love to have you on camera if you would like to turn your camera back on. But if not, you want to be audio only, that is also totally fine. Thank you.

So, the person who submitted the question runs an eviction hotline for a nonprofit organization. And they mention that they have -- I'm sorry, that's not the attendee who asked the question, not the person who runs the hotline, but we had more than one attendee ask this question. But whether you can share information you around the

financial impacts of domestic violence or dating violence, or gender-based violence, and then what kinds of recourse do survivors of violence have when there are financial impacts that might be limiting their ability to qualify for an apartment, for instances?

And any of the panelists should feel free to jump in on that.

UMI HANKINS [1:44:35]: I'll take a portion of that. I'll take the first half, and someone can also assist in that.

But financial abuse, this is really one of the primary reasons that victims are trapped within domestic violence relationships. Whether it's -- they don't have control over the household funds, and quite frankly when we as advocates are interviewing survivors and trying to understand the impact that's happening with the financial abuse, we ask them those types of questions. Who's controlling the funds in your household? Who writes all the checks? How is it going to work being interviewed with by the perpetrator? Is that person interfering with your going and being able to stay on your job? The perpetrator could be calling the job constantly, back and forth, and therefore the survivor getting fired from her job. As a consequence of that, what happens, perhaps the house note can't be paid, the rent can't be paid, and housing becomes one of those things that is unstable now because much the financial aspect of it. There are many, many ways in which the perpetrator finds to control a survivor through those financial means. Asking for receipts, not buy can -- if that perpetrator is buying the food, not buying the food that the family, the survivor and the children may want, but only buying certain kind of food, maybe buying junk food. Not providing the survivor with an opportunity to have accessibility to an automobile or transportation, saying that this car is mine, I paid for this car.

So those are many different ways in which financial abuse then comes into a relationship that causes the survivor to have limited options as to what she can do and to force that survivor even to staying in that relationship. Despite what many people think the option of shelter is not always the primary one that survivors want to take.

I've run two very large shelters, and believe me, they were nice. I did the best job I could to make them nice. But people do not want to come to shelter, they do not want to do communal living. They do not want to be in that type of environment, and so sometimes the option to not go to that shelter is based on not having the financial wherewithal to do something else, to go to a hotel.

CRISTINA CORTES [1:47:08]: Just to add, in Los Angeles, because of everything that Umi just mentioned, we are pairing financial empowerment along with our Survivors First Program, which is flexible funding that we have. That way we can intentionally and with that trauma-informed care lens and with the knowledge of domestic violence have those really tough conversations with survivors. One, how can they access -- how can they access more money, because in reality, it's not always money management, it's the access they have. So, what can we do to increase their access to funding. And

increase, I guess, I don't know, affix their scores and ensure they have savings and ensure they are on a more stable financial pathway.

I hope it will give us good results, we are literally going to launch it later today, so wish us luck, everybody.

CASHAUNA HILL [1:48:06]: Thank you, Cristina.

Condencia, did you have anything you wanted to add? If not, we can move on. We've got a bunch of questions.

CONDENCIA BRADE [1:48:14]: I would, but no. I know we're limited on time. I just -- I'm always mindful of that. Just remembering how this -- it shows up differently in terms of sexual assault, and just mindful of that. I know we're limited in time. So go ahead and move on.

CASHAUNA HILL [1:48:30]: Thank you.

So now to the question that I was confusing myself with, we had two questions come in at exactly the same time. And Hannah, as our resident attorney on the panel, I'll move to you with this one.

So, the attendee runs an eviction hotline for a nonprofit organization. And has come across a number of private sector landlords who evict victims of domestic violence or survivors of domestic violence based on zero tolerance for violence clauses in their leases. And the question is, is there any way to maintain the housing of survivors of violence who may not be covered by the Violence Against Women Act?

HANNAH GORDON [1:49:26]: Thanks, Cashauna.

So, on that I would say I think some of the other panelists had talked about this too and encouraged victim service providers and legal services and that, I'd encourage people to seek out those services.

In terms of what you can do with respect to HUD and filing a HUD complaint, I think this is a good opportunity to remind everyone that the Fair Housing Act also has some coverage, and if there's any overlap between protected class that's covered by the Fair Housing Act that those -- HUD is accepting those complaints, it always has, and you can file those complaints with HUD through FHEO and those can be investigated.

So, I would note that definitely is one of the aspects and also that VAWA I think some of the other panelists talked about this earlier too, but with the expansion of VAWA 2022, and -- they should be able to investigate complaints. So, I would just encourage everybody to -- there might be some VAWA coverage in those cases, I think to think about that, and if there's (indiscernible) you can file that.

CASHAUNA HILL [1:50:39]: Thank you. And you know, I would also add that law students are an option in this instance. I know that we have several fair housing and civil rights attorneys who are attending today's conversation. I myself have litigated several cases where tenants were being forced from their homes due to the zero tolerance clauses in their leases. And I think this is a really common occurrence, one of our panelists mentioned that people are often trying to figure out, and I think we heard that as a recurring theme today, that people sometimes have to decide whether they are going to choose safety or asking for help, and risk being evicted, or are they going to continue to suffer in silence because their housing could be at risk.

I also want to note many states as we asked in the poll, states or local municipalities may protect people who are survivors of violence under local civil rights laws. Multiple states across the country have made being a survivor of violence a protected class, and so in some states it's illegal to evict people because they have experienced violence. So, there are some opportunities, if you live in a state where that's not a protected class, there's some opportunity for advocacy. Maybe you can get a law passed at the state legislature that adds that kind of protection. But it's certainly a continuing and ongoing problem, unfortunately.

I did, Umi, I did want to follow up on something that I hear sort of undergirding a lot of the information that you shared. And I think Cristina also spoke to this a bit. Sometimes service providers may encounter people who are not able or who just are not willing frankly maybe because of safety reasons, as Condencia mentioned, to accept the kind of, quote, unquote, help that is available. And so, the question that an attendee has is, how do you work with people in an individualized way to ensure that they are able to receive the help that they need, and also how important is it that a survivor of violence be ready to receive services?

UMI HANKINS [1:53:20]: Thank you for that question, that is a topic that comes up often. It probably comes up most often as we look at the scenario of why doesn't she just leave? And thinking about it from that perspective of, I can help her, she just has to leave. And leaving may not be the best option. The survivor is being told over and over again, if you leave me, I will kill you. If you tell someone, I will kill you. I will take your children. You will never see your children again. The courts, you're using drugs and alcohol, the courts won't give you custody of the children. You have to stay here.

So, there's a framework that's put into place to ensure that the survivor feels as though she's, one, not deserving of services because of the emotional abuse that she's been going through, but also because of the threats that have been used against her in order to position her that way.

And what we as supporters or as advocates need to do is to make sure that we understand why she isn't leaving, what has she tried before, she may have tried to leave before, and what happened? What made her needing to go back to that relationship?

Maybe she's afraid to leave.

So listening, and I think that was a thing that was also constantly brought up for us. Is that we have to listen to the survivor and come out of our own heads about what our strategies are. Our strategies are, you should leave, you should get a protective order, you should go to shelter, you should call the police. Well, those things may be causing more harm to that survivor if she did those things. And so, we can know what we should do by talking to the survivor, listening to her, and asking, what is it that you need? What would help you to be safer in your situation? What is it that we can do to help set up a strategy, a safety plan for you in order for you to be safer? Even if you choose to live in that home with that perpetrator. If you choose to stay in that scenario, what is it we can do in developing a safety plan for you so that you will have an opportunity to know what your response will be, should that violence happen again.

CRISTINA CORTES [1:55:37]: When a survivor leaves, that's the most dangerous time for somebody. The person causing harm, the perpetrator is losing control, and that tends to be when we see on the news of murders happening, separation done bad, if you will, those tend to be the catchy headlines. So, it's really important to not just focus on the leaving part, but if I may give a couple of more unsolicited tips, listening and being consistent. Being present. Just because a survivor isn't doing what you want them to do, doesn't mean they don't deserve the assistance you can give them. So be consistent, listen, and the other piece, particularly because of how big of an impact social isolation can have on a survivor, validate their experiences. Part of trauma informed care. Something as simple as, that sounds difficult. Can sometimes be like oh, yeah, you're right, this is more difficult. Sometimes survivors' reality is skewed based on what the partner that's causing harm has painted. How they shift their reality sometimes is not the real reality. Does that make sense? Help me out here.

So listen, be consistent, and validate would be the other thing I would throw in there.

CONDENCIA BRADE [1:56:52]: Absolutely, yes, it is that context. I think the other thing to add to that is that when we talk about power and control, and we talk about, it's giving the survivor the power. Survivors remind me it's my life. I get to choose. You don't have to agree with what my choices are, but it is my choice. Survivors are not, we have to not infantilize survivors. Survivors are you and me, and folks who have degrees and are going to school and know how to do stuff. There is a trauma that has happened to them that impacts their ability to live safe, healthy lives. But it doesn't necessarily impact their ability to have power over their lives. So even though it may be difficult, may be hard, and we may be thinking, I would do, it's not you. Our choice is to -- our role is to help survivors navigate and help them identify access and resources. But we're supporting them. Their choices. Not judging them for what they have or haven't done. We haven't lived their lives, and we have to remind ourselves of that.

CASHAUNA HILL [1:57:57]: Thank you so much, Condencia. And thank you to all of our panelists for your participation today.

Unfortunately, we are out of time. There are so many more questions that we did not have a chance to get to, and I apologize for that. With that, we will close out the discussion. Another big thanks to all of our panelists, special thanks also to our introductory speakers from the White House and HUD, and especially to Pamela Crenshaw for sharing your experiences with us today.

Thank you all for your participation in today's forum. Please check out the NFHTA web page for upcoming forums and courses. Connect with the NFHTA on LinkedIn for insights and information about upcoming events including future forums and courses. Thanks to everyone who made today's event possible, including the tech support team as well as our interpreters and captioner.

Finally, please be on the lookout for a survey which will pop up when this training ends. The survey will allow you to provide feedback on today's event. Your feedback is critical to improving these forums. It shouldn't take long, the survey is anonymous, and we do highly value your input.

Thank you again, and we look forward to seeing you on the next NFHTA forum. Take care.