

>> All right, everyone, thank you for joining us today, we're going to go ahead and get started.

Thank you for joining us for our webinar on legal services and advocacy collaboration, trafficked survivors of sexual assault and domestic violence during covid-19.

I can listen through audio and through the computer.

Please make sure to mute your computer if you're using your phone and vice-versa

And we also have closed captioning available today, as well, and you should be able to see that shortly.

So just a note that this webinar is part of a project entitle Building Collaborative Responses to Trafficked Victims of Domestic Violence and Sexual Assault.

Supported by the Department of Justice, Office on Violence Against Women.

And I just realized I didn't introduce myself.

My name is Anisa Ali, a senior program specialist at Futures Without Violence.

I'm going to hand it over to my colleague now, Monica Arenas.

>> Hello, everyone.

Thank you for participating.

Building Collaborative Responses to Trafficking Survivors of Domestic Violence and Sexual Assault" is funded by OVW to provide training and technical assistance to advocates, law enforcement, ally professionals and others as they build collaborative responses to trafficked victims of domestic violence and sexual assault.

We host national institutes, share resources and adaptable tools, host topical webinars and provide technical assistance by training by phone and e-mail, virtually and in person and on site.

Please feel free to contact with us any questions.

So now we will provide a brief overview of our presenters, and we have today, we're honors to have Cindy Liou and who are faculty of this project and special guest, Carolyn Kim.

>> Thank you.

Cindy Liou with a policy director with KIND, a recognized attorney being working with emigrant survivors of human trafficking and works with law enforcement and cell justice systems and legal service providers.

And Kiricka Yarbough Smith currently serves as the human trafficking project administrators for the North Carolina Council of Women.

And Carolyn kept is a managing attorney at Justice at Last, an experienced anti-trafficking attorney with over seven years of experience working directly with survivors of human trafficking, domestic violence, sexual assault and elder abuse.

Their bio is in one of the handouts that you will receive in a link in a minute.

My colleague, Anisa and I, from "Futures Without Violence", are also part of this project and we will be providing support through the webinar.

Now we will go briefly over the learning objectives for this webinar, and that serves as a result of this webinar you are better able to recognize now covid-19 has altered delivery services models and effectiveness of providing legal services to survivors of human trafficking, domestic violence and sexual assault, and this we'll also have an exchange of legal service adaptations and modifications to collaborations with courts, law enforcement and other stakeholders to address challenges due to covid-19.

And, then, we'll also share tools and resources to support survivors.

And so for the agenda, we have, we'll start with a review and recap of the impact of covid-19 on survivors and a review of human trafficking and the legal needs of survivors of domestic violence, sexual assault and trafficking.

And we will have a peer exchange with three sections, focused on legal services and advocacy and then working with courts, law enforcement and other stakeholders and also legal profession concerns.

We will have resources what is working well and you will have the opportunity shear thought chat and Carolyn will share her experience as an attorney working with survivors.

So that's a review of the agenda, and now we have a poll, and that, to tell you about who is in the room.

I think it is going to be posted, if you could please share your profession.

So, as part of the registration, we asked if you provide legal services and two-thirds of you do not provide legal services but we know most of you collaborate with others to meet the legal needs of survivors.

We want to show who is in the room so you know who is participating in the webinar and who you will be exchanging strategies with.

We'll wait for the summary.

>> So it looks like so far, I'll leave this up a little bit longer, but it looks like so far we have a lot of advocates on the call today, both domestic violence advocates, sexual assault advocates and dual sexual assault and domestic violence advocates.

It looks like we have a number of attorneys, as well, though a smaller portion.

I'll leave that up for just a little bit longer.

>> Thank you.

We will have another poll about your experience, the participant's experience.

>> I'm going to go ahead and close this poll now.

Thanks, everyone.

Then we will have just one more poll.

So here we just wanted to get a sense of how many years you've been serving human trafficking survivors.

It looks like about 35% of folks have been serving human trafficking survivors less than a year.

35% have been serving trafficking survivors one two three years, 13% of folks have been serving trafficking survivors four to six years and 18% have been serving trafficking survivors for seven years or more.

So it looks like about 70% over all have been serving trafficking survivors for three years or fewer, and then the remaining folks have had a lot of experience, more than four years, serving trafficking survivors.

>> We have a good number of domestic violence and sexual assault advocacy programs and good number of domestic violence and sexual assault and human trafficking survivors, a combined good number of DV/SA.

Thank you for sharing.

So now we'll pass it on to Kiricka, who will start us with the webinar.

Thank you, Kiricka.

>> Thank you, Monica and Anisa.

Good morning and afternoon for those on the coast with me over here in North Carolina.

So, you know, really great to see how many different, the diversity in the disciplines and the people who are on the call or on the webinar today, so we wanted to take a few minutes to look at the framework and how we really want to address the framework of what we talk about when we respond to human trafficking.

We're using the framework from the Palermo protocol.

We came up with the 3 Ps and later added a fourth P, we wanted to look at prosecution and how do we define new crimes.

In addition to that, look at how do we protect survivors and really working on looking at immigration relief, other benefits they may have and really figuring out ways to have reasonable cooperation with law enforcement.

Then the third P that was already a part of the protocol originally was prevention and really looking at how do we prevent a lot of these situations from happening, looking at funding, reporting.

All of those things were in that original Palermo report or protocol.

The fourth one that was added and I argue is probably one of the most important really is partnership.

I think, you know, one of the things that our government confirmed is adding partnership is one of the key pieces of any successful anti-trafficking response because no one agency can do this work alone, especially when we're talking about working with trafficking survivors.

And so really looking at how we're creating programs to assist survivors, and that includes the legal services and immigration remedies and so really today we're going to focus on the four Ps including from partnership to protection to prosecution and prevention.

And we really like to take a holistic approach when we're looking at trafficking, as well.

So, the next thing that we're going to look at is, you know, I know that we talk a lot about covid-19 because that is, unfortunately, our reality right now when we're doing our work and our services.

Just a few things that we want you to think about, in addition to the traditional challenges that survivors and agencies are dealing with right now, these are just a few of the things we wanted to identify as ones that are specifically from the impact of covid.

When stress increases, abuse increase as well.

Survivors and their abusers or both may have lost employment so financial instability causes added stress.

When we look at that, we think about survivors are now being sheltered in place with their abuser so we're having to be innovative and really find creative ways to still continue to identify, respond and serve survivors, even though we know they may be sheltered in with their abusers.

Of services providing follow-up and other agencies with referrals and connect with them, how do they do that when we know they may be sheltered in with their abusers.

Also, when we're thinking about, we look at the lack of access to quality health care, right now a lot of our services have moved virtual and people are less likely to attend medical appointments for things that aren't kind of urgent simple yes because they're trying to avoid from catching the virus instead of focus being on their chronic health conditions it is survival right now.

And look at how they're being isolated from their friends, family, school, employment, all of those things that really used to be sort of their escape or their outlet, and now they don't have access to that as much.

You know, we are slowly returning back to work.

Some people in person, a lot of places still weren't.

We have children returning back to schools in some areas but if they're like my kids, they're still virtual so it is really hard when people are not having contact to report, it is also hard to identify when abuse is happening.

Also it is harder to feel like they can confide in someone when they don't get to see them face-to-face or in person and even working with service providers, a lot of these are being virtual.

So as we continue talking about covid-19 and human trafficking, things to think about as we walk through this webinar today in how we're doing our work and how it changed a little bit and what to think about when you have people in front of you or you're identifying survivors during covid-19.

So a few of those things, as you know, we know that human trafficking is an issue that affects the most vulnerable people, those who have disparities related to health, housing, food insecurity, disability,

people who have challenges with their income, their immigration status, also thinking about racial, sexual and gender discrimination.

It's just so many but those are just a few of the ones I wanted to mention, and we know that our community health centers are working every day with all of these different topics.

But, just remembering that, as we look at how some of these are evolve, dynamics and challenges are evolving similar to domestic violence, and then also remember that, when we're looking and working with survivors, a lot of them are also essential workers so we've also asked them to increase the risks for they have and we talk about our service providers for domestic violence, sexual assault agencies still having to see clients in person a lot are, they're increasing the risks for themselves so keeping that in mind.

The fallout, all the small businesses are closing, people are losing not just income by savings and livelihood, increasing stress wish increases abuse but vulnerability to be exploited.

That could be sexual exploitation but labor exploitation now more than ever as people are really struggling to meet their basic needs.

We know that housing is a huge issue, it is long before covid-19 and that exacerbated the issue because people are also concerned about sheltering, people who may potentially have been exposed to or have the virus, we have to be protective of people living in a shelter, working in a shelter, limited supplies, limited resources.

All of those things are happening now.

As we move more to virtual with a lot of our services, some of our court systems are doing a lot of things online and virtually so less contact with court systems and schools right now.

In fact, there is a survey that was administered to youth who were victims of sex trafficking and over 70% of the participants reported the use of technology playing a role in them being recruited for sex trafficking.

Thinking about that, and we will talk about the digital divide and some things happening because of the increased in use in technology we have to think about this because another category are children in foster care, transient youth, unaccompanied minors or unaccompanied children who have fewer support systems, so therefore their risk is increased.

And so, next we want to talk just a little bit about collaborative partners.

When we're looking at collaborative partners whether we talk about meeting the needs of survivors, remember the first thing I talked about was the four Ps.

When we think about the partners at the table, think back to the four Ps.

If we think about prosecution, protection, prevention and partnership, it is clear who needs to be at the table but one of the things we need to make sure we always do is ensure the survivor is at the center of all of the services and the care that we're doing when we're trying to meet the needs of the people that we're serving it really will depend on your community and demographics, but there are so many potential partners and depending on the needs of the actual survivor, we need to make sure as a

minimum we have really looked at what those needs are, but to we have people or agencies at the table who are able to provide those specific services.

So, things like advocacy, housing, social services, and I know I could ask this question now and I'm sure if we look at all of these services around the survivor, we don't have any organization who provides every single service at the organization and even if there is one lone agency that is able to provide every single service, there is not one person who can.

So it is just about that whole thing about really remembering that this mostly disciplinary approach is so necessary to meet their needs but also making sure we have a coordinated response and case manager that is available so we can really make sure that we're not only being survivor centered but we're avoiding re-traumatizing survivors through this process whether we're trying to help, but you know, sometimes we end up doing harm because we don't have the right people at the table, so making sure we have social service providers.

Faith-based groups, all of those different groups and making sure we have the right people at table.

It important to build a referral network.

While building a multi-disciplinary approach and network, we want a protocol in place for making those referrals.

Cindy will talk about that later but really looking at thinking about it in a larger context.

So the other I think that we want to talk about that we need to make sure we are collaborating with is our legal service providers.

So when we're talking about legal advocacy, just remember this is about a larger context.

We're not just thinking attorneys, we want to think about some of the other legal services such as child welfare, courts, juvenile justice, our public defender so many different areas, and I'm leaving out some, remembering as we continue to talk through the different pieces with this webinar to really expand your thought on what legal services are.

If we put it in a box, then we're not taking a holistic approach to helping our clients.

So, then, finally, before I turn it over to Cindy, I'll talk a little bit about legal advocacy and collaboration.

So I think just a few reminders, at a bare minimum, we want to make sure the survivors needs always comes first.

A lot of times we have a tendency to feel like we know what's best for a survivor and in some instances there may be some things we know a little bit more about, but that person is the person who is responsible and in their lives so our job is to support them and making sure their needs come first, as well.

And making sure that survivor has the ability to direct the activities of their legal representation so really thinking about what is it they want, what are their needs and making sure they are holding the guiding stick as we move through this process.

And then also making sure that, if they require assistance for several attorneys that we look at those different components.

Do they need a victims' rights advocate but they may need immigration, immigration attorney who may not be the same as a civil law practitioner so thinking about all the different piece as survivor needs in making sure that when we say legal advocacy we're not just focused on one thing because they have one attorney working on one topic or one area, that that means we have completed our job because they may need other things.

It may be an issue with custody with children or reunification, things like that.

Also just making sure that we are keeping positive and creative relationships with stakeholders, because that's often the key to success, and I've said this a couple times in the past couple minutes, but just making sure that you are building and maintaining partnerships with all of those different groups that we showed on that circle around the survivor, because we really do need all of the different partners to wrap around the survivor for care to ensure that all of the services that are needed are taken care of.

And then, also, if you build those relationships, it is a lot easier to call an agency when there is some trust there already.

And then, finally, just remembering confidentiality and privilege concerns when you're collaborating and working with other stakeholders and service providers.

We talk a lot about confidentiality around privilege and we need to be aware, because it depends on your state, how the caseworker privilege may vary from state to state, it is all about having conversations with one another when we talk about agencies supporting one another and supporting survivors so we know up front what your confidentiality and privilege concerns would be as we move forward but also making sure the survivor is completely informed of that.

And so I'm going to turn it over to Cindy.

>>Thanks, Kiricka, for that great overview.

And, again, we're so lucky to be with so many experienced and extremely passionate advocates today working on these issues, and it sounds like many of you have done this for quite a number of years.

Carolyn and I are the attorneys in the group today and it sounds like this training has lot of advocates who are doing this work, and so we're just going to give a brief overview so we're kind of on the same page.

I think most people at this point are very familiar with the human trafficking legal definitions, at least on the federal side.

East states, most state have their own anti-trafficking laws with their particular definition.

I think the main thing I wanted to stress and connect for us in the big picture is, during the time of covid, there is an increasing number of budget cuts and we know everyone is feeling stressed in the coming months of what is going to happen, we're stressed with the idea of doing antitrust work, anti-trafficking work, we try, rather than leaning into this conversation and messaging of austerity of this time to really try to lift all the votes together and to make sure we're serving all of the survivors, regardless of their

language, their status, and that is part of doing the anti-trafficking work and the origins of anti-trafficking laws in the notice, which were premised on the heels of the elimination of slavery and on to immigrant populations in subsequent times.

Then, kind of leading up to the formation of this legal definition, which was on the heels of a Supreme Court decision called *U.S. versus Kozminski* that involved two adult men, I believe they are use citizens who had mental disabilities who were forced to work on a labor farm.

So acknowledging psychological coercion was to be recognized in putting people into unfree forms of labor and bondage.

So connecting a lot of things related to racial justice issuing issues, immigration, disabilities, men, women and focusing on, aside from the sheer focus of what the legal definition is making sure we are serving everybody.

Here are just sample legal needs of survivors.

This is essentially almost like a laundry list, to a certain degree.

And because most of you are advocates doing domestic violence and sexual assault services for survivors in those arenas, a lot of this already looks familiar.

As advocates who do anti-violence work, we're looking at the areas where people are lacking access to justice or services, which is a big theme of what covid has done is limit our access to services where people already had barriers to.

To minimize the oppression, power and control people experience, whether or not you are a victim of domestic violence, human trafficking, sexual assault or some combination, and survivors acknowledging that domestic violence and the sexual assault may precede the trafficking situation and maybe afterwards it may be coinciding at the same time.

I'm sure many of you have heard of or seen cases where there is a mixture of both perhaps cases that Carolyn and I have worked on or seen, for example, where people have been trafficked by almost an entire family, not just a spouse, to work at a restaurant, for example.

A romantic partner who perhaps forces someone in a doing sex work or sexual exploitation situations.

And so on and so forth, sexual assault appearing in the course of these relationships.

So, again, here is a sample laundry list, so what is really different and what is the same depends on the type of trafficking case we're seeing and what there might be more than one survivor, the kind of check and financial recovery that is required.

One great benefit of many human trafficking and sexual assault survivors doing this work and serving and working with trafficking survivors is really seeing also the familiarity with the importance of the financial and economic control that often goes into a situation about why someone cannot leave an intimate partner relationship in the house, that could be in a trafficking situation, how often that is last in the narrative when doing anti-trafficking work.

So using our training and set of empowering and working with survivors to lead the situation on these fronts, these are a few basic areas to kind of focus on.

Carolyn and I will be discussing issues related to victim's rights in the anti-trafficking realm, this is also heavily related to what enforcing victim's rights in state and federal cases, I think that is something that is a little bit different sometimes as we often see trafficking cases appear on the federal level because of the different laws and because domestic violence and sexual assault cases often tend to be more often prosecuted on the local side.

And so just, again, this is just a sample laundry list.

We also see immigration concerns, on the previous slide, such as accessing benefits.

There is a lot of movement and change recently in immigration law and policy so a very fast-evolving area of law.

And some address the needs of children and youth, and that this is also very complicated, as well.

So we know that all of you are dealing with a lot of legal issues at all times or that the survivors are really, and different services together can cause a lot of stress and concern in figuring out what to prioritize for our clients, especially when access to our systems and services and everything are kind of increasingly becoming narrowed during the pandemic.

As part of this peer exchange, this is meant to source expertise but we've seen there is no one more creative than the advocates, all of you doing the work on the ground, working with clients every day to say, okay, we've got a situation where this shelter is no longer operating or I can't get the client to figure out how to use zoom, et cetera.

So we really designed some of this to be kind of a modeling conversation where Carolyn and me and Kiricka will have a bit of a conversation with some of these questions and points and trends we've seen across-the-board nationally.

Of course, this isn't going to answer all you may have specifically for a tech case or team, we're hoping you will share your strategies and ideas of what has worked for you.

You may say that works for them in their district but not for us that may be true but we have the ability to collaborate and change systems, and during this time make some changes that could be temporary or permanent, and we have seen a lot of flexibility and changes with emergency rules and orders in place to shift or this alteration of delivery of legal services and advocacy.

Please start chatting your examples and questioning you will see the topics Carolyn and I will filter through, we will do this in three segments.

The first topic will be about the digital divide and language access, intakes and new clients building client needs and logistics.

We will move into a second exchange on court logistics, access to service providers, collaborating with law enforcement.

We will move into a peer change, a third one about alley profession concerns, responsibilities and building capacity to wellness.

I'm welcoming my colleague, Carolyn who is very experienced.

As we started discussing some of these issues please start putting things in and we will address them and discuss this in this first segment.

Regarding the first question, seven talking about the digital divide and what exactly is the digital divide.

We know in particular, before covid, many of these things were already an issue we had a lot of concerns about.

So what we are seeing in particular is the shift to asking people to meet with their clients online, to go to school online, to do basically everything on line, the difficulty being not everyone has equal access to wi-fi there was a famous video of students sitting outside of a taco bell trying to log on to their school portals to get access to education.

That being said, this is the system many are being kind of shifted towards, including the court which we will get to a bit later.

Here we want to acknowledge the inequities that are practicing this.

And the due process concerns we may also have.

So, what are some of the creative solutions about digital divide you guys are working on and also what are some of the things and rules and relaxations that are temporary we want to go back to normal when the covid situation has been more under control, I don't know a better way to put that.

As we go to permanent changes that really might be more helpful on a long-term basis.

And the second one being language access, which is somewhat interrelated but not entirely related to interpreting, translating is changing, especially for just interpreting what emergency rules are, trying to explain in an indigenous language to log on to zoom if they even have access to it, and accommodations, as well.

Carolyn what are some of the digital divide things you've been seeing.

>> Hello.

Thank you for joining us today.

That digital divide has always been in the background of things but we've always been able to work around it by meeting persons in person, but the situation that we have now with covid is really exacerbated the status of this divide and really widened the gap between access, like, accessing equitable legal services.

And I think, in terms of the issues that we're seeing, I think we can go on and on and a lot of us have probably have already seen a lot of these challenges, including, you know, how that we can't meet the person or we really want to restrict and limit how much we're going to do in terms of in-person meetings, what is that going to look like when we have to talk to our clients or potential clients who we do not have any rapport with and what are the best practices around this if they don't have access to a computer, if they don't have access to a smart phone with wi-fi and the best practice to see, if we can't meet that person, you know, live, then the reasoning has been, well then let's try doing something like a zoom call or a digital meeting where someone can see, so we can look at each other and see each other's faces at least and connect that way.

But there are definitely situations dealing with, you know, access to the ability to join like a zoom call but even when joining a zoom call there are also other barriers, like the fact that a lot of my clients that we work with have shared housing situations, they don't have their own private rooms where it would be convenient for them to be able to sit in a quiet place to be able to have confidential conversations, so these are, in addition to the digital divide, just the sheer set up of things and how to access technology has become a larger problem.

And so I think, you know, there isn't a one size fits all deep of solution in for us, it has definitely been case-by-case situation where we're meeting the potential caller or the client at where they're at and I think often times, I have been surprised over and over again and, again, it is this idea that I really shouldn't assume my client doesn't have access to this or because of, you know, there are like certain like thoughts that I have about, you know, certain perceptions that I have about my client and their age or their economic status or what not that they wouldn't be able to access certain things.

So I think, for us, the biggest learning lesson is to be able to sit down and talk to the potential caller or the client themselves, and thinking through what do they have access to, what are they more comfortable using and really working with them in tandem to create solutions that work.

And, at the end of the day, it could be, just like the slide says, acknowledging there are not going to be a perfect solution so it is doing things in ways that are maybe not the quickest or the most efficient but working around as much as we can the digital divide.

>> Thanks, Carolyn.

That is a great segue into the next segment, building the legal case.

We touched upon a lot of this.

Many attorneys, you know, a huge part of assessing whether or not a case is a trafficking case or it is not even so much it is a trafficking case but kind of really what are the needs of the survivor and also the legal side what are the tools and legal remedies that are available for this individual at this moment in time, as well.

A lot of that takes a lot of rapport building that you can't necessarily do on that first phone call even or even remotely so I think having that conversation you're saying, Carolyn, of doing this kind of altered version of digital rapport building with a client is a very interesting one.

But, you know, combined with as, you know, the option, the ability to let people be on video or not, the emphasis on the video conversation you might think it is good for your rep to read the client's body language but is it uncomfortable for them, is it triggering for them in other ways.

How do you balance the kind of need to also get the information and the evidence that you need build your legal case and build that legal rapport in this space that might be occurring here at this point in time.

We've heard from many of you the difficulty in being able to just access medical documents from other places or get things that might be important for a legal case so here in the chat I'm seeing that some people, there is a great solution where someone is currently trying to partner with a local clinic to make

doctor's moments for liabilities who need a DV advocate cannot get away don't go to zoom at the doctor's office.

An interesting collaborative partnership.

And some in rural areas, working with FQHCs to see there are ways to relax rules for in-patient relationships through telemedicine rather than having in-person and speeds along the process to even get those initial medical exams in than to kind of generate the right evidence and information that might be needed for a legal case.

Obtaining signatures and documents has been complicated.

Are you working with clients to do e-signatures?

It sounds like some states have relaxed some of the e-signature rules related to notarization but in other places it has been difficult, as well.

What is your experience with that?

>> I definitely think it is a state by state basis.

If you haven't already done some research into which, like California I believe has created permissive standard for California-based agencies to accept e-signatures, certain brands, so it is worth it to look and see what the local jurisdiction has passed with e-signatures.

It is following up and doing individual advocacy with your local agencies you work with.

We still have to mail in the paper copy of the e-signature but they're mailing it in, in lieu of the person having to provide what they call wet signature.

Safe at home is one organization or agency we've worked with.

We've worked with the DCB so the California victim compensation board and stream lining the application process.

We've been able to work with the different victim advocates in the attorney's office, other times because of the small nature of the counties we've worked with we had to file on our own so working with the victim compensation board, which is a state-based agency to accept e-signatures, it is like a form of advocacy that can be really quickly done to provide increased access and speed in the longer process of waiting for a paper, wet original signature.

>> Thank you, Carolyn.

Someone in the chat had a great note related to technology being one of the greatest issues and having difficulty using their phone as their computer, a smart phone of some sort, to connect technology wise.

So that's, I mean, this kind of feedback as Carolyn was saying the idea of working with some of these government agencies putting out the services and give, back the feedback is more crucial than ever.

We're hearing from a lot of government agencies and officials trying to roll out disaster relief program and services and also being cut off from constituent response more than ever.

As an educating point it might be helpful to give them feedback.

So related to covid or whatever to give lower tech opportunities or options and friendly, so that is really important to think about the places where you're also directing your clients, go to this website, log on to x, y, z.

Make sure there is a mobile version that is easy to access on their phone.

Just thinking through those things and being able to do that advocacy on the back end could be hugely important and have a great impact, as well.

And, we are going to move on to the next topic.

We'll come back to some of these conversation pieces, as well, regarding centering client needs and logistics.

We touched on this, even obtaining a signature could be difficult.

Issues related to transportation and childcare now complicate the because of the lack of restrictive public transportation.

We see who is going to take care of the children?

It is no longer being able to play in the lobby with toys, how are people managing things like that.

And safety concerns for detained and/or incarcerated clients in particular.

Or, on the flip side, we've heard thereby increasing number of abusers and traffickers as part of the being let out of incarceration because of covid, but there is no notification to the victims.

There are higher issues related to mental health, the entire population but particularly our clients and we've seen that manifest in hard ways.

How do you preserve that confidentiality and purpose when in zoom concern see where am I at, your surrounding isn't totally comfortable, if you have a shelter what do you do.

I will extend to Carolyn and see if they have anything else they want to added to main pieces or trends during this time, how they've been altering their work and leadership services and advocacy.

>> I want mention there are advocates joining us but there are also legal service providers and what I've seen is a higher need in questions for accessing different types of benefits or disaster relief that has in the past, traditionally it wouldn't be necessarily something I would do, I would rely more on my case managers or my social service partners, but because of the high need and the lack of access to these types of services, I think the burden has been, I wouldn't call it a burden but I've definitely increased my knowledge on a day-to-day and how I've been doing that is having a lot more connections and cross trainings with my social service providers.

So as a lawyer, so that of course I'm going to, you know, make the referral and let the case managers do their case management, but as lawyer, it's nice that we can partner up and I can suggest things and say, you know, like if you are having trouble accessing your public benefits, this can be something that you can work with your case manager about and then we can share information, just like the case manager

would be able to refer back and say this actually sounds like something that, you know, your law may have more information about.

And I think it, even now, more so today, like for us in California, it is accessing the, you know, unemployment benefits, disaster relief because the wildfires and where to even go.

And I think it is an opportunity to build that networking and collaboration that Kiricka mentioned.

But to get access to higher, you know, things that wouldn't necessarily be traditionally considered legal practices.

Like getting access to mental health services or getting connected to therapists and counseling.

>> Thanks, Caroline.

Kiricka, do you have some tips for what you've seen in terms of trends or patterns or creative ideas for the advocates?

>> Yes.

Some of these things we've experienced more than in other areas so we have to be creative.

One thing that I've seen and we've done is looking at grant funding that we're receiving and trying to repurpose some of that funding.

Funders are a little bit more lenient with what you're doing and how you're spending the money, as long as it is directly related to a service.

For our clients, we created noise machines.

It is hard to have privacy but having the noise machine, sometimes it helps.

Also other programs who have used buses, for instance, and parked a bus in a certain location where they had a hot spot that people can go there.

But then, also having the person go there and there is a computer on the bus and you have to do your traditional covid cleaning and different things, but the computer is actually on the bus or they're having that virtual conversation with their attorney or case manager so they're not face to face, no face-to-face contact but they are separate.

And we're finding other ways to be creative, we have created, we use an app that we are working specifically with our youth.

We have tried to turn it into more of a social networking thing, instead of a support group, it is more of a social network, something we created in house to make sure we're secure.

Also doing things like not only offering the one-on-one therapy and support groups but created an anonymous group Google forum, they send questions if they have any sort of mental health concerns they want to address, not necessarily having to come from them but something they can address that we can answer and post in that forum, as well.

It is the nature of where we are with mental health and digital.

>> Thank you, Kiricka, and thanks, Carolyn.

We have great comments in the chat regarding if a survivor has been trafficked online, they may have a fear of using computer technology for fear of being tracked.

That is really great point and way to really center the client again.

Those conversations may not be easy but that's an easy solution for the attorney but trying to meet the survivor where they're at and know what their concerns are about and work with them to come up with the best solution in those scenarios.

In general, tech safety is a concern more than ever now so even in kind of having a conversation with a survivor having a safe way to figure out if they're in a safe situation, kind of I think perpetually being that motive, needing to have safe phrases or to kind of have just be mindful of their surroundings, as well, if they are, know who might be responding and teaching them how to change their passwords, lock their phones and have some general main tech safety tips now is more important than ever.

There are comments here about ACES, average childhood experiences.

We know domestic violence calls are up more than ever.

Child abuse calls are, conversely, pretty low in many places and state us because there is fewer contacts with those who might be trusted adults where a child can confide in the situation, such as teachers and schools.

Mental health is compounding at this point in time, not only the trauma but the loss people have and grief, whether it is anticipatory, the fear.

We talk about the fear people have in seeing their loved ones go to work every day and worries they might pass or grief situations from people passing.

So outside, and that could be even just a friend or a trusted person that they have bonded with since leaving their situation so all sorts of other things impacting the survivor outside of their immediate legal needs of their case and working with them.

Really to turn to, again, give immediate back to places that could be other sources for providing these resources.

Kiricka mentioned earlier there is a tendency for us to always want to address or try to help them provide referrals for the clients for everything they need help with, but sometimes it is also asking for the other systems who have the funding or resources or should be doing the work to remain accountable to these and responding to these issues so making sure the schools who provide, maybe have school-based health programs, know about these issues related to ACES, working with the agencies that provide the services to make sure they also have the tech warnings on their websites now.

They may not have this kind of lens and framework that many of us have and you can provide them that information on.

>> Just one quick tip, I think right now what we've been doing in house because of the mental health needs but also really thinking creatively about getting access to different financial resources quickly is

utilizing the victim compensation programs, which I think a lot of the states and jurisdictions may have access to and are historically underutilized.

So it may be thinking broadly about, you know, this is a quick application that a survivor may be able to apply for, and may be able to get access to not only quick mental health services but any out of pocket expenses you can then relate back to your crime.

Depending on your jurisdiction and rules, it is a practical tip if you haven't been exploring it as an avenue or a way for accessing more robust resources it could definitely be an area you should explore.

>> And therapy has been hard to access, there is a fear of coming forward, what is going on and the language access piece, cultural awareness.

Carolyn, you mentioned you worked it took some time to create a network of I believe it was the therapists in the area.

Can you tell us how you worked on that?

>> Yeah, definitely I think all of those things you mentioned, there is one aspect we were trying to dismantle the fears the clients had about talking to someone else and even the stigma of access therapy so that was something that we were definitely doing and from the legal standpoint, we were talking about it from victim rights aspects and how the survivor has a right to access victim compensation and one of the benefits that come and are tied to the victim compensation is access to mental health.

We started shifting the conversation from the client from this cultural taboo to this is something that is incorporated as a right for you, a legal right to access, and that started to shift some of the conversations for our clients.

In terms of developing the actual network and talking about creative ways of using funding, we were able to provide and obtain local foundation grants, specifically geared towards mental health services what we did with that limited money was that we started to look out and network with the different therapists that were available, and because of covid right now and the fact that a lot of it has been telehealth, it doesn't, you know, the therapist or the mental health service provider doesn't necessarily have to be in the same vicinity or even the same state as the survivor who is accessing it.

So we've been able to network and we used -- basically, we collaborated with therapists though who did not think about being a mental health service provider through victim compensation so we provide aid decisional TA on the background and help them navigate, apply for and get access to becoming a service provider and we incentivized saying we would cover the first four sessions from our grants we got and we would pay for the sessions, while the therapist got acclimated to becoming a service provider through victim compensation.

And then really linking the community members so increasing the cultural accessibility for the access or culture and the pool available and director our client with willing therapists.

>> This is Anisa, I also wanted to jump in and share that federally-funded community health centers are also a really great resource, they are not actually allowed to turn away patients, regardless of ability to pay and regardless of immigration status.

A lot of them have behavioral health services, they also offer some enabling services, such as transportation and language interpretation and translation.

So I put a link in the chat that it might be helpful to check out, it is called www.findahealthcenter.hrsa.gov and that will allow you to find the health center near you.

A really great resource in terms of health care services for survivors, especially in terms of access with ability to pay and regardless of immigration status, as well.

>> We heard because of everything that is happening more shifts to offering a lot of these services via online and telehealth.

Some coordination has to be had with the therapist, if they also don't speak the same language as the client so needing them to try an interpreter into the conversation and it is unclear if they have to be, you know, physical yes present with the client or a third party source but there are, I think, an increasing number of people who are willing to open their services to doing this online, as well.

And also, again, just regarding mental health therapy is for one very specific way to provide that, culturally, a lot of people, because of their age or background or experience, it may not be the primary form they want to receive mental health supporter, emotional support, so I think in this increasing world of covid trying to think of other ways to give them many options, just mental health would be helpful but understanding since this is a legal advocacy webinar, we're talking about it in conjunction, et cetera.

There are comments related to logistics and transportation and ride share companies that's a great topic, and actually I'm going to connect that.

Moving forward one more since we've been sharing.

Our next conversation regarding working with courts, law enforcement, and other stakeholders.

So these are questions we will have in mind.

Many of you have been talking about court logistics or saving it, but we've worked with red shirt companies to work for clients in the central valley just to make court appearances in immigration court.

Oftentimes the drive can be two to three hours away.

With covid, that is becoming increasingly difficult to share rides.

Most ride share company are specific with covid, keeping the ride as clean as possible with disinfectants and keeping the windows rolled down and reminding the clients to do that.

How to do that in conjunction with client, other than drive them somewhere might be an option.

It is not perfect in this world but a good, logistical thing people have been doing.

Regarding other logistics, you've seen with courts a lot of federal and state and local emergency judicial orders.

Depending what location you are in, sometimes the orders that come from the state courts are very general and it slept for the counties to implement.

Specifically, there is also vocal rules on that and within that specific courts, like family court might have different rules and windows and opening times for filing.

We've been seeing that some places the emergency orders are temporary and set to expire in a certain amount of time.

Some other places they are, you know it is unclear if actually this temporary order and change is actually for the better or something we want back.

We've seen a lot and heard about potential court furloughs and budget cuts in the cycle, due to covid which is concerning for docket concerns.

Just frequent kind of updating court closures, reopening, altered hours.

Sometimes on our end, even immigration court, only finding out on Twitter, actually, when the hours are changing and opening at the 11th hour.

A lot of these courthouses themselves being difficult places necessarily to even, as they reopen, crowded hallways, to meet with clients to work with them.

And, filing, mailing, and serving has been different.

I think a lot have responded to this, so updating their rules to allow for a different court connection, court services, waving fees to make those court appearances electronically and virtually, as well.

I will turn over to see what other people have shared.

>> Right now, we're definitely seeing increase in the virtual appearances, whether it be through the court calls or for the zoom court calls that are happening.

And I think there are benefits to it in the sense that, like in this sense in this time of covid it really is important that we are able to then be able to still participate in the court hearings by appearing virtually and not necessarily in person, and that's definitely cutting down the risk of the spread of covid for community members but, at the same time, I think a lot of the components of going online and virtual, we should push the courts to think about, if this is going to be a permanent solution or if it is going to be a trend that's going to stay, to think more thoughtfully about due process rights and really being able to access the courts.

I think one of the biggest things particularly in the victim rights components, so if are representing or supporting a survivor that is a crime victim witness, so they are going to have to testify in an upcoming trial against their perpetrator, our systems right now are not designed to be able to effectively provide notice that types of hearings or what the hearing is even about for the victim witness.

I'm going to use the word "victim" here in the legal sense.

The burden really falls on the survivor themselves to understanding and navigating the court systems and also appearing when they have to, if that is something they want to do.

So that's just one component of the conversation.

But I think it's thinking about, because we have this digital divide, how do we do it as a society, as a community in the most effective way to make sure that everybody gets access to the just test system, the legal systems, equitably.

And so that they are receiving notices that they are not being penalized because they are not appearing in person and instead choosing to appear via telephone as opposed to a zoom call because they don't have access to the internet.

I think there are a lot of ways to go and I think it is us, as advocates, whether you are a social service provider or a legal service provider, really being able to push these types of issues and advocate in the settings where we're talking about like the court logistics.

A lot of different counties here in California have created teams, where they're getting listening sessions or there are informal ways to actually write letters to the chief judge to have them consider certain things as they're rolling out new rules or new changes.

So I put in the link a guide that NCVLI, the national victim right legal law institute, and CVLI has put together about enforcing victim rights.

We can advocate with the courts to recognize voices of our clients and survivors being heard about what is really enforcing due process and victim rights.

>> Student youth eligible for the abused status, abused, neglected or abandoned, some cases age now the certain courts so our office reached out to advocate to the court and their investigators to ask for prioritizations of certain hearings for certain children of a certain age to allow the hearings to telephonically, so there are a lot of ways, delivery of the orders, waving investigations.

So there is that conversation in legal advocates you work with to ask them to consider that, if this is a problem that's occurring.

We've asked courts to prioritize the safety of clients and attorneys who show up to work with PPV and really with any court-led advocacy, having that petitioner led opposed to the court laying down a rule that affects everybody and really thinking about the day process concerns of the person who may have to go to court.

And wear that is with your particular client so in the chat there were so the great ideas.

For example, victims who are testifying using therapy dogs northerly help them feel comfortable so the ability to have their say and enforcing their rights in court the way Carolyn talked about.

Doing telephonic questions for protection orders.

Thinking if there is going to be permanent changes in the rules and laws, especially for virtual hearing, ultimately what is that going to be like the person petitioning, is it better for them or worse.

For some people who live in years where there are transportation issues, maybe virtual court hearing for a non-substantive matter that is procedural might make a lot of sense but in other places, if there are real substantive issues at hand or language access issues at plea, so particularly, for example, indigenous clients who tend to be, many are also farm workers in the large, rural areas, the indigenous language,

and sorry, Spanish to English, if there is two layers of language access, how will that play out virtually arrange if we're not sure, can we ask for court orders to be permanent changes.

If the answer is no, giving that feedback so we don't out of expediency to make the changes permanent for clients who lose out on their rights.

One other question, Carolyn, here, there is a question regarding visioning due process rights for victims concurrently facing criminal prosecution and protecting themselves against batterers and traffickers.

There seems to be none at all for the accused in our state, and this is from New York, as well.

>> I think this really falls within the realm of victim rights.

They can be the victim of the domestic violence, sexual assault or trafficking.

Often times in the trafficking world it is common we see because of forced criminality itself, the trafficker has forced the survivor to engage in different illicit activity and now the survivor themselves are now facing criminal charges because of the forced crime, we're definitely seeing this becoming a growing issue and so, at Justice at Last, we provide representation for both individuals named criminal defendants who are also survivors of trafficking as well as individuals who are slated crime victim witnesses that are going to testify.

And I think across-the-board, at the end of the day, all of us do some form of victim rights.

Right?

Will whether it is as a social service advocate, providing information that victim rights are a thing, they have a survivor has a right to privacy, as had a right to reasonable protection, has right to talk to an attorney about these types of victim rights.

I think from that enforcement piece to thinking about the type of law that you practice, if you are an immigration attorney, victim rights go hand in hand with a lot of the types of immigration relief that you're usually seeking.

They have reporting environments and being present for law enforcement about views is a huge portion of victim rights, making sure that that is being enforced.

Now wrapping back to the original question about what do you do for someone who is a criminal defendant that in terms of victim rights can look like being an expert in providing the expertise to the public defender and working in tandem to be able to have them be understanding of leak this is the cycle of violence and this is why this was self-defense or this is why the person is actually a victim of trafficking and working in tandem with the public defender to try to support the public defender and tray to dismiss cases.

This ties together with the victim's rights component and take a moment to think about what types of victim rights are we doing in the office and how can we increase that.

Over all, in the middle of covid, that is going to be one of the tenants that are really going to have us effectively advocate for our clients across-the-board.

>> Thanks, Carolyn.

That ties greatly into the next two topics.

I'm cognizant of time.

All of you had a lot to say and share, which was really great, regarding collaborating with law enforcement.

You know, we do put here collaborating with civil and criminal law enforce some think expansively about what law enforcement means.

There are different agencies and people who enforce laws in different ways that really affect our clients and that could include child welfare, could include adult protective services it could be your labor agency.

So I think really again the top thing is recognizing that I'm expanding that very much so and that's very important for our undocumented immigrant communities or for people who have traditionally not necessarily have had, who have historically avoided engaging with the police or have fear of authority because of past trauma or experiences.

You know, I think that that is part of the conversation right now, part of their ability to do out reach.

Taking a step back to reform late with those agencies and trying to ask them what their priorities are, how they're engaging in outreach and the concerns of the communities that you're working with.

But same thing with the access to services, we've been kind of touching upon this the entire time with the closure of schools and centers but also the coordination of disaster relief funds, attorneys are asked to be service providers which that is not their expertise or work so how to balance these issues is altered quite a bit during this time.

Do you have anything you want to mention on these topics with the time we have on this issue.

>> I think, for the big take away in this time, it's maybe obvious but I think it is about collaboration and networking.

Whatever issue that, you know, you are facing with your client, knowing that right now in this time of covid that's been unprecedented, there are a lot of people in the same boat and a lot of other organizations that have not necessarily or agencies that have not necessarily been open to conversations really now changing their ways and allowing for more collaboration to happen.

So I think that's definitely going to take more time and it has definitely taken more time away from our direct legal services work, but at the end of the day, we've been weighing things and what is the most effective and efficient thing we're doing to uphold our mission statement.

We have found and are incorporating this idea of more collaboration, capacity building and networking across-the-board.

So I think that's kind of my -- I know there is a lot of stuff that everyone is already doing but instead of thinking about it as one more -- additional thing that you have to do, thinking about it from an efficiency standpoint and maybe having more effective advocacy network connections will increase the efficiency of the work you can do in the long run.

>> I also would add to Cindy, I think there is a lot of advocates on the webinar, but just thinking about your connections in your community, so it is so important, as Carolyn said, about collaboration but looking at some of your non-traditional partners.

We have a tendency as an advocate, I am an advocate, to work in our networks.

But thinking outside the box there are businesses that can help you, faith-based groups so using your resources locally are also a huge thing for meeting some of these needs you have outside of traditional networks.

>> Thanks, Kiricka.

Thanks, Carolyn.

We're not doing this topic justice right now, but the time we have left, we've heard from a lot of public service officials saying we want to let you know what we're seeing on the ground.

They're interested in hearing from you so they can incorporate that in the way they're doing the work.

If you're working on a case, any investigations that involve multi survivors that real ability for the community to respond to that right now.

So setting expectations, you know, each as our service providers are working on things like what you can and can't do or kind of the housing situations or even, you know, if they're being called in for in-take.

Is there kind of an agreement that everyone should lay down before hand in the collaborative teams, and task forces, how many days should we quarantine, what's the protocols of wearing masks, what are the building who has sanitizing, laying that out in detail for your partners if you work with certain folks systematically or on a regular basis so there is no room for confusion or for, again, setting that expectation because in some ways, you are a team who worked together and multi-disciplinary work involves people coming together to work together for many kinds of contact so, through this all, this is called alley profession concerns.

This was for legal advocates but we know many are also working with clients and dealt with a lot of wellness issues and building capacity.

On the legal side, it is probably also frustrates for us to see but there have about increased barriers to building that legal services pipeline we will hear there aren't necessarily enough attorneys.

Recommending and advocating for the fellowships, especially in rural areas and we've been seeing creative training where people are talking about incubating and training people in especially areas of law, one in the first year, the second year doing the fellowship in a poor area.

Fill this capacity to bring the legal expertise to a certain area.

There are delays in bar exams.

We're seeing kind of pro bono attorney being, concerns about difficulty or cases or their own practice or fears of being laid off happening.

Also be diversity, equity, inclusion evaluation and concern.

Who are the folks you're asking to sign up or file the documents is there a paralegal, is this reflected in the pay and treatment they are receiving from the agency.

How you will are you collectively at an ally staff or team, asking advocates to do things if that is the appropriate response for everyone involved.

And balancing your professional ethical responsibilities with safety concerns.

There are modified rules, a well.

The aba modified a rule related to attorneys being able to give modest gifts to individuals, as well.

And this leads up to where people will maintain trust accounts if they're helping with disaster relief efforts or partnering with community agencies to disperse that disaster relief funding for your clients.

Do you have any other comments you would athletic hear about this particular legal profession concerns and wellness, et cetera.

>> I think in terms of wellness, right now I've been doing, and our office has been really reaching out in our grant reports and to funders.

>> Just letting the funders know about the need for staff wellness and having them really be able to be flexible and adding that in as a line item for the budget I think is really big.

And so that's just kind of my ask.

If you have, you know, get the message out there our staffers also, burnout is high for us right now, too.

>> And I would only add one other comment and that just making sure something as simple as your traditional staff meetings, maybe once week or month, taking time to do check-ins on emotional trauma in the work please, so we can have discussions about where we are not just with clients but as you people leaving in this time and trying to do this work, looking at compassion fatigue and vicarious trauma.

That is my main talk away from that.

>> Thank you, Kiricka.

We all do difficult work here, and when do you work like this, it will take upon some of the client and community's pain together and the question is how to manage that an how to be well is not necessarily thinking we can jog the pain away, but really systematic agency and kind of field approach to this work.

So, with that, it looks like I'm going to than back to folks to wrap up and conclude.

Thank you so much for all of your ideas.

We have some resources, you've been amazing in the work you do and we can't thank you enough for year advocacy.

>> Thank you for joining us today and just engaging throughout the webinar.

We have a few more resources slides we weren't able to get to, but you will all be receiving the link to the PowerPoint so you can access them there and Monica also posted them in the chat box, as well, along with an evaluation survey.

You can see a link to the evaluation here and we will be sending a follow-up e-mail, as well.

I know a number of you requested a general certificate of participation.

We weren't able to offer CLE credits but we can offer just a general certificate of participation, so that will be in the follow up e-mail, as well, so you can look out for that tomorrow.

So thank you, again, everyone, for joining us today and hope you have a good rest of your day.