

WEBVTT

00:00:30.000 --> 00:01:00.000

>> Kate Walz : Welcome, we will get started in a few moments.

00:02:29.000 --> 00:02:36.000

00:02:36.000 --> 00:03:06.000

>> Kate Walz: Welcome to our webinar, Understanding the HUD Complaint Process for VAWA Survivors.

00:03:20.000 --> 00:03:45.000

A little about the National housing Law Project. Our mission is to advance housing justice for underserved people and communities. For over 10 years NHLP has been funded by the Department of Justice's office of violence against women to serve as a national technical assistance provider on the housing protections under the violence against women act. We have worked with thousands of advocates and housing providers. I am Kate Walz , Associate Director of Litigation, National Housing Law Projec

00:03:45.000 --> 00:04:02.000

Today we will do welcome, introductory remarks, overview of the speakers, a brief overview of VAWA, we will talk about the HUD discrimination complaint process including coverage now of VAWA, we will talk about common scenarios, talk about available resources and answer questions.

00:04:02.000 --> 00:04:32.000

First we will hear introductory remarks from Lucia Petty, Policy Advisor, from HUD's Office of Fair Housing and Equal Opportunity. .

00:04:46.000 --> 00:05:07.000

>> Lucia Petty: Thank you for having me and for being here. This work is a party of the Biden/Harris administration and our secretary at HUD. Just two months ago HUD announced the conciliation of --, where we enforce the housing act to the --. In one of these cases, and attendant alleged that their rights were violated. She requested an emergency transfer after being stop by her former partner.

00:05:07.000 --> 00:05:34.000

The PHA in response demanded confusing and contradictory information, that it was not permitted to request. Threatening to revoke and denying a request to extend a voucher and stopped paying its portion of the rent was she is entitled to have it removed --.

00:05:34.000 --> 00:05:53.000

This was indicated that the policies and procedures that the PHA did not comply with the violence against women act which included policies rain documenting status as a VAWA survivor. He came to an agreement providing that the housing provider adopt a policy to comply with VAWA and writes.

00:05:53.000 --> 00:06:23.000

In a case in California woman filed a complaint alleging that a company and property manager violated her rights against VAWA, because of a history of violation -- with the previous rental agreement that were actually related to her status as a survivor.

00:06:29.000 --> 00:06:59.000

After a HUD investigation, she was placed at the top of oh we list it to available properties. The reason these 2 settlements are historic is because they represent the first violence against women act agreement that HUD has found since the 2022 reauthorization of the VAWA.

00:07:00.000 --> 00:07:10.000

After this reauthorization by Congress HUD issued 2 notices addressing the applicability of HUD HUD programs, and --, which established our right to these cases. Is worse is really important and has impact on people across the country. Today my colleague Eric will talk more about what it means to file a complaint in the details of this process.

00:07:10.000 --> 00:07:40.000

and how you can help your stakeholders as they go through this process. Thank you for taking the time for this training, I will pass it back to you Kate.

00:07:45.000 --> 00:08:12.000

>> Kate Walz: Thank you so much, Lucia Petty, and to the HUD office is doing to implement VAWA and to set up this complaint process. We really appreciate it. In addition to myself, you also hear from Erik Heins, Director of Enforcement Support at HUD's Office of Fair Housing and Equal Opportunity, and my colleague, Natalie Maxwell, managing attorney at the --.

00:08:12.000 --> 00:08:34.000

A basic overview of survivors rights. We will not go into detail about survivor housing rights under VAWA, we have done that and prior presentations we can do to put out this information. This is a brief overview. First a survivor cannot be denied admission, be evicted or have their assistants terminated because of the violence committed against them.

00:08:34.000 --> 00:09:00.000

They must also get a notice of housing rights at 3 key events, admission, admission denial, and a termination for eviction. They can request that an abuser be removed from the lease and housing were applicable, meaning that it depends on the type of covered housing program that the survivor is in.

00:09:00.000 --> 00:09:14.000

There are methods by which they can prove the violence. We will see a hint to that in describing one of the resolutions that HUD did not VAWA violation when the Housing Authority was asking for forms of proof not allowed under the VAWA act. He also must be given time to establish eligibility.

00:09:14.000 --> 00:09:44.000

If the person being received assistance is being removed from the home. There are also strict confidentiality requirement and survivors have a right to request an emergency transfer.

00:09:49.000 --> 00:10:19.000

As Lucia Petty spoke about, HUD has done a lot to implement VAWA 2022. In January there was an information collection notice that provided a proposed new forms, the HUD certification validation form, and --, and new emergency transfer forms. There was a subsequent information collection notice in March of 2023.

00:10:23.000 --> 00:10:39.000

And then it is also came out about how VAWA completes will be processed and we will hear about that today. Recently issued is a new HUD complaint form that includes the VAWA information. HUD has also made clear that while survivors of human trafficking are not explicitly covered under VAWA 2022 they often fall between the protected group, domestic violence, dating violence, and sexual assault.

00:10:39.000 --> 00:11:07.000

HUD has also set up a new dedicated website on VAWA. It is a one-stop shop to find information and resources that HUD has done to help VAWA and will provide a link to that website at the end.

00:11:07.000 --> 00:11:11.000

VAWA 2022 updates. Under VAWA 2022 the remaining federal housing programs are covered. There is a new definition of domestic violence. For the first time we have explicit protections on retaliation. A broad category of individuals are protected now when they report crime, or seek emergency assistance.

00:11:11.000 --> 00:11:41.000

There are training and technical assistance dollars, and there is a new federal compliance review and enforcement team.

00:11:44.000 --> 00:12:14.000

The new VAWA covered housing programs, in addition to the programs covered by VAWA in 2005 and 2013, we have the direct loan program, the transitional housing assistance for homeless veterans, the grant programs for homeless veterans with special needs, the supportive services for veteran families,

00:12:15.000 --> 00:12:40.000

veterans of affairs supportive housing, national housing trust fund, transitional housing assistance grants for survivors, rural development vouchers, and a catchall provision. Some form of housing assistance can now be covered by VAWA if the federal agency operating that program issues some form of notice or guidance indicating that it is now covered by VAWA.

00:12:40.000 --> 00:13:08.000

We also have a new definition of domestic violence. Under VAWA 2022 it amended the definition of domestic violence to include economic abuse committed under the family or domestic violence laws of the jurisdiction receiving grant funding for purposes of services.

00:13:08.000 --> 00:13:31.000

However, as part of interim guidance issued by HUD in January of this year HUD interprets the court VAWA definition, covering these cases where survivor is seeking coverage by VAWA in terms of housing rights. This new definition of domestic violence more broadly includes technological abuse, economic abuse,

00:13:31.000 --> 00:13:41.000

in a pattern of any other course of behavior committed, regardless whether or not it constitutes a felony or misdemeanor crime. HUD says it can be reasonably interpreted to be covered by existing VAWA regulations which covers all VAWA programs and providers.

00:13:41.000 --> 00:14:11.000

We understand that there will be further guidance on this definition forthcoming.

00:14:11.000 --> 00:14:34.000

We also know have under VAWA 2022 protection from retaliation. This applies to all of the VAWA covered housing programs. You cannot discriminate against anyone who exercises there are 2020 rights or testified or assisted in any manner related to VAWA housing rights. You cannot coerce, intimidate, threaten, interfere with,

00:14:34.000 --> 00:14:55.000

or retaliate against someone because they exercise their rights and protections, or who has exercise their rights and protections, or aided or encouraged someone else to exercise their rights and protections. This includes intimidated or threatening any person because they assisted or encourage a person entitled to 2 claim these rights under VAWA.

00:14:55.000 --> 00:15:12.000

Or retaliate against anyone because they participated in any investigation or action to enforce these rights. We also have under VAWA 2022 the right to report crime or seek emergency assistance.

00:15:12.000 --> 00:15:32.000

This provision came in response to the growing number of local municipal crime free programs and nuisance ordinances that are used to target survivors who are calling the police for assistance where crimes are committed against them.

00:15:32.000 --> 00:16:00.000

Under the right to report crime provision this protects landlords, homeowners, tenants, residents, occupants, guests, and applicants for housing to seek law enforcement or emergency assistance or on the basis of criminal activity of which there are a victim or otherwise not at fault.

00:16:00.000 --> 00:16:26.000

They cannot be penalized or action can be taken against them including actual or threatened penalties fines, or fees, eviction, refusal to rent or renew a lease, refusal to issue permits to the landlord or tenant, closure of the property, or designation of the property is a nuisance.

00:16:26.000 --> 00:16:34.000

This provision of VAWA 2022 is not limited to VAWA covered persons or covered housing providers. At a later point, there will be HUD issued guidance reporting and certification requirements by state and local government receiving community development block grant funding.

00:16:34.000 --> 00:16:57.000

But currently jurisdictions must review policies and make sure they are not violating VAWA, and specifically this provision for VAWA.

00:16:57.000 --> 00:17:27.000

VAWA now has enforcement authority under VAWA 2022. The Secretary of HUD and the Attorney General shall implement and enforce this chapter consistent with and in a manner that provides, the provides and remedies provided for in the fair housing act.

00:17:36.000 --> 00:18:04.000

We have now, that we are talking about today, a VAWA complaint process, of heads guidance, FHEO notice 2023. Authority derived from the FHA enforcement scheme. Violations as of October 01, 2022 can be brought through the process. I will note one update from the slide.

00:18:04.000 --> 00:18:17.000

Also for the first time we have VAWA compliance reviews, federal agencies including HUD, treasury and USDA have until March up next year to incorporate new federal complaints for due process into the existing processes through regulations. What does this mean?

00:18:17.000 --> 00:18:41.000

This means that for example, a public housing authority could go through a compliance review to determine if the policies and procedures comply with the violence against women act.

00:18:41.000 --> 00:18:47.000

This would be a way for HUD to evaluate broadly if a provider has procedures consistent with or in conflict with that and help them overhaul everything they are doing as opposed to addressing one issue with the compliance with the complaint process.

00:18:47.000 --> 00:19:05.000

Now I will turn it over to Erik.

00:19:05.000 --> 00:19:28.000

>> Erik Heins: Hi everyone, and thank you for having me here today to speak about this. I will turn my video on quickly as you can get a face with the name, and then I will turn it off so it does not mess with my sound. We'll see how that goes.

00:19:28.000 --> 00:19:58.000

We will just leave it off. I will talk to you today about the penalty complaint process. And give you an overview of what the path looks like as it goes through HUD.

00:20:26.000 --> 00:20:42.000

As part of its mission to eliminate housing discrimination the office of fair housing and equal opportunity has several laws. Primarily, that is not the right word, generally people think about the complaint processes --, but it also applies to the Civil Rights Act of 1968 and section 504 of the rehabilitation act of 1973. When they come in they may not be covered just by one law, but might be by covered by title 8 and title VI.

00:20:42.000 --> 00:21:12.000

We call those cases multijurisdictional. The 2020 reauthorization empowers the FHEO to enforce the VAWA using the same process it uses to force the fair housing act.

00:21:12.000 --> 00:21:38.000

We use the same process more or less for enforcement of all of the authorities. Some of the terminology differs in some of the results can be different. But for the most part the process is the

same. One of the first things we do that I will talk about is is discuss which of the different laws will be covered by each specific complaint.

00:21:38.000 --> 00:22:08.000

Here's an overview of the different steps of the complaint process. It has about 3 stages. There is the initial filing of the complaint in intake. There is the investigation and gathering of information before we get to the findings. And then there is the findings and what happens with the findings which could be a conciliation, dismissal, or legal action.

00:22:22.000 --> 00:22:52.000

In order for a complete to get into the intake it has to originate somewhere. There are 2 ways that they can originate. The first is an individual complaint which is the overwhelming majority of our complaints. It is some individual or a representative of an individual that comes to HUD and says I want to talk about a specific actor entity, and we would like you to take this complete and put into your process and investigated.

00:22:53.000 --> 00:23:04.000

The 2nd, which occurs less frequently, that the secretary can initiate it, through a secretary initiated investigation or complaint. I will qualify that that is not that the same compliance review process. Nothing a talk about today overlaps with the compliance review process. This is specifically we talk about enforcement 3 complaint. While it could be brought or against multiple entities, or an operator,

00:23:04.000 --> 00:23:07.000

it would still follow the same enforcement process of the complaint.

00:23:07.000 --> 00:23:28.000

You don't need to worry about that too much because most of the complaints that are relevant to you and your customers will be the individual complaint process.

00:23:28.000 --> 00:23:47.000

>> Kate Walz: Your voice is still cutting in and out. If maybe there is maybe a different computer?

00:23:47.000 --> 00:24:17.000



>> Erik Heins: If you can give me one second I will go to a different computer.

00:24:57.000 --> 00:25:27.000

.

00:25:29.000 --> 00:25:37.000

>> Erik Heins: I am not sure where it got difficult to hear me. These are the 2 ways for a complaint to originate. The most relevant to you is through the individual complaint process. You don't have to worry about the secretary initiated complaints. Complaints can come to the staff either online or through the phone or through mail.

00:25:37.000 --> 00:26:07.000

We also takes fax or walk-in in person.

00:26:10.000 --> 00:26:39.000

The first step, the first broad category that will what will happen is the intake process we get a complaint. That is initiated when someone contacts us of with the complaint and says we need an investigation. If the complaint comes in, no matter by mail phone or e-mail it gets assigned to intake staff.

00:26:39.000 --> 00:27:03.000

They will look at what has been submitted and try to figure out what they need to do to see if HUD has jurisdiction. I've listed out the elements of jurisdiction. It means, is the type of person covered under the -- authority, is the case timely, is the respondent in housing covered, and is the alleged acts, the sort of thing that can violate the law?

00:27:03.000 --> 00:27:20.000

I'm speaking about the broadly because as I said at the start HUD has multiple authorities. With the intake specialist do is assess if there is an allegation and see if it can be categorized as a complete, and move on to an investigation, and which authorities will be applicable to the facts presented.

00:27:20.000 --> 00:27:30.000

They will do this by reaching out to the person who filed the complaint. And gather more information and get some clarity on information provided, maybe asking specifics about what happened through an interview, perhaps some documentation.

00:27:30.000 --> 00:27:53.000

The main goal is to see if we have jurisdiction to get to a complete that can only do an investigation.

00:27:53.000 --> 00:28:02.000

This process is supposed be finished within 30 days. Obviously we sometimes get more complex cases where this is not possible. And we need to look into the facts more so we can figure what exactly is going on so we can see which authorities are implicated and whether there will be a complaint.

00:28:02.000 --> 00:28:14.000

If your case gets denied at the intake stage for a jurisdictional element you will get a letter from intake saying what part of the jurisdictional elements you are missing.

00:28:14.000 --> 00:28:28.000

And if the case remains timely, there is an opportunity to revisit that her refile a few more information that can support it.

00:28:28.000 --> 00:28:48.000

It is usually a back-and-forth conversation to understand what is going on and to see if a complaint can move to a investigation. If it cannot, will figure out what authority it is jurisdictional under and then moving onto investigation phase.

00:28:48.000 --> 00:29:18.000

The investigation is the bulk of what will happen when there is a complaint. It is what you would expect for an investigation. The case will be assigned from the intake to the investigation team. Usually there is one investigator, may be more and bigger cases.

00:29:24.000 --> 00:29:52.000

They will put together a --, and send out for signature. You are your clients for signature. And they will show that complaint with the respondents that are alleged to have violated the law. And Willa asked them to provide information about their possession. This will take weeks – months, and sometimes longer.

00:29:52.000 --> 00:30:04.000

As investigators seek information about what happened, they will ask information from the person who accompanied the complaint, respondent, the location of the events, any person who can provide witness, interviews about the events, and they will gather documents.

00:30:04.000 --> 00:30:08.000

This might be part of a request for information to more formalize it. Sometimes it is just more through informal conversations on the phone or e-mail.

00:30:08.000 --> 00:30:19.000

The most important thing is to be responsive to the HUD investigator. The more responsive you and your clients are in talking to the investigator and getting them the information they need the quicker the process will go.

00:30:19.000 --> 00:30:30.000

We often understand that people might need more time to comply with requests for information we try to be understanding but those things will elongate the complaint process.

00:30:30.000 --> 00:30:56.000

There is generally an opportunity for the parties to provide more information if they feel that the field investigator is not getting the cases about it.

00:30:56.000 --> 00:31:26.000

The goal is to have an open dialogue between the investigator in both of the parties involved so we can gather as much information as possible and ultimately make an assessment about what is going on. If you have clients that are worried about conducting interviews on their own, it is fine to ask investigators to participate with them, or have them have a legal representative participate with them.

00:31:32.000 --> 00:31:55.000

It is fine, you can get a designation to act as a representative even if they are not determined through the process. The HUD allows for individuals who are not legal professionals to act as a representative through the complaint process. For the most part, the investigation is exactly what you would expect. It is the gathering of evidence and a bunch of different ways. And synthesizing what is going on to make a determination.

00:31:55.000 --> 00:32:23.000

I'll take a break to talk about 2 important things that happened during the complaint process that you should know about before we talk about the findings. First is that anyone who files a complaint is protected against retaliation. That means that if someone starts to take negative actions against the person filing the complaint that can be the basis for its own violation of the law.

00:32:23.000 --> 00:32:53.000

As Kate was talking about earlier there is already an anti-retaliation provision in VAWA. This is a general notice in this applies to all of our authorities. The most important thing that you should know about that is that you could have a valid retaliation claim for a complaint even if the underlying claim was unsuccessful.

00:33:02.000 --> 00:33:15.000

For example if you had someone that alleged that they were not given a proper emergency transfer, and HUD does not think that that issue will lead to a determination for the person who made the allegation, but because they -- [indiscernible], The separate retaliatory action is still viable even when the underlying one is not and did not have merit.

00:33:15.000 --> 00:33:32.000

The 2nd thing I want to talk about his conciliation, that is a fancy word for settlement. During the investigative process, under the fair housing act and generally under all of our authorities we try to engage in have an obligation to engage in efforts to settle the case.

00:33:32.000 --> 00:33:49.000

That is when we tried to say to both sides, we're moving toward a determination in the investigation is ongoing, and this is an opportunity to come to a settlement or resolution that both parties can agree to.

00:33:49.000 --> 00:34:19.000

To get the relief to make the client whole.

00:34:19.000 --> 00:34:29.000

Lucia talked about the 2 cases conciliate it by FHEO under the VAWA authority. Here are a little bit about the relief obtained. In the coffin case we saw that an individual was denied a housing opportunity because they had past violations coming from survivor status from a prior landlord.

00:34:29.000 --> 00:34:59.000

When they were denied the housing opportunity, the proprietor did not inform them of the right of appeal from dating violence.

00:35:02.000 --> 00:35:29.000

During the investigative process, because the investigation and conciliation happened at the same time to get the investigation moving, but will also try to settle the case, the parties came to an agreement and that provided for the fixing of policies putting the complaint at the top of the waitlist, and establish a VAWA raise coordinator and pay monetary compensation for the survivor.

00:35:29.000 --> 00:35:56.000

In the Nevada case an emergency transfer request when being stop by partner. They asked for excessive and documentation threatening to revoke the voucher. When we look at it, we recognized during the investigation that there was a lack of emergency transfer plan and policies do not comply with VAWA for certifying survivor status and document emergency transfer request.

00:35:56.000 --> 00:36:25.000

The agreement requires fixing policies, developing emergency transfer plan conducting training, so staff knew about it, and monetary compensation for the survivor. I bolded and underlined the monetary compensation for survivor. That is because if we took this case ahead for enforcement and there's a cause finding, you will see when we talk about the process of it later,

00:36:25.000 --> 00:36:41.000

the DOJ or agency would seek monetary compensation for the survivor as part of the law, a violation of the law and harms. It is important for you as you assist people filing these complaints to make them

aware that the process is not just to fix policies and get the relief they might need like transfers, it is to do that also.

00:36:41.000 --> 00:37:11.000

But because they have been harmed by this violation, and it is something they should be seeking, and.[indiscernible].

00:37:18.000 --> 00:37:45.000

When the investigation wraps up, if conciliation was unsuccessful, the case will go to a finding. The finding that will be issued has a different term of art depending on which of the authorities, or laws outplay for HUD. If you see something called the determination of reasonable cause which you would see for an FHA or VAWA complaint that will lead to a charge of discrimination.

00:37:45.000 --> 00:38:08.000

For those we come to determination of reasonable order reasonable cause. Reasonable cause to believe that discrimination or violation of VAWA occurred. It is almost always partnered with a charge of discrimination. I am not sure if we're going to name that a charge of discrimination or charge of a VAWA violation. It will be a charge of some sort.

00:38:08.000 --> 00:38:22.000

Those documents will come out at the same time. There will be an explanation of how the respondent violated the law based on the finding in the investigation and the charge that is the legal document that comes up from the counsel's office that moves us to the post finding stage, and starts the legal process after the determination findings.

00:38:22.000 --> 00:38:51.000

If we have a case that has multiple jurisdictions, multijurisdictional case, you might also see a case letter of finding, generally for 504, ADA, title VI, and other authorities.

00:38:51.000 --> 00:39:14.000

That process allows an opportunity for review and additional attempts at settlement before moving to enforcement. A letter of finding is usually followed up by 30 – 45 days by a letter of determination. Though only be applicable if you have a case, say you have a VAWA survivor who is alleging a violation of VAWA and also has a disability so there's a title 8 and 504 finding.

00:39:14.000 --> 00:39:40.000

This goes back to my initial comments that there are some differences in the way the process plays out and they are important. But the general process of what the investigation will look like is the same.

00:39:40.000 --> 00:39:56.000

If HUD believes that the discrimination with violation of VAWA did not occurred, or issues a letter of finding of compliance with the other authorities there will be a brief statement of the findings there be information about how to request a copy of the final investigative reports you can see everything that took place during the investigation as categorized.

00:39:56.000 --> 00:40:20.000

It will also forgive you your rights of what else you can do following your case I go to court, or if your case has multijurisdictional authorities, and in the letter of finding W.[indiscernible].

00:40:20.000 --> 00:40:50.000

If your case, if you get a no cause and a letter of finding new compliance, assuming there is no further action by HUD that is where it will end. If you find a cause finding already finding of compliance, the next step is adjudication or enforcement.

00:40:51.000 --> 00:41:21.000

This is what I said about the charge before for FHA or VAWA, both parties will have 20 days to decide if they want the case be heard by a federal law judge or go to court. If neither party likes to go to federal court, then HUD has to send it over to the Department of Justice. It is not take both parties doing it, one is enough.

00:41:24.000 --> 00:41:43.000

If neither party wants to do that make selection during the 20 days, it is a hard deadline, once jurisdiction is established --, if neither party makes the election, the case will go before an Administrative Law Judge at HUD. These processes have different benefits. Generally the Administrative Law Judge process is a little quicker.

00:41:43.000 --> 00:41:47.000

Depending on the jurisdiction and might have better or worse law than what is available if the case goes to federal court. The case also stays with HUD who has been working on it and you might have additional familiarity with it.

00:41:47.000 --> 00:42:17.000

On the flipside the federal court referral can feel like a more court like formal process.

00:42:18.000 --> 00:42:40.000

You get an attorney from the Department of Justice who will be assigned to work on the case, and sometimes there are better remedies available but it might take longer. If the case stays with HUD or goes to the Department of Justice you can get representation from an attorney free of charge. HUD -- [indiscernible].

00:42:40.000 --> 00:43:10.000

You can do intervention if they don't want to use their attorneys, I think you have 30 days, and that means that you have 30 days to get your own attorney. The Department of Justice and HUD may stay involved in the case to represent the government interest in that case.

00:43:19.000 --> 00:43:49.000

Before I get to a note on VAWA, the types of remedies available include injunctive relief, getting policy changes, getting trained on, maybe sometimes it is more prohibited from engaging in mental services of the behavior is bad enough, maybe they will get a transfer, or in injunctive relief that might make sense for the case, and monetary damages.

00:44:11.000 --> 00:44:31.000

To crystallize what we have talked about today under VAWA, the 2022 reauthorization added it to authorities to enforce. The reason we are talking about that is because the language specifically says to use the process for VAWA cases. We also note that FHEO has experience with VAWA adjacent cases,, when analyzed a sex discrimination, we may have done the case as --

00:44:31.000 --> 00:45:01.000

whether some new rights, there are cases we may have looked at anyway and have familiarity and expertise with. I already mentioned that we use the same enforcement processes the fair housing act.



There are a lot of new protections available under the VAWA such as court protections, anti-retaliation, and rich report.

00:45:03.000 --> 00:45:33.000

This is where you can file a complaint online which is probably the easiest way to do it. When you file a complaint, it will get sent to the region in which the complaint occurred. HUD has 10 regional offices. For example, if your case happened to be in your, it will be handled by HUD region number 2 office in New York.

00:45:33.000 --> 00:46:03.000

Generally when you file a complaint here, it will be routed to the appropriate office based on information you provide. The type of information that is helpful might be timeline of events, documents related to interactions with the entity that caused harm, maybe a letter from the housing provider, or something this is will not make the transfer. Copies of any correspondence or decisions.

00:46:10.000 --> 00:46:36.000

Witnesses or anyone who is what happened and can talk to the investigator. Or any other records or evidence to support your claim. I want to remind you that none if that is necessary. Very straightforward statement of facts that lays out a little bit about what happened is sufficient. The whole point is that the intake coordinators and intake process are going to contact the person who reached out to HUD and assess a jurisdiction exists and under which authority exists.

00:46:36.000 --> 00:46:58.000

We do not want people to be discouraged if they do not have enough information to move forward. That is why we have this process to help people gather the information. That is why we have form 2, and asks for stuff, if you have information available is fine to just leave it blank and just put the basic information you have available there. In several reach out to you and that information will get gathered at the intake or if the case moves on at the investigation stage.

00:46:58.000 --> 00:47:28.000

That is the end of my portion and I apologize for the technical issues. I appreciate you having me here and I hope the information was helpful. Thank you.

00:47:40.000 --> 00:48:10.000

>> Natalie Maxwell: We are moving into the interactive stage of today's information. We will go over some common sinners you may have encountered in your work. To review the particulars under VAWA that we've talked about so far today. And then we will move into the Q&A segment where we will try to get to as many questions as folks have. Please continue to pop this into the Q&A box.

00:48:25.000 --> 00:48:55.000

you work at a local domestic violence and sexual assault organization. Despite your efforts to educate the local public Housing Authority on gender-based violence the Housing Authority has a practice of evicting survivors because of damage to their units caused by the perpetrator.

00:49:22.000 --> 00:49:41.000

Does the eviction of a survivor for damage to a unit cost paper tater violate VAWA? Yes, no, not sure? We will go folks a few more seconds to respond. And then we will close the poll. Let's go ahead and close the poll. It looks like the majority of you said yes, that that would violate VAWA.

00:49:41.000 --> 00:50:05.000

If you folks said no or not sure. The answer is yes. A covered housing provider cannot evict a survivor due to the damage that has been cause to their unit by perpetrator or for the cost associated with repairing the damage.

00:50:05.000 --> 00:50:09.000

In terms of who can file the complaint, I want to reiterate both the survivor of the domestic violence as well as the organization the person is working with could file a complaint with HUD's office of fair housing.

00:50:09.000 --> 00:50:30.000

Let's get to the 2nd scenario we have.

00:50:30.000 --> 00:50:51.000

A resident reports to her property manager that he covered housing provider, who is a covered housing provider, that she was sexually assaulted on the premises and is requesting an emergency transfer. The property manager says that they have to first investigate before they consider the emergency transfer request.

00:50:51.000 --> 00:51:21.000

The property manager asks the residents neighbors if they witnessed the sexual assault. The question here is to the property manager's actions violate VAWA? Yes, no, or not sure?

00:51:58.000 --> 00:52:28.000

We will go folks 10 more seconds if you want to respond to this poll question. And then we will close it. We have a result. Most people 81 percent said yes, that these actions violate VAWA. And those answers are correct. In this case the information that was provided by the resident including the fact that they are a VAWA survivor is required to be held in strict confidence and not shared with others or entered into any shared database

00:52:28.000 --> 00:52:35.000

unless the resident has explicitly consented in writing to the disclosure which should include some sort of data expiration of the consent. Or, if that information is required to be used to be filed or used in an eviction proceeding then it can be disclosed, or if it is otherwise required by law.

00:52:35.000 --> 00:53:03.000

For example, if there is a court order requiring the disclosure of that information.

00:53:03.000 --> 00:53:33.000

The other issue we had with this issue is inquiring into third-party proof. That is something we see often. The provider cannot demand third-party proof of any kind unless there is conflicting information about who is claiming the VAWA protections and he was the person that caused the harm.

00:53:42.000 --> 00:53:52.000

As Kate discussed there are very strict requirements about what type of documentation that a housing provider can accept and that documentation, and which type of documentation to provide is ultimately the decision of the person claiming the VAWA protections.

00:53:52.000 --> 00:54:22.000

Interviewing potential third-party witness would not be permitted under VAWA. Obviously as we talked about today the survivor could file a complaint with VAWA's office of fair housing.

00:54:25.000 --> 00:54:54.000

Our final scenario. That we have for you involves an applicant on the public housing waiting list who has had their application come up for review. The local public Housing Authority sent them a notice denying the application, and stating that their poor credit history was the reason for the denial. The applicant called the Housing Authority and shared that they were in a domestic violence relationship with someone who control their finances,

00:54:54.000 --> 00:55:23.000

and ruined their credit by taking out credit cards in their name. They asked for the application to be reconsidered. The Housing Authority said they were not willing to do that. In the scenario did the Housing Authority's denial of housing violate VAWA? Yes, no, not sure?

00:55:23.000 --> 00:55:53.000

We will give fold 10 more seconds to complete the poll before we close it out.

00:56:20.000 --> 00:56:47.000

Okay, once again, the majority of you said that yes these actions would violate VAWA. Again, that answer is correct. Covered housing providers are prohibited from denying admission to an applicant or proposing to terminate a participant or terminate attend because of an adverse factor such as a criminal record, credit history, past eviction, or rental history,

00:56:47.000 --> 00:57:06.000

if it is determined that the adverse factor is a direct result of domestic violence, dating violence, sexual assault, or stalking. In addition, in terms of the VAWA violations we have here, that action is exacerbated by the fact that the Housing Authority failed to provide a copy of the notice of occupancy rights and the VAWA self certification form with the written denial.

00:57:06.000 --> 00:57:28.000

Once again in this case, the survivor could file a complaint with the office of fair housing, or maybe they're working with the victim service provider, or other organization, they could assist with filing the complaint.

00:57:28.000 --> 00:57:56.000

With that, we have included our contact information, and encourage folks to reach out to us with any questions following today's presentation. Let's go ahead and move on to our question and answer segment.

00:57:56.000 --> 00:58:26.000

The first 2 questions here look like they will be directed to you, Erik. I will start with the question we have from Carrie the asks we be changing the HUD form so they do not have the expiration date on them? That has a chilling effect people do not think they can use them any longer. It currently says June 30, 2017.

00:58:27.000 --> 00:58:49.000

>> Erik Heins: There are a couple different parts to this answer. The first is that expiration has nothing to do with whether or not the form can be used. It has to do with the privacy or the PRA process he performs up-to-date. The old looking 903 that you might be familiar with when out of PRA compliance in 2017.

00:58:49.000 --> 00:59:19.000

The new form is in PRA compliance and it should have a new date at the end of the year 2025. If the old paper forms are still floating out there there's nothing we can do about that. But if you see it on the website, it should be updated, but maybe we missed it, that might happen on the website.

00:59:21.000 --> 00:59:39.000

The key take away, is that it does not matter. You can write something on a napkin Effexor, use that form, just call in and leave a message. You don't need to use the form to get the information to us. Just get the information to us and make sure your clients and customers know that. Will be sure to do our best to make sure the form shows the latest expiration date we have citizen cause that chilling effect.

00:59:39.000 --> 01:00:09.000

>> Natalie Maxwell: Thank you, this is for you as well. This question says I filed an individual company for a client on July 03, 2023. I did get confirmation that my complaint had been assigned to an assessor but haven't heard any updates sense. What is the update of a VAWA complaint?

01:00:13.000 --> 01:00:43.000

>> Erik Heins: The lifespan in terms of length varies. It can vary depend on the complicity of the case. Just to set expectations, we get tens of thousands of inquiries a year and we are and resource for the work. That was the case before we got VAWA and now it is just a new authority that we can look at. That does seem like a long time for me for intake to do an assessment. But these things to get held up sometimes.

01:00:43.000 --> 01:01:07.000

That said, we generally have a policy of looking at the statute of limitations from the date of first contact. You shall have a statute of limitations problem even if it takes us a while to do the intake assessment. I would encourage you to follow up with the assessor assigned and let them know you're waiting to hear from them on the case. If you don't have any luck with them, the e-mail will be at the end of the presentation and you can send me the inquiry number and I'll be happy to help.

01:01:07.000 --> 01:01:28.000

>> Natalie Maxwell: I put the slide backup that has Erik's e-mail address if you need it. Our next question is for Maria. She asks are the complainants mailed to HUD in Washington D.C. or the relevant office?

01:01:28.000 --> 01:01:49.000

>> Erik Heins: They should go to the local office, if he goes to the wrong office or the D.C. office will route it around to go where it should. The mail system, and particular, as we only now restarting return to office is and always the most reliable way try to send to the right office of possible or use e-mail.

01:01:49.000 --> 01:02:06.000

>> Natalie Maxwell: Thanks. The next question here is from Layla. Is there a process for preparing the complaint and survivor for sharing the complaint with the respondent, safety, etc., and how does it align with the VAWA confidentiality requirements?

01:02:06.000 --> 01:02:30.000

>> Erik Heins: I will start discussion with the caveat that is applicable to all these answers. We are working through this in real time. We started this process because we are statutory required to do it last year in October.

01:02:30.000 --> 01:02:44.000

We are developing the process as it applies to the unique circumstances of VAWA. We are getting our staff trained on it in the different issues. We will not always have the best answers to these things. We are learning in real time, and there is not 50 years of case law history to back it up.

01:02:44.000 --> 01:03:05.000

We are trying to train people using trauma informed approaches to work with survivors. We know they have experienced severe trauma and they may have concerns that it may not be applicable in other cases.

01:03:05.000 --> 01:03:23.000

It is about preparing them for the process and what it will be like. The fact of the matter is that we have to share their complaint with the respondent. The information will have to get out there because that is how it works. It is about sharing expectations at the start. And hopefully after a day you'll be able to help set the expectations.

01:03:23.000 --> 01:03:41.000

How it works with the VAWA confidentiality requirements, we try to figure that out. We are sensitive to confidentiality issues but our process is also a partially public process and there has to be some information that will go out to the respondent so they can participate in the investigation.

01:03:41.000 --> 01:04:11.000

That is an issue that we are sensitive to and we are looking at and trying to find the right balance of what the obligations are under the VAWA confidentiality requirement, being considerate of the survivor and making sure the process functions.

01:04:11.000 --> 01:04:25.000

>> Natalie Maxwell: I have a follow-up question here, the next 2 questions here are about that. About the complaint process. Can you also talk about how the complaint form and process are accessible and understandable for a regular person without an attorney? And you touched on this in your presentation, Erik.

01:04:25.000 --> 01:04:45.000

In the other question is would HUD or FHEO connect someone with an advocate or attorney.

01:04:45.000 --> 01:05:15.000

>> Erik Heins: We try to keep the language on the complaint form as user-friendly as possible. There really even have to follow the form of what it takes we use the form at all to get their story to us. It is most important that they know they can just go through one of the channels to get to the intake staff and talk a little bit about what happened to them and get some contact information.

01:05:40.000 --> 01:05:58.000

When we revise the form we try to make it more user-friendly and understandable about that it was not too highly legal or technical. We did the best we can with that, and we are always looking for feedback on that and trying to make it better. On occasion we will refer people to a fifth agency which is our fair housing initiative programs partner which gets funding to do investigations and nonprofits or other resources, if it would be helpful. But I cannot tell you what particular intake --

01:05:58.000 --> 01:06:12.000

it is helpful, certainly helpful to have an advocate who is experienced in the process, or even an attorney where possible. .

01:06:12.000 --> 01:06:42.000

>> Natalie Maxwell: You mentioned the fair housing initiative programs. We have a question about whether they can file a valid complaint even if there is no violation of the fair housing act?

01:06:54.000 --> 01:07:08.000

>> Erik Heins: This is a technical legal question that we are working through in real time. We have generally been casting a broad interpretation of how VAWA is supposed to follow the fair housing process. When it question is unclear we --[indiscernible], it allows for FHIP to file under the associational standing doctrines was representative for individuals.

01:07:08.000 --> 01:07:25.000

I think we would allow it. At this time I would say go ahead and give it a shot. It would likely come up as a question for a working group to discuss, and we might need time to get a legal time on that specifically, so we will.

01:07:25.000 --> 01:07:41.000



I would not discourage you from doing it now, but as I said we are trying to learn about it now ourselves, so go ahead and ask it now.

01:07:41.000 --> 01:07:57.000

>> Natalie Maxwell: Thank you for the clarification recommendation. We have a question from Tiffany about jurisdiction. Can you discuss jurisdiction a bit more and how it is determined? And while you are doing now try to pull up the slide.

01:07:57.000 --> 01:08:24.000

>> Erik Heins: Under our jurisdictional assessment there are 4 elements that we look at. Fair housing act term for each person is someone who is harmed by, this is the first element, someone who is harmed by what has happened.

01:08:24.000 --> 01:08:54.000

That is really a very broad category. If someone is bringing a complaint, I can imagine a world where someone is filing a complaint not on behalf of the friend, because something happened to their friend, maybe they don't meet the requirement for associational standing because it may not impact them because of their association with the individual.

01:08:56.000 --> 01:09:15.000

The first question is was the person here by whatever is going on? And the 2nd question is the case timely? There fair housing act has a one year statute of limitation which is what we use for VAWA. Did the case occur within one year, or is the violation ongoing? We look at the dates that were given when it came with us, and if it is within one year we are good there.

01:09:15.000 --> 01:09:45.000

The 3rd thing we look at, the respondent, the person alleged to have done a bad thing, are they covered by the laws at issue? For the fair housing act that might be things like is this someone who had the ability to affect housing in some way, very broad for the fair housing act.

01:09:45.000 --> 01:10:02.000

Under VAWA, and might be an entity that is for the allegations at issue, is it considered one of the covered programs that Kate spoke about earlier. If the person who is alleged to have done the bad thing

the sort of person covered by the law, and is the housing at issue, the thing covered by the law? And the 4th thing,

01:10:02.000 --> 01:10:16.000

is the thing that is alleged to have been bad, the thing that happened, is that protected by the law? I know there's a different question here about the source of income. Source of income is not covered by the fair housing act or any of her other authorities.

01:10:16.000 --> 01:10:41.000

If the person's allegation is strictly source of income allegation that basis is not covered. For example, the biggest example is that we might just get more tenant problems.

01:10:41.000 --> 01:11:11.000

Maybe some will say my landlord is a slumlord and don't don't do anything they are supposed to do as a landlord. If that is not tied to a specific violation under law, like discrimination, maybe they did it to me because I am black as opposed to the white tenants house, it might be covered.

01:11:11.000 --> 01:11:41.000

Is the law intended to cover what is happening here and is the case timely? We make this assessment for all. The timeliness question is generally the hardest one, the one that is coming up the most, and if something is available or not. The assessment is made by gathering information to answer those questions. You have to get all 4 elements, if you miss any of them we're not supposed to proceed with the case as we do not have the authority to do so.

01:12:09.000 --> 01:12:14.000

>> Natalie Maxwell: I will give you a chance to grab a sip of water, while I go through the next Few questions, folks are very interested. The next question I have here is from Alexis. She writes that the Housing Authority terminated a clients housing voucher because she was elected from her unit. She abandoned the unit due to domestic violence prior to the eviction. We submitted HUD 53 between a letter from her mental health provider.

01:12:14.000 --> 01:12:44.000

A hearing officer about termination. Do not make a finding as to domestic violence. We have just filed a state court claim. Would you recommend also filing VAWA complaint in case HUD can resolve faster through conciliation?

01:12:54.000 --> 01:13:09.000

>> Erik Heins: I would recommend filing a complaint. I would think about the jurisdictional elements, primarily is it still timely? Phyla and was in the happens is that it gets rejected, the general rule of thumb for us is that it is fine, I know there was another question about filing cases in other jurisdictions. The law at issue in jurisdictions will always impact the assessment and we have to make the assessment individually.

01:13:09.000 --> 01:13:22.000

The general rule of thumb that you can have a process going into places as long as a hearing starts in one of them. And once the year is a hearing one of them you have to close on the other.

01:13:22.000 --> 01:13:44.000

It is good to file a HUD complaint, and it helps to serve as the statue of limitations it is under the fair housing act and it does under VAWA, in case you want to go to a different court another time.

01:13:44.000 --> 01:13:55.000

>> Kate Walz: I would just add, thank you for that, that the HUD staff are familiar with this, where there might be a state or federal court case, and to the conciliation oftentimes they are very helpful in trying to reach a global resolution is that fair to say?

01:13:55.000 --> 01:14:09.000

>> Erik Heins: Definitely. It happens Frequently enough.

01:14:09.000 --> 01:14:16.000

>> Natalie Maxwell: We will keep going and see how many questions we can get to. The next question is

01:14:16.000 --> 01:14:18.000

can a project based housing property place a tenant on a waitlist for another unit or request tenant to

01:14:18.000 --> 01:14:30.000

complete a new application in response to an emergency transfer request?

01:14:30.000 --> 01:14:45.000

>> Kate Walz: Can you see the question again?

01:14:45.000 --> 01:15:11.000

>> Natalie Maxwell: Can a project base housing property plays a tenant on a wait list for another property or request the tenant to complete a new application in response to an emergency transfer request?

01:15:11.000 --> 01:15:23.000

>> Kate Walz: Several people have posted this -- when emergency transfers became part of VAWA in 2013, when HUD implemented that provision they made a distinction between internal and external transfers.

01:15:23.000 --> 01:15:43.000

The housing provider of that project -based section 8 development has to offer an internal transfer which would be one unit within that property.

01:15:43.000 --> 01:16:10.000

Any other unit to a different property, even if the management company may own the same property but different LLCs for each building at this point would be considered an external transfer.

01:16:10.000 --> 01:16:35.000

HUD has said as a survivor, you cannot jump the wait list. But any housing provider can have it admissions preference for survivors and we certainly encourage that. Because of the external transfer, which they essentially say you are a new applicant, you do have to apply for the other development.

01:16:35.000 --> 01:17:00.000

We are hoping that this changes, and there are some interesting pilots around the country where you don't technically have to apply, but at this point you would if it is outside of the property you are in when you're in project-based section 8 housing.

01:17:00.000 --> 01:17:30.000

>> Natalie Maxwell: Thank you Kate. The next question I have is 2 questions. The first is whether these protections apply to any survivor, not just those who present as women? And the answer to that one is yes. The violence against women act does not only apply to women

01:17:30.000 --> 01:18:00.000

it applies to anyone regardless of gender. Sometimes we also get questions around it applies to same-sex couples and the answer is yes. The 2nd question is is the only affirmative claim, for example is there a private right of action?

01:18:14.000 --> 01:18:44.000

>> Kate Walz: I think this was asked earlier to buy Robert. Very important question. Andrew that VAWA enforcement language that was added in 2022 it is referencing back to -- 10 and 12 of the federal fair housing act those are the enforcement provisions that Eric walked us through. It does not have VAWA 2022 in the prior authorizations do not have the express prior right of action language that you see in the federal fair housing act.

01:18:54.000 --> 01:18:58.000

It is possible that you could try to make a claim and say that you have a right of action to bring for example, in federal court, using section 1983, but there is not that express cause of action that there is under the FHA. It is the administrative scheme to file the complaint, to have the election and Attorney General go to federal court to intervene in the proceeding. All of what Erik described, those are the new rights that survivors and others have to enforce

01:18:58.000 --> 01:19:28.000

VAWA.

01:19:29.000 --> 01:19:59.000

>> Natalie Maxwell: Thank you, Kate. We have a couple questions about vouchers. Kate and going to direct those to you. The first one here is from Jennifer who asks what do I do to help a client who is a

victim of domestic violence with their DCA voucher if they have been denied due to a criminal background within the last 3 years?

01:20:00.000 --> 01:20:30.000

>> Kate Walz: Really important question. We often see that survivors have what are called adverse factors. Due to the violence that they have experience in the trauma related to it, survivors of domestic violence, dating violence sexual assault and stalking have adverse factors, eviction history, poor criminal history, or criminal record of some degree.

01:20:37.000 --> 01:20:53.000

Under a notice called PIH notice 2017 – 08 HUD talks about these adverse factors and is advising covered housing providers under VAWA that if the reason is a person rejected such as criminal background is related to their status as a survivor under VAWA, the housing provider must give them an opportunity to provide the information in the housing provider cannot automatically deny them on the basis.

01:20:53.000 --> 01:21:08.000

For that specific issue if the criminal background was related to the violence, they may have protections that they can use to be admitted, to receive it voucher, and you should look at that notice.

01:21:08.000 --> 01:21:11.000

Generally, HUD is discouraging automatic denials, wristbands, of housing providers for a variety of reasons.

01:21:11.000 --> 01:21:41.000

Whether or not related to status.

01:21:43.000 --> 01:21:56.000

>> Natalie Maxwell: The next one that I will direct to you, Kate is how would -- not the right one.

01:21:56.000 --> 01:22:15.000

>> Kate Walz: Do you want to see if Erik has thoughts on the? I thought that was a good question.

01:22:15.000 --> 01:22:45.000

>> Natalie Maxwell: How would HUD handle a VAWA complaint in which the complainant - household member - requests lease bifurcation of the lease with her receiving the voucher for ongoing housing, but the accused abuser/voucher holder raises a reasonable accommodation claim alleging that the abusive behavior was due to a disability.

01:22:51.000 --> 01:23:16.000

>> Erik Heins: We would have to look at all of the facts involved to see what is at issue. This is the sort of thing that these are the directions we will think about as they come up. I have not seen a case like that before so I do not know the answer. I would say my initial impression is that since the complete is filed by by the VAWA person, the fact that a reasonable accommodation exists may or may not serve as a defense.

01:23:16.000 --> 01:23:43.000

It will depend on what the differences are that are allowed to not performing the lease bifurcation are. We have to look at the fact pattern as it evolves. When was the request made, what recommendation was provided, are they allowed to get out of the lease bifurcation provision because something makes it difficult?

01:23:43.000 --> 01:24:13.000

Just because a reasonable accommodation request was made does not mean the cannot still do it, it just means they had to do some kind of calculus about it, or could they do something else? It is just very hard to answer that question because there are a lot of facts there. There are interactions between the 2 things that we would have to talk to our legal team about.

01:24:14.000 --> 01:24:28.000

>> Natalie Maxwell: I will try to get to 2 more questions here. Erik this is for you. The question here is I working with the victim who was evicted as a result of domestic violence. The victim filed a complaint with HUD in May 2022 who transfer the claim to her local city EEOC office.

01:24:28.000 --> 01:24:56.000

The victim has yet to receive a determination. Is there a process. The local HUD office to take the claim back from the local city EEOC since they do not seem to be able to complete their own process?

01:24:56.000 --> 01:25:22.000

>> Erik Heins: There is a process -- well, it depends. May 2022 is before we had enforcement authority over VAWA so it is possible that if the situation was not continuing in some way we may not have been able to take the case.

01:25:22.000 --> 01:25:52.000

There might have been an assessment about that. They also don't know that we normally refer things to EEOC offices -- we don't refer to anyone officially unless they are under are fair housing assistance program.

01:25:55.000 --> 01:26:23.000

If the case was made pursuant to the program there may be ways to do it. And you can contact the HUD office if that was the case. You would know that because the case also have a HUD number. When we as a partner program and refer the case the case also stays with HUD unofficially until the case resolves it is called dual filed.

01:26:23.000 --> 01:26:46.000

If it does not have a HUD number and just went to the EEOC there is not really a mechanism to take it back. And there will not be a way to do that. I would like to see if it has a HUD number and if it was a dual filed case and contact the regional HUD office. Or you could try refiling if it is still timely but it sounds like it might not be.

01:26:46.000 --> 01:27:16.000

>> Natalie Maxwell: The last question is from Peter which asks when immediate preliminary relief might be needed what if any options does HUD have for obtaining that, without the complainant needing to initiate suit and request a preliminary injunction?

01:27:30.000 --> 01:27:55.000

>> Erik Heins: Under the fair housing act we have the ability to seek what is prompt judicial action. I don't know if that part of the process, we can go to the court to get a preliminary injunction when there is an exigent need. I don't know if that is incorporated under VAWA. We probably consider that until we learned we cannot do it. That said it is not something we do very often, even in the normal for housing cases.



01:27:55.000 --> 01:28:23.000

It is rare for us to use that ability to go and do it. While the VAWA cases might have more urgent and exigent circumstances to make them more likely to occur we mostly train our investigators to find other ways to get immediate relief to an urgent problem.

01:28:23.000 --> 01:28:53.000

One of the things we've been talking about is getting an early a conciliation for -- if they need emergency transfer and because there is a threat of harm, we are telling our investigators to try to get the housing provider to make the transfer not in resolution of the case, but as a way to stop an ongoing harm that will lead to more damages in the future and because it is the right thing to do.

01:29:01.000 --> 01:29:02.000

Additionally, we also do things like send letters that say there is an ongoing HUD investigation will write those up for claimants and to share them with counsel of record if they facing eviction. And because if there is an eviction, and asks that they hold off in proceeding with an eviction because there is an ongoing case.

01:29:02.000 --> 01:29:18.000

If there is an ongoing case for an urgent need like that, talk to your investigator and expressed your need for it.

01:29:18.000 --> 01:29:42.000

There should be some ways to help it out, or they can bring it up and[indiscernible].

01:29:42.000 --> 01:30:06.000

>> Natalie Maxwell: Thank you, Erik. Apologies to those of you who did not get your questions answered today. Some of these I believe will be answered with the post webinar materials. We have also included are contact information. If you still have questions after we send out those materials, these feel free to follow-up with us.

01:30:06.000 --> 01:30:24.000

We want to close by sharing the materials and resources that have been referenced throughout the webinar. The first includes the link to HUD's information on VAWA on the complaint and processes.

01:30:24.000 --> 01:30:34.000

That will be in the materials. And there are a number of national organizations with resources that focus on survivors of domestic violence and sexual assault and stalking as well as human trafficking.

01:30:34.000 --> 01:31:04.000

We have provided a list of those organizations along with links to their websites and where there is a hotline for referrals.

01:31:18.000 --> 01:31:28.000

Again this will all be included in the post webinar materials. And finally, some state and local resources including our compendium on the housing rights on protections for survivors. In the final resources a link to a few national toolkits and brochures and those can be shared with survivors so that you can use those.

01:31:28.000 --> 01:31:53.000

Feel free to click on the links. Feel free to print those out as necessary. With that I will hand it over to Kate to close it out.

01:31:53.000 --> 01:32:05.000

>> Kate Walz: Thank you so much Natalie, and Erik, and thank you for joining us today. We got terrific questions and reinforces why we do this training, as we are working in partnership with HUD to write this to complaint process.

01:32:05.000 --> 01:32:15.000

Please keep in touch and reach out if you have further questions so this new complaint process can work for survivors and all of us to achieve real justice. Thank you again