

MODULE 8

ATTENDING TO VICTIM SAFETY

Objectives

By the end of this module, participants will:

- Be familiar with typical local DV services and know how to access advocates' help on behalf of LGTB clients.
- Identify problems in how authorities, DV service providers and LGTB communities respond to LGTB DV, and what risks these agencies' responses pose to victims.
- Identify strategies for addressing victims' immediate and long-range safety needs.
- Understand why referrals to couples counseling should be avoided.
- Understand how to identify safe referrals for LGTB victims.
- Understand the importance of collaborating with the client in an egalitarian manner.

MODULE OVERVIEW

Time: 1 hour, 15 minutes

TIME	LESSON	PROCESS	PAGE
10 min.	1. Safety Planning with Victims	Mini-Lecture	78
20 min.	2. LGTB-Specific Safety Issues	Brainstorm	84
10 min.	3. Responsibilities of Human Service Providers	Mini-Lecture	92
20 min.	4. Creating a Victim-Friendly Agency	Sm. Group Brainstorm	94
15 min.	5. Wrap-Up	Go-Around	103

Materials:

- Slide 31 - 41
- Appendix 6, Safety Planning Guide
- Appendix 7, Safety Planning Hints for Human Service Providers
- Appendix 8, Resource Guide
- Evaluation Form (handout)

Lesson 1: Safety Planning with Victims

Time: 10 minutes

Materials:

- Slides 31 & 32
- Appendix 6, Safety Planning Guide
- Appendix 7, Safety Planning Hints for Human Service Providers

Many of the following ideas are from Davies, Safety Planning with Battered Women.³²

Mini-Lecture

Slide 31

If DV is Disclosed . . .

- Empathize with client's feelings & let them know they are not alone.
- Believe client's account; don't blame them
- Don't look for how client contributed to the violence or make excuses for the abuser.
- Remind client that no one deserves abuse.
- Don't jump in with quick solutions, or challenge their decisions.
- Don't avoid the issue by shifting topics.

Teaching Points

Victims are the experts on their own situation, and actively work to safeguard themselves and their children.

Leaving an abusive partner successfully and permanently takes *planning*, which is easier to do during relatively calm periods than in the middle of a crisis.

However, in between acute violent episodes, victims may persuade themselves that violence will not recur, and may minimize danger signals or focus only on managing whatever is happening that day, which makes active safety planning more difficult.

DV service providers are the ones who have both the time and the expertise to help clients make detailed safety plans and implement them. *Safety plans* are concrete plans of action to be implemented when the victim identifies an increased risk of violence, or contemplates taking action. DV service providers can help in a number of ways.

Slide 32

Typical DV Services

- Safety Planning
- Shelter, transitional housing
- Counseling
- Support groups
- Advocacy with courts, DSS/HRA, etc.
- Children's programs
- Job readiness

➤ If a local DV service provider has sent a representative to the training, give that person a few minutes to introduce their agency, describe their services and answer any questions before moving on.

Show the slide(s) with the name and phone number of the local DV service provider(s) here.

Transition: Because of the scarcity of specific DV services for LGTB people, it may be necessary for human service providers to engage in safety planning a bit more in depth with abused LGTB clients. The next lesson addresses that process.

Lesson 2: LGTB-Specific Safety Issues

Time: 20 minutes

Materials:

- Slide 33 - 37
- Appendix 7, Safety Planning Hints for Human Service Providers
- Appendix 8, Resource Guide

BRAINSTORM: RISKS OF SEEKING HELP

As you go through each of the groups of people discussed below, remind participants of the risks, and ask them to brainstorm possible provider responses in each of these areas. Additional suggestions for providers are marked with %. They are also included in Appendix 7, Safety Planning Hints for Human Service Providers.

Besides the risks that LGTB victims face as a result of their partner's behavior, they face additional dilemmas when helpers' feelings and assumptions about their gender identity or sexual orientation get in the way of their ability to respond to them as victims.

LGBTB victims may encounter different problems when they seek help from:

- authorities or institutions,
- DV service providers, particularly shelters,
- their LGTB community, or
- family and friends.

Slide 33

Risk from Authorities

- Police arrest both parties or refuse to respond.
 - In NYS, police must try to identify the primary aggressor, & arrest that person.
- CPS/ACS or courts seek to remove children because of parents sexual orientation or gender identity.
- Bias or hostility toward children.

- Dual arrest: Victim and abuser have even been put in the same holding cell. Mutual arrest is a big problem because the victim has committed no crime, it diminishes the victim's credibility in court, it sends a bad message to children who may be watching, the abuser is not held accountable, and it doesn't take into account what can happen to the children if both parents are arrested.
- Non-response: *"I called the police, but nothing was done about it. I kept thinking, 'No one cares because I am a lesbian.' The police basically took the attitude, 'So two dykes are trying to kill each other, big deal.'" 33*
- Loss of custody or visitation rights: This risk is in addition to the risk abused LGTB parents share with heterosexual battered women, of losing their children to an ex-partner who wins custody or kidnaps them, or to CPS/ACS, which removes them because they believe the victim has "failed to protect" them from the violence.
- Biased or hostile behavior toward the child: This is a risk if the parent needs the school or daycare to help enforce an Order of Protection. The child may be "outed" as having an LGTB parent, or may be presumed to be LGTB themselves. Either can result in harassment by classmates and uninformed behavior by adults.

What should providers do?

- Help clients assess both costs and benefits of contacting, and coming out to, authorities. Do not assume that calling police or asking for an Order of Protection is a good idea.
- If clients do decide to contact authorities, help them think through how they want to handle such contact.
- Help clients assess their partner's likely response to their contacting authorities.

Supplementary Information

LIMITS ON ACCESS TO FAMILY COURT.

Access to Family Court ³⁴ is limited to people who:

- are (or were) legally married to each other, or
- are related by blood or marriage (including extended family members), or
- have a child in common (including adopted children), whether or not they ever married or lived together. Same-sex couples in which one partner has adopted the other's biological children meet this criterion, but this is a minority of cases.

Both Family and Criminal Court can issue temporary Orders of Protection (OP). Along with these, Family Court can grant temporary Orders of Child Support, and Medical Support Executions, which stop the abuser from cancelling health insurance on their partner and children.

Criminal Court: If the officer does not see the offense as arrestable, the victim cannot get an Order of Protection in NYC. If the primary aggressor is not identified, both parties may be arrested, and mutual Orders of Protection may be issued. (The new anti-stalking law may facilitate victims' getting an OP through the Criminal Court by making more offenses arrestable.) At the same time, many victims may not realize that the Criminal Courts are available to them as an option.

Lack of access to Family Court denies LGTB victims access to some important benefits:

- Greater control over the process (e.g., greater ability to choose to drop a case).
- Confidentiality. Criminal Court records are public, while those of Family Court can be sealed. Criminal courtrooms are open to the public, while only the parties involved can be present in Family Court. (However, any Order of Protection issued becomes part of the state registry of OP's, and can be accessed by police.)
- The ability to seek a civil Order of Protection without having their partner arrested. Orders of Protection, if granted, may not go into the state registry. Only "family" OPs *have* to be included. (Drawbacks of arrest may include safety issues after the abuser is released, loss of partner's income, and potential loss of partner's employment depending on their line of work.)
- Restitution for damages, up to \$10,000, without need for a conviction.
- Access to protection by the courts *before* the violence escalates to a level that is severe enough to warrant arrest.

Slide 34 & 35

Risks of Seeking DV Services

- Staff may lack training about LGTB DV.
- Staff may respond homophobically or transphobically.
- Staff may be unprepared to respond to residents' homophobia or transphobia.
- Shelter may have responded to abuser as a victim.

Risks of Seeking DV Services

- Shelter location may be known in the LGTB community.
- Children's issues.
- Lack of safety for LGTB staff leads to lack of safety for LGTB clients.
- Fear of advocating for LGTB victims.
- Lack of LGTB abuser programs.

Staff may lack training about LGTB DV: Staff who do have training may only know about lesbian DV.

- In most communities, gay men and transgender people can find shelter only in homeless shelters, which do not have confidential locations, and which may subject them to additional bias and victimization.

Homophobic/transphobic responses: Shelter residents may see lesbian or trans victims as a threat to themselves and their children. (MtF victims may be seen as “really” male.) Lesbians may leave shelter rather than spend the energy it takes to pretend their partner is male.

Shelter responds to abuser as a victim: Abusive lesbians have been known to seek shelter, claiming to be abused, leading the DV service provider to think that their partner is the abuser and to deny her services. Abusive lesbians may also be staff members or volunteers at the shelter where their partners seek services.

- *“She was working at the shelter. So I didn’t feel like I could go to a shelter because she would be able to find out where I was. She was also an ex-resident of that shelter, which made...the staff there...maybe a little more lenient towards her.”*³⁵

Shelter location known in LGTB community: Because many shelters have lesbian staff, the shelter location may become known in the LGTB community (particularly in rural areas), and therefore known to abusers.

Children's issues: Victims may need to help their children prepare for possible coming out in shelter, and possible harassment by other children. Shelter staff may not understand issues facing children of LGTB victims while they are in shelter, and may not know how to talk to the mother about how her family handles this.³⁶

Fear of advocating for LGTB victims: Advocates (particularly in small towns and rural areas) may fear that working effectively for LGTB victims will diminish their credibility with other agencies (police, courts, etc.).

Lack of LGTB abuser programs: Batterer programs are very controversial. They are hard to evaluate and may not decrease victims' danger. Most DV service providers do not offer them. Despite this, it is a problem that existing programs are almost totally aimed at heterosexual men who batter their female partners.

What should providers do?

- *Help clients assess costs (they may face homophobia and transphobia) and benefits (services already discussed) of seeking help from, and coming out to, DV services*
- *Don't assume that LGTB victims will be warmly received in shelters.*
- *Do not refer abusers to therapeutically oriented groups or programs, or to individual psychotherapy aimed at changing their violent behavior.*

All licensed DV programs in NYS are required to provide services to LGTB victims. Appendix 8, the Resource Guide, lists NYS DV programs which have developed *specific* services for LGTB victims.

Supplementary Information

RESPONSES TO HETEROSEXUAL AND LGTB DV.

<u>Heterosexual Battered Women</u>	<u>LGTB Victims</u>
<p><u>Shelters</u></p> <ul style="list-style-type: none"> • Available in most counties • Other residents are mostly also heterosexual women. • Advocate’s language and analysis reflects residents’ experience. • Batterers barred from entering. 	<p><u>Shelters</u></p> <ul style="list-style-type: none"> • Few shelters for gay men or transgender people. • Lesbians may feel invisible or unwelcome, or risk further abuse by other residents or staff. • Advocates may not understand their experience, or may be heterosexist, homophobic, or transphobic. • Lesbian batterers posing as victims may gain access to shelter.
<p><u>Police Response</u></p> <ul style="list-style-type: none"> • Police are legally <i>required</i> to identify and arrest the primary aggressor (“mandatory arrest”). • Police more likely to correctly identify and arrest batterer. • Police seen as potential helpers. 	<p>Police Response</p> <ul style="list-style-type: none"> • Arrest is <i>preferred</i> when police have probable cause to believe a crime has been committed, but is not mandatory & often doesn’t happen in LGTB DV incidents. • Police often arrest both people. • Victims who fear being abused because of their sexual orientation or gender identity, may not call police when needed.
<p><u>Court & Social Service Response</u></p> <ul style="list-style-type: none"> • Risk of losing kids if partner wins custody or kidnaps them. • Access to both Family Court and Criminal Courts. • <u>Family Court access provides:</u> • Possibility of sealed records. • No arrest necessary. • Temporary OP, Order of Child Support & Medical Support Execution. • Court-ordered restitution for damages. • Easier to obtain OP which excludes abuser from the home. 	<p><u>Court & Social Service Response</u></p> <ul style="list-style-type: none"> • Risk of losing kids because of both partner’s behavior <i>and</i> sexual orientation. • Access to Family Court only if they have a child in common (rare). • <u>Use of Criminal Courts involves:</u> • Public records. • Arrest of abuser. • Restitution only if abuser is convicted. • Great difficulty getting an exclusionary OP, so victim may have to risk trying to evict abuser themselves.

Slide 36

Risk from LGTB Community

- Denial of the abuse.
- Mutual friends reluctant to take sides against the abuser.
- LGTB service providers underestimate importance of safety considerations in victims' decision-making.

Denial of abuse: LGTB communities often deny the reality of abuse for fear that acknowledging it will give heterosexual society more reason to see lesbian and gay relationships as sick.³⁷ They may prefer to think that there is something wrong with the victim themselves, rather than acknowledge that LGTB people can be abusive.

- *“I decided to talk to my [lesbian] AA sponsor [about being raped by her partner]. And what seemed like something even more terrible than the rape itself began to happen. I was told to not talk about it. I spoke to other women in my community. They also told me not to talk about it. It was horrifying that the women I had known for almost a year turned their back on me.”³⁸*

Mutual friends: Friends may hesitate to side with the victim (even though they would unhesitatingly support a woman abused by a man). This further isolates the victim.³⁹

- *“Several friends knew she had battered other lovers, but they didn’t tell me about it.”⁴⁰*

What should providers do?

- *Help clients assess the costs (potential silencing and victim-blaming) and benefits (potential support) of disclosing abuse in their LGTB community.*
- *Maintain a clear stance that their victimization is not their fault, and that the abuser is responsible for preventing further harm to their partner. (This message is especially powerful coming from another LGTB person.)*

Slide 37

Risk from Family & Others

- Rejection by family, employer, etc. because of sexual orientation or gender identity may rob victim of whatever support they might have gotten as a victim of abuse.
- Victims may not be able to avoid coming out in order to seek services.

Having to come out in order to access services:

- Victims in rural areas may hesitate to call the police if they know that their family and friends all have police scanners.

What should providers do?

- *Help clients assess the costs (potential silencing and victim-blaming) and benefits (potential support) of disclosing LGTB abuse to family and others..*

Lesson 3: Responsibilities of Human Service Providers

Time: 10 minutes

Materials:

- Slides 38 - 41
- Appendix 6, Safety Planning Guide
- Appendix 7, Safety Planning Hints for Human Service Providers
- Appendix 8, Resource Guide

Mini-Lecture

Human service providers do *not* have time to become experts on safety planning or to do it adequately with every abused client. They *should* be prepared to:

Slide 38 & 39

Providers' Responsibilities

- ☞ Talk about DV.
- ☞ Remind victims that they are not to blame.
- ☞ Defer to clients' judgment re: safety issues.
- ☞ Discuss the safety implications of *all* potential referrals & interventions, including mandated child abuse reports.
- ☞ Affirm the validity of LGTB people & their right to live without violence.
- ☞ Don't refer to couple counseling or mediation!

Providers' Responsibilities

- ☞ Support victims' right to make their own decisions, even when you don't agree.
- ☞ Find support for yourself, & don't transfer your frustration, helplessness or anger onto your clients.
- ☞ Identify safe & helpful community resources, including DV service providers. Help clients access them & know what to expect from them.

Mandated Reporting. Because DV can place children in danger, the issue of child abuse reporting may arise for those who are mandated reporters. Not all calls regarding domestic violence will be registered by the child abuse hotline, but some will. *Before* calling the hotline, the mandated reporter should help the victim plan for safety around their partner's likely response to the report, and consider the possibility that the children may be removed from them, not just from the abuser.

Couple Counseling and Mediation. These are ineffective, and often dangerous, responses to DV. There is always the risk that the therapist will (intentionally or not) collude with the abuser, reinforce their abusive tactics, blame the victim for causing or provoking the abuse, or put the abuse on the back burner in order to first deal with issues that they see as more fundamental. Couple counselors frequently see DV as a relationship problem which both partners contribute to, and fail to understand that *one* partner's goal of power and control underlies it. This often puts victims in the dangerous position of trying to resolve relationship conflicts by negotiating away their right to live without violence, or try to gain an end to the abuse by giving up their other legitimate needs and wishes.

Safety planning with abusers. Try to determine risk and need for intervention, and assess their sense of responsibility and accountability for the violence. Help identified abusers consider viable alternative responses, and maintain their responsibility to live without violence.

Refer participants to Appendix 6, Safety Planning Guide, Appendix 7, Safety Planning Hints for Human Service Providers, Appendix 8, Resource Guide.

Summary

To remember the most important points about helping abused clients, remember the acronym, **SAFE HELP**.

Slide 40 & 41

S.A.F.E.	H.E.L.P.
<ul style="list-style-type: none">👉 Screen for DV at intake.👉 Assess safety/risk.👉 Follow up with every abused client.👉 Empathize with clients' feelings.	<ul style="list-style-type: none">👉 Help clients access DV services.👉 Evaluate all potential referrals and interventions for safety.👉 Lease clients in control.👉 Plan for safety <i>with</i> clients, not for them.

Transition: The next lesson focuses on characteristics that can help make an agency a safe referral for LGTB victims.

Lesson 4: Creating a Victim-Friendly Agency

Time: 20 minutes

Materials: none

SMALL GROUP BRAINSTORM

Have participants turn to next page in their manuals (Creating a Victim-Friendly Agency worksheet). Ask people who work in the same or similar settings to gather in small groups and develop suggestions for making their organizations more responsive to LGTB victims of domestic violence. If there are DV advocates in the group, ask them to gather together, have them turn to page 92 instead (Creating an LGTB-Friendly Agency worksheet), and report out separately. If no DV advocates are present, go over the material on Creating an LGTB-Friendly Agency briefly with participants after completing the exercise.

Creating a Victim-Friendly Agency - Worksheet

List two or three strategies for accomplishing each of the following goals in your own agency. Sample strategies are given to get you started.

Solicit top management's commitment to making your service victim-friendly for clients, employees and volunteers.

- Ask management to include a domestic violence in your agency's employee handbook, and to develop procedures for making the workplace safe for victims.

- _____

- _____

- _____

Let clients know that your agency is committed to working with all victims.

- Include domestic violence issues in all agency publications.

- _____

- _____

- _____

Ensure that internal policies reflect commitment to victims.

- Provide opportunities for staff to attend domestic violence conferences.

- _____

- _____

- _____

Ensure that staff have the attitudes, knowledge and abilities to serve victims of DV.

- Train all staff and volunteers on LGTB domestic violence.

- _____

- _____

- _____

Ensure that staff and volunteers reflect the community you serve.

- Recruit staff who are experienced DV advocates.

- _____

- _____

- _____

Evaluate the safety of the services you provide, and the barriers that can keep victims from freely accessing them.

- Support groups for LGTB victims.

- _____

- _____

- _____

CREATING A VICTIM-FRIENDLY AGENCY

Solicit top management's commitment to making your work-place safe for clients, employees & volunteers.

- Ask management to include a DV policy in the agency's employee handbook.
- Ask management to look at workplace security to see whether it is adequate to meet victims' needs.

Let clients know that your agency is committed to working with all victims.

- Include DV issues in all agency publications.
- Develop client materials that address LGTB DV.
- Put up posters about LGTB domestic violence.
- Educate all staff on LGTB DV; don't expect one known LGTB staff person to work with all abused LGTB clients.
- Use inclusive language, and *follow through*. Make sure brochures about DV address the entire LGTB community - people of color as well as white people, and talk about gender identity as well as sexual orientation.
- Direct outreach efforts toward:
 - people who don't identify as LGTB,
 - those whose primary identification is with a community of color,
 - those who do not identify with the language of "battering,"
 - gay and transgender men.

Ensure that internal policies reflect commitment to victims.

- Provide opportunities for staff, especially staff of color, to attend and present at DV conferences and to represent the agency publicly.
- Know who is available to assist immigrants who are LGTB and/or victims.
- Provide LGTB-affirming and victim-sensitive interpreters for clients who do not speak English.

Ensure that staff have the attitudes, knowledge & abilities to serve victims of DV.

- Train all staff and volunteers on LGTB DV.
- Ensure that DV services continue by having various staff involved in them.
- Educate staff on the complexities of immigration issues for LGTB people and for battered people generally.

Ensure that staff & volunteers reflect the community you serve.

- Recruit staff who are experienced DV advocates.
- Encourage survivors to take leadership roles.

Evaluate the safety of the services you provide, & the barriers that can keep victims from freely accessing them.

- Offer support groups for LGTB victims.
- Provide written information in a safe manner.

Creating an LGTB-Friendly DV Agency - Worksheet

List two or three strategies for accomplishing each of the following goals in your own agency. Sample strategies are given to get you started.

Solicit top management's commitment to making your service anti-racist and LGTB-friendly for clients, employees and volunteers.

- Include sexual orientation and gender identity in your agency's non-discrimination and sexual harassment policies.

- _____

- _____

- _____

Let clients know that your agency is committed to working with LGTB people.

- Include LGTB DV in all agency publications, and make sure all print materials for clients explicitly include LGTB issues.

- _____

- _____

- _____

Ensure that staff and volunteers have opportunities to learn about LGTB issues, and the attitudes, knowledge and abilities to serve LGTB clients.

- Provide anti-homophobia/transphobia and heterosexism training for all staff and volunteers.

- _____

- _____

- _____

(Worksheet continued next page)

Ensure that staff and volunteers reflect the community you serve.

- Recruit LGTB staff, including LGTB people of color.
- _____
- _____
- _____

Provide services to LGTB people.

- Support groups for LGTB victims.
- _____
- _____
- _____

CREATING AN LGTB-FRIENDLY DV AGENCY

Organizational policies and culture.

- Solicit top management's commitment to making your service anti-racist and LGTB-friendly for clients, employees and volunteers.
- Include sexual orientation and gender identity in your agency's non-discrimination and sexual harassment policies.
- Recognize that a non-discrimination clause is not enough.
- Establish a zero-tolerance policy for homophobic and transphobic comments. Recognize that such attitudes in the agency support the use of homophobic and transphobic tactics by abusers.
- Create a culture in which staff can safely come out; celebrate them when they do.
- Celebrate significant events in LGTB staff members' relationships.
- Develop working relationships with LGTB service providers in your community, and with organizations specifically serving bisexuals and transgender people.

Let clients know that your agency is committed to working with all LGTB people.

- Include LGTB DV in all agency publications, and make sure all print materials for clients explicitly include LGTB issues.
- Use inclusive language in speech and on agency forms. (Print materials on LGTB issues must address the entire LGTB community, talk about gender identity as well as sexual orientation, and address LGTB people of color as well as white people).
- Develop specific materials for LGTB clients.
- Put up multicultural posters aimed at LGTB clients.
- Develop support groups for LGTB victims.

Ensure that staff and volunteers have opportunities to learn about LGTB issues, and the attitudes, knowledge and abilities to serve LGTB clients.

- Provide anti-homophobia/transphobia/heterosexism training for staff and volunteers.
- Train all staff and volunteers on LGTB DV. Don't assume that learning about lesbian DV is sufficient.
- Ensure that LGTB programs continue by having various staff involved in them - don't refer all LGTB clients to the one known LGTB staff person.
- Provide opportunities for all staff to attend LGTB-related conferences.
- Provide opportunities for LGTB staff, especially staff of color, to present at conferences and to represent the agency publicly.
- Inform staff of LGTB-affirmative resources in your community.
- Educate staff on issues facing specific groups of LGTB people – recognize that one size does not fit all.

Ensure that staff and volunteers reflect the community you serve.

- Recruit LGTB staff, including LGTB people of color.
- Encourage LGTB people to take leadership roles.
- Recruit LGTB staff, but don't make them totally responsible for LGTB programs.
- Encourage LGTB people, especially survivors, to take leadership roles.
- Develop strategies for preventing LGTB abusers from gaining admission to shelter.
- Develop relationships with organizations serving the LGTB community.
- Develop strategies for better serving LGTB victims of color.
 - Educate white staff on how racism keeps people of color from seeking services.
 - Involve LGTB communities of color in making policy, not just providing services.
 - Provide LGTB-affirming interpreters for clients who do not speak English.
 - Provide culturally and linguistically sensitive support groups (e.g., some Latinos/as have suggested that a support group for LGTB Latinos/as should be mixed gender, because there is less gender separation between among LGTB Latinos than among Anglos).⁴¹
- Do outreach through community organizations of African-Americans, Asian-Americans, Native Americans, or other ethnic groups in your area, in order to reach LGTB people who do not identify with or participate in the LGTB community.

Develop services for LGTB people.

- Support groups for LGTB victims.
- LGTB-affirming shelter.
- Shelter options for male and trans victims.

Teaching Points

Many of the above points can be used to evaluate whether an agency is likely to be a safe and helpful referral for your clients:

- Do client materials affirm LGTB people and acknowledge the issue of LGTB DV?
- Are staff and volunteers trained on LGTB DV?
- Do their materials use inclusive language? Do they address LGTB people of color as well as white people, and talk about gender identity as well as sexual orientation?
- Do they provide LGTB-affirming and victim-sensitive interpreters for clients who do not speak English?
- Do LGTB staff feel safe coming out at work, and affirmed when they do?
- Do they have working relationships with LGTB service providers in the community, and with organizations specifically serving bisexuals and transgender people.
- Do they recruit and promote LGTB staff, including LGTB people of color?
- Do they attempt to prevent LGTB abusers from gaining admission to shelter?
- Is the shelter LGTB-affirming?
- Are shelter options provided for male and trans victims?

Go-Around

Have participants turn to this page in their manuals and write an answer to the following question.

Identify one specific practice in your own agency that either reinforces heterosexual privilege or is unresponsive to LGTB victims of DV, that you would be willing to work toward changing.

For example, a DV service provider might educate co-workers about why they should not automatically refer to clients' partners as 'he.'

Go around the room and ask people to share their ideas so that others can learn from them.

Wrap-Up

Ask whether anyone has found the answer to their name tent question, and ask them to share both the question and the answer with the group. Check that everyone has had a chance to answer their question.

Trainees should be able to answer:

- ___ Give two principles of safety planning.
- ___ Why is it a bad idea to refer abusers and their victims to couple counseling?
- ___ What is one way that LGTB victims might feel revictimized if they go to a DV shelter?
- ___ Describe what it means to make an agency's written materials truly inclusive.

Lesson 4: Closing

Time: 15 minutes

Materials:

- Evaluation Form (Handout)

GO AROUND

Reflect on the training, appreciate participants' contributions to it, and remind them of how much they will be able to contribute to their clients' safety and well-being if they pay attention to issues discussed during the day. Briefly review parking lot issues, acknowledge that it would have been valuable discussing them, and ask participants whether any specific kind of follow-up on those issues would be useful. In the event that there is any extra time, it should be spent returning to whichever parked issues participants would most like to discuss. Ask participants to share any comments they want to make to end the training, anything they particularly appreciated about it, anything they regret not having had time to discuss, etc.

Have participants complete evaluation forms and return them before they leave.

