

Strengths and Challenges in Rural Dual/Multi-Service Agencies

Webinar Transcript

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Resource Sharing Project

Kris: Welcome everyone to RSP webinar for Strengths and Challenges in Rural Dual/Multi-Service Agencies. We wanted to take some time and talk about what it is to be a Rural Dual Multi Service program. As a field, historically we haven't thought about what it is to be a Rural Dual program and so we want to take that time today and talk generally about what it means to do the work that we all do. So we will talk about the strengths and challenges in Rural Dual or Multi Service Agencies. We will discuss ways we can build upon our strengths as rural folks to develop high quality sexual assault services and then you'll get to know a little bit about the training and TA (Technical Assistance) available to rural grantees. So before we get started I would like to know who's here with me today. So in your feedback box you will see options of A, B, C and D I would like you to choose one. A: if you do only sexual violence B: if you do only domestic violence C: if you do both sexual violence and domestic violence work and D: if you do some other community or statewide work. And it looks like just about all of us here do both sexual violence and domestic violence work. So next let's see who we all are here in the room. Let's look at A: if you are an Advocate or some sort of advocacy is part of your role, B: if you are a Program manager or executive director, C: coalition staffs that are here today. Hello Grace and Suzy. and D: If you do other things, maybe you work at a state funding agency or you work in Police department.

Valerie: And while you are all answering the question about what you do Kris and I are going to share a brief introduction of the Resource Sharing Project as well as give you a little bit of information about us. And so the first thing I'm going to do is share information about the Resource Sharing Project, which is a collaborative project between the Iowa Coalition Against Sexual Assault and The North Carolina Coalition Against Sexual Assault and the Washington Coalition of Sexual Assault Programs. The RSP is working to end sexual violence and increase services available to sexual violence survivors by developing tools, providing technical assistance and training and otherwise assisting rape crisis centers and state tribal and territorial sexual assault coalitions. The RSP provides technical assistance, support and the disseminations peer driven resources for all state and territorial sexual assault coalitions, rural grantees and sexual assault demonstration initiative project sites. The RSP utilizes peer to peer Technical Assistance and the voices of survivors as guiding principles. Like I said before I'm Valerie Davis and I am TA specialist for the RSP and before coming to work for the RSP, I worked at a dual multi service agency in eastern Iowa for 15 years. And in fact we going to explain a little bit about what we mean dual multi services agency here in a little bit. But what I mean by that is that I worked for an agency that provided Domestic Violence and Sexual Assault services as well as multiple other community services. So I worked for the bulk of my time there for 15 years as an advocate but as well, I served as the domestic violence and sexual assault program director for the last 6 years that I was there. So the challenges and strengths of Dual Multi services are near and dear to me. So Kris do you want to share a little bit about yourself now.

Kris: Yeah thanks Val. I also my roots are in a rural dual program. I have to beg forgiveness when I'm with my rural folks because I will admit I am a native Chicagoan by birth but I moved to the country and discovered that I absolutely adored living and working in a rural community. So I did my advocacy work in rural southern Illinois in the far southern tip almost in Kentucky. I worked for a dual program we did domestic violence and sexual assault work and I worked for sexual assault half of our program as a medical/legal advocate.

So I see from our chat box today that we have a lot of program managers here today which is fantastic and then a whole bunch of advocates. I love to see my sister advocates and coalition staff and then lots of friends who do other sorts of work. So that's terrific we glad to have you all here.

When Val and I talk about Dual and Multi Service Agencies, we're talking about really a wide range of places. Dual Services agencies are places like the agency where I worked where we specialized in Sexual assault work and Domestic violence work and really that was it. Val's agency also did child services, homelessness services, and substance abuse. Val do you even know how many different services your agency provided?

Valerie: Well I did know but there were quite a few services that they provided.

Kris: It was kind of yeah Val's shop was a big one stop shop in the community for multi-mental health and community needs. We think it is important to talk about Dual and Multi service agencies and what it means to be a Dual or multi service agency because there are about 1300 rape crisis centers in the United States, those are places that help sexual assault survivors. 900 of those 1300 centers are in Dual or Multi service agencies and this includes almost every rural rape crisis center it is incredibly rare to find a rural center that just does sexual assault work. And we'll talk about some of the reasons for that today but the first thing we want to tell you is that those of you who are working Rural or Multi service programs which is most of you. You are not alone in the struggles and the oddities and the joys of doing the sexual assault work and the dual program are pretty common across the field so we wanted to spend some time to talking about that today.

Valerie: And Kris I think one of the areas that we want to include when we think about multiservice agencies as well as maybe some of those more traditional services not to mention alcohol substance abuse, child care, homeless, also agencies especially in rural areas that also have victim witness services or homicide survivor services, maybe a child advocacy center, also we want to include any tribal government or tribal services when we think about multi service agencies as well.

Kris: Absolutely.

Valerie: Yeah, and so some of the challenges faced by dual or multi service agencies in serving sexual assault survivors come from our structure whereas stand alone programs have a structure that allows for concentrated attention and deeper knowledge of their topic for instance stand alone rape crisis center have the ability to focus on only sexual assault. Dual or Multi service agencies by their structure have knowledge resources and attention defused across all of their service topics or areas. But this also creates a broader knowledge, like so our knowledge and our attention are just broader that just on one area. So today what we want to do is identify the strengths of dual/multi service agencies and talk about how we can build up those strengths in order to enhance our services to sexual assault survivors.

Kris: Yeah we also want to look at some of the special challenges for doing rural work but I think we talk about these challenges it is so important that we all recognize that the challenges are what make us strong and creative. I tell you rural advocate and program managers you all are some of the most creative people in the field as I always like to say for those of you old enough to get the reference we know how to MacGyver just about anything. So in your chat box we would like to ask what you love about working in a rural program. If everyone wants to think about for a second then write your response in the chat box. Kelly says that they are always learning new ideas from other people. Oh my god Grace I love it the mayor is your employed advocate. Talk about a close relationship to government. How connected people are. Those strong working relationships are also being mentioned that's great. Yeah I see a lot people talking about creativity and collaboration.

Valerie: Knowing the community again focusing on those relationships and those are the things that help us to see those strong communities as I am seeing on here as well how I identify those strengths.

Kris: Shirley uses the rural community to help her with vicarious trauma because the commutes give her lots of time to think. That is so true. Marie likes all the different work that she gets to do. That's wonderful. I would love it if you all kept talking about this while Val and I start talking.

(More comments include: "Having strong working relationships with other agencies throughout the community, working in all the different areas with the varied victims, services and inventive cooperation, serving others who need advocacy and support, collaboration with law enforcement and dv/sa officers, deeper relationships with each other and our community, generous community related to resources, close relationships and the historical relationships working with families over time, getting to learn your stake holders on a personal level. Also usually your collaborative partner belongs to a church or civic club that you attend, actually knowing all the community members)

So were going to talk about the just some of the different aspects of being a rural dual or multi services agency. And the first thing we need to consider is that rural communities are small communities everybody knows everybody and some of the rural towns that you all live in I'm sure that there are not that many different last names because everyone is related to everyone. And this has certain strengths as several of you pointed out and that you know folks and when you pick up the phone and ask for something you're calling someone that you know it's not cold calling. So it makes our work efficient in that there are fewer people to get to and I know that you know when I was working in a rural community and needed to get in touch with the state attorneys and the prosecutors I had three people to call in my three counties and so you can get to know them much more closely than you can in a more urban settings. However the smallness of our community that enters the deeply interconnected relationship those create some ethical challenges and some struggles for us as service providers. Vicarious trauma is different for us rural advocates because it's so much harder to get away from the work.

I have to tell this story because I think it's sort of funny I had moved into a new apartment and I had been there for about a week when I had a knock on the door and went the door and it was a survivor that I had been working with and she said that she was so glad to see me in the neighborhood because now we could have appointments outside to the office and you know come over for coffee and tea and stuff. And so for me as a service provider there was some ethical challenges there and wanted to protect her privacy and provide ethical services in an appropriate setting but in terms of my vicarious trauma and managing it there were also some challenges because when you go home you want to be able to leave your work to some extent and focus on other things your garden or cooking or whatever it might be. And for us rural folks it's a little harder to get away from the work.

We know the pillars of the community that are rapist or batterers we know who they are and we know them well and sometimes we have to work with them. Confidentiality is also a challenge for rural communities but I think this means that we tend to know confidentiality really well and deeply because we have all these challenges that we need to confront with it. Figuring out what to do when the survivor came in office is a church member or serves on the PTA with you or goes to city council meetings.

What do you when all have all of those close inter-connected relationships and yet your want to be a good service provider? I heard a lot of you talk about in chat the benefits of knowing everyone but confidentiality for survivors is certainly one of the big challenges. It can also be hard to find the privacy that we need to do our work, in a lot of rural communities' people notice when somebody's car is parked outside the domestic violence shelter or rape crisis center and they know whose car that is that's parked outside. And so it can be hard for survivors to find privacy let alone having their names and medical files and police reports.

I remember one night when I took a survivor to three different emergency rooms before we found a hospital where she didn't know anyone and felt comfortable getting her exam done. And I think all of you have a millions stories about experiences like that where we had to go through some major hoops to protect survivors privacy. But again I think that means we all know confidentiality and privacy really well and we can use that knowledge to help build up our services.

Val: Thanks Kris, as you are all aware lack of resources or lack of access to resources is a cause of frustration for many rural advocates and rural survivors as well. But like Kris mentioned before this challenge is also what leads us into being very creative and developing partnerships on behalf of our survivors that we are working with.

And so one of the areas that are really very frustrating for advocates as well as survivors is transportation. I was just talking with a rural program earlier this morning and they had mentioned trying to help one of the survivors that had come to their program access an evidence collection kit and they were trying to be very creative about how they helped her get access and ended up spending about \$150 to get her public transportation to the hospital where they had a SANE program. And so, on the one hand, they were creative, and they used their resources in order to get the survivor the services she needed but they're also really concerned about the financial impact that would have on their community and on their agency and so what they're looking at doing now is trying to develop a more regional approach, getting to know the other programs in their area, and trying to come up with some other creative solutions that are more cost-effective. The long distance to travel for survivors as well as advocates is a major barrier, but it can also be a strength about being creative.

One of the other areas is our training opportunities, which as you all know are few and far between and often far away and then there's perhaps hotel and mileage that you're trying to pay for and so the cost of getting

to the training can be more than the training costs. And so even if you can access a free training opportunity it's not exactly free taking into consideration housing and transportation. And so that makes those opportunities even fewer and far between for advocates and that creates a challenge for us as we're trying to maintain our knowledge and develop new skills. But, you all have found ways to stay connected to each other, and so in the chat box now, let's share some of the ways we have stayed connected to other advocates.

(In chat box: Email, online trainings, going to conferences, conference calls, technology, partner meetings, workshops, involvement in our state coalition, skype, regular meetings, victim and residential email groups, spending time at the main office, national and state coalitions, instant messaging, texts, project meetings)

Our next topic is isolation and how we help survivors overcome isolation in rural areas. We need to think about how are we going to help them stay safe? I know many of us partner with law enforcement in order to help us in this area but many communities and in particular in frontier communities know that 24-hour access to law enforcement isn't always possible. Dual and multi-service programs, one of their strengths is having a broad range of services in a single agency, but like Kris was mentioning before, around privacy and confidentiality, there are concerns about that being a one-stop shop just exacerbates the isolation oftentimes when we are worrying about confidentiality or privacy. But again it's our connections with each other and with our sister agencies, and our state coalitions that help us to overcome the isolation.

Kris: Some of the other big issues that we need to deal with in our rural communities are the economics of being rural. In most states and territories, the rural parts of the state are usually the poorest parts of the state. In most states the wealth is concentrated in cities and so in addition to the trauma services that the survivors we see need, we're also usually helping survivors who need a lot of support around housing, food, employment, and all of those issues, which can then really stretch our program because we need to do a little bit more for survivors, and because we're in economically depressed areas, fundraising is really difficult for us. The high earners in our community that have the ability to donate don't have that much money either. And so everyone's dollars are stretching, especially in these last few years, which can make life difficult for us. And I'd be curious to hear how all of you are dealing with these struggles, if you want to share in the chat box about what you're doing with finances but I also want to note that we learn from challenges and we know how to stretch a buck. The rural program directors that I have talked to, you all know how to make the money go far.

And I think also the reality of living in poorer communities, to some degree we can also rely on the strong culture of rural communities and every time I do a rural site visit, someone brings pie to the meeting, or coffee cake, it's part of our rural culture to bring food to our neighbors and help one another and come together as a community to support someone in need, and I think that's one of the ways that help us get through. Barbara mentioned in the chat box that they apply for grants with other agencies, which again is so important and Belinda does that as well I see. The inter-agency collaborations can make our rural grant applications that much stronger. So kind of related to the isolation and the economics of rural communities are the politics of rural communities.

Val: Yea, and like Kris mentioned, the politics are two sides of the same coin. There are challenges with that, and strengths with that. Strengths are, as you know, who are advocating in your local communities, you have close connections with politicians, you have a closer to the political power, we have these opportunities to run into, or we know all these local officials and politicians, such as our state legislators, our prosecutor, our mayor, school board members, our sheriff, and someone mentioned earlier that their mayor is one of their staff people, which is great. So this offers us that opportunity to really influence our public officials. And influencing them does help us in overcoming some of our challenges such as access to resources and finances.

But it does create dilemmas about being in small communities when we know our public officials who may be perpetrators of domestic violence or sexual violence and so that creates challenges for us. And this is particularly true when those cases are in the public eye but it's even harder for us to deal with when we know but no one else does. And so politics, while it's great that we have those connections and have that greater opportunity for impact, we often do get caught in the fray.

Kris: In the politics of our communities reflect the culture of the community. All of you are in radically different rural communities because you're spread out across the US but there are some common themes. Many rural communities tend to be conservative, religion plays a strong role, and many value what they think of as "family values" where you stick together, protect the family, and that we take care of our own. One of the other

common values includes independence, or autonomy. This belief that I don't take handouts, I don't take charity. And this independence combined with the notion of taking care of our own is good but this also makes a lot of folks reticent to reach out for services. People oftentimes believe these things are family matters and we keep it within the family and we don't talk to anyone about it. Or the fact that our services are free is sometimes a barrier for folks because they don't want to take charity. And so we need to find some kind of creative way to get past those barriers and talk with our communities and get them to open up about violence. This is hard for them with all types of violence but for a lot of folks it's particularly hard when it comes to sexual violence. People are so uncomfortable talking about sex and sexuality and to reach out to you all as sexual violence providers means that you kind of have to deal with that and it's difficult for folks.

Another thing that's difficult is that we have this myth that rural communities are happy, fun, safe places to live where nobody has to lock their doors, nothing ever bad happens. And we know that that's not true but that myth can cover up bad things that happen and it can be a barrier to doing outreach work that sometimes people want to protect this positive image of the community and not deal with the reality of violence. And I think on a statewide level we also see a related issue with statistics and the myth of the happy place because in a small community if 5 sexual assaults are reported, that can be like a 50% increase in sexual violence in crime stats and that can scare a lot of elected officials. In a bigger population base minor fluctuations don't have such a huge impact on the overall statistics in rural communities. So that myth of happy safe places can affect us in other ways.

One of the other things we need to talk about is culture, and that historically rural communities were quite homogenous, but that is changing. Especially with communities where there is a lot of agribusiness, and also oil drilling, are bringing in a lot of immigrants into our communities. And as we talked about earlier about taking care of our own and sticking together, if the community embraces the new immigrants, things can go well, if the community wants to embrace them and integrate them. But we've also seen in some of our rural communities some tensions and conflict and frankly some racism arises when the dominant culture doesn't want to accept the new faces into the community. And this can be a trick for us as service providers as census data changes for our communities it's important for us to stay on top of who is in the community, who really lives here, who is invisible, whose vulnerable to sexual violence? And to think about how we can become culturally competent in a way that matches the full spectrum of our community, not just the dominant culture.

So again I want to ask you, how can we become more culturally competent? What are you all doing to stay connected to the broad diversity of your community, serve them, and help advocate for them?

(In chat box: Outreach planning, hire members of our diverse community, provide training for all staff, hire bilingual/bicultural staff, webinar trainings, collaboration with native women's coalition and immigrant groups, work together with our tribal community, share programs, provide language translation services, online training through RAINN, printed materials in diverse languages, train staff in cultural competence, having satellite offices).

Val: I'm glad to see so many people thinking about this because too often we get caught in the trap of thinking that this population in our community only makes up 1% or 2% so we don't really have to worry about them, but we know that to be culturally competent we have to also realize that we need to be providing services to all folks in our communities who are experiencing sexual violence and think about the risks in our communities for sexual violence.

What we've been focusing on for the bulk of our time today has been community challenges and strengths that often help us cope and overcome the challenges. But now we want to talk about the strengths of our dual and multiservice agencies. We mentioned earlier about the challenges of dual and multiservice agencies caused by the structure where our time and attention and knowledge is diffused across the agency instead of being concentrated in one particular area. But we want to talk about and focus on strengths that come from that structure of being dual and multiservice. Because those have opportunities to help us better serve survivors and that by building on these strengths we can really enhance our services to survivors.

Kris: The first strength we want to talk about is providing a united community voice. When we look at doing public awareness, prevention education, institutional advocacy, you all as dual and multiservice agencies, can talk about domestic violence and sexual violence when you go into those meetings and trainings because you have the expertise concentrated in one agency. When you go to community task forces you don't have to worry about getting 2 or 5 or 10 agencies to the table to represent the range of victim services. Being a united

community voice is also an efficient use of community resources. Again, we have low populations and we tend to not have a lot of money and so it's easier to support one multiservice agency rather than support several agencies.

Val: As an example of the points you just made, in my community, I was able to access some local funding, so it was community pots of money that was centrally located within one agency, so we had a grant through them in order to provide rental assistance specifically for domestic violence victims. And as we were doing our work, we found more and more sexual violence victims also needing rental assistance and so our grant which was only available for domestic violence victims, so being able to go back to that funding agency and asking to broaden the scope of the grant was possible. Because we were serving populations of both, we were able to then use the money to help victims of both populations.

Kris: That's terrific Val, thank you. So often our community partners are so uncomfortable talking about sexual violence or they want to pretend that this is all just one issue, that it's, you know, "women's issues," and sweep the sexual violence away, but what all of you can do, is to come and say "no, we need to talk about sexual violence" and when the newspaper calls you for an interview, you have the power to say "yep, that's what we're doing for domestic violence, and here's also what we're doing for sexual violence. " when you plan a Take Back the Night march, or a fundraiser, you can say yes, we do work around sexual violence with you and here's the work we're doing around domestic violence. And I think this also recognizes that there are the philosophical foundation of domestic violence and sexual violence that's all about empowerment and collaboration and helping survivors feel and we can rely on that common foundation to do a lot of our work, while we also recognize the times and places where we need to give specialized attention to the different issues, related to the different crimes. And having that expertise concentrated in one agency we can use that to learn how to use our voice to help all types of survivors.

Val: One of the other areas where dual and multiservice agencies really have strengths is in our ability to serve our whole survivor. We have the vantage point to make sure we're seeing the survivors as whole people with many facets to their life. As you know, folks do not come to use with only one issue. They come to use with an array of life issues and that by trying to address all of them as we can, only aids in their healing. And one of the ways we can do this is through our screening process. We can screen the folks who come in our doors for all the services that our agency provides service for. Such as domestic violence, sexual violence, substance abuse, homelessness, their childcare needs, their therapy needs. Whatever services our agency provides, we can screen them for that and get them connected to those services. And as many agencies do, we also have the ability to add into our screening process all those different types of needs that survivors bring as people to our agency, and even if we don't provide that service, such as food, or employment services, or their healthcare, we can make sure to have really good referral processes and partnerships. by developing that comprehensive programming we are able to create unique and individualized services for that whole survivor because we don't have a one-size-fits-all agency like "you're a sexual violence agency, so you need to fit into this box, into these services" but we see our whole agency as opportunity for that survivor to get services and aid in their healing.

Kris: I wanted to say something about screening, because I think for a lot of us, it feels kind of uncomfortable to talk about screening, feels like we're intruding or asking too much. When we talk about screening or assessing or intake, really what we're talking about is opening the door to conversation, letting survivors know that they can talk to you about anything at all. And oftentimes if you put the information out there that you can also talk about sexual assault, that's enough of a door opening to know that you're a safe person to talk to. we also know from studies in medical settings that survivors actually don't mind when doctors ask about other types of violence and I think that if they don't mind when doctors ask, with all of our mad skills in talking to people, we can make it comfortable to talk about it and sometimes the screening can be as simple as "I want to make sure that I get you matched up with all the right services here and we do everything for you that we can, have you ever been hurt in any other ways that you'd like to talk about?" It doesn't have to be detailed, or ask a lot, but just opening those doors. Just saying "you know, we also provide services for those who are survivors of sexual violence, and if that's something you want to talk about we can totally do that." So there are lots of ways to open the door with simple things like having brochures about violence, about housing, about medical care, having this information out in the building can encourage survivors to talk to you and know that you're a safe person to talk to.

Val: One of the issues I have found over the years in working in a multiservice agency is often people who are accessing one service; they come in just looking to access homeless services or childcare services and not connecting that that same agency also offers domestic violence services. Or they were just coming for the domestic violence support group and didn't realize that this is also the same place that offers sexual violence services. So making sure that as advocates we know about the full range of services offered at that agency.

Kris: And as Francine just mentioned, it's easy not to ask about sexual violence because we have this long history about separating our services. Like, this is the sexual violence unit, this is the domestic violence unit, and this is the homelessness unit. And I'm seeing some really interesting coming out of the fields and coming out and collapsing those artificial walls. For example, lots of domestic violence survivors are also sexual assault survivors whether at the hands of their abuse partner, a previous partner, or in childhood. Those issues are not separate for the survivor. We have great potential and great strength for seeing the whole survivor. So we would like to hear from you how you all serve the whole survivor. Rhonda already mentioned using the language that survivors use, Francine mentioned these artificial boundaries, what are some other ways that we can treat the whole survivor?

Val: Barbara is sharing that in their shelter they do an orientation of services, so I'm imagining letting all of their shelter guests know about the vast array of services they offer.

Kris: I love that people are mentioning using the trauma-informed care philosophy. Angela is getting people hooked up with all the appropriate staff members.

Val: Belinda is talking about meeting all of their needs, listening, collaborating, and that's so important to just listen to people. And one of the posters that I had in my office was all the different topic areas that this was a safe area to talk about. All the vast array of life issues that this is a safe place to talk about. Our offices and our agencies are safe places to talk.

Kris: Tony mentions that they're really doing outreach based on that message.

Val: Kathy mentions about not just making referrals, but making the introductions.

Kris: I love all the wisdom that you all bring. So on that note, let's talk about how smart you all are.

Val: It's our Renaissance staff that helps us be that united community voice and serve the whole survivor. And by renaissance staff we mean that we wear many hats, we do just about everything in our agencies and that's the real strength and we have the ability in our multiservice agencies that our staff is cross-trained and in particular DV and SA and that by doing this cross-training we can build in a the lessons you all have mentioned here so that advocates can become really used to needing to address both issues at the same time to where it would feel comfortable. Right now it might feel odd to be asking about sexual violence where by cross-training them it will just be comfortable to talk about SA and DV both. We know that they can apply the lessons and skills and knowledge about one area that that could apply across their work. The things we know about healing in general can apply to both. But that's really our strength we can talk equally and strongly about both kinds of services we offer.

Kris: So we wanted to end by telling you a little bit about things we can do to help you build up those strengths and add to your arsenal of tools for sexual assault work. This webinar is the first of six this year and it's all part of a larger a training and technical assistance program that we're doing that we're calling "Deepening our Roots." When we look at being a rural dual program we're not talking about learning anything new, doing anything radically different, what we're talking about is taking the skills that you already have and just going deeper, spreading our branches a little bit wider to capture the full range of sexual violence survivors in our community.

So to do that we'll offer these 6 webinars on different aspects of sexual assault services in rural dual service agencies. Sometime this summer, keep your eyes open about a two and half in-person training called

Deepening Our Roots. I know I have some folks here today who were at the last one, so we'll be doing that again this summer in person. I think it's important, especially when talking about the isolation in our work, getting together and being together as rural advocates. So you will all get some information about that sometime soon, also some information about publications that we're putting out as well.

We also have our friends from the NSVRC on the rural team over there and they've got a bunch of rural training and technical assistance coming up as well, largely focused on working with kids, but working on child sexual abuse across the lifespan. And you can check that out at their website. You should get an e-newsletter from them within the next few weeks.

Next time I hope to see all of you will be April 10th at 2:00 eastern for another webinar on Strengthening the Core, we're going to take a look at what a rape crisis center really is, what is it that we really do, so we'll spend some time together looking at the core services and characteristics of rape crisis centers, rape crisis centers that are stand-alone and also dual-services programs. Rural, urban, tribal, territorial, looking at the full range of what it means to be a rape crisis center. So that's April 10th, 2pm eastern, you all will get an invitation to that, probably in the next week or so.

And I've been so delighted to have you with us today, I've learned so much from the conversation, if you all need anything else or have any questions, give us a holler. Also we did record this webinar and we will make the record available and send out information about that soon. So again, thank you so much, give us a holler if there's anything we can do. Thanks again to everyone for taking time to join us and create those connections that are so important. So thank you all and we will see you next time!