



CREATING OPPORTUNITIES FOR FAMILIES THROUGH RESIDENT SERVICES: A PRACTITIONER'S MANUAL

Volume Two: Enhanced and Comprehensive Resident Services
Revised and Expanded Edition

Authors

Diana A. Meyer
Rich Petersen
Trevor Britt
Sabina Cardenas
Jennifer Covert
David Fromm
Ian Kennedy
Vikram Khanna
Patricia Magnuson
Alexandra Nassau-Brownstone
Janet E. Raffel

Edited by Catherine Hyde and Sherri Alms





DOMESTIC VIOLENCE

In a 2005 survey, one in four women and one in nine men in the United States are victims of domestic violence at some point in their lives. In households with incomes under \$15,000/year, 35.5 percent of women and 20.7 percent of men suffered violence from an intimate partner. (From the National Domestic Violence Hotline)

INTRODUCTION TO DOMESTIC VIOLENCE

Domestic violence affects 25 percent of women in the United States while remaining one of the best-kept family secrets. In spite of the pain, fear and isolation felt by the victims, they often work as hard as the offenders to keep the abuse hidden. Despite what many people believe, domestic violence is not due to the abuser's loss of control over their behavior. In fact, violence is a deliberate choice made by the abuser in order to take control over their intimate partner. The text and tools in this section are intended to help resident services coordinators to understand the dynamics of domestic violence and to provide referral resources to support the resident in ending the violence in her life.

Although both men and women are victims of domestic violence, most commonly the abuser is male and the victim is female. For that reason, this section at times uses “she” for the victim and “he” for the abuser.

RESOURCES AVAILABLE IN THIS SECTION

- 1. Understanding Domestic Violence:** This section defines what domestic violence is, provides facts about domestic violence, identifies reasons why the victim stays in the relationship and provides national resources that provide contact information to domestic violence response agencies throughout the United States.
- 2. Identifying the Dynamics of Domestic Violence:** This resource includes a domestic violence overview handout and two diagrams that explain the dynamics of domestic violence.
- 3. Safety Planning Checklist:** This resource includes a safety planning checklist that can be used by victims to think through a plan for safety, if needed.
- 4. Do's and Don'ts: How to Help Someone You Think Is a Victim of Domestic Violence:** This resource includes advice on how to respond to a person who may be a victim of domestic violence.
- 5. Considerations for Addressing Domestic Violence in Housing Settings:** This resource provides facts about domestic violence and housing. It also includes considerations for resident services practitioners and property management staff for addressing the effects of domestic violence.
- 6. Domestic Violence and Economic Stability:** Victims often have been isolated from finances or have intermittent employment histories. This resource includes facts about economic abuse and information on how resident services can address the effects of domestic violence on employment.

- 7. Resources for Legal Advocacy:** Domestic violence victims have several options available to them to gain legal protections. These options vary at the state and municipal level. This section provides an overview of these options as well as resources for finding out the legal statutes in your community.
- 8. Children and Domestic Violence:** This resource provides facts about the effect of domestic violence on children, common behavioral signs of domestic violence and resources to assist caretakers in finding help for their children. Youth programs may provide a safe, predictable environment for children who are witnessing or who have witnessed domestic violence. This resource offers guidelines to consider when administering or implementing youth development programs.
- 9. Domestic Violence and Immigration Issues:** Immigrants in domestic violence situations face additional barriers to receiving help. This resource provides recommendations for how to address these barriers.
- 10. Dating Violence: Resources for Teens:** This section provides resources for teens to identify potentially abusive behavior in dating relationships. This section also includes “do’s and don’ts” on how to respond when they or a friend is in an abusing dating relationship, a “power and control wheel” specific to teen dating violence and a dating bill of rights that promotes the identification of healthy relationships.
- 11. Facts About Stalking:** Stalking is a common element in domestic violence situations but can occur in casual dating relationships as well. This provides facts about stalking, the dynamics of stalking and information about filing a stalking complaint.
- 12. Resources for People Who are Abusive to Their Intimate Partners:** Domestic violence will never completely end unless perpetrators stop their abusive behavior. This resource provides information and resources for people who abuse their partners, including “do’s and don’ts” on how to respond to someone who is abusive to his/her intimate partner and information about treatment programs.

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UNDERSTANDING DOMESTIC VIOLENCE

This section will review the definition of domestic violence, the signs of an abusive relationship and interventions and supports that can assist the victim in seeking help. It is important to remember that the role of the resident services coordinator is not to be a counselor, but to provide information and resources so the resident suffering from domestic violence can find help on his or her own.

It is important to understand what domestic violence is, how it can manifest and the types of intervention and support that can be put into place. The following documents will provide you with background information you need in order to provide appropriate referrals and resources.

Domestic violence, simply defined, is coercive control over one's intimate partner. This control is achieved through a pattern of behaviors that allow one person to gain and maintain ongoing power over his or her partner. Too often, we limit our understanding of domestic violence to physical violence – kicking, hitting, spitting, slapping, stabbing and worse. The reality is that domestic violence is more often characterized by subtle words and actions that never become known to those living outside the home, and the majority of the abuse does not meet a standard for arrest, legal consequence or outside intervention. It occurs in all ethnic groups at all socioeconomic levels and in every religious group. In the vast majority of cases, the abuser is male and the victim female. For this reason, “she” will be used to describe the victim in most cases. However, it is important to note that both men and women can be victims of domestic violence.

FACTS ABOUT DOMESTIC VIOLENCE

- One in every four women will experience domestic violence in her lifetime. Females who are 20-24 years of age are at the greatest risk for intimate partner violence.
- An estimated 1.3 million women are victims of physical assault by an intimate partner each year.
- The majority (73 percent) of family violence victims are female. Females were 84 percent of spousal abuse victims and 86 percent of abuse victims at the hands of a boyfriend.
- Historically, females have been most often victimized by someone they knew.
- Almost one-third of female homicide victims who are reported in police records are killed by an intimate partner. Seventy-six percent of female homicide victims had been stalked by the person who killed them.

- Less than one-fifth of victims reporting an injury from intimate partner violence sought medical treatment following the injury.
- Intimate partner violence results in more than 18.5 million mental health care visits each year.
- Sexual violence is often a component of domestic violence. The use of sexual violence, or threat of violence, is used to maintain control over the victim.

FORMS OF DOMESTIC VIOLENCE

Domestic violence takes many forms. All of the examples below illustrate how the abuser attempts to maintain control over his victim.

Physical: Slapping, shaking, shoving, kicking, hitting, biting, attempt to strangle, using weapons or objects as weapons, grabbing, locking the partner out or restraining the partner

Destruction of property: Punching walls, breaking furniture, destroying irreplaceable photos and heirlooms

Emotional/verbal: Threatening, excessive yelling, frequent criticism, name-calling, humiliating, berating or discounting the partner in speech or action, threatening to “out” a same-sex partner

Sexual: Using physical force or coercion to make someone perform any sexual act against her will, including unprotected sex, forcing someone to wear sexually provocative clothing

Financial: Denying partner access to family funds, bank accounts or credit cards; controlling all finances and forcing partner to account for all money spent

Isolation: Denying partner access to friends, family, telephone, news media, faith community and other avenues of familial and social support

REASONS WHY VICTIMS STAY

When outsiders learn of abuse in a relationship, they typically ask, “Why doesn’t she just leave?” To ask this of a victim does her more harm than good. Victims face myriad barriers to leaving, and complex reasons for staying, including:

Fear: Many victims of domestic violence live in sheer terror due to the abuse they have suffered and the threats their batterers have made, including, “If you ever leave me, I’ll kill you, I’ll take the children, I’ll hurt your family, I’ll destroy the pets.” The threats carry extreme impact due to the violence already experienced. Furthermore, many victims believe no one can truly protect them from their abusers.

Love: Often, victims still love their abusers or may cling to memories of what they once shared. Also, some victims feel pity and compassion for their batterers, and if substance abuse is involved, they may believe that if the substance abuse ends, the violence will end. Therefore, they feel compelled to stay and help end the addiction. In some cases, the batterer has threatened to kill him/herself if the partner leaves, and so the partner feels responsible for the abuser's safety and well-being.

Frequency and severity of battering: In many cases, a batterer will promise — quite convincingly — that this abusive incident will be the last. The victim will often believe him, especially if the abuse occurs relatively infrequently or if the injuries are not severe. The batterer may also try to convince the victim that the abuse was her fault, that had she not done anything wrong, he would not have resorted to violence. Thus, she believes that if she changes herself and her actions, the abuse will not reoccur.

Economic dependence: Some victims have no access to family checking and savings accounts or credit cards and thus can't see leaving as being financially feasible. If there are children to support, the victim will be especially concerned about being able to provide for them if she leaves. If the batterer has prevented her from working for a period of time, she may doubt her ability to find a job and suitable transportation. She may lack financial resources and affordable housing options.

Isolation: Many batterers isolate their victims over a period of time from their friends and even family. This isolation is compounded by a lack of familiarity with available resources (e.g., crisis lines and shelters). Some victims who are aware of available resources may choose not to access them due to a stigma attached to asking for help and a belief that outsiders should not be involved in family affairs.

Her beliefs: If a victim grew up witnessing domestic violence, she may believe abuse is a normal part of every intimate adult relationship. Similarly, if she witnessed abuse or was abused as a child, she may believe it's acceptable to hit a family member. By either witnessing or experiencing abuse as a child, the victim may not have learned any healthy forms of conflict resolution. In addition, if she has very low self esteem, she may believe she deserves such abusive treatment.

Most gripping of all are the fear and hope — fear that if she leaves, he will follow through on threats he's made, and hope that the abuse will finally end. Indeed, research has shown that when a victim leaves she is in the greatest danger of being severely injured or killed by her abuser.

Sources: Adapted from staff interviews at AMEND (<http://www.amendinc.org>) (2007) and from the National Coalition Against Domestic Violence (<http://www.ncadv.org>)

RESOURCES

The National Coalition Against Domestic Violence: The mission of the National Coalition Against Domestic Violence (NCADV) is to organize for collective power by advancing transformative work, thinking and leadership of communities and individuals working to end violence in our lives. NCADV's work includes coalition building at the local, state, regional and national levels; support for the provision of community-based, non-violent alternatives, such as safe home and shelter programs for battered women and their children; public education and technical assistance; and policy development and innovative legislation. <http://www.ncadv.org/>

The United States Department of Justice: Office of Violence Against Women: The mission of the Office on Violence Against Women (OVW) is to provide federal leadership to reduce violence against women and to administer justice for and strengthen services to all victims of domestic violence, dating violence, sexual assault and stalking. <http://www.usdoj.gov/ovw/>

The Family Violence Prevention Fund: The Family Violence Prevention Fund works to prevent violence within the home and in the community to help those whose lives are devastated by violence because everyone has the right to live free of violence. This website contains a wealth of resources on family violence topics and offers practical programming information on how family violence affects children, health, teens and immigrant women as well as strategies for addressing violence in the home as well as the workplace. <http://www.endabuse.org/>

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IDENTIFYING THE DYNAMICS OF DOMESTIC VIOLENCE

This document provides resident services coordinators with three resource sheets identifying facts about domestic violence and the dynamics of a domestic violence relationship. The following tools are intended to help resident services coordinators understand the dynamics of domestic violence and can be used as a part of a domestic violence awareness workshop.

- Domestic violence overview
- Power and control wheel
- The cycle of domestic violence

DOMESTIC VIOLENCE OVERVIEW

Domestic violence is willful intimidation, assault, battery, sexual assault, and/or other abusive behavior perpetrated by an intimate partner against another. It is an epidemic that affects individuals in every community, regardless of age, economic status, race, religion, nationality or educational background. Violence against women is often accompanied by emotionally abusive and controlling behavior and thus is part of a systematic pattern of dominance and control. Domestic violence results in physical injury, psychological trauma and sometimes death. The consequences of domestic violence can cross generations and truly last a lifetime.

Signs of Domestic Violence

Does your partner:

- Call you names or humiliate you?
- Get jealous of who you see or talk to and try to control who you see?
- Try to keep you from seeing family or friends and/or limit who you see?
- Call you frequently to check on where you are?
- Control all the money?
- Hit, punch, slap or kick you?
- Threaten to hurt you physically?
- Throw things / punch things / yell to intimidate you?
- Hurt the children or pets to get you to do what he wants?
- Belittle you / tell you you'd be nothing without him?

If you said yes to any of those questions, you may be experiencing domestic violence. You deserve a relationship that is caring and do not have to live in fear. There are people who can help you leave the relationship.

RESOURCES

The National Domestic Violence Hotline: The National Domestic Violence Hotline believes that every caller deserves to be treated with dignity and respect. Help is available to callers 24 hours a day, 365 days a year. Hotline ad-

vocates are available for victims and anyone calling on their behalf to provide crisis intervention, safety planning, information and referrals to agencies in all 50 states, Puerto Rico and the U.S. Virgin Islands.

1-800-799-SAFE (7233)

1-800-787-3224 (TTY)

<http://www.ndvh.org/index.php>

Assistance is available in English and Spanish with access to more than 140 languages through interpreter services. Hotline services are also available to hearing-impaired callers. A hotline advocate provides a direct connection to domestic violence resources available in the caller's area. All calls to the National Domestic Violence Hotline are confidential. The National Domestic Violence Hotline website contains useful and current information on domestic violence issues and strategies that help in addressing this problem.

THE CYCLE OF DOMESTIC VIOLENCE

Domestic violence generally follows a cyclical pattern. The cycle may repeat with varying frequency. However, once the pattern is established, it usually repeats with increasing frequency. Some perpetrators are episodic, for example, during the holidays, while others are less or more frequent. Regardless of the age or gender of the perpetrator and victim, the cycle below describes a common pattern of domestic violence.

Tension Building: The tension-building stage may include criticism, using angry gestures, belittling and/or “the silent treatment.” The victim may feel like she is walking on eggshells. The abuser use alcohol or drugs, which is often used as an “excuse” for violence.

Violence: This stage includes physical and sexual attacks, threats or verbal abuse.

Seduction: This stage may include apologies, blaming and promises to change. Gifts and endearments are often offered in public places so they are witnessed by others.

The cycle also explains how three emotions—love, hope and fear—repeat themselves and perpetuate a violent relationship. These help keep the cycle in motion:

- **Love** for your partner, the relationship has its good points, it's not all bad.
- **Hope** that it will change, the relationship didn't begin like this.
- **Fear** that the threats will become reality. These threats can range from fear that your partner will kill you or him/herself, to taking the children, to “proving” the victim is an unfit parent or crazy.

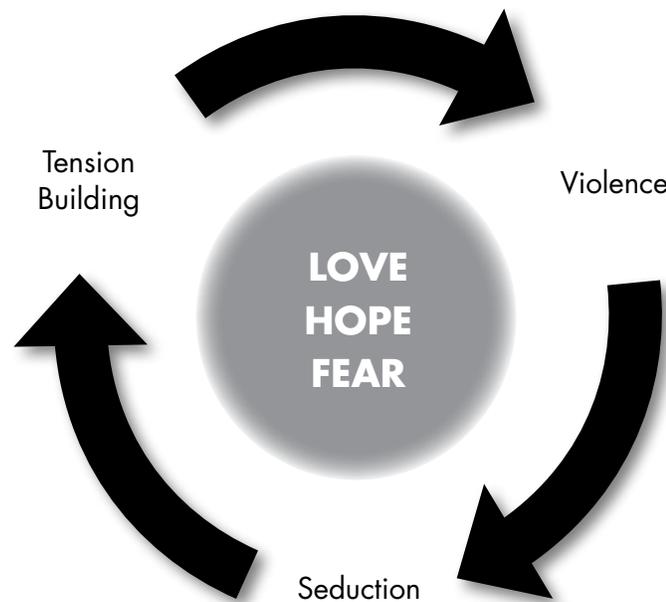
The abuser's apologies and loving gestures in between the episodes of abuse can make it difficult to leave. He/she may make his/her partner believe that he/she is the only person who can help, that things will be different this time, and that he/she truly loves his/her partner. However, the dangers of staying are real. Domestic abuse often escalates from threats and verbal abuse to physical violence and even murder. And while physical injury may be the most obvious danger, the emotional and psychological consequences of domestic abuse are also severe. No one deserves this kind of pain—and the first step to breaking free is recognizing that the situation is abusive. Once the victim acknowledges the reality of the abusive situation, she can get the help she needs.

Adapted from the website of Safehouse Denver (<http://www.safehouse-denver.org>) (2007) and material from http://www.helpguide.org/mental/domestic_violence_abuse_types_signs_causes_effects.htm

THE POWER AND CONTROL WHEEL

Physical and sexual assaults, or threats to commit them, are the most apparent forms of domestic violence and are usually the actions that allow others to become aware of the problem. However, regular use of other abusive behaviors, when reinforced by one or more acts of physical violence, makes up a larger system of abuse.

The Power and Control Wheel, below, is a particularly helpful tool in understanding the overall pattern of abusive and violent behaviors, which are used by



an abuser to establish and maintain control over his/her partner. Very often, one or more violent incidents are accompanied by an array of these other types of abuse. They are less easily identified, yet firmly establish a pattern of intimidation and control in the relationship.

Although physical assaults may occur only once or occasionally, they instill threat of future violent attacks and allow the abuser to take control of his partner's life and circumstances.



Power and Control Wheel developed by Domestic Abuse Intervention Project, Duluth, MN; Getting Free, Ginny NiCarthy © 1986, Seal Press, Seattle, WA

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SAFETY PLANNING CHECKLIST

The following checklist provides the elements of a safety plan. Safety plans are useful whether the victim is in a relationship with the abuser or has left the relationship. Safety plans are prepared in advance, to use in a crisis. Safety plans are very important even after the victim has left the abuse. In fact, the most dangerous time for the victim is the period after she/he has left.

ISSUES TO CONSIDER BEFORE LEAVING

- Identify four possible places to go if you leave your home.
- Make a list of people who might help you if you left. Will someone keep a bag for you? Is there someone who could lend money if needed? Make plans for pets.
- Keep change for phone calls or get a cell phone.
- Open a bank account and credit card in your name.
- Imagine how you might leave. Try doing things that get you out of the house, such as taking out the trash, walking the family pet, going to the store. Practice how you would leave.
- Figure out how you could take your children with you safely.
- Put a bag together of things you use everyday and hide it or leave it with a friend whom you can access easily.

ITEMS TO TAKE, IF POSSIBLE

- Children (if it is safe)
- Money
- Keys to car, house and work
- Extra clothes
- Medicine
- Important papers for you and your children, such as:
 - Birth certificates
 - Immunizations cards
 - School or medical records
 - Social security cards
 - Green cards
 - Work permit
 - Driver's license and registration
 - Welfare identification
- Lease / rental agreement
- Mortgage payment book and unpaid bills
- Insurance papers
- Police protection order, divorce papers, custody orders
- Items for your children (toys, blankets, etc.)

- Pictures, jewelry, things that mean a lot to you
- Your safety plan

AFTER LEAVING, THINK ABOUT:

- Ensuring your safety.
- Getting a cell phone. Some domestic violence agencies have cell phones available.
- Getting a protective order from court. Keep a copy with you at all times. Give a copy to the police, people who take care of your children, your work, the apartment manager if you lease your home.
- Changing your locks if you have stayed in your home. Consider installing stronger doors. Install smoke detectors and consider putting in outside lights or a security system.
- Telling your friends and neighbors that the abuser no longer lives with you. Ask them to call the police if they see the abuser near your home or children.
- Telling the people who care for your children who can see them. If you have a protective order, give a copy to their teachers, babysitters and after-school caregivers. Give them a picture of your abuser.
- Changing the bank, grocery store or other businesses you visit.
- Coming up with a safe way to speak to your abuser if you must.
- Reviewing your safety plan often.

Abusers try to control their victims' lives. When abusers feel a loss of control – like when victims try to leave – the abuse often gets worse. Victims need to take special care when they leave and need to continue to use and update the safety plan after leaving.

Source: This section on personalized safety planning was adapted from the Metro Nashville Police Department's personalized safety plan.

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DO'S AND DON'TS: HOW TO HELP SOMEONE YOU THINK IS A VICTIM OF DOMESTIC VIOLENCE

Whether we realize it or not, we all know someone who has been abused or who is currently being abused. While we may want to help, many of us may not know how. We often feel uncomfortable “butting in” on another person’s affairs. We don’t have to be afraid to help, however. Here are a few suggestions for helping someone you suspect may be at risk of getting hurt at home. If you suspect one of your family members, friends or coworkers is a victim:

Do say:

- I am afraid/concerned for you.
- Have you thought about a safety plan?
- You deserve to be treated well. No matter what you do or say, it is not okay for him/her to hurt you.

Don’t say:

- Why don’t you leave?
- Why do you let him/her treat you like that?
- “You should . . .” (Victims are empowered by the ability and power to make their own decisions.)

Do:

- Respect the victim’s right to her own feelings, even if you can’t empathize with those feelings.
- Listen and support without passing judgment.
- Inform the victim of resources, such as an employee assistance plan (EAP), etc., that are available through the company, if she/he works.
- Refer the victim to helpful community resources such as legal assistance, safe shelters and outreach programs.
- If the victim is a coworker, consult with your EAP counselor and/or human resource administrator to discuss your concerns regarding violent or potentially violent situations.
- If the victim is a coworker, maintain confidentiality for the safety of the victim and provide support, but do not compromise the workplace or go against company policies.
- Stay connected to the victim. Continue to be supportive without condoning the violence.
- Offer to make the call to a battered women’s shelter for her or with her.

- **Compliment him/her on his/her strengths and skills. Domestic violence shatters the victim's confidence.**

Source: The information in this section is from the AMEND website, <http://www.amendinc.org> (2007).

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CONSIDERATIONS FOR ADDRESSING DOMESTIC VIOLENCE IN HOUSING SETTINGS

An estimated 1.3 million women are the victims of physical assault by an intimate partner each year. Many of these victims are forced to stay with or return to their abusive partners because of lack of available shelter or affordable housing. In 2000, more than half of the U.S. cities surveyed by the U.S. Conference of Mayors identified domestic violence as a primary cause of homelessness. Victims of domestic violence need access to safe, adequate and affordable housing in order to gain independence and permanently end the cycle of violence.

Affordable housing fills a critical gap for many people leaving or experiencing domestic violence. This section provides facts about domestic violence as it relates to housing and provides advice for property managers when dealing with tenants who are experiencing domestic violence. Both resident services programming and property management practices can support residents who have experiences with or are experiencing domestic violence. Resident services coordinators are not counselors and should not take on a counseling role.

This section concludes with a sample draft of a lease agreement addendum that can be used to modify a lease for a resident to remove her abuser from the lease and move into a different unit. Because lease agreements are controlled by the property management staff, you should discuss this option with the property management staff before referring a resident to the leasing office.

FACTS ABOUT DOMESTIC VIOLENCE AND HOUSING

- Domestic violence victims often return to their batterers when a viable option for permanent housing cannot be found.
- The number of people in need of federal rent subsidies to afford housing outweighs the number of units available. In some states, people have remained on waiting lists for years.
- Victims and survivors of domestic violence often have trouble finding other housing as their history of abuse may have caused poor employment, credit or rental histories.
- Due to high demand, most domestic violence shelters do not allow victims to stay more than 90 days. However, the average length of time it takes a homeless family to secure subsidized housing is six to 10 months.
- Many victims of domestic violence fear calling law enforcement if they are in danger due to “zero tolerance for crime” policies. These policies allow landlords to evict tenants when violence occurs in the home, regardless of whether the tenant is the victim or perpetrator of domestic violence.

RESIDENT SERVICES PROGRAMMING

The role of affordable and supportive housing in stopping the cycle of domestic violence is clear. Residents who are in or who have left domestic violence may benefit from ‘trauma-informed’ modifications that will make your resident services programs more accessible. In addition, some resident services programs address the affects of domestic violence through breaking isolation, increasing job skills or providing appropriate referrals to address challenges.

Community building activities: Because domestic violence isolates the victim, social and recreational activities can also assist with re-building community connections. Build a positive relationship with the police.

Healthy parenting groups: Domestic violence undermines the confidence of victims, and children may be traumatized as well. Support for healthy parenting can help the family heal.

Financial literacy education: Residents who have left domestic violence often experience financial hardships, and one of the control tactics of the abuser may have been financial isolation. The resident may not know basic money management skills that will help her stabilize her and her family’s lives. Resources for implementing an out-of-school-time program are available in the *National Resident Services Collaborative Practitioner Manual, Volume 1*.

Job skills training: Victims may have been prevented from working and may have few job skills or a spotty work history. One tactic of control may have been to keep the victim isolated from the workplace, or to undermine her employment and get her fired, which limits references. Finally, because domestic violence erodes the confidence of victims, the support of job skills training will help the victim apply for and maintain employment. Resources for implementing a job readiness program are available in this volume.

Out-of-school-time programming for youth: All youth need safe, positive places. Youth who have witnessed or experienced domestic violence have trauma-related issues. Predictable and stable services counteract the unpredictability and trauma of domestic violence. Resources for implementing an out-of-school-time program are available in this volume.

Policies: Create clear policies to guide resident services and property management (including maintenance, security and leasing) staff in handling police protection orders, including what to do if the protective order is violated or if the abuser tries to pick up children from after school programs.

PROPERTY MANAGEMENT CONSIDERATIONS

Resident services coordinators can work with property management staff to understand the policies in place that address domestic violence situations. Property managers can address the safety of residents in several ways. In all cases, the property management staff will need a copy of a protective order.

Unit change: Property managers can modify leases to allow a resident to move into a new unit on the property. This unit change will ensure the abuser does not have keys or access to the victim or the victim's children. A sample lease addendum or modification form is included in this section. The addendum can be used to remove the abuser from the lease.

Protective order awareness: When staff members are aware of the protective order, they can call the police if they see the abuser violating the provisions of the order. The victim can provide a picture so staff can recognize the abuser and call the police immediately. Under no circumstances should property management or resident services personnel confront the abuser.

Property landscaping: Property management staff can modify landscaping to ensure that the abuser does not have places to hide (such as behind bushes) and can maintain or increase lighting. These measures increase the safety of all residents.

Security staff: Security personnel may be part of the property management team or may be contracted through a third party. The security staff in place should be aware of the protective order and have a photo of the abuser.

Set-aside units: Many affordable housing communities have set-aside units reserved for victims leaving domestic violence situations. There are several ways to set aside these units, all of which require the involvement of the property management's senior leadership.

Evictions: Sometimes the violence of the abuser puts the victims at risk for eviction. Property management staff can consider implementing a policy where victims are not evicted. These policies often require that the victim obtain a protective order first.

Sources: *Supportive Housing for Families: An Overview of Key Considerations* (2007), The Corporation for Supportive Housing. Some information also retrieved from the National Coalition Against Domestic Violence website at http://www.ncadv.org/files/Housing_.pdf

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DOMESTIC VIOLENCE AND ECONOMIC STABILITY

Domestic violence can create serious obstacles that prevent victims from achieving economic security and self sufficiency. By controlling and limiting the victim's access to financial resources, the abuser ensures that the victim will be financially dependent and have limited options if she chooses to leave. Lack of income is a common reason victims cite for staying in or returning to abusive relationships.

FACTS ABOUT ECONOMIC ABUSE AND STABILITY

- A 2005 national survey found that 21 percent of full-time employed adults were victims of domestic violence.
- One study found that over 75 percent of domestic violence perpetrators used workplace resources to express remorse or anger towards, check up on, pressure or threaten their victims.
- One study of female domestic violence victims found that 44 percent were left without transportation when the abuser disabled their cars or hid their car keys, inhibiting their ability to attend work.

RESIDENT SERVICES THAT ADDRESS THE EFFECT OF DOMESTIC VIOLENCE ON ECONOMIC STABILITY

Financial literacy programs and job readiness programs can address domestic violence's effects on economic and employment prospects. The *National Resident Services Collaborative Practitioner Manual, Volume 1*, provides detailed information for planning, implementing and evaluating financial literacy, job readiness and workforce development programs.

SAFETY PLANNING IN THE WORKPLACE

Victims of domestic violence are often harassed at work. Victims can use the following suggestions for safety planning in the workplace.

- Decide who at work to inform of the situation. This should include office or building security. Provide a picture of the abuser.
- Inform the children's school, daycare, etc., about who has permission to pick up the children.
- Arrange to have an answering machine, caller ID or a trusted friend or relative screen calls.
- Devise a safety plan for leaving work, which may include an escort walking with you to the car, bus or train and staying until the bus, car or train safely departs.

- Use a variety of routes to go home by if possible and think about a plan if something happens while going home (i.e., in the car or the bus, etc.)

Sources: Facts and safety planning retrieved from the National Coalition Against Domestic Violence, <http://www.ncadv.org> and Safehouse Denver at <http://www.safehouse-denver.org> (2007)

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RESOURCES FOR LEGAL ADVOCACY

There is no federal law mandating uniform standards for legal protections. Access the local domestic violence response agency(ies) in your area to find out about the laws and resources. Many domestic violence response agencies have legal advocates on staff to guide victims through legal processes.

COMMON FORMS OF LEGAL PROTECTION

The following are general descriptions of common legal protections:

Protective/Restraining Order: Restraining or protective order laws are state laws, not federal laws, and each state has a different law (also called a statute). A restraining order or protective order is a legal order issued by a state court that requires one person to stop harming another person. The following information includes common provisions in these orders, although they may differ from state to state.

All protective order statutes permit the court to order the abuser to stay away from the victim; the victim's house, work and school; and to stop contacting the victim. There can also be a provision to order that all contact, whether by telephone, notes, mail, fax, e-mail or delivery of flowers or gifts, is prohibited ("no contact" provisions).

Temporary Custody: Many states also allow the court to make decisions about the care and safety of children. Courts can order the abuser to stay away from and have no contact with the children's doctors, daycare and school or after-school job. Most courts can make temporary custody decisions, although many courts are very reluctant to do so. Courts can also order supervised visitation or specify a safe arrangement for transferring the children back and forth.

SAFETY WITH A PROTECTIVE ORDER

The protective order provides proof that the abuser must stay away from the victim and comply with the provisions in the order. Victims should consider the following safety issues after obtaining a protective order.

- Keep the protective order on you at all times. Give a copy to a trusted friend, neighbor or family member and inform family, friends, neighbors and your physician or health care provider that there is a protective order in effect.
- Call the police if the protective order is violated.
- Think of alternative ways to keep safe if the police do not respond right away.

IF THE RESTRAINING OR TEMPORARY ORDERS ARE VIOLATED

If the abuser does something that the court has ordered him/her not to do or fails to do something the court has ordered, he/she has violated the order. The victim can ask the police or the court, or both, depending on the violation, to enforce the order. The police can generally enforce the stay away, no contact, cease abuse, exclusive use, and custody provisions - those that need immediate response. These types of violations can also later be addressed by the court.

FOR MORE INFORMATION

WomensLaw.org: The mission of WomensLaw is to provide easy-to-understand legal information and resources to women living with or escaping domestic violence. By reaching out through the Internet, the organization empowers women and girls to lead independent lives, free from abuse. The site publishes state-by-state specific legal information for domestic violence. It also publishes information on getting help in local communities. <http://womenslaw.org/>

Source: Information in this section is from the WomensLaw website at <http://womenslaw.org> and the website of Safehouse Denver at <http://www.safehouse-denver.org>. (2008)

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CHILDREN AND DOMESTIC VIOLENCE

Children in homes where domestic violence occurs may be witnesses to abuse, may themselves be abused, may suffer harm “incidental” to the domestic abuse and may be used by the abuser to manipulate or gain control over the victim. In addition, research has shown that there is a strong correlation between child abuse and domestic abuse.

- Children are often witnesses to domestic violence. Slightly more than one-half of female victims of domestic violence in the United States live in homes with children under twelve.
- Fifty percent of men who frequently assault their wives also frequently assault their children.
- Children in homes where domestic violence occurs are physically abused or seriously neglected at a rate 1,500 percent higher than the national average in the general population.
- Mothers are eight times more likely to hurt their children when they are being abused than when they are safe from violence.
- A major study of more than 900 children at battered women’s shelters found that nearly 70 percent of the children were themselves victims of physical abuse or neglect.
- Children may be “inadvertently” hurt through domestic violence. They may be hit by items thrown by the abuser, and older children, in particular, may be hurt trying to protect their mothers.

EFFECTS OF WITNESSING DOMESTIC VIOLENCE

As witnesses, children can be harmed psychologically and emotionally. Studies indicate that child witnesses, on average, are more aggressive and fearful and more often suffer from anxiety, depression and other trauma-related symptoms. Children growing up in violent homes often take responsibility for the abuse and may feel guilty for not being able to stop it. They live with constant anxiety that another beating will occur or that they will be abandoned. They may feel guilty for loving the abuser. Children may be at a higher risk of alcohol or drug abuse, experience cognitive problems or stress-related ailments (headaches, rashes) and have difficulties in school.

Although the effects of witnessing domestic violence appear to diminish with time, they can continue through adulthood. As adults, child witnesses may continue to suffer from depression and trauma-related symptoms. In addition, studies show that boys who witness domestic violence are more likely to batter as adults.

Also, it is common for abusers to use children to manipulate their victims. An abuser may threaten to take custody of or kidnap the children if the victim

reports the abuse; he may also threaten to harm or kill the children. He may also tell her that she will lose custody if she seeks a divorce because she “allowed” the abuse to happen. He may even harm the children in order to control the mother. During and after separation, abusers continue to use these tactics. Visitation and joint custody provide the batterer with opportunities to abuse, threaten and intimidate his former partner.

PROGRAMS THAT CAN BE HELPFUL TO CHILDREN

Youth programs may provide a safe, predictable environment for children who are witnessing or who have witnessed domestic violence. The following programming and administrative considerations may be helpful to consider when administering or implementing youth development programs.

- Develop a clear policy on the protocol to follow if child abuse or domestic violence is disclosed.
- Design programming so that it follows a predictable structure.
- Resident services coordinators are not counselors and should not engage in counseling children. Make the appropriate referrals to adult caretakers so they can wish to seek age-appropriate support for their children. Contact your local domestic violence response agency for a list of referral sources.
- Implement a policy signing youth into / out of programming. Ensure they leave programming only with approved persons.

Source: Some information in this section gathered from the website of <http://www.domesticviolence.org> (2008).

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DOMESTIC VIOLENCE AND IMMIGRATION ISSUES

Domestic violence is a complex problem in any community. However, the effects on immigrant victims can be magnified due to fear of seeking assistance and cultural differences. These influences can create significant barriers. Resident services coordination can help victims overcome these barriers.

Barriers to seeking help include:

Language barriers: Language barriers will often prevent immigrant victims from seeking assistance, emergency shelter or other services.

Perception of law enforcement or legal system: Immigrant victims often have had negative experiences with law enforcement in their home countries or may distrust the legal system because of misinformation from the abuser.

Fear of deportation: Abusers often threaten victims with deportation if they complain about the abuse, threaten to leave or call the police for help.

IMMIGRANT ISSUES AND RESIDENT SERVICES

Community events with law enforcement may help combat the fear of seeking help from police. In addition, resident services coordinators can integrate domestic violence information into a community meeting about safety and crime intervention.

English as a second language classes can assist residents in building the language skills they need to stabilize their finances and to ask for help.

FOR MORE INFORMATION

Obtain information about domestic violence help in languages spoken in the community. These are available from the National Domestic Violence Hotline, which provides materials and translation services for over 150 languages.

The Violence Against Women Act (VAWA) contains provisions for immigrant women to petition for residency for themselves and their children. They do not need to depend on their spouse to petition. There are also options for victims of abuse if they are in the middle of deportation proceedings.

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DATING VIOLENCE: RESOURCES FOR TEENS

Many domestic violence response agencies provide community education programs as an integral part of their mission. After all, research indicates that teens engaged in violent or controlling dating relationships are likely to perpetuate domestic violence as they mature. Resident services coordinators can contact their local domestic violence agencies to ask for a presentation about dating violence and healthy boundaries.

This document provides resident services coordinators with three resource sheets identifying facts about domestic violence and the dynamics of a domestic violence relationship, which can be used as a part of a domestic violence awareness workshop.

Dating violence occurs when one partner attempts to maintain power and control over the other through one or more forms of abuse, including sexual, physical, verbal and emotional abuse. Dating violence affects both females and males and does not discriminate by racial, social or economic background.

Also, recent research has established that dating violence is much more common than parents or educators may have previously believed:

FACTS ON TEEN DATING VIOLENCE

- Nearly one in five teenage girls who have been in a relationship report that their boyfriends threatened violence or self-harm when presented with a break up.
- Thirteen percent of teenage girls who have been in a relationship report being physically hurt or hit, and 26 percent of teen girls in a relationship report enduring repeated verbal abuse.
- One in four teenage girls who have been in a relationship report being pressured into sexual intimacy. The same proportion of girls report repeated verbal abuse by their partner.
- Twenty-six percent of mothers under the age of 18 will experience domestic violence within three months of giving birth.
- A study of 8th and 9th graders found that 25 percent have been victims of nonsexual dating violence, and 8 percent have been victims of sexual dating violence.
- Forty-two percent of boys and 43 percent of girls say the abuse occurs in a school building or on school grounds.

- Over 30 percent of teenagers do not tell anyone about being victimized by their partners. Less than 3 percent report the abuse to police or another authority figure and only 3 percent tell a family member about the violence.

Sources: The National Coalition Against Domestic Violence (<http://www.ncadv.org>) and Safehouse Denver (<http://www.safehouse-denver.org>).

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TEEN DATING VIOLENCE SELF QUIZ

This teen dating self-quiz can be used by resident services coordinators when discussing healthy boundaries and in addressing safety issues.

Are you going out with someone who...

- Gets too serious about the relationship too fast?
- Is jealous and possessive?
- Won't let you have friends?
- Discourages you from spending time with friends or family?
- Won't accept you breaking up with him/her?
- Tries to control you by giving orders, making all the decisions or not taking your opinions seriously?
- Puts you down in front of friends, or tells you that you would be nothing without him/her?
- Makes your family and friends uneasy and concerned for your safety?
- Scares you?
- Threatens you?
- Has a history of fighting or loses his/her temper quickly?
- Grabs, pushes, shoves or hits you?
- Accuses you of cheating or being flirtatious without reason?
- Pressures you for sex or is forceful or scary about sex?
- Blames his/her behavior on you, other people, alcohol or drugs?

Do you...

- Feel less confident about yourself?
- Blame yourself for your boyfriend/girlfriend's behavior?
- Make excuses for him/her?
- Hide the truth from others about how s/he is treating you?
- Fear what would happen if you tried to end the relationship?
- Worry about verbal or physical attacks?

Please get information and support if you are concerned about your relationship

or have checked any or many of the items in this self-test. Many domestic violence hotlines have information and support specific to dating violence. Also, there are resources to help those that recognize their own abusive behavior and want to change.

Sources: Quiz adapted from *In Love and In Danger: A Teen's Guide to Breaking Free of Abusive Relationships* (1998) by Barry Levy. Text adapted from the Safehouse Denver website (<http://www.safehouse-denver.org>), 2007.

DATING VIOLENCE POWER AND CONTROL WHEEL

Dating violence takes many of the same forms as domestic violence. The Power and Control Wheel is a particularly helpful tool in understanding the overall pattern of abusive and violent behaviors that are used by a batterer to establish and maintain control over his partner. Very often, one or more violent incidents are accompanied by an array of these other types of abuse. They are less easily identified, yet firmly establish a pattern of intimidation and control in the relationship. Abusers may also use technology to further control behaviors. Examples include threats of humiliation on social networking websites or harassment through e-mails and text messages.



DATING BILL OF RIGHTS

The Dating Bill of Rights can be a useful tool to use with teens and adults exploring healthy relationships and healthy dating.

I have the right to...

- Ask for a date.
- Refuse a date.
- Have my own thoughts and feelings and communicate them.
- Have my limits and values respected.
- Be heard.
- Set physical, emotional, and sexual boundaries.
- Have friendships outside of my relationship.
- Say “no.”
- Be safe on a date.
- Be treated with respect.
- Disagree with my date.
- Determine whom I will date.
- Control my own destiny.
- Get angry.
- Be assertive on a date.
- Leave any dating situation when I don't feel safe or it doesn't feel right for me.
- Have a healthy relationship.

Dating Bill of Rights retrieved from the website of Safehouse Denver, <http://www.safehouse-denver.org> (2007).

FOR MORE INFORMATION

National Teen Dating Abuse Helpline: This 24-hour national web-based and telephone resource was created to help teens (ages 13-18) experiencing dating abuse and is the only helpline in the country serving all 50 states, Puerto Rico and the Virgin Islands. Although there are national hotlines for adults, teens have special needs and require specific expertise, information and communication mechanisms for overcoming dating violence. 1-866-331-9474

National Center for Victims of Crime: Dating Violence Resource Center: The Dating Violence Resource Center contains tip sheets for parents and friends, fact sheets, research and practical advice on how to obtain protective orders. <http://www.ncvc.org>

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FACTS ABOUT STALKING

The term “stalking” is more commonly used to describe specific kinds of behavior directed at a particular person, such as harassing or threatening another person. Virtually any unwanted contact between a stalker and his/her victim, which directly or indirectly communicates a threat or places the victim in fear can be referred to as stalking.

Stalking and domestic violence are closely related. In fact, stalking that emerges from domestic violence situations constitutes the most common and most potentially lethal type of stalking. Stalking can emerge whether the stalker has a relationship with the victim or not. Whether the stalker knows the victim or not, the behavior patterns closely mirror the patterns of domestic violence.

THE DYNAMICS OF STALKING

Stalking is usually triggered when the stalker’s advances toward his/her victim are frustrated — regardless of whether the stalker is seeking to establish a relationship or continue a previously established relationship.

The stalker may attempt to woo his victim by sending flowers, candy and love letters, in an attempt to “prove his love.” However, when the victim spurns his/her unwelcome advances, the stalker often turns to intimidation. Such attempts at intimidation often begin in the form of an unjustified, jealous and inappropriate intrusion into the victim’s life. Often these contacts become more numerous and intrusive over time, until such collective conduct becomes a persistent pattern of harassment. Many times, harassing behavior escalates to threatening behavior. Such threats may be direct or indirect and communicated explicitly or implicitly by the stalker’s conduct. Unfortunately, cases that reach this level of seriousness too often end in violence and/or murder.

Just as with most domestic violence cases, stalkers are the most dangerous when they are first deprived of their source of power and self-esteem; in other words, the time when their victims determine to physically remove themselves from the offender’s presence on a permanent basis by leaving the relationship.

FILING A STALKING COMPLAINT

Laws concerning stalking differ between states. They address that the stalker engaged in a course of conduct that would place a reasonable person in fear for his/her safety and that the stalker intended and did, in fact, place the victim in such fear. Victims can receive legal advocacy through a domestic violence agency.

Victims wishing to file a stalking complaint with law enforcement officials should do so at the earliest possible point. The stalking complaint must include evidence to establish the fact that the stalker engaged in conduct that is illegal.

If law enforcement officials do not witness such conduct firsthand, it is often up to the victim to provide them with the evidence necessary to establish probable cause. It is crucial for stalking victims to document every stalking incident as thoroughly as possible, including:

- Collecting and keeping any videotapes, audiotapes, phone answering machine messages.
- Taking photos of the stalker or property damage.
- Keeping letters sent, objects left, affidavits from eyewitnesses, notes, etc.

Experts also recommend that victims keep a journal to document all contacts and incidents, along with the time, date and other relevant information.

In addition, victims should contact their local domestic violence or crime victims' office immediately to develop a personalized safety plan or action plan.

Sources for this section include: *Project to Develop a Model Anti-Stalking Code for States, Final Summary Report*, National Institute of Justice (1993), the National Center for Victims of Crime, and materials from the National Coalition Against Domestic Violence website at (<http://www.ncadv.org>)

FOR MORE INFORMATION

The Stalking Resource Center: The center is a program of the National Center for Victims of Crime. Its mission is to raise national awareness of stalking and to encourage the development and implementation of multidisciplinary responses to stalking in local communities across the country. 1-800-FYI-CALL (1-800-394-2255); 1-800-211-7996 (TTY); <http://www.ncvc.org/src/Main.aspx>

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RESOURCES FOR PEOPLE WHO ARE ABUSIVE TO THEIR INTIMATE PARTNERS

Voicing concern to someone who may be a victim of domestic violence is difficult. Speaking to someone about your concerns whom you believe may be abusing his/her intimate partner is even harder. Violent abuse is an abuser's choice. The reason we know an abuser's behaviors are not about anger and rage include:

They do not abuse other individuals, such as the boss who does not give him time off or the gas station attendant that spills gas down the side of his car. He waits until there are no witnesses and abuses the person he says he loves.

If you ask an abused woman, "Can he stop when the phone rings or the police come to the door?" she will say "Yes." Most often when the police show up, he is looking calm, cool and collected and she is the one who may look hysterical. If he were truly "out of control," he would not be able to stop himself when it is to his advantage to do so.

The abuser very often escalates from pushing and shoving to hitting in places where the bruises and marks will not show. If he were "out of control" or "in a rage," he would not be able to direct or limit where his kicks or punches land.

Resident services coordinators should not attempt to address these issues with a resident. Rather, these resources may be provided to someone concerned about another person who may be abusive. This section provides information on the do's and don't of talking with people who are abusive as well as information about abuser-prevention programs.

DO'S AND DON'TS: TALKING WITH SOMEONE WHO MAY BE ABUSIVE

Confronting someone you suspect is abusive affects more than the adults involved. By speaking up, you could help the whole family, including children who witness the violence. If you suspect a family member, friend or coworker is being abusive at home, use these tips.

Do:

- Express empathy for difficulties experienced by this person.
- Advise them to stop the violence (just like you would advise someone not to drive drunk).
- Maintain that there is no excuse for violence.
- Remind the person that only he/she controls his/her behavior. No one can make him/her be abusive or lose control.
- Say, "I'm concerned. It's clear that you feel a lot of anger and tension over this. What can we do to make sure nobody gets hurt?"

- Refer the individual to a perpetrator’s intervention and counseling program. There are several nationally recognized perpetrator counseling programs that can refer the person to a quality program in his or her local area.
- Provide the individual with referral information to the employee assistance program (EAP) if he/she is a coworker.
- Make an effort to stay in touch with this person. The perpetrator may be as isolated as the victim. Be persistent and realize you may have to take the initiative.

Don’t:

- Blame the victim.
- Be taken in by excuses of how the victim/alcohol/drugs/a bad day made the abuse occur.
- Assume the victim is safe if the abuser says it won’t happen again, even if the person who has been abusive is remorseful.
- Try to physically intervene. Rather, call the police.
- Feel guilty about calling the police. You might be saving someone’s life.

While reaching out to a suspected victim of domestic violence may be difficult, reaching out to a suspected perpetrator is even harder. Calling someone on his or her abusive behaviors may be the hardest thing you ever have to do. It could also be the most compassionate. By addressing a friend, family member or coworker about abusive behaviors, you could save someone’s life.

Source: The website of the Mid-Valley Women’s Crisis Center (<http://www.mvwcs.com>) (2007)

FOR MORE INFORMATION

Abusive Men Exploring New Directions (AMEND): AMEND is a nonprofit organization working to end domestic violence by providing counseling to men who have been abusive, advocacy and support to their partners and children and education to the community. Founded in 1977, the second abuse treatment provider in the country, AMEND’s mission is to help men stop their violence and break the cycle of abuse so that they and their partners, children and families may live in safe and peaceful homes. Based in Denver, Colorado, AMEND has connections to offender treatment programs and women’s shelters across the country. Callers can receive referrals to programs in their areas. (303) 86A-MEND; <http://www.amendinc.org>

The Non-Violence Alliance: The Alliance is a national leader in the field of batterer accountability and change. With roots in the domestic violence movement reaching back over twenty years, the Non-Violence Alliance provides expert consultation to private and governmental agencies on intervening effec-

tively with batterers. These services include training, clinical supervision, program development and conference presentations. <http://www.endingviolence.com>

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