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**LAW ENFORCEMENT BEST PRACTICES:
IMMIGRANT DOMESTIC AND SEXUAL VIOLENCE
VICTIMS, LANGUAGE ACCESS AND THE U
AND T VISA**

**St Paul, MN
June 24, 2019**

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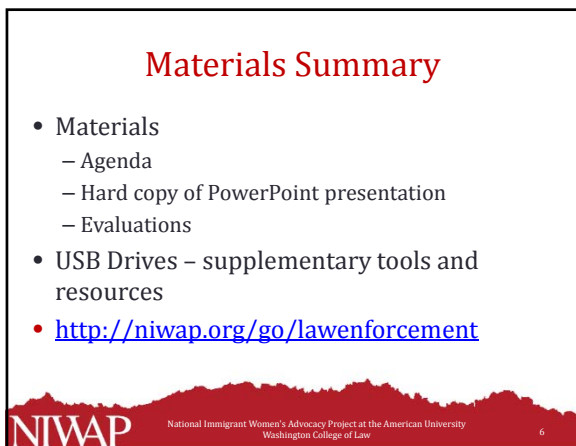
Introduction

- Faculty
- Housekeeping
- Pre-training assessment

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USB Drive Materials

- U Visa Toolkit For Law Enforcement Agencies And Prosecutors
- DHS: U and T Visa Law Enforcement Resource Guide
- DHS memos and policies
- Tools for officers to promote language access
- Bluecard Tool Screening Victims for Immigration Protections



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General Caveats

- Women, men and children can qualify for U Visas
- Victims of almost all violent crimes, and many other crimes are eligible to apply for U Visas
- *That said, many examples that will be used throughout this presentation will refer to female victims of domestic violence and/or sexual assault*



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Participant Introductions, Goals and Expectations



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Learning Objectives

By the end of this workshop, you will be able to:

- Understand how investigations can be improved by using language access tools
- Hold offenders more accountable by using the U Visa certification process as a crime fighting tool
- Enhance victim safety and participation in the criminal justice system
- Enhance officer/victim/community safety using language access and certification programs

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How Best Practices in Domestic Violence Investigations Promote Officer Safety

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Immigration Relief for Crime Victims

T VISA For victims of trafficking

U VISA For victims of Domestic Violence, Sexual Assault, Felonious Assault, Trafficking, Other Serious Crimes

ASYLUM

SIJS

CONTINUED PRESENCE For victims of trafficking

VAWA

BLUE CAMPAIGN


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Why do you think these forms of immigration relief exist for victims of crime?



Legislative Intent

- We want crimes reported to police
- No one should be a victim of crime, especially violent crime
- Offenders prey upon the most vulnerable in our communities, often immigrants
- Without victims reporting crimes, we don't know about the most dangerous offenders
 - Domestic violence
 - Sexual violence



Goals of Immigration Relief



Reporting of crime

Community-police relations

Prosecutions

Improve

Safety of victims, communities, and police



U Visa Statistics 11/2011


% of U Visas	Criminal Activity
76.1% = Domestic Violence & Sexual Violence	
9.9%	Felonious Assault, Murder, Manslaughter
8.47%	Kidnapping, Being Held Hostage, Unlawful Criminal Restraint, Torture
5.3%	Blackmail, Extortion, Perjury, Obstruction of Justice, Attempts, Conspiracy, Solicitation

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DYNAMICS OF DOMESTIC VIOLENCE EXPERIENCED BY BATTERED IMMIGRANTS

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Department of
Homeland Security



- DHS Video 1

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Immigration Related Abuse

- Refusal to file immigration papers on spouse/child/parent's behalf
- Threats or taking steps to withdraw an immigration case filed on the survivor's behalf
 - Family or work based visas
- Forcing survivor to work with false documents
- Threats/attempts to have her deported
- Calls to DHS to turn her in - have her case denied

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Coercive Control Over Immigration Status

- Among abusive spouses who could have filed legal immigration papers for survivors:
 - 72.3% never file immigration papers
 - The 27.7% who did file had a mean delay of **3.97 years**.
- 65% of immigrant survivors report some form of immigration related abuse (NIJ, 2003)

*Edna Erez and Nawal Ammar, Violence Against Immigrant Women and Systemic Responses: An Exploratory Study (2003)

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What prevents immigrant victims from reporting crime?

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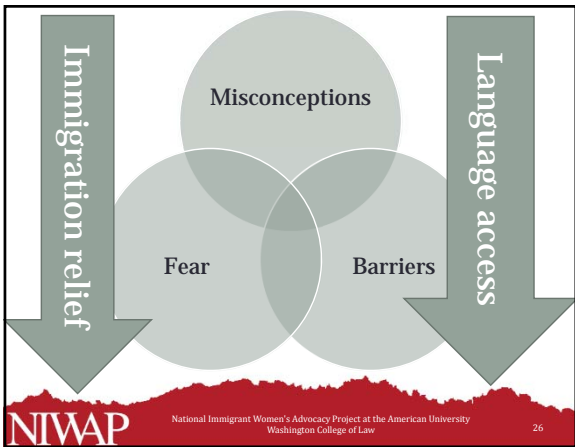
- ### Fears
- Deportation
 - Returning to home country
 - Separation from children
 - Lack of contact with family
 - Family in danger in their country of origin
 - Ostracism from the community
 - Retaliation
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- ### Misconceptions
- Lack of knowledge of
 - Crime victim legal rights
 - Laws regarding domestic violence, sexual assault
 - Do not trust the police
 - Believe police will arrest them
 - Local police are immigration officers
 - No services are available to immigrant victims
 - Police are corrupt
 - Criminal justice system will do nothing
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Barriers

- Do not speak or understand English
- Financial dependence on perpetrator
- Isolation
- Lack of transportation or child care
- Community pressure
- Family pressure
- Religious factors

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How do law enforcement and prosecution benefit from the U visa?



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U Visa Benefits to Law Enforcement and Prosecutors

- Encourages victims to report crimes
- Improves investigation and prosecution of violent crimes
- Increases potential to convict most dangerous criminals
- Demonstrates commitment to protecting immigrant community members
- Enhanced immigrant community involvement
- Makes it easier to identify victim witnesses
- Reduces repeat calls and recanting victims
- Fosters community policing partnerships
- Enhances officer and community safety



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What countries do the victims in your jurisdiction come from?*

*These slides were produced by The National Immigrant Women's Advocacy Project (NIWAP) at American University, Washington College of Law and Legal Momentum and was supported by Grant Number 2011-TA-AX-K0002 awarded by the Office on Violence Against Women, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, conclusions, and recommendations expressed in this publication are those of the author(s) and do not necessarily reflect the views of the Department of Justice, Office on Violence Against Women.



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Minnesota Demographics (2017)*

- ❖ Total foreign born population – 486,243
 - ❖ 8.7% of the state's 5 million people are foreign born
 - 52.4% are naturalized citizens
 - ~26.7 % are lawfully permanent residents**
 - ~20.9 % are undocumented**
 - ❖ 86.7% rise in immigrant population from 2000-2017
 - ❖ 20.0% of children in the state under age 18 have one or more immigrant parents
 - 85.1% of these children are native-born U.S. citizens
- *Source: <https://www.migrationpolicy.org/data/state-profiles/state-demographics/MN#top> (2018)
** Source: (2015 Department of Homeland Security Data)



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Minnesota - Countries/Regions of Origin (2017)*

- ❖ Asia - 35.0%
 - Southeast Asia - 18.8%
 - India - 6.0%
 - China/Taiwan - 4.3%
 - Korea - 3.1%
- ❖ Africa - 27.7%
 - Eastern Africa - 18.3%
 - Western Africa - 6.5%
- ❖ Americas - 24.8%
 - Mexico - 12.3%
 - South American - 4.5%
 - Canada - 2.5%
 - El Salvador - 1.5%
- ❖ Europe - 9.8%
 - Western Europe - 2.3%
 - Eastern Europe - 5.0%
- ❖ Middle East 2.2%
- ❖ Limited English Proficiency
 - Naturalized citizens - 34.3%
 - Noncitizens - 52.1%
- ❖ Languages Spoken at Home
 - Spanish - 198,773
 - Amharic, Somali - 90,845
 - Hmong - 67,475
 - Chinese - 24,616
 - Vietnamese - 20,184
 - German 19,887
 - Arabic - 15,096
 - French - 14,665
 - Russian - 12,717
 - Swahili - 9,789
 - Khmer - 8,536
 - Thai, Lao, Tai-Kadai - 8,252
 - Tagalog - 8,192



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Language Access

Best practices to successfully investigate and prosecute cases involving non-English speaking victims



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Source of Language Access Laws



- Title VI- No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving financial aid assistance.
- LEP Executive Order 13166 (2001)
 - Requires all agencies receiving any federal financial assistance to
 - Ensure meaningful language access
 - Develop and implement language access plans
 - "Where the denial or delay of access may have life or death or other serious implications, the importance of the full and effective delivery of LEP services is at its zenith."



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What is Meaningful Access?

- Meaningful access is defined in the US Department of Justice's own Language Access plan as:

“Language assistance that results in accurate, timely and effective communication at no cost to the LEP individual. For LEP individuals, meaningful access denotes access that is not significantly restricted, delayed or inferior, as compared to programs or activities provided to English proficient individuals.”

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Interpretation

The conversion of spoken language into another language verbally

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Translation

- The conversion of written text from one language into the written text of another language

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Use of 1st person



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Officer: Sir, can you tell me what happened?
Interpreter (into the other language): Sir, can you tell me what happened?

Victim: I was hit in the face repeatedly.
Interpreter (into the other language): I was hit in the face repeatedly.

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No 3rd Person


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Officer (to interpreter): Can you ask the victim what happened?
Interpreter (into the other language to victim): Can you ask the victim what happened?
Victim: ????????

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Use of 3rd person


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Interpreter to the officer: Officer, the interpreter is not familiar with the acronym R.I.C.O. Could you please explain what it stands for so that the interpreter can interpret accurately.
Interpreter to the officer: Officer, the interpreter was unable to hear the response from Mr. Speaktoolow. Could you please ask him to speak up so that I can interpret accurately.


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DOJ Model Guidance





- Police provide free language access to:
 - LEP persons who request it
 - To an officer *when the officer decides it is helpful to the criminal investigation or prosecution*
- Police will inform members of the public that language assistance is available free of charge
- Language access provided in persons primary language


**DOJ Sample Policy Center City Police Department
DOJ Approach to language access outline in:
Steps for Obtaining Interpreters**





First responders –
What do you do when
you arrive at a crime
scene?

First Response



- Locate and secure the scene
- Are there any weapons?
- Is anyone injured?
- Identify the people involved
 - Victim
 - Offender
 - Witnesses
- If offender is not on the scene
 - Where is the suspect?
 - Are they a continuing danger?
 - Is suspect in possession of weapon?

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What do you do when the people at the scene are limited English proficient?

How can you get the information you need to secure the scene?

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DOJ and Exigent Circumstances

- Use the most reliable *temporary* interpreter available to address exigent circumstances
 - Fleeing suspect
 - Weapons
 - Life threatening to the officer /victim/or public

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DOJ Requirements for Investigations & Interrogations

- "A qualified interpreter shall be used for any interrogation or taking of a formal statement where the suspect or witness' legal rights could be adversely impacted"
 - Criminal interrogations
 - Crime witness interviews
- Vital written materials translated into primary language
 - Miranda warnings

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What is a Qualified Interpreter?

- Category for languages that certification does not exist but the interpreter has:
 - completed interpreter training and
 - has experience interpreting.
- Certified by the United Nations for Conference Interpreters (28 U.S.C. §1827).



This is different than a Certified Interpreter

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Using Qualified Interpreters


<p><u>Benefits</u></p> <ul style="list-style-type: none"> • Safety • ID offender • Locate weapons • Admissible statements (excited utterances) 	<p><u>Harms</u></p> <ul style="list-style-type: none"> • Mistaken ID of offender • Arrest of victim • Misinterpretation results in inaccurate statements • Trauma to children
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Certified Interpreter

- Has been tested through a valid and reliable testing instrument
 - Medical
 - Legal
- Sign Language Interpreters *MUST* be certified




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Case Study - Jose Lopez Meza - 2008 

- Charged with first degree murder – Charge was reduced to manslaughter
 - Baby died after Meza shook his 3 week old son so violently the child's brain began to swell, ultimately killing him
 - Detectives used a Spanish speaking officer to assist with the interview
 - Review of the tapes by court appointed certified interpreters revealed that the officer interpreting left out some of the information, misinterpreted several statements made by the suspect and the detective

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Bilingual Officer v. Interpreter 

- › Bilingual officers
- › When they are interpreting, they are not investigating
- › Biculturalism v. bilingualism
- › Different words have different meanings:
 - › e.g.: Variations on the word "highway" depending on what state you're from.
 - › "500 feet" many communities don't know what that distance looks like.

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First responders –
Now that emergency is over what are the next steps in the investigation ?

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The Investigation Begins

- Call fire/rescue
- Take initial statements
- Call crime scene
- Develop probable cause
- Photograph
- Formal interviews at the station
- Call detective
- Prepare case for prosecution

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On Scene Considerations

- Separating parties
- Use of two interpreters
- Is the abuser threatening in a different language or making intimidating gestures?
- Headset and background noise
- Consider cultural differences (ex. matriarchal vs. patriarchal)
- Be aware of the perception of an implicit bias

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Other Encounters With LEP Victims

- Dispatch
- Walk into station
- Referrals from other agencies
–CPS, APS, Family Justice Center
- How would you identify the languages?

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Language Resources

- Language line
- Video remote interpretation
- Video relay interpretation
- Department interpreters line developed in response to large local refugee population
- Immigrant community based organization partners
- Health care providers
- School systems
- Court systems



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Tips for Working with Interpreters


- Control the interview
- Pre-session with the interpreter
 - Where are they located?
 - Establish what your rules are
 - Hand signals
- Interpreter has to interpret everything that you say
 - Example: when you are explaining confidentiality

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Red Flags

- Can you understand the interpreter?
- Does the LEP person look confused?
- Does the interpreter appear confused?
- Is the interpreter engaging in side conversations?
- Is the interpreter summarizing?
- Is there a change in the individual's demeanor?
- Are they using English words?



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Interpretation Best Practices 

- Evaluation systems
- Interpreter uses a dictionary, takes notes
- Interpreter comfortable with subject matter of the case
- Address cultural experiences ahead of time
- Ensure that they do not know the parties
 - If using telephonic interpreters: first ask where they are located
- Team interpreting and interpreter breaks

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U Visas as a Crime Fighting Tool

Improving the reporting, investigation, and prosecution of violent crime & keeping everyone safer

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What, if anything, do you know about U Visas?

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U Visa Basics

- Law enforcement certification is just one part of the overall process it does not = citizenship
- Meant to promote reporting of crime
- Targets offenders who prey on most vulnerable victims
- Offender may be citizen or non-citizen
- Can be “revoked”
- Increases immigrant victim participation in criminal justice system



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Purpose of Crime Victim Protections

Congress enacted VAWA self-petitioning (1994) and the U and T visas (2000) to:

- Improve community policing and community relationships
- Increase prosecution of perpetrators of crimes against immigrant victims
- Allow victims to report crimes without fear of deportation
- Enhance victim safety
- Keep communities safe



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Major Forms of Relief


- VAWA Self-Petition
 - Abuse by US citizen or lawful permanent resident
 - Spouse, former spouse, parent, step-parent, over 21year old child
- Special Immigrant Juvenile Status
 - Immigrant children abused, abandoned or neglected by one of their parents
 - (U.S. or abroad)
- U Visa
- T Visa



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Department of
Homeland Security



- DHS Video 1

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U Visa Requirements

Victim	Helpful	Harm
<ul style="list-style-type: none"> • Qualifying criminal activity • Possesses information about the crime • Criminal activity occurred in U.S. or violated U.S. law 	<ul style="list-style-type: none"> • Has been, is being, or is likely to be • Detection, investigation, prosecution, conviction, or sentencing 	<ul style="list-style-type: none"> • Substantial physical or mental abuse as a result • Only DHS determines Harm

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Qualifying Criminal Activity

Abduction	Hostage	Sexual Assault
Abusive Sexual Contact	Incest	Sexual Exploitation
Blackmail	Involuntary Servitude	Slave Trade
Domestic Violence	Kidnapping	Stalking
Extortion	Manslaughter	Torture
False Imprisonment	Murder	Trafficking
Felonious Assault	Obstruction of Justice	Witness Tampering
Female Genital Mutilation	Peonage	Unlawful Criminal Restraint
Fraud in Foreign Labor Contracting	Perjury	Prostitution
Rape	Attempt, conspiracy or solicitation to commit crime or similar activity	

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Who Can Certify?

“Law Enforcement” & “Law Enforcement Agency” =

- Federal, state, and local
 - Law enforcement
 - Prosecutors
 - Judges, Magistrates, Commissioners
- Departments of Labor (DOL) and the Equal Employment Opportunity Commission (EEOC)
- Child and Elder Abuse investigators and agencies
- Other government agencies with criminal, civil, administrative investigative power

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U Visa Application Process

**Filing to decision:
Decision to receipt of U Visa
(48+ months):**

Certification

➔

Application & supporting documentation

➔

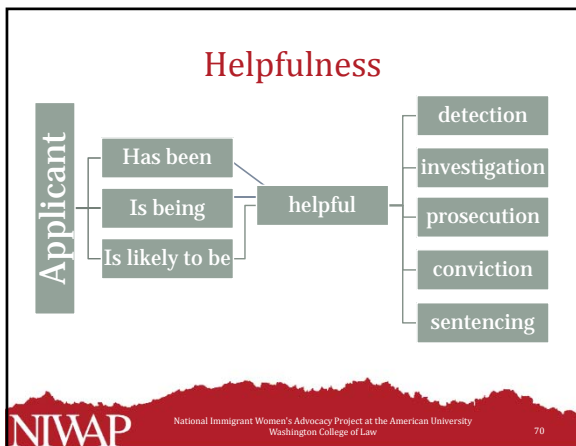
Decision by DHS

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Who can apply?

- Victims of qualifying criminal activity
- Parents and guardians can apply as an “indirect victim” if:
 - the victim is a child under 21 years of age and/or
 - is incompetent, incapacitated, or deceased due to murder or manslaughter
- Bystanders victimization – very limited
- For child victims a “next friend” can provide helpfulness

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- ### Making Determination
- Certifying agency determines "helpfulness"
 - Helpfulness can include:
 - Calling 911
 - Providing a description of offender
 - Allowing photographs to be taken
 - Giving information about the offender's whereabouts
 - Statement about prior bad acts
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- ### Not Required
- Conviction
 - Charges filed
 - Offender arrested
 - Testimony at trial
 - Necessary witness
 - Within statute of limitations
 - Offender is identified
 - Offender alive
- Victim-centered approach
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Analyzing Requests for Certification

What criminal activity occurred?

Identify the victim or indirect victim

Determine helpfulness

Identify if any family members were implicated in the crime

Note any injuries observed; provide documentation



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How will a U visa certification request come to you?

- From victim advocate or immigration attorney
- As a police officer you are the first responder
- As a prosecutor you might have continued contact with the victim and might be first to identify victim's U visa eligibility



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When should you certify?



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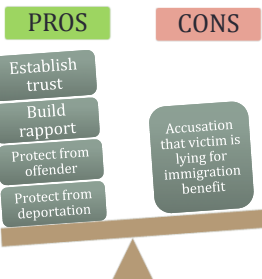
Timeline

- Certification must be included in the initial application for a U Visa
- Once the initial application is processed:
 - Victim is entered into a database and flagged as an applicant for a U Visa



- Immigration proceedings will not be initiated
- Offender can not intimidate with threats

Certifying Early



DHS Decision

- Were they a victim of a qualifying crime?
- Did they suffer substantial harm as a result of victimization?
- Assess whether the victim unreasonably did not comply with requests from law enforcement (helpfulness)
- Is the victim admissible?
 - Review of criminal history
 - Review of immigration history

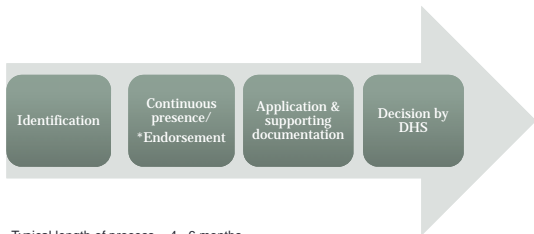
U Visa Facts

- Only 10,000 U visas can be granted annually
- The U visa grants a temporary 4 year stay
- Only some U visa holders will qualify for lawful permanent residency- no guarantee
- U.S. citizenship can only be attained after lawful permanent residency for 5 years + proof of good moral character

T Visa Overview

- Non-Immigrant, 4 Year visa
 - Victim of severe form of trafficking
 - In the US or territories on account of trafficking
 - Respond to reasonable requests for collaboration with investigation and prosecution unless victim is under 18
 - Limited "trauma exception"
 - Hardship upon return to home country
- May apply for adjustment of status after investigation/prosecution is over or 3 years, what ever time is shorter


The T Visa Application Process



Typical length of process = 4 - 6 months

Human Trafficking


- Generally: use of force, fraud and/or coercion to exploit a person for profit.
- Federal statute: TVPA 2000
- Every state now has their own human trafficking statute – (labor trafficking), (sex trafficking)



Sex Trafficking

22 U.S.C. § 7102; 18 U.S.C. § 1591


Act	Means	Purpose
<ul style="list-style-type: none"> • Recruits • Entices • Harbors • Transports • Provides • Obtains • Advertises • Maintains • Patronizes • Solicits • Benefits, financially or by receiving anything of value 	<ul style="list-style-type: none"> • Force • Fraud • Coercion 	<ul style="list-style-type: none"> • Commercial Sexual Activity



Labor Trafficking

22 U.S.C. § 7102; 18 U.S.C. § 1590

Act	Means	Purpose
<ul style="list-style-type: none"> • Recruits • Harbors • Transports • Provides • Obtains • Benefits, financially or by receiving anything of value 	<ul style="list-style-type: none"> • Force • Restraint • Threats of harm • Abuse or threatened abuse of the legal system • Any scheme, plan, or pattern intended to cause the person to believe that if they did not perform labor, they would suffer serious harm or restraint 	<ul style="list-style-type: none"> • Involuntary servitude • Peonage • Debt Bondage • Slavery



Most statutes have a broad definition of "coercion" that includes non-physical coercion.

Force

Coercion **Fraud**

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Trafficking → **Exploitation**

Smuggling → **Transportation**

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Venues

Labor Trafficking	Commercial Sexual Activity
<ul style="list-style-type: none"> • Domestic servitude • Hotels & restaurants • Landscaping • Construction • Agriculture • Massage parlors • Criminal activity 	<ul style="list-style-type: none"> • Prostitution <ul style="list-style-type: none"> – Online – Street – Brothels – Massage parlors • Pornography • Stripping • Web cams

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Labor Trafficking Statistics

- 47.5% Men – 52.5% Women
- 10% Minors – 90% Adults
- 46% Single – 45% Married
- 64% had children
- 33% some college or higher
- Average age = 33
- 71% of victims entered the U.S. legally

*"Understanding the Organization, Operation and Victimization of Labor Trafficking in the United States",
Urban Institute and Northeastern University in collaboration with Freedom Network USA (2014)*



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What are Severe Forms of Human Trafficking?

- **Sex Trafficking:** in which a commercial sex act is induced by force, fraud, or coercion, or in which the person induced to perform such act has not attained 18 years of age; or
- **Labor:** The recruitment, harboring, transportation, provision, or obtaining of a person for labor or services, through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery

(Federal Law—"Victims of Trafficking and Violence Prevention Act of 2000 can be found at www.ojp.usdoj.gov/vawo/laws/vawo2000/)



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U Visa Certification Important Tips



Supplement B, U Nonimmigrant Status Certification
Department of Homeland Security
U.S. Citizenship and Immigration Services

USCIS
Form I-918
OMB No. 1615-0104
Expires 02/28/2019




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Helpfulness in the Regulations

- Statute and DHS regulations: has been helpful, is being helpful or is likely to be helpful in the
 - Detection, or investigation, or
 - Prosecution, or conviction or
 - Sentencing
- There is no degree of helpfulness required
- Law enforcement may complete U visa certification once they assess victim's helpfulness
- The investigation or prosecution can still be ongoing




Helpfulness can be satisfied even if:

- Victim reports a crime where there's no further investigation
- Report is of past crime that the victim did not report at the time
- Perpetrator absconds or is subject to immigration removal
- The perpetrator is being prosecuted for a different crime
- Victim is not needed as a witness
- Victim is dead (indirect victim qualifies)
- Perpetrator is dead
- Victim has a criminal history or is subject to immigration enforcement
- Victim fully discloses story after better understanding rights, the U-visa and meaningful language access



Why would a victim report a crime and then refuse to participate in the ensuing investigation and trial?



Reasons for Refusing to Cooperate

- Fear of reprisal
- Continued threats or violence
- Pressure from either family
- Financial hardship
- Lesser of two evils

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Evaluating Whether Victim's Refusal to Provide Assistance/Cooperation was "Unreasonable"

- Considerations:
 - Totality of the circumstances, including the nature of the victimization
 - Victim's fear or the abuser
 - Trauma suffered
 - Force, fraud or coercion

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Witness Tampering

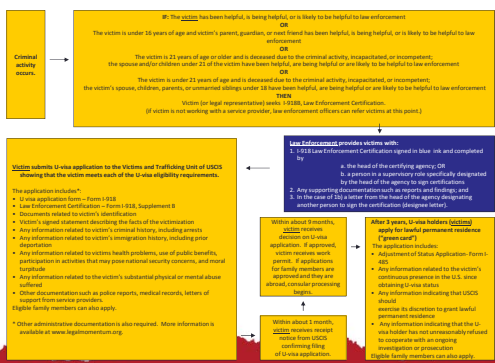
- Work with prosecutors to detect signs
 - Change in frequency of contact
 - Missed appointments
 - Recantation or minimization
- Investigate
 - Follow up with victim
 - Contact victim advocate, immigration attorney, others that had contact with victim
 - Jail calls
 - Interview friends, neighbors, and family

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If you still believe the victim is unreasonably refusing...

- Note on the certification, sign, and return to victim or victim’s attorney
- Burden shifts to victim to prove the refusal is not unreasonable
- DHS makes the ultimate decision

U-visa Application Victim Flow Chart



Law Enforcement provides victims with:

1. I-918 Law Enforcement Certification signed in blue ink and completed by:
 - a. the head of the certifying agency; OR
 - b. a person in a supervisory role specifically designated by the head of the agency to sign certifications
2. Any supporting documentation such as reports and findings; and
3. In the case of 1b) a letter from the head of the agency designating another person to sign the certification (designee letter).

Collaboration and Community Policing

- How might you use what you learned today
 - In your collaborations other agencies in your community, including those that serve victims?
 - To support your community policing work

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Collaboration between Law Enforcement and Prosecution

- Maintain victim and witness contact
- Update victims on case status
- Coordinate victim services
- Investigate witness tampering and other co-occurring crimes

Cooperation is key



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Small Group Discussion

Based on the training today, what will you take back when you return to your agency?

- What are two things you will implement in your work?
- Questions you want might expect and would like to know how to answer?

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Does your agency have a U Visa policy/procedure ?




Large Group Discussion

- City of X, Law Enforcement Certification Protocol
- Are these true or false?
 - Identify any problems with the protocol
 - Note provision numbers
 - How could the protocol be improved?
 - What is missing?
- **MODEL POLICY in USB**



DHS Resources 

Victim Assistance Specialist
 SAC St Paul
 Deborah Morrison
 Phone: 952-858-5427
 deborah.morrison@ice.dhs.gov




Resources

- ▶ **Technical Assistance**
 - ▶ Call: 202.274.4457
 - ▶ Email: niwap@wcl.american.edu
- ▶ **Materials on U visa and Immigrant Victims Legal Rights**
 - ▶ Visit <http://niwaplibrary.wcl.american.edu>
 - ▶ U Visa Certification Toolkit
 - ▶ DHS Answers to Law Enforcement Reasons for Not Certifying
 - ▶ USCIS Q & A on U Visa Certification
 - ▶ Roll call training videos
 - ▶ All available at: <http://niwap.org/lawenforcement>



Evaluations

- Evaluations are in your training packet
- Certificates



Thank You!

