



# Module 7

## Direct Services



Office for Victims of Crime  
**OVC**  
*"Putting Victims First"*



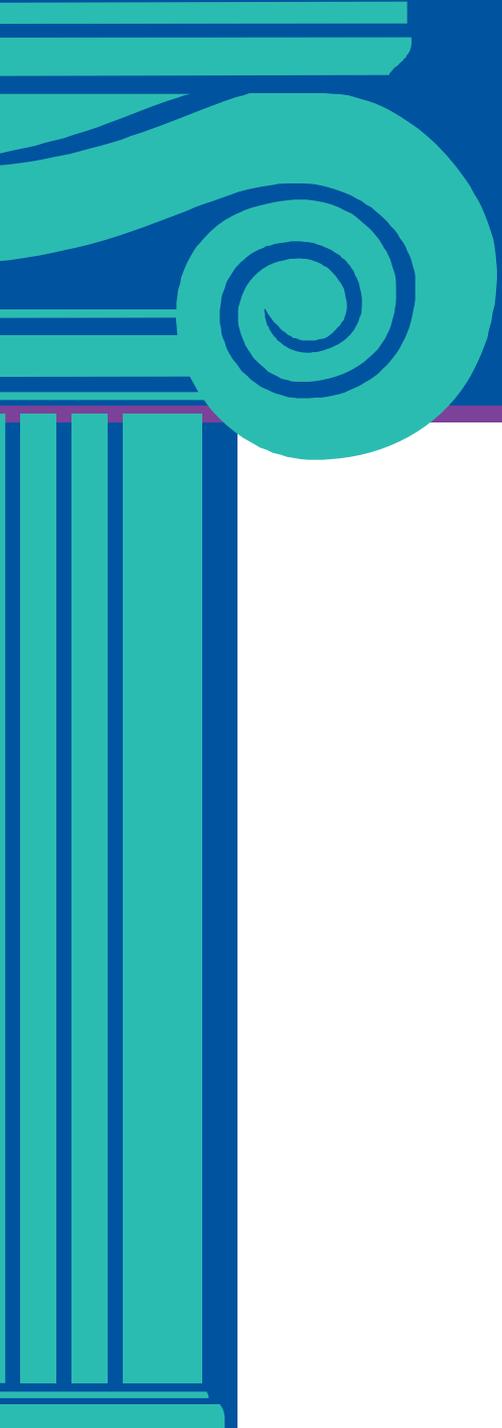
# Learning Objectives

- ❖ **Demonstrate use of key steps in providing effective crisis intervention services.**
- ❖ **Identify services that victim service providers provide during the phases of the justice system process.**
- ❖ **Identify resources and services to meet victim needs.**



# Core Services

- ❖ **Provide crisis intervention.**
- ❖ **Provide advocacy.**
- ❖ **Identify client needs and provide resources and services.**



# Crisis Intervention



# What Is Crisis Intervention?

- ❖ **Crisis**: An unexpected event that calls for the mobilization of additional resources beyond those necessary for everyday life.
- ❖ **Crisis intervention**: Assistance in the immediate aftermath of a trauma.



# Why Is Crisis Intervention Important?

- ❖ **Victims in crisis are not thinking clearly.**
- ❖ **May experience many emotions.**
- ❖ **Have difficulty mobilizing resources.**
- ❖ **Extremely vulnerable to additional danger and traumatization.**
- ❖ **You could be saving a life!**



# Young's Three-Phase Model

- ❖ **Safety and security**
- ❖ **Ventilate and validate**
- ❖ **Predict and prepare**



# *Activity*

## ***Brainstorm Crisis Intervention Activities for Three Phases***

# *Activity*

## *Crisis Role Play*

### *Worksheet 7.1*

<b>Participant</b>	<b>Role Play #1 Safety and Security</b>	<b>Role Play #2 Ventilate and Validate</b>	<b>Role Play #3 Predict and Prepare</b>
<b>A</b>	<b>Victim</b>	<b>Advocate</b>	<b>Coach</b>
<b>B</b>	<b>Advocate</b>	<b>Coach</b>	<b>Victim</b>
<b>C</b>	<b>Coach</b>	<b>Victim</b>	<b>Advocate</b>



# Role Play 1

- ❖ **Participant A (Victim):** How did the advocate do?
- ❖ **Participant B (Advocate):** What did you do to establish rapport? What did you do to help the victim feel safe from additional harm?
- ❖ **Participant C (Coach):** What did you see that made you believe the advocate established rapport? the advocate helped the victim feel safe from additional harm?



# Role Play 2

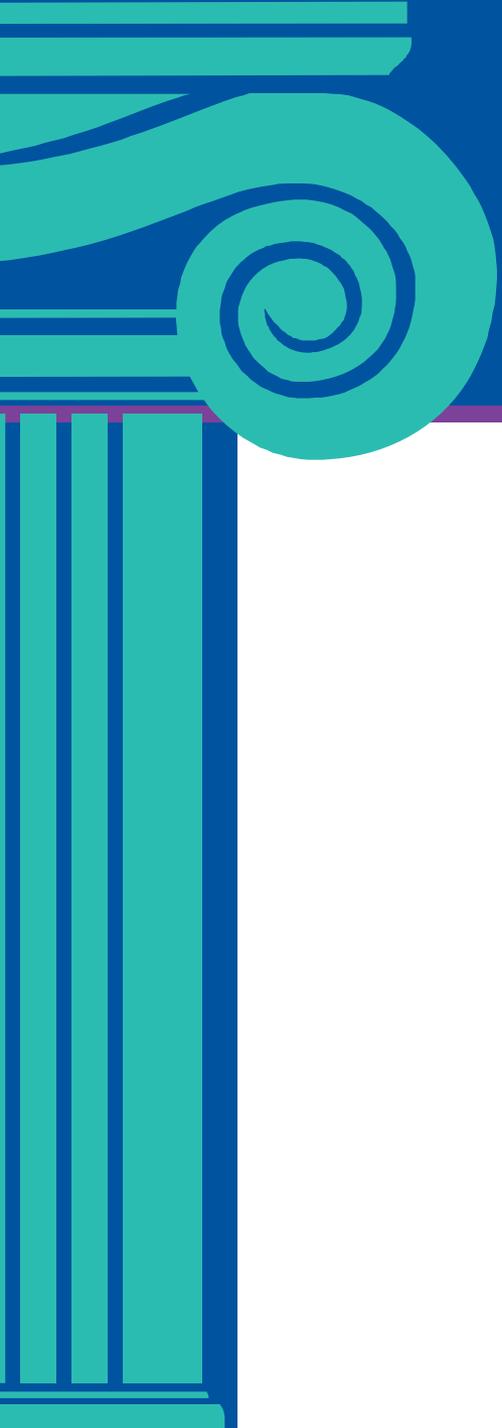
- ❖ **Participant C (Victim):** How did the advocate do?
- ❖ **Participant A (Advocate):** What did you do to allow the victim to ventilate and how did you validate?
- ❖ **Participant B (Coach):** What did you see that made you believe the person from law enforcement allowed the victim to ventilate? How did the advocate validate the victim?



## Role Play 3

- ❖ **Participant B (Victim):** How did the advocate do?
- ❖ **Participant C (Advocate):** What did you do to predict and prepare the victim?
- ❖ **Participant A (Coach):** What did you see that made you believe the advocate focused on predicting and preparing the victim?

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- ❖ **What did you do as an advocate that worked?**
  - ❖ **What did you do as an advocate that didn't work?**
  - ❖ **How difficult was it to be an advocate and have to use different skills than those required by your current job?**
  - ❖ **What was the most important thing you learned from this role play?**



# Advocacy



# What Is Advocacy?

**Advocacy is a specific type of problem solving and planned action that is used to protect the personal, legal, and societal rights of an individual.**



# **Identification of Client Needs To Provide Resources and Services**



# Three Key Activities

- ❖ **Assess needs.**
- ❖ **Identify available resources and services.**
- ❖ **Help obtain victim compensation.**



# Needs Assessment

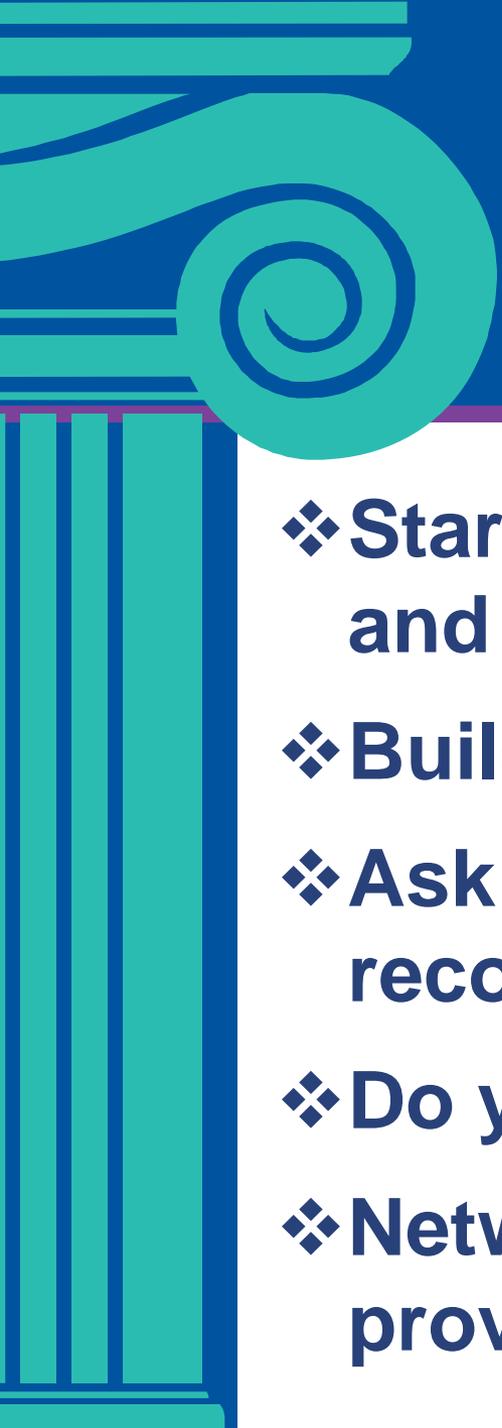
- ❖ **Gather information from the client; together decide what action to take.**
- ❖ **Ask questions, listen carefully, observe behavior.**
- ❖ **Identify resources and services that meet the needs that you and the client identify.**
- ❖ **Work with client to create a plan of action.**



# Preparing for Needs Assessment

**You should know:**

- ❖ **The general situation of your client.**
- ❖ **The type of crime and trauma experienced by your client.**
- ❖ **How to give information to your client and how to get information.**
- ❖ **The resources and services available.**



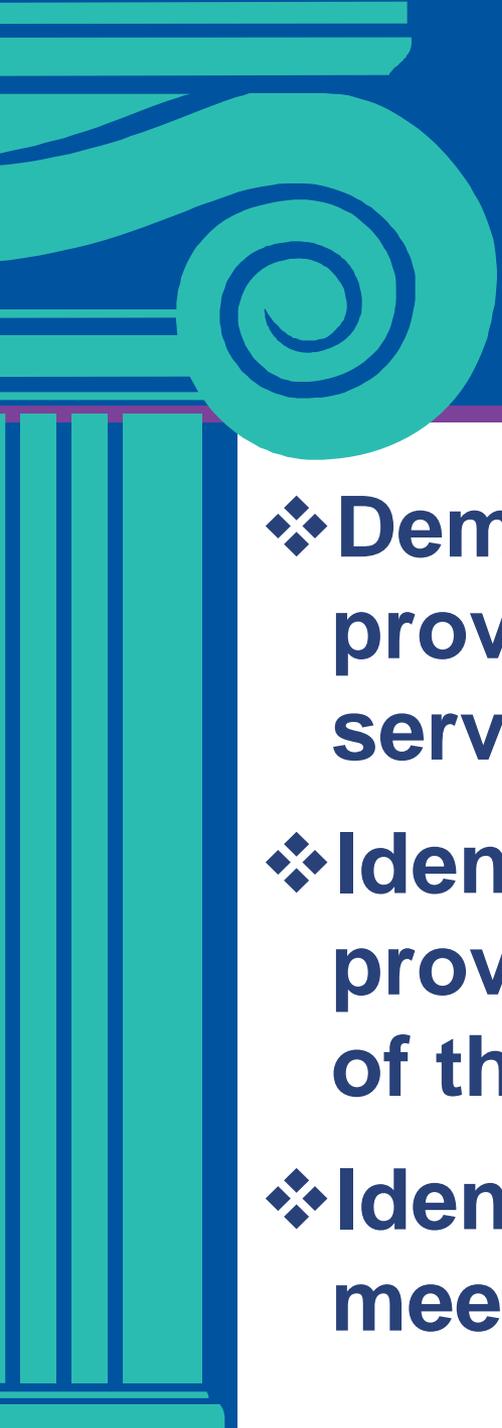
# Identifying Resources and Services

- ❖ **Start with your agency's list of services and providers.**
- ❖ **Build your own list of resources.**
- ❖ **Ask colleagues for their recommendations.**
- ❖ **Do your own research.**
- ❖ **Network with other agencies and providers.**



# *Activity*

## *Large Group Discussion*



# Review of Learning Objectives

- ❖ **Demonstrate use of key steps in providing effective crisis intervention services.**
- ❖ **Identify services that victim service providers provide during the phases of the justice system process.**
- ❖ **Identify resources and services to meet victim needs.**



# Closing of Module 7

- ❖ **Questions?**
- ❖ **Comments?**