

**U.S. Department of Justice
Office of Justice Programs**
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**Office of Justice Programs
World Wide Web Home Page**
www.ojp.usdoj.gov

**Office for Victims of Crime
World Wide Web Home Page**
www.ovc.gov

For grant and funding information contact:
Department of Justice Response Center
1-800-421-6770

OVC Resource Center
1-800-851-3420
(TTY: 1-877-712-9279)
www.ncjrs.gov

OVC Training and Technical Assistance Center
1-866-682-8822
(TTY: 1-866-682-8880)
www.ovcttac.gov

The Office of Justice Programs (OJP), headed by Assistant Attorney General Karol Mason, provides federal leadership in developing the Nation's capacity to prevent and control crime, administer justice, and assist victims. OJP has seven components: the Bureau of Justice Assistance; the Bureau of Justice Statistics; the National Institute of Justice; the Office of Juvenile Justice and Delinquency Prevention; the Office for Victims of Crime; the Community Capacity Development Office, and the Office of Sex Offender Sentencing, Monitoring, Apprehending, Registering, and Tracking. More information about OJP can be found at <http://www.ojp.gov>.

Office for Victims of Crime

The Office for Victims of Crime (OVC) was created by the U.S. Department of Justice in 1983 and formally established by Congress in 1988 through an amendment to the Victims of Crime Act of 1984. OVC's mission is to enhance the Nation's capacity to assist victims of crime and to provide leadership in changing attitudes, policies, and practices to promote justice and healing for all victims of crime.

OVC accomplishes its mission by:

- Administering the Crime Victims Fund
- Supporting direct services
- Providing training programs
- Sponsoring demonstration and evaluation projects with national and international impact
- Publishing and disseminating materials that highlight promising practices that can be replicated worldwide
- Sponsoring fellowships and clinical internships

Office for Victims of Crime Resource Center

The Office for Victims of Crime Resource Center (OVCRC) is your information clearinghouse for emerging victim issues.

As a component of the National Criminal Justice Reference Service—a federally funded resource offering justice and substance abuse information to support research, policy, and program development worldwide—OVCRC offers access to a vast criminal justice resource library and top information specialists to answer your questions. Staff can offer statistics and referrals, discuss publications, compile information packages, and search for additional resources using OVCRC's extensive network of victim advocates and organizations.

OVCRC also offers easy access to OVC and other victim-related publications through an online ordering system and an electronic newsletter. To learn more about OVCRC and its products and online services, visit www.ovc.gov/ovcrc/welcome.html or call 1-800-851-3420 (TTY 1-877-712-9279).

Office for Victims of Crime Training and Technical Assistance Center

For victim service providers, the Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) is the portal to a broad range of resources. OVC TTAC extends training and technical assistance to victim service providers, allied professionals, volunteers, advocates, and victim/witness coordinators. The training and technical assistance are designed to enhance participants' skills and improve the quality and efficiency of the services they deliver.

OVC TTAC also provides a broad range of comprehensive resources for victim service providers. These resources include needs assessment, resource development and delivery, education and outreach, and evaluation. OVC TTAC is committed to helping the Nation's victim service community build its capacity to respond to the increasingly complex needs of victims of crime.

Office for Victims of Crime Training and Technical Assistance Center

9300 Lee Highway
Fairfax VA 22031-6050

Phone: 1-866-OVC TTAC (1-866-682-8822)
TTY: 1-866-682-8880

Web site: www.ovcttac.gov

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Module 2: The Organizational Resiliency Model

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Acknowledgments

Material in this manual was adapted by OVC TTAC from material developed as part of a 2-year training and technical assistance grant awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice to The University of Texas at Austin (2009-SZ-B9-K013). The OVC Resiliency Project was managed by the Institute on Domestic Violence and Sexual Assault in the Center for Social Work Research, School of Social Work. The Resiliency Project engaged researchers, educators and practitioners from the child abuse field in a collaborative effort to develop, implement, and evaluate an organizationally based program to build resiliency in staff and volunteers. Practitioners from the child abuse field were engaged in the development of all training and technical assistance products.

The following child abuse organizations served as pilot sites for the OVC Resiliency Project:

- Adams County Children's Advocacy Center, Gettysburg, Pennsylvania
- Calico Center, Alameda County CAC, San Leandro, California
- CASA of Lane County, Springfield, Oregon
- CASA of St. Louis County, St. Louis, Missouri
- Child Advocates of Fort Bend County, Rosenberg, Texas
- Childhelp Children's Center of Phoenix, Phoenix, Arizona
- Florida Dept. of Children and Families: Emerald Coast Child Advocacy Center and Santa Rosa Kids' House, Pensacola, Florida
- Project Harmony Child Protection Center, Omaha, Nebraska
- Pulaski County CASA, Little Rock, Arkansas
- Richland County CASA, Columbia, South Carolina
- Safe Shores, the D.C. Children's Advocacy Center, Washington, D.C.
- Synergy Services, Inc., Children's Advocacy Center, Parkville, Missouri

The following organizations participated in the *Building Resiliency in Child Abuse Professionals* pilot training.

Participants:

- Albemarle County Department of Social Services
- Baltimore Child Abuse Center
- Child Advocacy Services
- D.C. U.S. Attorney's Office, Victim Witness Assistance Unit

- National Center For Missing and Exploited Children (NCMEC)
- Philadelphia Children's Alliance

Observers:

- Federal Bureau of Investigation, U.S. Department of Justice
- National CASA Association
- NCMEC
- National Children's Advocacy Center
- National Children's Alliance

The opinions, findings, and conclusions expressed in this document are those of the authors and do not necessarily represent the official positions or policies of the U.S. Department of Justice.