Moderator: Jason Adams

Featured Hosts: Mary Vail Ware Marti Kovener

The Future of Victim Services

July 17, 2019

Note: This session will be recorded and posted on the Expert Q&A Past Sessions tab when available. The audio for today’s session will play through your computer speakers.
Technical Overview

- If you are experiencing any technical issues with the audio for this session, please let us know in the Chat box.

- As with all technology, we may experience a momentary lapse in the webinar session. In the event of a problem, please be patient and remain on the line. If the problem persists, please contact our technical specialist, Kaila Hough, by sending her a private chat or by emailing her at khough@ovcttac.org for technical assistance.

- Today’s session will be recorded and made available on the OVC TTAC Expert Q&A Past Sessions tab, along with a copy of the PowerPoint.

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Featured Hosts

Mary Vail Ware

Marti Kovener

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The Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) is the gateway to current training and technical assistance for victim service providers and allied professionals who serve crime victims. Our aim is to build the capacity of victim assistance organizations across the country in three primary ways:

1) We use a variety of training and technical assistance opportunities.

2) We use a variety of tools, surveys, stakeholder discussions, evaluations, and feedback forms.

3) We continually monitor customer satisfaction and measure the effectiveness of our training and technical assistance activities over time.
To improve your capacity to serve crime victims in your community, here are some ways OVC TTAC might work with you:

- Provide skilled trainers with specific subject matter expertise for your upcoming training event or speakers for your conference.
- Conduct an organizational needs assessment and design a targeted response through training, technical assistance, or peer support.
- Develop a basic evaluation strategy to determine the effectiveness of your program.
- Strengthen advocacy programming that helps assure equal justice for victims and produces a positive, sustainable impact.
What is Best in Class for Victim Services?

- What is the most important change that needs to be made in services to victims?
- What are some of the successful trends?
- How important is implicit bias training for victim advocates?

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Resources for Implicit Bias Training

- Kirwan Institute Implicit Bias Module Series
  [http://kirwaninstitute.osu.edu/implicit-bias-training](http://kirwaninstitute.osu.edu/implicit-bias-training)

- UCLA Implicit Bias Video Series
  [https://equity.ucla.edu/know/implicit-bias](https://equity.ucla.edu/know/implicit-bias)

- The People’s Institute for Survival and Beyond: Undoing Racism Training
  [https://www.pisab.org](https://www.pisab.org)

- Adam Foss Ted Talk on A Prosecutor’s Vision for a Better Justice System
  [https://www.ted.com/talks/adam_foss_a_prosecutor_s_vision_for_a_better_justice_system](https://www.ted.com/talks/adam_foss_a_prosecutor_s_vision_for_a_better_justice_system)
What is Best in Class for Victim Services?

- How do we meet the needs of individual victims of crime versus large groups (e.g., mass casualties)?

- How do we advocate across multiple systems (e.g., for homeless victims who are also dealing with drug addiction)?

- How can you best train first responders and allied professionals on the intersection of child abuse, domestic violence, and sexual assault, and what is the best way to respond?

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What is Best in Class for Victim Services?

- Will there be an increase or decrease in the number of advocates in law enforcement agencies, and how will their role change?

- What are the differences between community-based and law enforcement-employed victim services?

- How do you get law enforcement to work in a partnership?

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From Movement to Profession…

I NEVER LOOK BACK, DARLING. IT DISTRACTS FROM THE NOW.
What We Know

- Evidence-Based Practices
- Adverse Child Experiences (ACE)
- Importance of Survivor-Led or Survivor-Informed Structures (but keep statistics in mind)
- Trauma-Informed Practices—For All!!
- Victim-Centered Practices
- Multidisciplinary Teams (MDT)
- Vicarious Trauma
  [https://vtt.ovc.ojp.gov/](https://vtt.ovc.ojp.gov/)
- No Wrong Door
Homicide Services

- What is the future of homicide advocates?

- What are the most recent services or benefits that can be offered to the parents of a homicide victim(s)?

- How have death notifications changed with the advent of social media?

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Resources for Homicide Advocates and Survivors

- OVC Mass Violence Toolkit
  https://www.ovc.gov/pubs/mvt-toolkit/samples.html
- OVC TTAC has mass violence resources and webinars
  https://www.ovcttac.gov/
- Parents Of Murdered Children
  https://www.pomc.com/
- Victim Connect
  https://victimconnect.org/
Sustainability

- Funding is always a concern. What is coming in the future regarding grants and funding options?

- How do we keep from burning out?

- How do we deal with funding restrictions?

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Sustainability Resources

- OVC TTAC!
  https://www.ovcttac.gov/

- National Council of Non-Profits
  https://www.councilofnonprofits.org/tools-resources/nonprofit-sustainability

- BoardSource
  https://boardsource.org/

- Department of Education

- CDC

- Sustain Tool
  https://www.sustaintool.org/
Technology

- What changes should we expect and how can we be ahead of them?
- What role can technology play in efforts to improve the delivery of crime victim services?
- How do we keep it safe for survivors?
- How do we support survivors as more services move online?
The Modern Learner

MEET THE MODERN LEARNER

As training moves to more digital formats, it’s colliding with new realities in learners’ jobs, behaviors, habits, and preferences.

Today’s employees are overwhelmed, distracted, and impatient: Flexibility in where and how they learn is increasingly important. They want to learn from their peers and manage as much as possible from experts. And they’re taking more control over their own development.

1% of a typical workweek is all that employees have to focus on training and development

UNTETHERED

Today’s employees find themselves working from various locations and structuring their work to accommodate their lifestyle. Companies are finding it difficult to meet these employees’ needs and expectations.

- 37% of global training is expected to be “mobile-first” by the end of 2018
- 30% of full-time employees do most of their work somewhere other than their employer’s location
- 20% of workers connected on mobile, contractors, and freelancers

ON-DEMAND

Employees are engaging in informal learning and learning differently than they did just a few years ago. Most are looking for ways to extend formal training and development channels.

- People are increasingly looking to their smartphones to deal with unexpected problems
- 37% of people know what their smartphone can do
- 51% know what their smartphone app is doing

COLLABORATIVE

Learners can also develop and share informal and professional networks to obtain information about their industries and professions.

- 80% of knowledge sharing happens via e-mail, Instant messages, and social networks
- 55% of training courses are delivered by peer-to-peer learning of 2,000+ peer learners

EMPOWERED

Rapid change in business and organizations means everyone needs to constantly be learning. More and more people are looking for options on their own because they aren’t getting what they need from their employers.

- 42% of employees are dissatisfied with their professional development
- 38% of employees say they have opportunities for learning and growth at their workplace
- 62% of professionals report having good processes for finding and utilizing their best skills

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Technology

- What is projected in 10 to 20 years?
- What is the future of data sharing in victim services?
- How is telemedicine/telehealth impacting victim services in the future?
- What is the future of victim services in rural areas?

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Technology

- Will we see a movement to increase training for advocates regarding the increased use of cyber crimes?
- How can we gain feedback on our services from victims effectively?
- What innovative techniques are being used to address family violence?

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Some Terrific Technology Resources

- National Network to End Domestic Violence
  https://www.techsafety.org/resources/
- Love Is Respect
  https://www.loveisrespect.org/
- National TeleNursing Center
  https://www.mass.gov/national-telenursing-center
- National Identity Theft Victim Assistance Network
  http://www.nitvan.org/
Professionalism of the Field

- What role, if any, does advocate credentialing play in the evolution of victim services?

- What continuing education, certificates, or degrees would be beneficial for victim service providers moving forward?

- As the field of victim services becomes more professional and requires more educated staff, are victim service organizations working with local higher education agencies to fill the need and how?

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Professionalism of the Field

- What research is happening (or is needed) to establish the impact that victim assistance professionals have on victims/survivors, case outcomes, and the community in general?

- True professionals require well-paying salaries. How will small nonprofits be competitive? Are victim service organizations working with state nonprofit coalitions and business organizations? How do we advocate for an increase in pay?

- How can/should funders change contracting procedures to infuse innovation into our work?

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Some Solid Training Resources

- OVC TTAC—of course!
  https://www.ovcttac.gov/

- National Organization for Victim Assistance
  https://www.trynova.org/credentialing/

- Center for Victim Research
  https://victimresearch.org/

- OVC TTA Resource Centers
  https://www.ovcttac.gov/ttaDirectory/
Q&A

Passing the Baton

- How do we get those who started the movement to empower the newer generation and present them opportunities to lead?

- How do we instill the movement in the next generation of victim service providers?

- How do we continue the movement?

- Is there a recognized movement away from using the word “victim” to something that is more positive?

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How To Operationalize and Ensure Continuity

- Designate a convener
- Write things down! (Not just MOU templates!)
- Ensure broad-based community support
- Ensure high quality, capacity building training
- Use evidence-based practices
- Kindly hold each other accountable
- Ensure a variety of methods of communication
  - For professionals
  - For victims
Future Challenges/Opportunities

- Varying maturation in the field
- Demonstrating positive outcomes
- Funding challenges
- Marching forward together
- Information overload
- Building and maintaining strong organizational structures
- Building and maintaining community support
- Cease to reward “Hero” mentality
Next Month

**Topic:**
Service Animals and Emotional Support Animals in Victim Services

**Date:**
Wednesday, August 21, at 2:00 p.m. eastern time

**Featured Hosts:**
Marcie Davis and Lovey Davis

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Download a **certificate of attendance** for today’s session from our Downloads pod, below the PowerPoint.

For more **resources related to this topic**, please see the Additional Links pod on the right of the screen today, above the Chat box.

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If your question was not addressed in this session, you can email your question to our hosts:

Mary Vail Ware: MVWare@ovcttac.org
Marti Kovener: MKovener@ovcttac.org

To learn about upcoming Expert Q&A sessions, please visit the OVC TTAC Expert Q&A page at www.ovcttac.gov/ExpertQA.

Please email us with your Expert Q&A topic suggestions at ExpertQA@ovcttac.org.

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