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Jason Adams

**Featured Hosts:**  
Mary Vail Ware  
Marti Kovener



## The Future of Victim Services

July 17, 2019

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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](mailto: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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# About OVCTTAC

The Office for Victims of Crime Training and Technical Assistance Center (OVCTTAC) 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.



# About OVCTTAC

To improve your capacity to serve crime victims in your community, here are some ways OVCTTAC 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.



# Q&A

## 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>
- UCLA Implicit Bias Video Series  
<https://equity.ucla.edu/know/implicit-bias>
- The People's Institute for Survival and Beyond: Undoing Racism Training  
<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)



## Q&A

# 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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## Q&A

# 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...



# What We Know

- Evidence-Based Practices
- Adverse Child Experiences (ACE)  
<https://www.cdc.gov/violenceprevention/childabuseandneglect/cestudy/index.html>
- Importance of Survivor-Led or Survivor-Informed Structures (but keep statistics in mind)
- Trauma-Informed Practices—For All!!  
<https://store.samhsa.gov/product/SAMHSA-s-Concept-of-Trauma-and-Guidance-for-a-Trauma-Informed-Approach/SMA14-4884.html>
- Victim-Centered Practices
- Multidisciplinary Teams (MDT)
- Vicarious Trauma  
<https://vtt.ovc.ojp.gov/>
- No Wrong Door



# Q&A

## 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/>



# Q&A

## 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  
<https://safesupportivelearning.ed.gov/sites/default/files/sustainability-resource-guide.pdf>
- CDC  
[https://www.cdc.gov/nccdphp/dch/programs/healthycommunitiesprogram/pdf/sustainability\\_guide.pdf](https://www.cdc.gov/nccdphp/dch/programs/healthycommunitiesprogram/pdf/sustainability_guide.pdf)
- Sustain Tool  
<https://www.sustaintool.org/>



# Q&A

## 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?

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# 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 where and how they learn is increasingly important. They want to learn from their peers and managers as much as from experts. And they're taking more control over their **own** development.

### OVERWHELMED...

Number of times online every day  
early days of the Internet: **5** today: **27**

**41%** of time workers spend on things that offer little personal satisfaction and do not help them get work done.

### DISTRACTED...

Most learners won't watch videos longer than **4 minutes**

People unlock their smartphones up to **9 times every hour**

Knowledge workers are constantly distracted with millions of websites, apps, and video clips.

### IMPATIENT...

Online, designers now have between **5 and 10 seconds** to grab someone's attention before they click away

**2/3** of knowledge workers actually complain that they don't have time to do their jobs

Workers now get interrupted as frequently as every **5 minutes**—ironically, often by work applications and collaboration tools

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

**SOURCES:**  
 "The Overwhelmed Employee: Employee Work Discontent" Deloitte & Touche  
 "The Knowledge Worker" Dell  
 "Mobile: More of the Most Used Medium" Deloitte & Touche  
 "Collaboration A Social Tools Drain Employee Productivity: Coming Hellbros to Workplaces" The Wall Street Journal  
 "Only 10 Minutes a Day of Attention" BusinessWeek  
 "Study Says We Unplug Our Phones a LOT Each Day" Time  
 "The New Culture of Work: Disruption and the New Work" McKinsey  
 "IT Training Gets an Extreme Makeover" Computerworld  
 "The New Performance Deal: It's Really Hard to Stay And by Peter Dinklage" Deloitte & Touche  
 "We'd All Like to Work in France in 2011" 2011 "100" McKinsey  
 "The Rise of the 15-Minute Meeting" The Strategy Group  
 "The Rise of the 15-Minute Meeting" Deloitte  
 "Getting On the Job: Learning" The Wall Street Journal  
 "The New Performance Deal: It's Really Hard to Stay And by Peter Dinklage" Deloitte & Touche  
 "There's a Google Path: Any Company Can Get It" Deloitte  
 "Employee-Driven Learning" TechCrunch



### UNTETHERED

Today's employees find themselves working from several locations and structuring their work in nontraditional ways to accommodate their lifestyles. Companies are finding it difficult to reach these people consistently and even harder to develop them efficiently.



### ON-DEMAND

Employees are accessing information—and learning—differently than they did just a few years ago. Most are looking for answers outside of traditional training and development channels. For example:



### COLLABORATIVE

Learners are also developing and accessing personal and professional networks to obtain information about their industries and professions.



### 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.



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# Q&A

## 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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# Q&A

## 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/>



## Q&A

# 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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## Q&A

# 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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# Before You Leave...

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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# Thank You!

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

**Mary Vail Ware:** [MVWare@ovcttac.org](mailto:MVWare@ovcttac.org)

**Marti Kovener:** [MKovener@ovcttac.org](mailto: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](http://www.ovcttac.gov/ExpertQA).

Please email us with your Expert Q&A topic suggestions at [ExpertQA@ovcttac.org](mailto:ExpertQA@ovcttac.org).

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