

VOCA Training Needs Assessment

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PROGRESS, LLC.**
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Fall 2018



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Executive Summary

To achieve the overall goal of improving service delivery and health and wellness outcomes for victims of crime across the state in collaboration with the Victim Assistance Academy of Nevada (VAAN), Nevada Division of Health and Human Services (DHHS), Nevada Department of Child and Family Services (DCFS), and Nevada Victim of Crimes Act (VOCA) Program, this report was designed to summarize available trainings, identify training-related needs from the perspective of victim service providers and develop recommendations for the future of victim service provider trainings across the state. One of the fundamental design considerations for this report was consistency and connectiveness across initiatives, training platforms, and programmatic goals. The report was developed as a needs assessment with all presented content directed towards assessing service provider needs and making recommendations to address those needs.

From a format perspective, The Victim Assistance Academy of Nevada Needs Assessment is partitioned into three sections of annotated summaries of available training resources, which is followed by the presentation of victim service provider survey results. Responses and respondent data provided in the survey was analyzed and discussed based on annotated summaries, and this synthesis resulted in a discussion of holistic findings and presentation of recommendations for Nevada DHHS, DCFS, VOCA Program, and VAAN. Finally, the report is concluded with a short, action-based next steps for consideration. In an effort to provide a consistent and transparent document, cited references and sources were compiled in a formal references section and links to available documentation and online resources were provided throughout the report wherever applicable.

For any questions regarding the development, design, or research conducted as part of this project, please contact Project Manager, Cyndy Ortiz Gustafson, by email at cyndy@strategicprogress.com, or Principle Investigator, Dr. Justin S Gardner, by email at justin.gardner@innov8reanalysis.com. For information about the future of victim service provider training opportunities or requirements in Nevada, please contact Kelsey McCann-Navarro, Social Services Program Specialist, by email at kelsey.navarro@dcfs.nv.gov.

Introduction: Purpose and Need

This project was designed to support the State of Nevada Division of Child and Family Services (DCFS), the Victims of Crime Act (VOCA) Program, and the Victims Assistance Academy of Nevada (VAAN). The overarching vision of this project is to improve service delivery and health and wellness outcomes for victims of crime across the state, with a focus on children and families, the elderly, persons with disabilities and victims of domestic violence. Specifically, the goals of this Training Needs Assessment are:

- 1) To support previous systems-change work and overall mission of VOCA programs;
- 2) To facilitate implementing and evaluating effectiveness of training opportunities available to VOCA service providers;
- 3) To identify and summarize available trainings to include:
 - a. Victim Assistance Academy of Nevada (VAAN);
 - b. Office of Victims of Crime (OVC); and
 - c. Nevada-specific online resources provided by VOCA Program.
- 4) To develop data-derived recommendations for victim service provider training and support resources.

This needs assessment was designed to incorporate continuation training opportunities as part of the project work from a holistic perspective to ensure the State is supported as it works to improve service delivery models, evaluate impacts, and ensure high return on investment for VOCA funding. Activities and deliverables associated with this project include:

- 1) Conducting an assessment of the current training provided by the Victims Assistance Academy of Nevada (VAAN) based on the 2013 Needs Assessment.
 - a. This will include reviewing and revising the survey conducted in 2013 and development of an updated survey of VAAN participants.
 - b. This will also include conducting a survey of current VAAN participants to produce training evaluation (past outcomes) and assessment of needs (potential future outcomes and evaluation criteria).
- 2) Assessment of pre-training materials offered by the Office of Victims of Crime (OVC) based on VAAN training materials, participant reviews, and identified needs.

3) Additional assessment of VAAN connection and integration with continuation trainings offered by online Learning Management System (LMS) as part of the VOCA Systems Change project that commenced in 2016/2017.

- a. The assessment will also focus on designing a training process flow from pre-training, to VAAN, to ongoing training through LMS courses and materials.

This final report includes summaries of available training courses, resources, and points of contact; analysis and discussion of survey results; and recommendations based on findings pursuant to a vision for integrated training procedures and standardization of training requirements to include VAAN, OVC, and Nevada VOCA Program provided LMS trainings. Additionally, this report provides recommendations for outreach and messaging related to assessing needs and effectiveness of current VAAN content. Ultimately, this report provides a research-based, agency-informed, and data-driven justification for an integrated, standardized, and accessible training system in Nevada that will further support the innovation and systems-change initiatives of Nevada Department of Health and Human Services, Nevada DCFS and Nevada VOCA Program.

Overview of 2017 Victim Assistance Academy of Nevada (VAAN)

VAAN is a Nevada-specific administrator of annual training courses for victim service providers in the state of Nevada. These training courses are offered during week-long, in-person sessions annually. Training and session content changes on an annual basis to provide timely and issue-based learning opportunities for service providers. As part of the commitment to evaluation and data driven decision-making, the Nevada DCFS and VAAN commissioned a third-party evaluation study of VAAN outcomes from 2014 through 2017. The study conducted by the Center for Program Evaluation (CPE), School of Community Health Sciences at the University of Nevada, Reno was published June 22, 2018 and reflects a high-level of satisfaction with experience among the VAAN participants coupled with increased knowledge and high confidence related to session learning objectives and capabilities. Overall, the pre-VAAN academy trainings were the lowest rated in terms of excellence scoring (1 = very poor to 5 = excellent). Recommendations from the UNR evaluation report included:

- 1) Future VAAN held in Las Vegas; and
- 2) Additional breakout sessions focused on areas such as: poverty and victimization, affordable housing, culture and victimization, immigration, human trafficking, interagency support and communication, and hierarchical support for future VAAN training opportunities;

Considering available training courses and sessions at VAAN change annually, it was important to this needs assessment study to begin with a baseline for identifying needs and recommending a data-derived, feedback-driven pathway for VAAN and related victim service provider trainings.

VAAN 2017 Agenda & Schedule and Training Summaries

One of the fundamental goals of this report is to identify available training resources and gaps with emphasis on designing recommendations to expand and improve available training courses and service provider support resources. To develop recommendations to support long-term sustainable training opportunities, we utilized the 2017 VAAN training summit as a starting place for summarizing trainings provided and outlining schedule of events. The subsequent pages provide a daily schedule of events from the agenda and schedule of VAAN 2017, which is followed by a short summary of each hosted training sessions. This presentation of VAAN 2017 and

associated training courses serves as a baseline of Nevada-specific training and resources available to victim service providers and will form the foundation of our recommendations in subsequent sections of this report.

Figure 1. VAAN 2017 Pre-Registration and Day 1 Schedule

CHECK-IN	REGISTRATION		Steering Committee & Volunteers
STRING ART	Team Building		Hosted by Steering Committee
DAY 1			
TOPIC	TIME	AMOUNT of TIME	FACULTY/HOST
<ul style="list-style-type: none"> • WELCOME • HOUSEKEEPING • GENERAL OBJECTIVES • OVERVIEW of AGENDA • INTRODUCTIONS & ICE BREAKERS 	8:00 – 9:30	1.5 Hour	STEERING COMMITTEE DIGNITARIES
Break	9:30 – 9:45	15 minutes	N/A
Differences Between System Based & Community Based Advocates	9:45 - 10:45	1.0 Hour	Lori Fralick Reno
Break	10:45 – 11:00	15 minutes	N/A
Victims of Crime Program	11:00 – 12:00	1.0 Hour	Rebecca Salazar Las Vegas
LUNCH	12:00 – 1:15	1.25 Hour	Provided
Trauma & the Brain	1:15 – 2:15	1.0 Hour	Elynne Greene Las Vegas
Break	2:15 – 2:30	15 Minutes	N/A
Mental Health Issues in Working with Victims	2:30 – 4:00	1.5 Hour	Dr. Holly Hazlett-Stevens Reno
Victims in the Military	4:00 – 5:00	1.0 Hour	Dana Seidlinger Las Vegas
VINE Enhancement		2.0 Hour	

Figure 2. VAAN 2017 Day 2 and Day 3 Schedules

DAY 2			
TOPIC	TIME	AMOUNT of TIME	FACULTY/HOST
<ul style="list-style-type: none"> DAILY CHECK IN QUESTIONS 	8:00 – 8:30	.5 Hour	Steering Committee
Mapping Activity <i>Follow-up to Pre-Academy Assignment</i>	8:30 – 9:00	.5 Hour	Steering Committee
LGBTQ 101 for Advocates	9:00 – 10:30	1.5 Hour	Holly Reese Las Vegas
Break	10:30 – 10:45	15 minutes	N/A
Working with Immigrant Populations	10:45 – 12:00	1.25 Hour	Suzanne Ramos Reno
LUNCH	12:00 – 1:15	1.25 Hour	Provided
Human Trafficking	1:15 – 3:15	2.0 Hours	Melissa Holland Reno
Break	3:15 – 3:30	15 Minute	N/A
Art & Science of Communication	3:30 – 5:00	1.5 Hour	Aaron Blackham Reno
DAY 3			
TOPIC	TIME	AMOUNT of TIME	FACULTY/HOST
<ul style="list-style-type: none"> DAILY CHECK IN QUESTIONS 	8:00 – 8:30	.5 Hour	Steering Committee
Vicarious Trauma	8:30 – 10:00	1.5 Hours	Trudy Gregorie Washington, DC
Break	10:00 – 10:15	15 Minutes	N/A
Self-Care	10:15 – 12:15	2.0 Hours	Trudy Gregorie Washington DC
LUNCH	12:15 – 1:30	1.25	Provided
In Her Shoes – Stalking & Domestic Violence	1:30 – 3:30	2.0 Hours	Judy Henderson Reno
Break	3:30 – 3:45	15 Minutes	N/A
Survivor Panel	3:45 – 5:00	1.15 Hours	Lori Fralick Reno

Figure 3. VAAN 2017 Day 4 and Day 5 Schedules

DAY 4			
TOPIC	TIME	AMOUNT of TIME	FACULTY/HOST
<ul style="list-style-type: none"> DAILY CHECK IN QUESTIONS 	8:00 – 8:30	.5 Hour	Steering Committee
Mass Casualty Response	8:30 – 10:00	1.5 Hours	Jennie Barr and Krista Flannigan OVC
Break	10:00 – 10:15	15 Minutes	N/A
Elder Abuse	10:15 – 11:45	1.5 Hours	Jennifer L. Williams-Woods Reno
LUNCH	11:45 -1:00	1.25 Hours	Provided
Navigating the Criminal Prosecution	1:00 – 3:00	2.0 Hours	Ross Armstrong Reno
Break	3:00 – 3:15	15 Minutes	N/A
Sexual Assault	3:15 – 5:00	1.45 Hours	Lisa McAllister Las Vegas
YOGA - Optional	6:00 pm	1 Hour	Jenn Olsen Reno
DAY 5			
TOPIC	TIME	AMOUNT of TIME	FACULTY/HOST
<ul style="list-style-type: none"> DAILY CHECK IN QUESTIONS 	8:00 – 8:30	.5 Hour	Steering Committee
Ethics	8:30 – 10:15	1.45 Hours	JoeAnn Fletcher Florida
Cultural Competence	10:30 – 12:00	1.5 Hour	Jennifer Massie Reno
LUNCH	12:00 – 1:15	1.15 Hours	N/A
Graduation	1:15 – 2:00	45 Minutes	Steering Committee
Taking It All Home	2:00 – 3:00	1.0 Hour	Steering Committee

Advocacy: Systems Based vs. Community Based

A systems based advocate is employed by a law enforcement agency, office of the prosecuting attorney, the military, or another city, county, state, or federal entity. A community based advocate works for a community-based agency, often a nonprofit.

In this session, providers will learn the primary roles of an advocate; the types of advocates and the services provided to victims; Nevada statutes regarding when communication between a victim and a victim's advocate is deemed confidential and a victim's general rule of privilege, and exceptions; and the recognized need and rights' of victims.

Nevada Victims of Crime Program

Established in 1989, the Nevada Victims of Crime Program operates on a \$16 million annual budget funded by a federal grant, court fees and inmate wages. Its mission is "to provide financial assistance to qualified victims of crime in a timely, cost efficient, and compassionate manner." Eligible victims of violent crime in Nevada include those who are physically injured, receive threat of physical injury or death and family members of deceased victims. Most claims are limited to a \$35,000 cap.

This presentation by the Victims of Crime Program provides an overview of qualifying crimes, deadlines for eligibility, qualifying victim expenses, costs not covered by the program and the appeals process.

Presenter:

Nevada Department of Administration Victims of Crime Program

www.voc.nv.gov

Understanding the Brain: The Neurobiology of Trauma

Understanding the science behind trauma provides a key perspective for law enforcement officers when interviewing a victim. Trauma is an individual's response to a traumatic experience and can overwhelm a victim's capacity to cope. By learning how the brain handles and processes trauma, this presentation provides a broader understanding of how someone who's gone through a traumatic experience may react physically, emotionally, spiritually, cognitively and behaviorally.

Differing from a traditional fact-gathering interview, a law enforcement officer trained to conduct a forensic experiential trauma interview can better assist the victim.

Presenter:

Elynne Greene

Manager, Victim Services & Human Trafficking
Las Vegas Metropolitan Police Dept.

e4959g@lvmpd.com
(702) 828-3266

Working with Mentally Ill Victims of Crime

Best practices when assisting victims of crime who are mentally ill begin with a proper understanding of the individual's diagnosis. This presentation covers and highlights common symptoms or traits of a variety of disorders including PTSD and panic, anxiety, depressive, somatoform, borderline personality, bipolar and substance use disorders.

Among the tips provided for professionals to benefit their clients include "assist[ing] them in disentangling thoughts from facts" and engaging in self-soothing or relaxing activities and gaining support from trusted loved ones.

Presenter:

Holly Hazlett-Stevens, Ph.D.
Associate Professor
Department of Psychology
University of Nevada, Reno
hhazlett@unr.edu
(775) 682-8702

Victim Response and the Military

Victims of domestic violence with ties to the United States military have tailored options to report the offender and specialized resources to help in their recovery. Unrestricted reporting of domestic abuse allows for a Military Protective Order, Temporary Protective Order and military command to be informed of the incident, which becomes public information. Restricted reporting affords a victim the opportunity to report the incident and receive help, but military brass is not notified, and the perpetrator is not held accountable in general.

This presentation expands on resources available to military personnel including family advocacy services, sexual assault prevention and services for victims of sexual assault. Additionally, it also outlines punishment options for the offender and victim resources allowed under the Uniform Code of Military Justice.

Presenter:

Dana Seidlinger
Domestic Abuse Victim Advocate, Family Advocacy Program, Nellis AFB
<https://www.nellis.af.mil/>

LGBTQ+ 101 Diversity and Inclusion Training for VAAN Advocates

Victim services organizations work tirelessly to address the needs of individuals living in their communities. Although some organizations already provide services to LGBTQ+ individuals,

many others are less experienced with the unique needs of this community. Too many individuals in the LGBTQ community need victim services. This need was explicitly recognized by the U.S. Congress, and the LGBTQ communities were included within the 2013 reauthorization of the Violence Against Women Act.

In this training session, participants will emerge with a broader understanding of the impact of living as an LGBTQ+ person in a heteronormative, patriarchal, binary society; how bias is developed and how to address it in a public or professional setting; the LGBTQ Alphabet soup; the difference between sexual orientation and gender identity/expression; how to advocate for LGBTQ+ persons; and how to find resources to support LGBTQ+ persons (and yourself).

Presenter:

Holly Reese

The Center Advocacy Network

401 S. Maryland Parkway

Las Vegas, NV 89101

hreese@thecenterlv.org

(702) 802-5402

Working with Immigrant Victims

Immigrant crime victims may be reluctant to report to proper authorities due to a fear of law enforcement officers, the criminal justice system, or being deported to their country of origin. Language, literacy, cultural, religious and economic barriers may also play a role in their decision.

The government has remedies in place, including T and U Visas, that allow certain victims of major crime, including trafficking, to avoid immediate deportation in order for exploited and abused victims to report the crime and assist law enforcement and prosecutors. The Violence Against Women Act also provides aid and relief to immigrant victims of domestic violence.

Presenter:

Suzanne Ramos

Victim Advocate

Reno City Attorney's Office

(775) 334-3837

ramoss@reno.gov

Fighting Commercial Sexual Exploitation

Commercial sexual exploitation is multi-billion dollar commercial sex industry that victimizes millions of people each year. Victims of commercial sexual exploitation include those who are trafficked, exploited in any kind of prostitution, used in pornography, and who strip in

clubs and other venues. Human sex trafficking is now considered the fastest growing illegal trafficking activity in the world.

Although there are efforts to stop commercial sexual exploitation, they are far from sufficient. The *Fighting Commercial Sexual Exploitation* training gives an overview of the global issues of commercial sexual exploitation, dispelling myths, sexual exploitation in the local community, how it works and who are the buyers, whether legalizing and regulating prostitution helps, the lingo, the manipulation and coercion of victims, compliance vs. consent of victims, indicators of trauma bonding, assessing vulnerable persons, risk factors to becoming a victim, and how to help victims.

Presenter:

Awaken is a local faith-based nonprofit organization in Reno, NV, whose mission is to increase awareness and education surrounding the issue of commercial sexual exploitation and to provide housing and restoration for its victims. Awaken provides direct services to help women transition out of commercial sexual exploitation. Since its inception, Awaken has worked directly more than 300 victims of Commercial Sexual Exploitation.

The Art and Science of Communication

Victim service providers provide integrated care to address the complex legal, medical, and mental health needs of survivors. Effective communication is the foundation of success in the relationship between provider and victim. Victim service providers must be able to communicate effectively with crime victims and survivors in order to respond effectively to their needs.

The Art and Science of Communication training provides participants with a communications framework in which to develop effective communication skills for understanding and assisting victims of crime and using communication to achieve better results. Topics covered include the SPIRIT of Motivational Interviewing, which communicates compassion, acceptance, collaboration, and evocation; What you want to avoid - the responses that block communication (Gordon's 12 Roadblocks); the Righting Reflex - the belief that you must convince or persuade the person to do the right thing, which most often makes them feel angry, defensive, uncomfortable, and powerless; the Skills of Motivational Interviewing – OARS (open-ended questions, affirmations/autonomy support, and reflections); and Reflective Listening to show understanding.

Presenter:

Aaron Blackham, MSW
Member of the Motivational Interviewing Network of Trainers

Vicarious Trauma and Self-Care

Vicarious trauma (VT) is the *process of change* that happens because *you care about other people* who have been hurt, and *feel committed or responsible to help* them. Over time this process can lead to changes in *your psychological, physical, and spiritual well-being*. It is not just your responses to one person, one story, or one situation. It is the *cumulative* effect over time as you witness cruelty and loss and hear distressing stories, day after day, and year after year.

The process of change is *ongoing*. Your experiences of vicarious trauma are continuously being influenced by your life experiences (both those you choose and those that simply happen to you in the course of your professional and personal lives). This is an important point because it provides *hope*: as the process of VT unfolds, there are many opportunities along the way to recognize the impact your work is having on you and to think about how to protect and care for yourself while doing that work.

In this first part of this session, victim service providers learn what vicarious trauma is, develop an increased understanding of the differences between vicarious trauma and burnout, and identify the signs and symptoms of vicarious trauma. In the second part, victim service providers learn the importance of self-care in advocacy work, the intersection between self-care and healthy advocacy, and how to identify resources for self-care.

Presenter:

Trudy Gregorie, Senior Director
Justice Solutions, Washington, D.C.
tgregorie@justicesolutions.org

Nevada Coalition to End Domestic and Sexual Violence: Recognizing and Responding to Stalking

Each year, approximately 7.5 million people fall victim to stalking, according to the Centers for Disease Control and Prevention, with individuals under the age of 25 targeted more than other age groups. Stalking tactics include following, harassing or spying on victims through technology. Nevada Revised Statutes reveals that stalking causes “a person to feel terrorized, frightened, intimidated, harassed or fearful for the immediate safety of a family or household member.”

This presentation by the Nevada Coalition to End Domestic and Sexual Violence addresses stalking traits, reasons a perpetrator may engage in stalking, how technology aids a stalker, the

severe impact on stalking victims, barriers to reporting the crime to law enforcement and resources to help victims.

Presenter:

Judy Henderson, MEd.Mgt.
Training Coordinator
Nevada Coalition to End Domestic and Sexual Violence
www.ncedsv.org

Mass Casualty Response

The Mass Casualty Response session was conducted by a two-person consultant team from the Office of Victims of Crime (OVC). There were no presentation materials provided as part of this session.

Presenters:

Jennie Barr and Krista Flannigan
OVC Consultants

Elder Abuse

Elder abuse is a growing concern for elders in both urban and rural areas of the country. It is a misconception that elder abuse only occurs in nursing facilities or to seniors with no family support. It is estimated that 5 million American elders are victims of some form of abuse each year.

The quality of life of older individuals who experience abuse is severely jeopardized, as they often experience worsened functional and financial status and progressive dependency, poor self-rated health, feelings of helplessness and loneliness and increased psychological distress. Research also suggests that older people who have been abused tend to die earlier than those who have not been abused, even in the absence of chronic conditions or life-threatening disease.

In this session, victim service providers learn the types of elder abuse, signs of elder abuse, signs of abusive caretakers, victims of elder abuse, the role of the Aging and Disability Services Division in elder abuse cases, and mandated reporting.

Presenter:

Jennifer Williams-Woods
Aging and Disability Services Division
State of Nevada Department of Health and Human Services

Navigating the Criminal Prosecution

A fundamental roadmap of what occurs from when a crime is reported to when a verdict is rendered, this presentation elaborates on the criminal justice process each step of the way. The

roles of law enforcement as investigators and district attorneys as decision makers on charges precede a possible plea deal, preliminary hearing and trial.

Advocates can benefit from ascertaining the duties of district attorneys, learning proper courtroom practices and etiquette, proper preparation of a witness, how to handle a verdict not in a victim's favor and rights afforded to victims of crime under Marsy's Law.

Presenter:

Ross E. Armstrong
Deputy Administrator
rarmstrong@health.nv.gov

The Rape Crisis Center: How You Can Engage in the Fight to End Sexual Violence

With University Medical Center in Las Vegas conducting 718 sexual assault exams in 2016, and the Las Vegas Metropolitan Police Department receiving more than 1,200 sexual assault-related calls for service in 2016, sexual violence remains a grim reality in Southern Nevada.

Shedding light on the broad scope of sexual crimes, this Rape Crisis Center presentation expands on sexual violence, sexual harassment, drug-induced sexual assault and explains legal definitions under Nevada law, including open and gross lewdness. It outlines the definition of *consent* as "providing a clear and uncoerced 'yes' to any type of sexual activity." In addition, topics include separating sexual assault myths from facts and revealing populations falling victim to sexual assault, such as men, the elderly, disabled individuals and members of the LGBT community.

Presenter:

The Rape Crisis Center
801 S. Rancho, Suite B-2
Las Vegas, NV 89106
www.rcclv.org

Ethics and Victim Services

There exists the need for ethical principles to guide the practice of victim services. When a code of ethics is established by a profession, the code serves several purposes: it safeguards the reputation of the profession, protects the public from exploitation, and furthers competent and responsible practice. The foundation for the code of ethics for victim assistance consists of underlying values including client autonomy, privacy, and self-determination; objectivity and abstention from abuse; honesty and equity of service; compassion and respect for individuals; social responsibility and confidentiality; and working within one's range of competence.

In the *Ethics and Victim Services* training, participants will explore common ethical conflicts and how to apply ethical standards and decision-making to resolve them; creating ethical organizations; expectations of individuals working in the field of victim services; what victims want; victims' rights; and the ethical principles and expectations of confidentiality.

Presenter:

Joe Ann Fletcher, M.Ed.

Embracing Cultural Humility

Cultural humility is the ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the person. In the *Embracing Cultural Humility* training session, participants will identify strengths and challenges in working with diverse populations, identify internal biases and concerns that impact advocacy, and identify cultural considerations in advocacy work.

Presenter:

Jennifer Massie, MSW
University of Nevada, Reno
School of Social Work

Overview of Available Office for Victims of Crime Training & Resources


The Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) is a clearinghouse-designed interactive website that offers an array of training and technical assistance related support and resources to victim service providers, state and local agencies, experts in communities across the country, and the general public. The OVC TTAC has three fundamental service methods to develop capacity of victim assistance organizations across the country:

- OVC TTAC supports professional development, enhances services to the community, and reaches underserved victims of crime.
- OVC TTAC utilizes a variety of tools – surveys, stakeholder discussions, evaluations, and feedback forms – to assess the needs of key constituencies and identify resources to meet needs.
- OVC TTAC continually monitors customer satisfaction and measures the effectiveness of training and technical assistance activities over time. Evaluation gives OVC data that informs the development of future training and technical assistance and provides the assurance that OVC TTAC remains state-of-the-art (OVC TTAC About Us, 2018).


Generally, OVC TTAC provides support, resources, online trainings, interactive learning opportunities, and professional development through nine different modules, which are displayed as tiles on their homepage as shown in the screen capture in Figure 4. Additionally, the homepage includes recent news or announcements from the Office for Victims of Crime and the Training and Technical Assistance Center as well as an announcement-feed style display of currently available online training opportunities.

As part of this needs assessment, available resources, materials, trainings, and interactive learning opportunities were summarized based on four-categorical groups, to include: Upcoming Webinars; Past Webinars, Online Trainings, and Toolkits. Each categorical grouping is introduced and followed by independent summaries of all available and accessible training materials, which also includes the training time requirements, schedule of upcoming sessions, points of contact (where applicable), and accessible links to resources (where available).

Figure 4. Office for Victims of Crime Training and Technical Assistance Center Homepage



OFFICE OF JUSTICE PROGRAMS

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OFFICE FOR VICTIMS OF CRIME
Training and Technical Assistance Center

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Need help supporting victims of sexual violence in your community?




Are you serving victims effectively?




Do you know what victims' rights exist in your state?




Professional Development Scholarships are available to those who work with victims of crime




You have questions. We have answers.




Looking for resources to help with your organization's development and training needs?



Access live or prerecorded online trainings, conferences, and informative gatherings



Looking to build your organization's capacity to serve crime victims in Indian Country?



Keep up with the latest strategies, cases, and resources with the *Human Trafficking Task Force e-Guide*

[Live Chat Online](#)

Upcoming Webinars

As of November 2018, OVC TTAC has scheduled the following upcoming webinars, which are summarized by topical area. These scheduled upcoming webinars change over time and can be accessed at the “Upcoming Webinars” tab at the following link:

<https://www.ovcttac.gov/views/TrainingMaterials/dspWebinars.cfm>

Elder Justice Initiative (2 Webinars)

The Elder Justice Initiative webinar series provides critical information for prosecutors, victim specialists, law enforcement, and others working on elder abuse cases.

Barriers and Facilitators to Health, Wellness, and Treatment in Tribal Communities Dealing with Elder Abuse – November 8, 2018; 2 – 3 p.m. EDT (1 hour)

Susan Lynch, Senior Counsel for Elder Justice, U.S. Department of Justice, will discuss the intersection of elder abuse and public health in tribal communities with a special focus on the barriers and facilitators to health, wellness, and treatment.

Rural Multidisciplinary Teams: Challenges, Opportunities, and Innovations – November 9, 2018; 2 – 3 p.m. EDT (1 hour)

Presenters Jason Burnett, Co-Director of the Texas Elder Abuse & Mistreatment Institute (TEAM), Co-Director of the TEAM-Forensic Assessment Center Network, Tammy Sever (Nevada), and Michele Knittle (Nevada) will discuss the unique, but not insurmountable, challenges facing rural MDTs. This webinar will dive into the issues faced by real-world rural MDTs while highlighting the good work, resources, and innovations that can serve as examples of what is possible.

Expert Q&A (1 Webinar)

OVC TTAC offers live interactive, question and answer (Q&A) sessions with experts from the victims service community, which include discussions about a variety of topic areas. The upcoming Expert Q&A Session as of November 2018 is summarized below. To facilitate knowledge sharing and ongoing learning opportunities, these facilitated training sessions and conferences are recorded and transcribed for unlimited access.

Expert Q&A: Effective Telenursing Response to Sexual Assault – November 14, 2018; 2 – 3 p.m. EDT (1 hour)

In this session targeted toward Sexual Assault Nurse Examiners, participants will learn about some of the advantages to telenursing, as well as some of the potential obstacles, such as cross-state licensure, credentialing for nurses responding to a hospital where they are not employees, provision of medications, and maintenance of medical records. Collaboration with hospital medical and nursing staff is key to an effective telenursing response.

Presenters:

Susan Chasson, M.S.N., J.D., SANE–A, is a family nurse practitioner and certified nurse midwife at the Merrill Gappmayer Family Medicine Clinic and the Sexual Assault Nurse Examiner (SANE) coordinator for the Utah Coalition Against Sexual Assault. Dr. Sheridan Miyamoto is an assistant professor in the College of Nursing and a faculty member of the Child Maltreatment Solutions Network at Penn State University.

Helping Victims of Mass Violence & Terrorism (2 Webinars)

OVC TTAC will launch an important two-part webinar series that will highlight significant actions needed to help your community prepare and respond appropriately to assist victims in the first few days after a mass violence tragedy occurs. These two webinars were scheduled and presented in October and are anticipated to be archived to “Past Webinars” pursuant to OVC TTAC standards.¹

Part 1: Helping Victims of Mass Violence & Terrorism: The First 24 to 48 Hours - October 12, 2018; 1:30-3 p.m. EDT (1.5 hours)

This webinar will discuss steps to execute a response plan, including what to expect during response committee meetings, communication strategies, factors to consider when setting up a Family Assistance Center, challenges with victim identification and death notifications, and key elements of volunteer and donation management.

Part 2: Helping Victims of Mass Violence & Terrorism: 48 Hours and Beyond – October 19, 2018; 1:30-3 p.m. EDT (1.5 hours)

This webinar will discuss the transition from short-term to long-term assistance, how to execute productive outreach plans, understanding immediate/acute, intermediate/transitional, and

¹ As of the publication date of this report, these webinars had not yet been archived under the “Past Webinars” heading on the OVC TTAC training website.

long-term needs of survivors, how to honor victims and survivors, and how to get involved in exercise planning.

Past Webinars

OVC TTAC offers recorded, transcribed and accessible versions of past webinars, which are also available online. All available “Past Webinars” as of November 2018 are summarized below and organized by content areas. Training materials available for past webinars are provided in PowerPoint format, which can be downloaded prior to listening to the webinar. “Past Webinars” can be accessed at the following link:

<https://www.ovcttac.gov/views/TrainingMaterials/dspWebinars.cfm>

Campus Sexual Assault (11 Webinars)

This webinar series focuses on campus sexual assault for state and local sexual assault coalitions and programs throughout the country. The series includes:

Title IX Live Chat – 1.5 hours

In this session, the Victim Rights Law Center answers questions regarding Campus Safety Planning, Schedule Mapping, and other Title IX issues.

Campus Safety Planning: Remedial Measures, Schedule Mapping, and No Contact Orders – 1.5 hours

Whether it is a single incident or an ongoing pattern of abuse, sexual assault can undermine a victim's physical and emotional safety. Effective safety plans empower victims and can help them reclaim a sense of safety and security. No Contact Orders (NCOs) can be a key piece of a survivor's safety plan and, when implemented and enforced in conjunction with schedule mapping, are invaluable tools. This session addresses the unique challenges of creating a safety plan that meets the specific needs of victims in a campus environment, explores how safety planning for sexual violence can be different than safety planning for domestic violence, and discusses strategies for protecting victim privacy and safety.

Negotiating Safety and Remedial Measures in Campus Sexual Assault Cases – 1.5 hours

Title IX requires that "upon notice of gender-based harassment that creates a hostile environment, an institution must take immediate action to eliminate the harassment, prevent its recurrence, and address its effects." In order to remedy the hostile environment, campuses should provide safety and remedial measures and the option to participate in their resolution/conduct

process. This session provides detailed, practical tips on where to begin with a new campus case, how to assist a survivor with obtaining the safety and remedial measures they need, and how to assist a survivor throughout all stages of the resolution process.

Title IX and Clery Act Live Chat – 1.5 hours

This session focuses on a facilitated discussion with the Victim Rights Law Center and the Clery Center for Security on Campus about victims of campus sexual assault.

Understanding the Clery Act – 1.5 hours

Requirements under the federal Clery Act provide a foundation for an institution's campus safety and security policies. The Act offers critical rights and options to survivors of sexual assault, domestic violence, dating violence, and stalking. This session provides an overview of the Clery Act's requirements and how the Act influences on- and off-campus response and resources.

Title IX and Clery Act Intersections – 1.5 hours

Two federal laws—the Jeanne Clery Act and Title IX—influence campus prevention and response to sexual violence. This webinar highlights how the laws intersect regarding requirements, resources, and options available to campus survivors.

Title IX Live Chat – 1.5 hours

This session focuses on a facilitated discussion with the Victim Rights Law Center about safety planning and/or legal representation for victims of campus sexual assault.

Legal Representation for Victims of Campus Sexual Assault – 1.5 hours

Civil legal advocacy and representation are critical needs for campus sexual assault victims who report violence to their institutions. After completing this webinar, participants will be able to identify some of the unique issues campus victims of sexual assault face and better understand what lawyers can do to access civil remedies to promote healing and recovery. This webinar addresses victims' rights and remedies related to their rights under Title IX, including safety, accommodation, and judicial process; and discusses eligibility and strategies for filing a complaint with the U.S. Department of Education's Office for Civil Rights.

Safety Planning With Campus Sexual Violence Victims – 1.5 hours

This session addresses the unique challenges and opportunities inherent in creating a safety plan that meets the specific needs of victims in a campus environment; explores how safety

planning for campus victims/survivors may differ from safety planning for domestic violence victims; and discusses strategies for protecting victim privacy, discussing emotional safety, and providing survivor-centered safety planning.

Campus Sexual Assault: Advocating Under Title IX – 1.5 hours

This session focuses on practical advocacy strategies and tools for using Title IX to empower and seek justice for victims of sexual violence.

Know Your Title IX Rights – 1.5 hours

This session provides an overview of Title IX of the Education Amendments of 1972 and an understanding of how Title IX protects the rights of victims of sexual violence in educational settings.

Capacity Building Webinars for Human Trafficking Service Providers (29 Webinars)

These webinars provide information on key services and strategies for victim service providers working with survivors of human trafficking.

The Impact of Human Trafficking in Native and Tribal Communities – 1.5 hours

This webinar, featuring Nicole Matthews, Executive Director, Minnesota Indian Women's Sexual Assault Coalition, and Em Loerzel, MSW, Project Beacon Program Manager, American Indian Center of Chicago, provides an overview of human trafficking in Indian country and urban population centers, discussing what sex and labor trafficking look like for the American Indian/Alaska Native (AI/AN) population, and the culturally-appropriate resources available to better serve victims. It also includes approaches for “mainstream” responders and service providers to identify and outreach to, largely invisible, AI/AN victims and work with urban AI/AN organizations to engage victims and provide services.

The Role, Responsibility, and Requirements of Law Enforcement: Building Victim-Centered Approaches – 1.5 hours

This webinar, moderated by OVC Fellow, Erin Albright, and featuring Sergeant Michael Crumrine from the Austin Police Department, Resident Agent in Charge Michael Posanka from HSI Manchester with the U.S. Department of Homeland Security, and Chief of Police Kenneth Shultz from High Point Police Department, provides an opportunity to hear different perspectives from law enforcement about initiatives and strategies relevant to supporting victims of human trafficking, including accounts and successes in shifting personal-, agency-, and community-

mindsets towards victim-centered approaches in policing. This webinar explores strategies and opportunities for strengthening and sustaining relationships between law enforcement, victim service providers, and their communities.

Family Reunification – 1.5 hours

This webinar, featuring Hilary Chester from the U.S. Conference of Catholic Bishops/Migration and Refugee Services, Alison M. Iannarone and Sarah Jones from Covenant House New Jersey, and Shannon Traore from the National Center for Missing & Exploited Youth, discusses the approaches, successes and challenges of family reunification for victims and survivors of human trafficking. It considers how family dynamics, trauma, and service provision for both foreign nationals and U.S. citizens impacts permanency outcomes.

Provision of Victim-Centered and Trauma Informed Services – 1.5 hours

This webinar, moderated by OVC Fellow, Kristy Cho, and featuring Amy Fleischauer from the International Institute of Buffalo, Kim Harris from the Substance Abuse and Mental Health Services Administration, U.S. Department of Health and Human Services and Ami Rowland from Covenant House California, discusses the concept and role of person-centered approaches in supporting victim-centered and trauma informed practice and policy. Participants gain information on how outreach, identification, and service provision to victims of trafficking can be positively impacted by implementing strategies that utilize trauma-informed approaches.

Labor Trafficking: Improving Victim Identification – 1.5 hours

The session features Esther Del Toro Oliver from Wage and Hour Division, U.S. Department of Labor; Colleen Owens from the Justice Policy Center, Urban Institute and John Jay College of Criminal Justice; and Meredith Rapkin from Friends of Farmworkers. Participants learn strategies for improving outreach to hard-to-reach populations that are vulnerable to labor trafficking, and for building long-term, collaborative relationships with community-based organizations and nontraditional investigative partners.

Language Access – 1.5 hours

This session, moderated by OVC Fellow, Tuyet Duong, and featuring Yazmeen Hamza from WomanKind, Eria Myers from Pacific Asian Counseling Services and David Steib from Ayuda, discusses the role language access plays in providing appropriate and competent services for victims of human trafficking who are deaf, hard of hearing, or those who have Limited English

Proficiency (LEP). Participants gain information on the importance of language access in identifying and serving victims, and identify tools and program models that address the systemic barriers facing survivors of human trafficking who are deaf, hard-of-hearing, or LEP.

Financial Stability and Economic Empowerment – 1.5 hours

This session, featuring Sarah E. Hayes and Taylor Loomis from Sanctuary for Families, discusses how two key programs at Sanctuary for Families, the Economic Empowerment Program and the Anti-Trafficking Initiative, have come together to ensure the short- and long-term success of the clients they serve. Participants gain information on understanding and addressing the barriers to financial stability and economic empowerment faced by victims of human trafficking in a client-driven manner.

Survivor-Informed Services – 1.5 hours

This session is moderated by Kristy Cho, OVC Fellow, features Amanda Eckhardt, Director of Programs, Restore NYC and Carolyn Lumpkin, Director of Empowerment Programs, CAST LA. Participants gain information on how to incorporate survivor leadership and feedback into programming, ensuring a trauma-informed framework when engaging survivors, and share successful characteristics and methods for resolving challenges related to survivor-informed services.

LGBT Services – 1.5 hours

This session features Nadia Swanson, LMSW, Coordinator of Training and Advocacy at the Ali Forney Center and Melissa Brockie, MSW, New Day Center Director at UMOM. Participants gain information on how to incorporate best practices and strategies for meeting the needs of LGBT clients, ensuring safety and confidentiality while building community partnerships to better serve this population.

Building Relationships with Medical Service Providers – 1.5 hours

In this session, grantees gain information on how relationships with medical professionals and health care systems can support the delivery of comprehensive, trauma-informed, and survivor-centered services. This session features two speakers from the Utah Trafficking in Persons Task Force, Corey, J. Rood, M.D., F.A.A.P., Child Abuse Pediatrician, Center for Safe and Healthy Families, University of Utah Primary Children's Hospital and Elizabeth Hendrix, MSW, Trafficking in Persons Program Director, Asian Association of Utah.

Needs of Male Victims – 1.5 hours

This session provides grantees with information on strategies for supporting the needs of male victims through their programs. Speakers include Marq D. Taylor, President and Founder, The B.U.D.D.Y. House; Liz Chacko, Deputy Director, Friends of Farmworkers; Corinne Guest, Therapist and Program Coordinator, La Puerta Abierta; and Kathleen Thomas, Clinical Training Coordinator, Project LIFE, North County Lifeline.

Addressing Substance Use Disorders Amongst Human Trafficking Survivors – 1 hour

This session explores the effects of substance use as a coping tool, service barrier, and mechanism of control experienced by survivors of human trafficking. Participants learn practical skills to better provide trauma-informed services including advocacy, safety planning, documentation, referral, and program accommodation. The webinar features a presentation by Kendra Harding, Program Coordinator with New Options for Women, a program of Lifeworks NW in Portland, Oregon.

Leveraging Strategic Partnerships to Improve Housing Access for Trafficking Survivors – 1 hour

The session highlights how some agencies have forged creative and strategic partnerships with hotel brands, local public housing authorities, and federal agencies to streamline and expand access to emergency and long-term shelter resources on behalf of trafficking survivors. The webinar features presentations from the National Human Trafficking Resource Center (NHTRC), and the U.S. Department of Housing and Urban Development (HUD) about plans for an upcoming pilot program in Chicago, IL, which will designate up to 60 vouchers for survivors of trafficking to access housing in the private market.

Human Trafficking Case Study: United States v. Alaboudi – 1 hour

Three members of the team that worked toward the prosecution and conviction of Mohammad Sharif Alaboudi in 2013 discuss their involvement in the case. The session highlights the complex vulnerabilities associated with trafficking of native minor and adult victims, and evaluates cross-disciplinary collaborative efforts. Speakers identify lessons learned from the case study that contributed to a successful conviction and to diverse short- and long-term outcomes for survivors.

Engaging Volunteers and Interns: How Anti-Trafficking Programs Can Grow and Sustain Volunteer Programs – 1 hour

This session focuses on best practices for training and engaging volunteers for their human trafficking programs.

Continuum of Labor Exploitation: Wage Theft, Fraud in Foreign Labor Contracting and Human Trafficking – 1 hour

This session focuses on understanding the continuum of workplace exploitation from labor trafficking to wage theft and the role of the Department of Labor in investigating workplace crimes.

Case Study on Collaboration – 1 hour

This session focuses on how multidisciplinary, long-term collaboration is vital to uncovering hidden human trafficking cases, how various disciplines may have competing interests and pressures and can still collaborate, and how task forces can consider a broad definition of success as defined by the survivor.

Program Evaluation – 1 hour

This session focuses on the different methods of program evaluation, ways for constructing surveys relevant to human trafficking, and analyzing feedback from clients. Please note that TIMS Online is an internal database for the Office for Victims of Crime that is only used by OVC Human Trafficking Program Grantees.

Labor Trafficking – Research to Practice – 1 hour

This session focuses on the findings in San Diego State University's recent report on labor trafficking.

Vacatur and Criminal Record Expungement – 1 hour

The session highlights why victims of human trafficking need post-conviction relief, Vacatur law and other post-conviction relief, and important considerations for post-conviction legal work on behalf of trafficked clients.

Survivor Informed Programming – 1 hour

This session highlights what is survivor-informed programming, how to utilize survivor-informed practices in organization programming and how to integrate these practices in case management during a client intake, and short- and long-term service provision.

Sex Trafficking Case Study: Pimp-Controlled Trafficking of Minors – 1 hour

This session guides participants through a domestic servitude labor trafficking case study. The session highlights strategies in identifying and building a victim-centered sex trafficking case involving victims who are minors; how law enforcement, the prosecutor, and child protection entity can coordinate and collaborate throughout a case; challenges and strengths in coordinating and collaborating; how the Illinois Safe Harbor law comes into play in the case; who were the players involved; what challenges did law enforcement face regarding jurisdiction; and the state and federal collaboration on the investigation of the case.

Note: Due to a technical glitch, the first 15 minutes of the presentation was not recorded. Please refer to the PowerPoint file for slides from the missing portion of the presentation.

The Path to Self-Sufficiency: Innovative Partnerships to Assist Human Trafficking Victims in Obtaining Employment – 1 hour

This session focuses on what is the Public Workforce System and the resources available through its One Stop Career Centers, tips on how to navigate the Public Workforce System and its One Stop Career Centers on behalf of survivors, and special programs and opportunities for minors and foreign nationals through the Public Workforce System.

Civil Legal Remedies and Criminal Restitution for Human Trafficking Victims – 1 hour

This session focuses on what civil legal remedies are available to human trafficking survivors through state and federal laws, criminal restitution available at the federal level and tips on how to advocate for these types of remedies.

Shelter and Housing Options for Human Trafficking Victims – 1 hour

This session highlights challenges in obtaining shelter and housing for human trafficking victims and how to address those challenges, how to get creative in addressing housing options, types of non-traditional partnerships, and different considerations in responding to victims in rural, suburban and urban settings.

Labor Trafficking Case Study: Domestic Servitude – 1 hour

The session highlights strategies in identifying and building a labor trafficking case, similarities and differences in collaborating between law enforcement and victim service providers in a sex trafficking case vs. labor trafficking case, working with foreign national vs. U.S. citizen survivors, and challenges faced when bringing a labor trafficking case to a prosecutor.

An Overview of the T and U Visa Process – 1 hour

This session focuses on the eligibility requirements for a T and U Visa, key differences, necessary documents and evidence required in a T and U Visa application, and when and how to coordinate with law enforcement and prosecutors in the T and U Visa process.

Delivering Victim Services to Human Trafficking Survivors: Confidentiality and Privilege Issues

This session focuses on confidentiality and privilege issues that need to be considered from a case manager, social worker, and attorney's perspective in serving survivors, how to talk to clients about those issues, common case management and victim service challenges surrounding confidentiality and privilege, and strategies to address them.

How to Identify and Communicate with Human Trafficking Victims with an Intellectual and/or Developmental Disability – 1 hour

This session focuses on how to identify a human trafficking victim with an intellectual and/or developmental disability (I/DD), how to talk to clients about those issues, common case management and victim service challenges surrounding confidentiality and privilege and strategies to address them, tips for communicating with a human trafficking victim with an I/DD, and resources to utilize when working with a human trafficking victim with an I/DD.

Elder Justice Initiative Webinar Series (38 Webinars)

This webinar series provides critical information for prosecutors, victim specialists, law enforcement, and others working on elder abuse cases.

Trauma Informed Services: An introduction to ACES and Elder Abuse – 1 hour

This webinar discusses the connection between early adverse experiences, often called "ACES," and the older adult population. The presenter discusses how past victimization can relate to future victimization later in life, provide an overview of the definition of trauma, review keys to recovery and stability, and discuss implications for law enforcement, prosecutors, and victim services.

Digging Deeper: When Consent is Not Consent – 1 hour

Presenters in this webinar discuss the concept of consent, which underlies a range of actions in criminal and civil law, including gifting money. In the context of financial exploitation, professionals, at times, make incorrect assumptions about consent, for example, possibly labeling a financial gift as a poor decision rather than the result of fraud or some other action. The issue of

consent is increasing the complexity of these cases. Learn about the elements of consent, how to confirm consent, and how to distinguish consent from actions or conditions (such as diminished capacity) that negate consent.

Building an Elder Justice Unit in South Dakota – 1 hour

Presenters in this webinar discuss the prosecution of elder abuse, including financial exploitation, which is more common than ever before. In response to the increase in cases, Elder Justice Units are being adopted in state and local prosecution offices. Presenters describe the journey to create an Elder Justice Unit, finding support in the adage "If you build it, they will come" and will provide examples of two recent (closed) cases and how the Unit aided in those prosecutions.

What Judges Should Know About Elder Abuse – 1 hour

Judge Karen Howze discusses the dynamics of elder abuse, relevant issues such as cognitive capacity, expert witnesses that may be required, reasonable courtroom accommodations, the advantages of elder abuse multidisciplinary teams, and the importance of judicial leadership on the issue of elder abuse. Judges play a critical role in adjudicating the wide array of elder abuse, neglect and financial exploitation cases that come before them. Elder abuse and fraud enter courtrooms both directly in civil and criminal cases, as well as indirectly (e.g., in the context of a guardianship proceeding).

MDT Cross-Training: Prosecutors and MDTs – 1 hour

Nicole Sato, Deputy District Attorney, provides an overview of the role of a prosecutor at the MDT table. Learn how to strengthen collaboration with your team's prosecutor by delving into their role, contributions, and professional perspective. The discussion includes the ethical responsibilities of a prosecutor and the importance of multidisciplinary collaboration in the fight against elder abuse, as well as the prosecutor's perspective on what makes a good case; what are their parameters on an MDT; what they get out of MDT collaborations and how best to collaborate; and what they contribute.

Banks & Triads Working Together to Combat Scams Against Older Americans – 1 hour

Julie Childs, J.D., Consultant to the U.S. Department of Justice Elder Justice Initiative, hosts a discussion with Elaine Dodd, EVP Fraud Division, Oklahoma Bankers Association, and Corporal Kim Lopez, Triad Coordinator, Oklahoma County Sheriff's Office, to demonstrate how

banks and law enforcement can work together to combat elder financial exploitation and abuse. The Oklahoma Bankers Association and the Oklahoma Sheriff's Department Triad program formed a partnership in this effort, and the hosts share the successes, tips, and best practices learned from this collaboration.

Responding to Elder Abuse Victims with Alzheimer's Disease or Other Dementias – 1 hour

The rate of elder abuse is even higher for individuals diagnosed with Alzheimer's disease and other dementias than it is for the elder population overall. Professionals responding to an incident or a case involving elder abuse may encounter older adults with dementia. Learn how dementia impacts an elder abuse investigation and discover some of the best ways to respond effectively.

World Elder Abuse Awareness Day Commemoration: Leveraging National Resources to Build Strong Support for Older Adults – 1.5 hours

A presenter from the Social Security Administration shares the latest on representative payees; an EJI representative talks about the Elder Abuse Prevention and Prosecution Act and new resources being developed to better respond to elder abuse; an expert from the Administration for Community Living describes their guardianship grant programs and the importance of data collection for policy and programmatic enhancement; and the Deputy Director of the National Center on Elder Abuse presents on some of the latest trends and resources that will help you to better respond to elder abuse.

The Benefits of Referring Elder Abuse Clients for Civil Legal Assistance – 1 hour

This webinar discusses the benefits of civil legal assistance for victims of elder abuse. The merits of civil legal assistance are sometimes underappreciated, as a result of which elder abuse victims may not be referred for or receive civil legal services consistently. In this webinar, participants learn how and to whom to make referrals for civil legal assistance that do not conflict with professional ethics (e.g., confidentiality) and the myriad ways in which civil legal assistance can aid older victims in recovering from their victimization.

Successful Collaboration Between APS and Victim Services – 1 hour

This webinar explores the benefits and positive impact achieved when Adult Protective Services (APS) collaborates effectively with crime victim services as partners in addressing elder abuse, neglect, and exploitation within communities. The webinar provides a “no wrong door”

access to assistance for older adult abuse victims and an overview of victim services and their intersection with APS, as well as tips, strategies, and resources for shared outreach and joint activities to address elder abuse within communities.

Tribal Elder Protection Team Toolkit: Developing Your Team – 1 hour

This webinar introduces the Tribal Elder Protection Team Toolkit, a resource designed to assist tribal communities in developing tribal elder protection teams (EPT). The toolkit aims to help identify vested partners or potential EPT members to help respond to elder abuse in Indian Country. The speakers cover each section of the EPT Toolkit, how to develop a tribal EPT and Tribal Elder Protection Codes, selecting team members, and additional tips on culturally-sensitive and appropriate practices commonly accepted in tribal communities.

MDT Member Recruitment and Retention: Building Trust and Traction – 1 hour

This webinar highlights real-world solutions from an elder abuse case review MDT. The webinar reviews best practices for recruitment and ongoing engagement of team members, explores real-world examples of relationship- and trust-building strategies, and introduces a new MDT Guide and Toolkit documents, including a recruitment letter and statement of need.

What Hotline Workers Need to Know About Elder Abuse – 1 hour

This webinar discusses how those on the front lines can assess and respond appropriately to calls from older adults who may have experienced elder abuse. Presenters include case examples to provide hotline workers tips on how to assist callers and direct them to relevant resources and services.

Forensic Interviewing of Older Adults – 1 hour

This webinar discusses the importance and role of forensic interviewing. While effective forensic interviews of older adults are critical to successful elder abuse prosecutions, conducting interviews with older adults can present unique challenges, even to those with experience interviewing adult victims and witnesses. Learn more about these challenges and tips and techniques for conducting more effective witness interviews with older adults.

Suspicious Activity Reports and Their Role in Investigations of Elder Financial Exploitation – 1 hour

Elder financial exploitation is a growing problem, and federal agencies are teaming up to enhance the response by law enforcement agencies and financial institutions. In this webinar,

presenters from the Consumer Financial Protection Bureau and the Financial Crimes Enforcement Network at the U.S. Department of the Treasury discuss a [Joint Memorandum](#), issued on August 30, 2017, encouraging coordination among law enforcement agencies, financial institutions, and adult protective service agencies. The memo aims to raise awareness of the existence of Suspicious Activity Reports and the role they may play in aiding law enforcement when investigating elder financial exploitation cases.

Collecting Evidence in Cases of Elder Physical Abuse and Caregiver Neglect – 1 hour

Collecting evidence is second nature for law enforcement officers; yet, collecting evidence in cases involving older adults who experience physical abuse or caregiver neglect can be extremely challenging. Cherie Hill, Detective, and Brian Foxx, Deputy City Attorney, from the City of Anaheim, California, team up to share their experience with collecting and using evidence in these cases. Learn about what types of evidence to look for, where to find the evidence, and how prosecutors use that evidence to convict offenders.

Justice and Compassion: Empowering Faith Communities in the Prevention and Intervention of Elder Abuse – 1 hour

This webinar provides strategies for building capacity in faith communities to address elder abuse.

The Forgotten Victims: Elder Homicides – 1 hour

The presenters of this webinar discuss victims, the offenders, and the crime scenes of elder homicides. Investigating elder homicides requires a multi-pronged approach. Learn how medical examiner's information and forensic research has advanced the successful investigations of elder homicides, which are often undetected.

Note: Due to the graphic nature of this presentation, certain images have been removed from the PowerPoint prior to posting. For a full version of the PowerPoint and a link to the webinar recording, please email elder.justice@usdoj.gov.

Hiding in Plain Sight in Georgia: Benefits Trafficking of Vulnerable Adults – 1 hour

This webinar focuses on what Georgia is doing to catch criminals of an emerging crime of benefits trafficking, which targets older and disabled adults to gain access to their monthly benefits. Billions of dollars in state and federal funds are being stolen, leaving victims subject to various types of abuse, theft, and fraud. Hear from presenters how they are working together to fight this unique crime.

Elder Justice Resources: A Virtual Tour of Available Information and Resources on Elder Abuse, Neglect, and Financial Exploitation – 1 hour

This webinar demonstrates two websites that focus exclusively on elder abuse, neglect, and financial exploitation, the [Elder Justice website](#) and the [National Center on Elder Abuse website](#). Participants learn about resources and training opportunities that can deepen their understanding of how to identify and respond to elder abuse. The Geriatrics Workforce Enhancement Program’s survey results on existing elder abuse training are discussed, as well.

How EMTs Can Help Identify and Report Elder Abuse – 1 hour

This webinar focuses in the critical role EMTs have in helping to identify and report elder abuse and neglect. Specifically, the discussion addresses the following:

- Elder abuse laws in some jurisdictions.
- How EMTs can identify and document evidence of elder abuse.
- Advice on documenting potential elder abuse.
- The need to report elder abuse in the community and in facilities quickly.
- The critical role of EMTs on the Elder Justice Task Forces.

Understanding Elder Mistreatment Through a Lens of Severity: Implications for Research and Practice – 1 hour

This webinar presents some of the recent research related to the concept of “severity” in the study of elder abuse. Severity of elder abuse may be an indicator of the urgency and types of help needed by victims of elder abuse. Yet, severity is an understudied aspect of the field. The research presented informs both targeted screening of victims, interventions that serve to help victims, and a forensic tool for possible use in the prosecution of elder abuse cases.

Financial Exploitation in the Context of Guardianships and Other Legal Arrangements – 1 hour

This webinar explores the most common types of legal arrangements and how they can be used to both protect and exploit older persons. Presenters discuss issues such as the role of legal arrangements, particularly guardianships, in protecting older persons. Presenters walk participants through several case studies to show common exploitative tactics; underscore the roles of capacity, consent, and undue influence; and offer recommendations on how to improve multidisciplinary responses to exploitation.

Federal-State Working Group: Fraud Against Older Oregonians – 1 hour

Are you wondering how to collaborate or improve coordination with federal law enforcement? Join Shane Winder and Donna Maddux as they describe a federal-state working group in Portland, Oregon, dubbed the Social Services Fraud Working Group, that investigates financial crimes against older adults. Learn how the small working group got started and then grew over the past several years. Today, the working group includes multiple state and federal agencies, local law enforcement, Adult Protective Services, and Aging Services, and works in tandem on important cases that benefit all older Oregonians. Learn how to develop a similar collaboration in your community.

Assessing Cognitive Capacity in Elder Abuse Cases – 1 hour

Through this webinar, participants learn how to: 1) Recognize situations where decisional capacity is relevant to elder abuse case management and resolution; 2) Identify the factors to consider when evaluating an older adult's decisional capacity; and 3) Understand the importance of maintaining a client-centered orientation when assessing decisional capacity.

Improving Emergency Department Identification of Elder Abuse: Findings from Forensic Research – 1 hour

Dr. Rosen is a practicing emergency physician and a researcher in elder abuse and geriatric injury prevention. His team is doing groundbreaking research on distinguishing physical signs and forensic markers of elder abuse from injuries and bruising related to falls in older persons. Dr. Rosen discusses his research, a standardized protocol for photographing geriatric injuries, and a comprehensive classification system for visible injuries. His interdisciplinary work with nursing, social work, geriatrics, psychiatry, and radiology has significant implications for the prosecution of elder abuse and neglect cases.

Note: This webinar contains graphic (violent) images. Viewed discretion is advised.

Law Enforcement Investigation of Financial Exploitation – 1 hour

Financial exploitation cases are among the most difficult to investigate. Detective Nicole Freutel (City of Seattle, Elder Abuse Unit), who trains on financial exploitation both locally and nationally, describes what law enforcement officers need to know to investigate these complicated cases. Because some of these cases involve complex financial transactions, it may be necessary to consult a forensic accountant. In this webinar, participants learn from forensic accountant Karen Webber how to follow the money to look for peculiar patterns that may indicate a crime.

How VOCA Funds Have Been Used Across the Country to Create or Enhance Elder Justice Programs – 1 hour

This webinar provides information and examples of how Victims of Crime Act (VOCA) funds are being used to support services for victims of elder abuse. Information covered includes:

- An overview of how VOCA funding operates at the federal and state level.
- Clarifications in the VOCA Victim Assistance Rule that expands allowable uses of VOCA Victim Assistance funding by states.
- Examples of VOCA-funded elder abuse programs.

Forensic Markers of Physical Abuse and Neglect: Documentation for Prosecution – 1 hour

This webinar presents findings from some of the forensic research on elder abuse and introduces a physician-friendly protocol for documenting physical abuse that is very useful for prosecutors if the case goes to trial.

Note: This webinar contains graphic (violent) images. Viewed discretion is advised.

From Good to Great: Building Strong Elder Abuse Multidisciplinary Teams – 1 hour

This webinar provides tips and tools to help you tackle the challenges associated with developing supportive collaborations, effective communications, and a solid foundation for teamwork. Topics covered include:

- Common barriers to effective collaboration.
- Overcoming communication challenges.
- Facilitation tips for coordinators.

The Role of Law Enforcement in Elder Abuse Cases – 1 hour

This webinar provides a summary of some of the research and facts around elder abuse, combined with the perspective of a detective with extensive practical experience in responding to cases of elder abuse. Presenters describe the research and discuss how to assist law enforcement officers in better understanding their role, what to look for when on a call, and what community resources are available for suspected cases of elder abuse.

Neural Correlates of Financial Decision-making in Old Age – 1 hour

This webinar reviews the use of brain imaging techniques and the latest research to describe how changes in brain structure affect financial decision-making, and the implications of the research for the legal system.

A Walk Through the MDT Guide and Toolkit – 1 hour

This webinar provides a demonstration of EJI's new Multidisciplinary Team Guide and Toolkit, designed for anyone looking to create or grow a local elder abuse MDT, regardless of their experience with MDTs. The web-based Toolkit is enhanced for use on mobile devices and contains easy-to-download PDF sample documents and citations.

Fill in the Blanks: Starting and Running an Elder Abuse Case Review Multi-Disciplinary Team – 1 hour

This webinar features two elder abuse multidisciplinary team (MDT) coordinators who successfully implemented an MDT. The MDT coordinators discuss real problems and offer real world examples on how to make an elder abuse case review MDT work.

Helping Law Enforcement Respond to Elder Abuse Quickly – 1 hour

This webinar highlights training materials and resources for state and local law enforcement officers available on ElderJustice.gov. The resources include:

- Elder Abuse Sample Protocols and State Statutes
- Training Resources on Investigating Elder Abuse
- State by State Reporting Obligations

Note: This webinar contains graphic (violent) images. Viewed discretion is advised.

Introducing the Elder Justice Initiative Victim Specialist Resource Page – 1 hour

This webinar highlights how victim service providers can benefit from using the victim specialist web page at ElderJustice.gov to assist older victims, including access to many tools such as the following:

- Crime victim resources, hotlines, and links to training on elder abuse.
- Victims' Rights Guidelines and reporting obligations.
- "Ready-to-use" PowerPoint presentations with speaking guides for community outreach training.
- Webinars on what federal agencies are doing to help older victims.

Elder Justice Prosecution Resources – 1 hour

This webinar highlights training materials and resources available on ElderJustice.gov that help state and local prosecutors to prosecute elder abuse cases more effectively.

Introduction to the Elder Justice Website – 1 hour

This webinar introduces the U.S. Department of Justice Elder Justice Initiative's new website, ElderJustice.gov, and highlights the tools and resources that support professionals in the field of elder abuse.

2018 Expert Q&A (10 Webinars)

Expert Q&A is a national forum designed to help victim service providers communicate with national experts and colleagues about best practices for assisting victims of crime. Each month, a new topic is presented online, and one or more subject matter experts are available to answer questions on this issue. It's easy to participate in an Expert Q&A – register and submit questions in advance, log into the session at the time of the event, and listen to the experts discuss questions. All sessions are recorded, can be watched anytime, and training materials are provided. For more information and to learn about upcoming sessions, visit the [Expert Q&A](#) page.

Batterer Intervention Programs and Victim Safety- 1 hour

Batterer Intervention Programs (BIP) provide an opportunity for program participants to be accountable for their abusive behavior. One key aspect of BIPs is the outreach they provide to partners of abusers for the purposes of making referrals to victim advocacy programs and safety planning. Various outcome studies show that BIPs often provide empowerment for victims by validating their experience and reinforcing that they are not responsible for the abusive behavior. This session will describe model practices for BIP outreach to victims as well as collaboration with victim advocacy programs.

Presenters:

Dr. David Adams, Ed.D., is the co-founder and co-director of Emerge, the first counseling program in the Nation for men who abuse women.
Gabriela (Gaby) Nunez-Santiago is a bilingual/bicultural mental health counselor and expressive arts therapist.

Navigating the SART Toolkit – 1 hour

Multidisciplinary Sexual Assault Response Teams (SART) are highly regarded as achieving success in communities, improving responses for victims, and increasing prosecution rates. The newly updated [SART Toolkit](#) (2018 edition) is an online manual that supports SARTs in all aspects of their work, from building a team to responding to victims. The SART Toolkit connects teams with information on topics, resources, and access to experts. This session walks through what this resource is and how to use it.

Presenters:

Christina Presenti is the Sexual Assault Response Team project coordinator for the National Sexual Violence Resource Center.

Karla Vierthaler is the advocacy and resource director for the National Sexual Violence Resource Center.

Addressing Vicarious Trauma for the Individual – 1 hour

Vicarious trauma (VT) is related to secondary traumatic stress. The victim experiences primary traumatic stress, yet as a victim service provider who uses controlled empathy, you can become secondarily traumatized. By attempting to remain objective, your inner sense of who you are, and your beliefs about feeling safe and trusting others, can change. From not being able to sleep to feeling overwhelmed and not keeping boundaries, VT symptoms can hurt you. It's important to know what contributes to VT, such as professional isolation after hearing trauma-related narratives and being empathetic.

Presenter:

Barbara Rubel, M.A., B.C.E.T.S., D.A.A.E.T.S., is a nationally recognized keynote speaker and trainer on topics related to survivors of homicide victims, victim relations training, and helping victim service professionals identify their strengths to build their resilience.

Forging Relationships Between Victim Service Providers and Academic Institutions – 1 hour

Victim service providers and academic institutions can create mutually beneficial relationships in which subject matter expertise, learning experiences, data, and best practices are developed, exchanged, and improved upon. This session explores how to initiate relationships between these types of organizations, strengthen existing collaborations, and ensure that the working relationship is fair and productive to all parties.

Presenter:

Keisha Varnell is the Title IX coordinator at Jackson State University, where she facilitates campus-wide trainings and investigations of interpersonal violence incidents on campus.

Technology, Social Media, and Victim Safety – 1 hour

Social media and technology can be powerful tools to connect with and assist crime victims, but they can also be tools used against victims and survivors. Learn ways to manage social media and technology successfully when working with victims and strategies victims can use to help increase their online safety and privacy.

Presenter:

Erica L. Olsen, MSW, is the project director of the Safety Net Project at the National Network to End Domestic Violence (NNEDV).

Interjurisdictional Enforcement of Protection Orders – 1 hour

Assisting survivors of domestic violence can often involve multiple legal jurisdictions. In many cases, these survivors may also have protection orders that need to be enforced. The Full Faith and Credit (FFC) provision (18 U.S. Code § 2265) of VAWA requires that protection orders issued in one jurisdiction must be recognized and enforced in other jurisdictions, but enforcement across state, tribal, or territorial jurisdictions can sound daunting to survivors as well as service providers. The effective enforcement of protection orders across jurisdictional lines is essential to the safety of victims. This session discusses the legal concept of FFC; what interjurisdictional enforcement may look like for survivors and abusers; and help advocates navigate some of the challenges associated with interjurisdictional enforcement of protection orders under FFC.

Presenters:

Greg Fiebig is a consultant providing expertise on preventing school shootings and implementing safety plans for houses of worship.

Kari Kerr, M.A., L.P.C., has worked for the Community Violence Intervention Center (CVIC) in Grand Forks, North Dakota, for more than 20 years, holding a variety of positions.

The Intersection of Stalking, Sexual Assault, and Domestic Violence – 1 hour

Stalking is generally defined as a course of conduct (rather than a one-time act) directed at a specific person that would cause a reasonable person fear. This course of conduct may be a combination of overtly criminal acts and otherwise nonthreatening behaviors, all of which frequently intersect with domestic violence and/or sexual assault. In this session, providers learn how understanding these links improves their response to victims and the provision of appropriate victim services.

Presenter:

Mark Kurkowski is a 25-year veteran of the St. Louis Metropolitan Police Department. Mr. Kurkowski has 21 years of experience investigating incidents of intimate partner violence, stalking, and sexual assault, while he was assigned to the Domestic Abuse Response Team (DART Unit), The Grants to Encourage Arrest Program, and the St. Louis Regional Domestic Violence Prevention Team.

Assisting Male Victims of Domestic Violence and Sexual Abuse – 1 hour

For many boys and men, the harm of the initial betrayal of domestic violence and sexual abuse is compounded by the lack of a compassionate response from their friends, family, and community. This session focuses on holistic and trauma-informed solutions that take into account the unique challenges and sensitivities in responding to the behavioral health needs of male survivors of domestic violence and sexual abuse.

Presenter:

Jim Struve has been a practicing social worker since 1976. He is a licensed clinical social worker in private practice in Salt Lake City, providing psychotherapy services to individuals, couples, and groups.

Strangulation and Intimate Partner Violence – 1 hour

In this session targeted to sexual assault clinicians, providers learn about the prevalence of strangulation associated with intimate partner violence, the physiology of strangulation, and patient care considerations.

Presenters:

Cheryl Re, R.N., B.S.N., SANE, is the associate director of the Adult Adolescent Massachusetts Sexual Assault Nurse Examiner (SANE) Program.

Lieutenant Daniel Rincon is a 26-year veteran of the Scottsdale (Arizona) Police Department, where he served as the Domestic Violence Unit supervisor for more than 5 years.

What You Need to Know from Survivors About Trauma-Informed Programming – 1 hour

Merely understanding the concept of trauma-informed programming is not enough; this understanding must be integrated effectively into all levels of programming. In this session, providers hear from survivors and learn about effective tools and processes to help them apply trauma-informed theories to day-to-day practice.

Presenters:

Aubrey Lloyd has 18 years of nonprofit experience working with populations affected by domestic violence, substance abuse, mental health issues, and poverty.

Joe Samaha has been a tireless advocate on behalf of the Virginia Tech families and survivors, as well as victims of other mass shooting tragedies. His youngest child, Reema, was an 18-year-old freshman at Virginia Tech University, was one of 33 victims of the Virginia Tech shootings that took place on April 16, 2007.

2017 Expert Q&A (11 Webinars)

As presented in the 2018 Expert Q&A introductory text, Expert Q&A sessions are presented each month and are recorded for future viewing opportunities. To promote a consistent and complete view of available resources, 2017 Expert Q&A webinars were also summarized and presented. As previously indicated, all sessions are recorded, can be watched anytime, and training materials are provided. For more information and to access 2017 Expert Q&A sessions, visit the [Expert Q&A](#) page, click on the “Past Webinars” tab, scroll to the “2017 Recordings” subheading and click on the “View +” to view and access all recorded material.

Developing and Implementing a Response to Sexual Assault in Tribal Communities – 1 hour

The Office for Victims of Crime (OVC), in partnership with the Office on Violence Against Women (OVW) and Indian Health Service (IHS), held a National Roundtable Discussion on Sexual Assault in Indian Country with a multidisciplinary group of professionals with expertise in developing, implementing, or enhancing a sexual assault response in tribal communities. Through the report generated from that discussion, OVC, OVW, and IHS seek to share lessons learned and practical guidance from the roundtable participants, including tribal governments and responders to sexual violence.

Presenters:

Theresa Friend, CNM, MSN, is the Indian Health Service (IHS) national forensic nurse consultant addressing the health care response to victims of violence.

Tatewin Means, JD, is an indigenous woman from the Sisseton Wahpeton Dakota and Oglala Lakota nations in South Dakota. She received her juris doctorate with a concentration in Human Rights Law from the University of Minnesota Law School.

Prosecuting Image Exploitation – 1 hour

Image exploitation is a distinct form of sexual abuse involving the nonconsensual creation, possession, or distribution of an image or images depicting the victim as nude, semi-nude, engaged in consensual sexual activity, or being sexually assaulted. All forms of image exploitation expose the victim to immeasurable trauma of essentially infinite duration by permanently invading the victim's autonomy and security. In this session, we will describe various forms of image exploitation, including the dynamics of the behavior and the potential for harm, and discuss the ways that law enforcement and prosecutors can use existing laws to hold offenders accountable.

Presenter:

Jane Anderson, J.D., is an attorney advisor with AEquitas: The Prosecutors' Resource on Violence Against Women. In that role, Ms. Anderson presents on trial strategy, legal analysis and policy, and ethics.

Victim-Centered Approaches to Family Violence – 1 hour

People who have experienced trauma, violence, and oppression are more than just these experiences. Like all of us, they are people who often face multiple challenges, they juggle multiple identities, and they have interests and relationships that sustain them. The term "victim-centered" means putting the person seeking services truly at the center of the work, which starts with engagement and recognizing that they are whole people, not just victims or survivors. These approaches require attention, openness, connection, and a capacity to engage and partner

authentically with the person seeking assistance to support their well-being, which includes, but goes beyond their safety. These approaches also require examining how systems—programs and services—may inadvertently create barriers to engagement and erode well-being. In this session, we will explore empathy, transdisciplinary collaboration, the art of presence in a collaborative response to family violence, and how to shift from a focus on problems to supporting well-being for those experiencing family violence.

Presenters:

Maureen Lowell has worked in the field of family violence since 1985, first in child welfare, then in domestic violence work, and then in a teaching capacity. Her primary work has been as a licensed marriage and family therapist, a perspective she brought to training and teaching over the years.

Anna Melbin has more than 20 years of experience working with nonprofit organizations and on state and federal policy issues. As the director of strategic capacity building at the Full Frame Initiative (FFI), she leads the organization's work with diverse partners and systems to orient themselves around well-being by applying the Five Domains of Well-being framework.

Organizational-Level Response and Planning for Staff Compassion Fatigue/Vicarious Trauma – 1 hour

It takes courage to help child and adult victims of sexual abuse, assist survivors of acts of terrorism and mass violence, fight fires that may have taken people's lives, or respond to shootings and other crime scenes. It also takes commitment to do this work in spite of the personal, physical, emotional, and mental impact it can have. This session will focus on how OVC's [Vicarious Trauma Toolkit](#) (VTT) can help you to:

- Conduct an assessment of your agency's current capacity as a vicarious trauma-informed organization.
- Bring leadership and staff together to review your existing capacity, identify gaps, and prioritize needs.
- Locate resources and tools in the VTT and Compendium of Resources to help meet your identified needs.
- Develop a comprehensive plan to become a vicarious trauma-informed organization that addresses exposure to single incidents of crime or violence and acts of mass violence and terrorism.

Presenters:

Janet E. Fine, M.S., is the project director for Northeastern University's National Vicarious Trauma Toolkit project, funded by the Office for Victims of Crime, and a senior consultant for Organizational Resilience International, LLC. She also serves as a training and technical assistance provider for the State Victim Assistance Academy Resource Center at the National Center for Victims of Crime.

Lisa A. Tieszen, M.A., LICSW, is a resource coordinator for Northeastern University's National Vicarious Trauma Toolkit project and a senior consultant for Organizational Resilience International, LLC. She also serves as a content expert for the State Victim Assistance Academy Resource Center at the National Center for Victims of Crime.

Addressing the Impact of Trauma When a Mass Violence Incident Occurs – 1 hour

Incidents of mass violence and terrorism present unique challenges to the communities in which they occur. These incidents require a coordinated, cross-sector approach among federal, state, local, and tribal governments; private entities; and nonprofit organizations to drive an effective response. This session will address how to create and maintain partnerships, address resource gaps, develop victim assistance protocols, and use the protocols after an incident of mass violence or terrorism.

Presenters:

Krista Flannigan, J.D. is a crisis management consultant specializing in victimization issues related to high profile victimization, including mass violence. She trains nationally on coordinated community response for victims who are participating in high profile mass violence trials, as well as the impact of mass violence on victims and communities. Ms. Flannigan is an instructor and the director of the Institute for Crime Victim Research and Policy at the Florida State University College of Criminology.

Herman Millholland is the founder of Millholland & Associates, an independent consulting firm with extensive management experience specializing in assisting criminal justice, for-profit, and not-for-profit organizations that serve crime victims and survivors.

The Vulnerabilities of LGBTQ and Homeless Youth to Human Trafficking and Sexual Exploitation – 1 hour

This session will address lesbian, gay, bisexual, transgender, and queer or questioning (LGBTQ) youth; young men who have sex with men; and young women who have sex with women who are victims of human trafficking, experiencing homelessness, or engaged in survival sex. The session will discuss the delivery of trauma-informed, gender-sensitive, and inclusive services, and how service providers can advocate to improve their experiences with law enforcement, the criminal justice system, and the child welfare system.

Presenter:

Meredith Dank is a research professor at John Jay College of Criminal Justice in New York City. Dr. Dank is an authority on the topic of human trafficking; conducted research in 10 countries; and participated in a White House stakeholder meeting on victim services for survivors during the Obama Administration. Her current studies include *Capturing Human Trafficking Victimization Through Crime Reporting and Measuring Modern Slavery in the Indian State of Bihar*.

Serving Victims of Impaired Driving and DUI Crashes – 1 hour

Alcohol-impaired driving is a crime. Its perpetrators are criminals. And, most importantly, victims of drunk drivers and other impaired driving crashes are crime victims and deserve to be treated no differently than any other crime victim. This session will focus on how to help law enforcement support and integrate victim assistance services within their agencies and, thereby, provide both crisis and longer term assistance to victims of DUI/impaired driving crashes and all crime victims.

Presenters:

Dan Eddy is the executive director of the National Association of Crime Victim Compensation Boards, a position he has held since 1988. He implements national training and technical assistance activities for all state crime victim compensation programs and operates an information and resource center for compensation programs and the general public.

Colleen Sheehey-Church joined MADD (Mothers Against Drunk Driving) in 2005, a year after her 18-year-old son Dustin drowned when the car he was riding in, driven by a teen with alcohol and drugs in her system, crashed into a river, trapping Dustin in the vehicle. Before becoming national president in 2015, Ms. Sheehey-Church served on MADD's National Board of Directors beginning in 2010.

Sheriff John Whetsel began his law enforcement career in 1967, joined the Choctaw Police in 1973, and served as Choctaw Chief of Police for 21 years before being elected Oklahoma County Sheriff.

Tim Woods is the director of the Grants and Contracts Division at the National Sheriffs' Association (NSA), where he has worked since 1997.

Building and Effective SANE Program – 1 hour

Providing comprehensive health care to survivors of sexual assault is critical to minimizing the long-term consequences of this traumatic experience. That is where a Sexual Assault Nurse Examiner (SANE) can help. This session will focus on how to start or improve a SANE program in your community with OVC's [SANE Program Development and Operation Guide](#).

Presenters:

Susan Chasson, M.S.N., J.D., SANE-A, is a family nurse practitioner and certified nurse midwife at the Merrill Gappmayer Family Medicine Clinic, and she is the Sexual Assault Nurse Examiner (SANE) coordinator for the Utah Coalition Against Sexual Assault.

Jennifer Pierce-Weeks, R.N., SANE-A, SANE-P, Education Director for the International Association of Forensic Nurses (IAFN), working with project partners, developed and implemented IAFN's 40-hour online Sexual Assault Forensic Examination adult/adolescent training program with a 16-hour clinical skills workshop through a grant from the National Institute of Justice.

Working with At-risk Youth with High Levels of Trauma and Risk for (Re)Victimization – 1 hour

Organizations that serve these youth should be well grounded in trauma-informed care. This session will address how to mitigate the risk for both (re)victimization and criminal offending, the victim/offender overlap, responding to youth victims of crime, and the complex ethics and mandatory reporting requirements involved in this work.

Presenters:

Mitru Ciarlante has more than 25 years of leadership in programs advocating for child and youth victims. She created a comprehensive children's advocacy program model, started a statewide children's advocacy task force, established peer education programs, and organized a statewide youth activist network.

Angela Downes is an attorney whose work focuses on public service, policy, and legislative efforts to protect the public trust. She provides training, policy expertise, and technical assistance to nonprofit agencies on the interpersonal violence issues of child abuse, child protection, domestic violence, human trafficking, and elder abuse.

Applying for VOCA Formula Funds on the State Level: How to Navigate the New Final Rule, Increased VOCA Funding, and the State Administering Agency Applications – 1 hour

Now that the VOCA Final Rule has been released, many more nonprofit agencies can apply for funding to assist unserved and underserved victims. The VOCA Final Rule released some previous restrictions in the VOCA Victim Assistance Guidelines, but this does not necessarily mean every state's statutes, rules, and/or policies have changed. This session will provide some best practices on how to navigate this complicated state system to maximize your agency's ability to build capacity in your organization and increase services to our most vulnerable victim populations.

Presenter:

Grace Call brings extensive experience working with victims of crime to enhance programs across the Council of State Governments (CSG) Justice Center and deliver technical assistance to justice reinvestment states.

Addressing Substance Abuse When Responding to Survivors of Human Trafficking – 1 hour

Substance use can be a coping mechanism for a trauma response to being trafficked; however, it can also be the mechanism that ensures control by traffickers on human trafficking (HT) victims/survivors. This session will address procedures, for example: How does addiction play a role for survivors of HT experiencing trauma? What should service providers know about substance abuse when responding to survivors of HT or investigating HT? How to balance the substance abuse with the victimization and the trauma that occur?

Presenters:

Tracy Busse is a licensed professional counselor and approved clinical supervisor who has provided therapeutic services to children, adolescents, adults, and families for more than 12 years. She specializes in working with adolescents and women who experienced various forms of trauma from sex trafficking, childhood sexual abuse, physical abuse, psychological abuse, and other forms of developmental trauma.

Elisabeth Corey is an advocate working against childhood trauma and a life coach for trauma survivors. She offers one-on-one guidance, virtual groups, and email workshops to help survivors build awareness of their inner conversation and heal their trauma.

Human Trafficking, Domestic, Violence and Sexual Assault: Strategies to Strengthen Community Collaboration to Respond to Survivors' Needs (5 Webinars)

This five-part webinar series offers strategies, practical tips, case studies, and resources to help domestic violence and sexual assault service providers improve outcomes for human trafficking survivors. This webinar series is co-sponsored by the U.S. Department of Justice's Office for Victims of Crime, Office on Violence Against Women, and Office for Victims of Crime Training and Technical Assistance Center; U.S. Department of Health and Human Services' Family Violence Prevention and Services Program; and State Justice Institute's Human Trafficking and the State Courts Collaborative.

Working Together Part II: The Courts – 1.5 hours

This session identifies court-based strategies to address the needs of trafficking victims and understand the role and significance of the court and judicial leadership in developing a response to human trafficking; explores ways to effectively engage the justice system and community stakeholders and sustain involvement; and considers examples of partnerships to build agency capacity and enhance victim identification.

Note: This webinar contains graphic (violent) images. Viewer discretion is advised.

Working Together Part I: Law Enforcement – 1.5 hours

This session shares examples of successful law enforcement collaborations; explains the overlap between human trafficking, domestic violence, and sexual assault; explores ways to effectively engage the justice system and community stakeholders and sustain involvement; and considers examples of partnerships to build agency capacity and enhance victim identification.

Collaborating with Culturally Specific Organizations to End Human Trafficking, Domestic Violence and Sexual Assault – 1.5 hours

This session identifies effective collaboration strategies that leverage culturally specific resources on behalf of survivors; explains the overlap between human trafficking, domestic violence, and sexual assault; explores ways to effectively engage the justice system and community stakeholders and sustain involvement; and considers examples of partnerships to build agency capacity and enhance victim identification.

Balancing Collaboration, Confidentiality and Privilege on Human Trafficking Cases – 1.5 hours

This session explores strategies for promoting collaboration while protecting confidentiality; explains the overlap between human trafficking, domestic violence, and sexual assault; explores ways to effectively engage the justice system and community stakeholders and sustain involvement; and considers examples of partnerships to build agency capacity and enhance victim identification.

Getting Out of the Box: The Key Ingredients to Cultivate Collaboration – 1.5 hours

This session explains the overlap between human trafficking, domestic violence, and sexual assault; explores ways to effectively engage the justice system and community stakeholders and sustain involvement; and considers examples of partnerships to build agency capacity and enhance victim identification.

Mass Violence and Terrorism (3 Webinars)

This web training series highlights the importance of communities, states, and regions planning a response to incidents of mass violence and terrorism using the OVC resource, [*Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit*](#). The first webinar in this series provides a detailed overview of how to use the Toolkit. Subsequent web trainings delve deeper into sections of the Toolkit. Customized technical assistance is available to city-, county-, and state-level organizations to help implement the Toolkit. To request mass violence and terrorism customized technical assistance, email TTAC@ovcttac.org.

Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Communications – 1.5 hours

This session provides an overview of the importance of communication in responding to incidents of mass violence and terrorism. Communication itself is an intervention tool, so it is

important to consider how you are sharing information. When information is shared effectively, it decreases anxiety and can provide those who are affected with a sense of being supported. When victims and the public know where to get more information, they are likely to be less anxious. Timely, accurate, and thoughtful information decreases opportunities for speculation and rumor and can help victims understand what has and is occurring, allowing them to begin to process the event and start the recovery process. Lessons learned from previous incidents consistently underscore that all response and recovery efforts are more effective when there is a planned and comprehensive communications management strategy that focuses on communication among all responders, with victims and survivors, and with the community during the response and recovery phases.

Communications is one of 13 victim assistance protocols in OVC's [*Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit*](#).

Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Donation Management – 1.5 hours

This session provides an overview of the complex process of managing donations. The process includes organizing, storing, and disbursing the funds, goods, and services received in response to incidents of mass violence or terrorism. Lessons learned from previous incidents consistently underscore that response and recovery efforts are more effective when there is a planned and comprehensive donation management strategy in place that focuses on both the immediate and longer term needs of victims, survivors, and the affected community.

Donation Management is one of 13 victim assistance protocols in OVC's [*Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit*](#).

Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit – Overview – 1.5 hours

This session provides an overview of how civic, government, and business sectors can use OVC's [*Helping Victims of Mass Violence & Terrorism: Planning, Response, Recovery, and Resources Toolkit*](#) to develop a comprehensive victim assistance plan to respond to incidents of mass violence and terrorism. Lessons learned from past incidents indicate that with advanced planning (including establishing victim assistance protocols), and developing and maintaining

multidisciplinary partnerships, communities are better prepared to engage a holistic approach to victim assistance to ensure that each victim's needs are met.

SANE Program Development and Operation Web Training Series (3 Webinars)

This webinar series covers unique topics and provides information on how to use the SANE Guide to build a new SANE program, enhance an existing program, or expand a program.

Developing a SANE Program in Rural Communities – 1.5 hours

Learn about the challenges, opportunities, lessons learned, and available resources related to developing a SANE program in rural communities.

How to Expand an Existing SANE Program – 1.5 hours

Learn about the challenges, opportunities, and benefits of expanding SANE programs to include forensic nursing care for additional patient populations, and how to expand a program.

SANE Program Development and Operation: An Introduction – 1.5 hours

Take a look at the new SANE Guide, get an overview of the foundations used to create the guide, and find information on building a sustainable SANE program using a strong nursing foundation to support the SANE role.

Specific Considerations for Providing Victim Services (4 Webinars)

The following webinars include information to better serve populations such as tribal communities and youth, adults, and families who have been victims of violent acts.

Building Bridges Between Elder Justice Professionals and VOCA Administrators – 1 hour

This session addresses how to build bridges between elder justice professionals and VOCA administrators, how these two groups of professionals benefit from knowing more about one other, and how those in the elder justice field may be able to access VOCA funds for their programs and to seek collaborative opportunities.

Results of OVC's Needs Assessment: Financial Fraud, Financial Exploitation, Elder Abuse, and Poly-victimization – 1 hour

This session addresses the results of OVC's Needs Assessment: Financial Fraud, Financial Exploitation, Elder Abuse, and Poly-victimization, offers a forum to compare information from different states, and provides an opportunity to discuss the impact of the findings with VOCA administrators.

The Ripple Effect of Crime: Coordinating a Collaborative Response to Victimization in Tribal Communities – 1.5 hours

The goal of this webinar is to assist tribal communities in building collaborations that address the needs of crime victims. This webinar highlights different types of collaboration, ways to deal with change and challenges, the benefits of collaboration, and how to recognize cultural differences.

Faith and Community Based Approaches to Victim Services – 1 hour

This webinar is intended to increase participants' knowledge of the trauma and dysfunction associated with violence and violent crime occurring in homes and throughout communities. Panelists showcase programs that demonstrate innovative approaches to delivering victim services. The webinar focuses on best practices in working with youth, adults, and families who have been victims of violent acts and the rebuilding process that takes place after surviving such experiences.

Telemedicine: Sexual Assault Nurse Examiners Responding to Sexual Assault (5 Webinars)

The following webinars are targeted to provide training to sexual assault clinicians to increase their confidence, competence, and retention, as well as support quality care for sexual assault patients. This five-part series is a collaborative effort with the National Tele-Nursing Center, which provides 24/7 remote clinician-to-clinician assistance targeted to support rural, tribal, military, and correctional communities.

The Nuts and Bolts of Effective Communication – 1 hour

In this session, providers improve their ability to communicate effectively during a telenursing patient encounter.

DNA and the Crime Lab: The Role of DNA in Sexual Assault – 1 hour

In this session, providers learn about the interface of forensic evidence collection and the role of the crime lab for DNA analysis.

Understanding Vicarious Trauma – 1 hour

In this session, providers develop an increased understanding of vicarious trauma and determine ways to develop resiliency and healthy coping skills for those providing care to recent victims of sexual assault.

Working with Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex Survivors Following a Sexual Assault – 1 hour

In this session, providers refresh their knowledge and skills necessary to effectively support and care for LGBTQI survivors.

Strangulation: It's Not Just a Slap in the Face – 1 hour

In this session, providers learn about the prevalence of strangulation associated with sexual assault, the physiology of strangulation, and patient care considerations.

Note: This webinar contains graphic (violent) images. Viewed discretion is advised.

Victim's Rights (10 Webinars)

The following webinars provide attorneys across the country with the tools needed to increase their knowledge base about crime victim issues.

Effective Communication Techniques: Strategies for Interacting with and Representing Child Victim Clients – 1.5 hours

This webinar is the second in a three-part series designed to enhance the ability of attorneys to provide effective legal representation to child-victims regarding their rights in criminal cases. This session provides concrete strategies for effectively communicating with and representing child-victims across the age spectrum.

Effective Legal Representation of Child Victims: What Every Lawyer Should Know About the Impact of Trauma – 1.25 hours

This session provides an overview of the neurobiology of trauma and its unique impact on child victims. Building on this information, presenters provide some strategies to help facilitate effective communication with clients who are child victims.

A High Wire Act: Advocating for Victims While Avoiding the Unlawful Practice of Law – 1 hour

This session provides a discussion of law, ethics, and practice tips to ensure one's advocacy does not inadvertently cross the line into unauthorized practice of law.

Intersections of Civil, Criminal, and Administrative Proceedings: A Case Study – 1.25 hours

This session focuses on the different justice systems that a human trafficking victim may be involved in and how to best serve victims who may be navigating various systems.

Year in Review: Top Victims' Rights from the Last 12 Months – 1.25 hours

This session discusses notable victims' rights cases from 2013, both domestic and international. Speakers explore published and unpublished cases, legal changes, and litigation strategies for practitioners.

Protecting Victims' Rights in the Military – 1.25 hours

This session provides an overview of what rights exist for victims in the military, focusing on standing, how to assert rights, and the latest appellate practice. The session provides an overview of the Air Force's Special Victim Counsel Program, which was the first program in the military to provide counsel to sexual assault victims. The targeted audience for this session includes military counsel and civilian attorneys working with crime victims.

Neurobiology of Trauma: What Every Practitioner Needs to Know – 1.25 hours

Regardless of whether an attorney practices criminal law, family law, employment law, tort law, or wills and estates, (s)he will likely encounter clients with a trauma history, and advocates in the justice system will undoubtedly encounter these same individuals. This session explains the brain's response to trauma such that participants gain a better understanding of the neurobiology of trauma, and why their clients may be ambivalent about participating in the justice system.

Protecting Victims' Rights Pretrial: Defending Against Subpoenas & Other Invasions of Privacy – 1.25 hours

Attacks on victim privacy happen every day in the form of subpoenas for victim records, requests for a pretrial interviews, and disclosure of a victim's name in open court. Because privacy is critical to victims' recovery and access to justice, protecting privacy must be a key strategy of the victims' rights movement. This session discusses methods of protecting victim privacy, ranging from securing use of pseudonyms to quashing subpoenas, to enhance the practitioner's ability to protect victim privacy.

Introduction to Victims' Rights for Advocates – 1.5 hours

This session, designed for advocates, is an overview of victims' rights laws, and an identification of common issues that victims face as they are forced to navigate the criminal justice system. Rebecca Khalil, NCVLI Staff Attorney, and Karla Salp, a victim advocate, discuss the state of victims' rights laws nationally, identify the most common stages in a criminal proceeding

where victims' rights are at risk, discuss how advocates can protect these rights without crossing the line into unlawful practice of law, and explore how advocates and attorneys can best work together to enforce and advance victims' rights.

Introduction to Victims' Rights for Attorneys – 1.5 hours

This session, designed for attorneys representing victims, is an overview of victims' rights laws, and an identification of common issues that victims face as they are forced to navigate the criminal justice system. Meg Garvin, NCVLI Executive Director, and Rebecca Khalil, NCVLI Staff Attorney, discuss the state of victims' rights laws nationally, identify the most common stages in a criminal proceeding where victims' rights are at risk, and target how system-based and community-based victim advocates can protect these rights.

Vision 21 Talks: Engaging with Experts on Trending Topics (4 Webinars)

Inspired by OVC's Vision 21 recommendations to support strategic change in the victim assistance field, these webinars provide innovative and relevant information about transformational victim service topics.

Realizing the Vision for the Future of Victim Services: Translation, Data Dissemination, and Bridging the Divide – 1 hour

This session highlights the efforts being made by OVC and the Bureau of Justice Statistics (BJS) to improve the use, dissemination, and translation of research data to close the gap between research, policy, and practice. The workshop includes an analysis of groundbreaking efforts from the BJS to enhance existing data that often go underutilized, and addresses how efforts to bridge the divide have already shed critical light on the lack of victim services in key settings.

Supporting Young Male Survivors of Violence – 1.5 hours

The aim of this session was to highlight three community- and hospital-based violence interventions: Caught in the Crossfire, Healing Hurt People, and Make It Happen. These three programs are designed to lessen the traumatic impact experienced by young male survivors of violence and to stop the cycle of retaliation.

Assisting Original Crime Victims and Survivors in Wrongful Conviction Cases – 1 hour

The aim of this session is to raise awareness among prosecutor-based staff and other victim advocates and allied professionals to more effectively assist survivors during exoneration processes. Two original victims who faced post-conviction exonerations share their personal and

very compelling stories, followed by Richmond Commonwealth's Attorney, who provides recommendations from a prosecutor's perspective on ways to improve the experiences of victims facing an exoneration. The Healing Justice Project concludes with a summary of general recommended practices to improve the experiences of original victims.

Inspiring Action to Prevent Violence Against Women and Girls – 1 hour

This session reviews key research findings and introduces the Move to End Violence Research Into Action Guide, a set of practical recommendations to use when working to inspire people to take action to end violence against girls and women. It concludes with some real-life examples from Futures Without Violence, about how they have successfully implemented the recommendations put forth in the Research Into Action Guide.

Online Trainings

The Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) provides online interactive trainings for victim service providers and professionals to complete at their convenience. Trainings can be accessed at the link below:

<https://www.ovcttac.gov/views/TrainingMaterials/dspOnlineTraining.cfm>

Victim Assistance Training (VAT) Online – 43 hours

VAT *Online* is a foundational, web-based basic victim advocacy training program that offers victim service providers and allied professionals the opportunity to acquire the basic skills and knowledge they need to better assist victims of crime. VAT *Online* has four sections: Basics, Core Competencies and Skills, Crimes, and Specific Considerations for Providing Victim Services.

https://www.ovcttac.gov/views/TrainingMaterials/dspOnline_VATOnline.cfm

Identity Theft Victim Assistance Online Training: Supporting Victims' Financial and Emotional Recovery – 3-4 hours

Launched in November 2009, *Identity Theft Victim Assistance Online Training: Supporting Victims' Financial and Emotional Recovery* is a user-friendly e-learning tool that teaches victim service professionals and allied professionals' knowledge and skills to more effectively serve victims of identity theft and assist with their financial and emotional recovery.

https://www.ovcttac.gov/views/TrainingMaterials/dspOnline_IdentityTheft.cfm

Online Elder Abuse Training for Legal Service Providers – 4 hours

This interactive web-based training program for legal aid and civil attorneys has four modules that offer a variety of information, tools, and resources to identify and respond to elder abuse, including Domestic Violence and Sexual Assault, Financial Fraud and Exploitation, Practical and Ethical Strategies, and What Lawyers Need to Know.

<https://www.ovcttac.gov/ElderAbuse/>

Poly-victimization in Later Life – 6 hours

Poly-victimization in Later Life is a web-based training presented in five modules. The purpose of the training is to strengthen awareness of poly-victimization in later life and to provide knowledge and skills of professionals to address the needs of victims. The training addresses the context of poly-victimization; victims and perpetrators of poly-victimization; best practices to work with older adults affected by poly-victimization using trauma-informed, ethical, and culturally appropriate practices; and the latest research and best practices to serve this population.

https://www.ovcttac.gov/views/TrainingMaterials/dspOnline_polyvictimization.cfm

Toolkits

As part of the OVC TTAC Resources, a series of five toolkits are provided to support capacity building and improve services and service outcomes for victims of crime. These five toolkits vary in design and structure, but all provide accessible resources, links to supporting information or agencies, and downloadable materials. Similar to previous discussion and depictions of training and support resources presented in this needs assessment, the five toolkits - SANE Program Development and Operation Guide, National Identify Theft Victims Assistance Network, Strategic Planning Toolkit, Human Trafficking Task Force e-Guide, and Technical Assistance Guides - are summarized independently.

SANE Program Development and Operation Guide

Started by nurses in the 1970s, Sexual Assault Nurse Examiner (SANE) programs properly treated sexual assault victims and aimed to help the public understand what constitutes sexual assault. The original SANE Program Development and Operation Guide served as a landmark blueprint for communities to implement SANE programs. The objective for SANEs and the SANE program is to continually enhance the care provided to victims of sexual assault. Revamped to reflect forensic advancements and criminal justice reforms, the updated SANE Guide focuses on implementing, maintaining and expanding best practices with a survivor-centered mindset. The

current guide recommends that nurses perform medical forensic exams for sexual assault victims—a shift from the original guide that simply explored the role for nurses.

<https://www.ovcttac.gov/saneguide/introduction/>

National Identity Theft Victims Assistance Network

The ID Theft Toolkit created by the National Identity Theft Victims Assistance Network (NITVAN) includes advice on how to effectively build partnerships with community stakeholders, training material tailored to targeted audiences, and outreach curriculum on preventing, identifying and recovering from identity theft. The online toolkit provides free educational material that is downloadable and customizable. In addition, a state-by-state interactive map expands on state laws and victim resources. Resources are also compiled for victim advocates, attorneys and law enforcement to raise awareness and assist victims of the crime.

<https://www.ovcttac.gov/identitytheftnetwork/>

Strategic Planning Toolkit

With a defined mission to aid victims of a variety of crimes, the Strategic Planning Toolkit entails six steps in strategic planning to assist victim services organizations. The toolkit guides organizations from defining its objectives to implementation with a solid focus on the future. The ultimate goal is to better serve victims of crime amid changing climates, while the members contributing to the organizational success simultaneously benefit through shared, common goals. The six steps include preparation, assessment, creation, implementation, communication and evaluation.

<https://www.ovcttac.gov/views/resources/dspStrategicPlan.cfm>

Human Trafficking Task Force e-Guides

Designed as an e-learning tool, the Human Trafficking Task Force e-Guide benefits new and existing human trafficking task forces. The targeted audience includes victim service organizations, law enforcement and government entities, and advocates for victims of human trafficking. The e-Guide focuses on working with underrepresented groups, successful task force models and provides a prosecutorial perspective on an updated, more user-friendly digital platform. The Office for Victims of Crime and the Bureau of Justice Assistance developed this free learning tool to identify and help human trafficking victims.

<https://www.ovcttac.gov/views/HowWeCanHelp/dspHumanTrafficking.cfm?tab=5>

Technical Assistance Guides

The Office for Victims of Crime provides an assistance guide to victim service providers. As an evergreen program, the guides are no longer exclusively dedicated to curtailing human trafficking. With a broader outreach now to any type of crime victim, the technical assistance guide encourages identification of objectives, data assessment, the pros and cons of hiring a local evaluator and a thorough legal background on guarding the privacy of human subjects in research projects.

<https://www.ovcttac.gov/views/resources/dspTechnicalAssistanceGuides.cfm>

Overview of Nevada Victims of Crime Act Program Online Learning Management System

In addition to pre-VAAN training materials, VAAN sessions, and supporting OVC training materials and resources, victim service providers in Nevada have access to an online Learning Management System (LMS) that provides Nevada-specific training and support as part of VOCA Program grant funding and awards processes. The Innov8Progress LMS platform was developed in partnership with the Nevada DCFS and VOCA Program as part of a systems change innovation project that began in May 2016 under the leadership of DHHS Director Richard Whitley and Project Manager, Cyndy Ortiz Gustafson, MA, Founder and CEO of Strategic Progress, LLC. Designed based on conducted needs assessments, gaps analysis, strategic financing, funding innovation, system change, and related reports published by the Strategic Progress Team, the Nevada SIS Training and Support System for VOCA was a first-step by DHHS, DCFS, and VOCA Program in Nevada to apply research-based findings and recommendations to develop a statewide solution to empower and engage service providers in the systems change initiative.

The initial pilot year included only one training, which accompanied the Request for Applications (RFA) in May 2018. This training was accessed by more than 70 victim service providers as part of the RFA process. LMS course completion was a requirement of the RFA, and 67 service providers successfully completed the training and were eligible for VOCA Program grant funding (Innov8Progress LMS, 2018a). The goal of this LMS provided training system is to expand training opportunities to include a series of four-to-five online courses that will be integrated in the RFA process in future grant award years. Similar to the previously summarized content from VAAN 2017, OVC, and OVC TTAC, the online LMS trainings provided by Innov8Progress are grouped and summarized by either Current or Future availability. In the upcoming grant award year, it is anticipated the future available training courses will be fully developed and made accessible to victim service providers in Nevada. Additionally, the current available training courses will be modified based on outcomes from the pilot year results and feedback to ensure maximum return on investment of provided training at both the victim service provider and system (DHHS, DCFS, VOCA Program) levels.

Figure 5. Innov8Progress Nevada SIS Training and Support System for VOCA: LMS Training Platform



MANAGER ACCESSBASKET (0)

Client-based Training PlatformsCourse CatalogAbout UsFuture Clients



WE BELIEVE IN MAKING A DIFFERENCE

Nevada SIS Training and Support System for VOCA

Welcome to a uniquely designed training platform to serve VOCA Service Providers and the Nevada VOCA Program. We've provided some important eligibility information in the section below and a registration link to access the Nevada SIS for VOCA Training Platform.

Eligibility & Register Information: Nevada SIS for VOCA Training and Support System

Following nearly two years of work to identify critical needs in Nevada to improve, increase and expand services to victims of crime along with the Nevada VOCA Program we've designed a specialized training platform for VOCA Providers. The Nevada SIS for VOCA Training and Support System is designed to empower and support VOCA Providers in Nevada and provide opportunities to engage state VOCA Program contacts and experts.

In collaboration with the Nevada VOCA Program, we will be able to measure programmatic outcomes resulting from implementing this new support system that is data derived and strategically positioned to serve Nevada VOCA providers in a standardized, sustainable, and interactive method.

If you have received VOCA grant funds in the past or believe your agency or organization is a VOCA Service Provider, please access the first training course for the Nevada SIS for VOCA Training Platform using the link below. You will be asked a few preliminary questions before accessing the first training, which will determine your eligibility and provide next steps following completion of all course components.

Please click on the link below to access the SIS for VOCA Registration page:
<https://www.innov8progress.com/nevada-strategic-investment-system-for-voca>.

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Current Available Innov8Progress VOCA Program Online Training Course(s)

The initial design of the Nevada Strategic Investment System for VOCA training platform on Innov8Progress incorporated a five-course training series separated into two-distinct phases in concert with the VOCA funding award process (Innov8Progress LMS, 2018b & 2018c). Course 1: Designing for Impact was developed to be incorporated as part of the Request for Applications (RFA) process during which victim service providers were provided a link to the Innov8Progress LMS along with instructions for registering and completing training requirements. Initially, the goal was to implement a five-course training series following completion of Course 1: Designing for Impact and based on successful completion of not only trainings but also contract and RFA requirements to include award of VOCA funding. Course 1: Designing for Impact was designed to introduce victim service providers to the VOCA Program in a 101-style curriculum design. A syllabus-style summary of Course 1: Designing for Impact (VOCA 101) is included below:

This course is designed to introduce participants and to provide details about rules, requirements, and regulations associated with providing services as part of Victims of Crime Act (VOCA) program funding. Additionally, this course will discuss and introduce the Request for Application (RFA) process with specific focus on program eligibility. Finally, this course includes an eligibility assessment completed at the end of the training will determine if your organization is eligible for specific program funding and provide feedback on next steps based on your organization's eligibility outcome. The overarching goal is to improve project and program design from at the inception of program funding to make the largest social impact as possible (Innov8Progress LMS, 2018a).

As previously summarized, Course 1: Designing for Impact training was required as part of the VOCA Program RFA process. Follow-up training courses were initially designed to be completed following the announcement of VOCA Funding Decisions & Awards. The originally designed schedule for training courses has been partitioned in this report to include courses 2-5 in the Future Available Innov9Progress VOCA Program Online Training Course(s) section. The Course 1: Designing for Impact (VOCA 101) schedule is outlined below:

- Complete Course 1: Designing for Impact (VOCA 101)
 - Course link will be provided in the VOCA RFA as well as posted online.

- Course completion due prior to RFA submission as part of the RFA process (Innov8Progress LMS, 2018b & 2018c).

Future Available Innov8Progress VOCA Program Online Training Course(s)

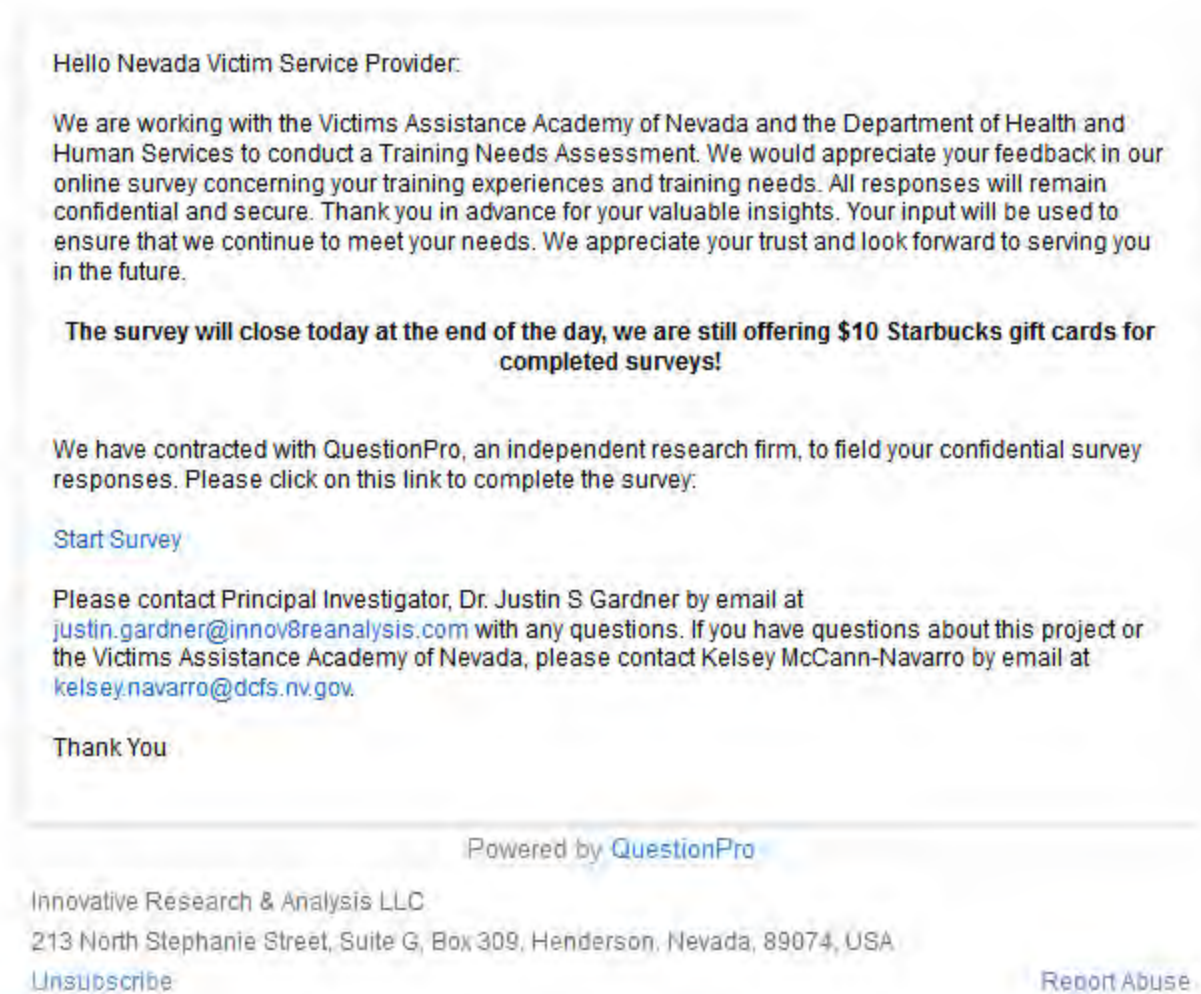
As previously described, the VOCA training course series was intended to include five training courses provided in a sequential order following the successful completion of Course 1: Designing for Impact (Innov8Progress LMS, 2018b & 2018c). Following the 2018 RFA process, it was determined only Course 1: Designing for Impact would be incorporated into first year training with modified and expanded training availability to be provided in subsequent years (pending contract for services). As originally designed, the five-course series included the following four courses, which were designed to support service providers after successful completion of the RFA process (changes to this course structure and training flow are anticipated):

- Course 2: Proposals and Scopes: Request for Applications and Scopes of Work
 - Course invitation will be sent to all “VOCA Eligible Participants” within 15-days of RFA Submission deadline.
 - Course completion due within 45-days of course invitation.
- Course 3: Staying the Course: Quality Assurance, Quality Control, and Compliance
 - Due within 6-months of contract award
- Course 4: 21st Century Cultural Competency
 - Due within 6-months of contract award
- Course 5: The Power of Information: Data Collection and Evaluation
 - Due prior to subsequent year RFA process (Innov8Progress LMS, 2018b & 2018c).

Survey of Nevada Victims of Crime Service Providers

In an effort to identify training needs associated with VAAN and other supportive training resources and to develop feedback-driven and data-derived recommendations for consideration of Nevada DHHS, DCFS, and VOCA Program, a survey of VAAN participants and VOCA providers was conducted. This VAAN Needs Assessment Survey was administered using industry-leading survey software, QuestionPro, and was informed by previous VAAN Statewide Training Needs Assessment survey (n.d.) and the VAAN Final Evaluation Report (2017). Fundamentally, this survey sought to expand previous questions to further assess the holistic training needs of victim service providers in Nevada.

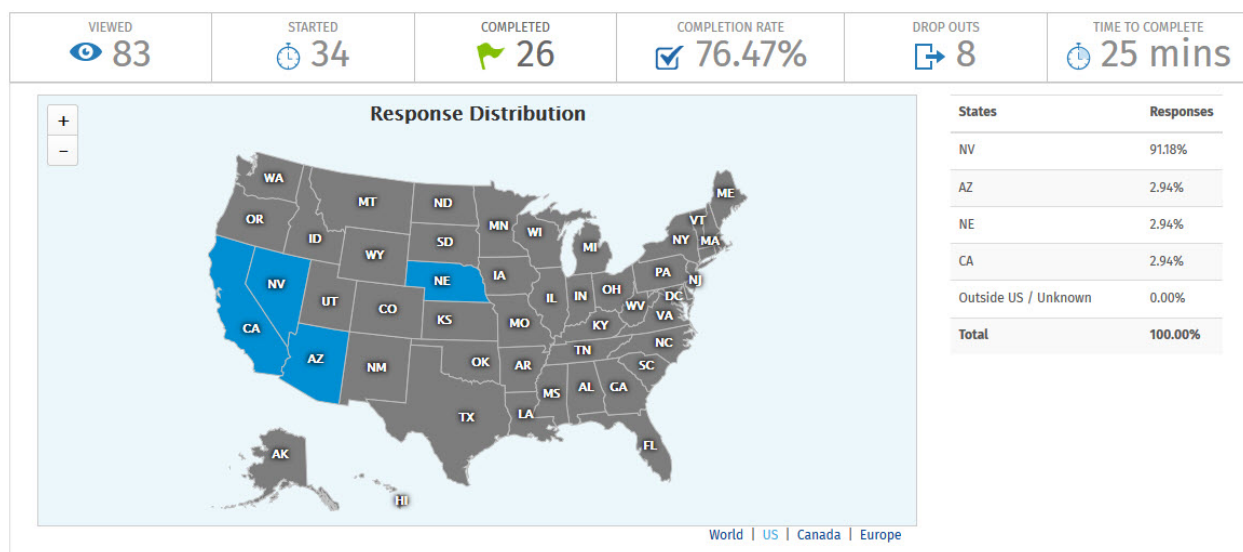
Figure 6. Example VAAN Training Needs Assessment Survey Email to Nevada Victim Service Providers



Initially, the survey was distributed to 81 Nevada victim service providers and remained open from 24 September 2018 through the end of the day on 5 October 2018. As part of this survey,

a \$10 Starbucks gift card was awarded to anyone who completed the survey, which is reflected in the example email invitation in Figure 6 on the previous page. In total, there were 5 invitees who unsubscribed from the survey, reducing the potential list of participants to 76 service providers. Of the 34 invitees who started (participated in) the survey, 26 (76.47%) completed the survey as shown in Figure 7. Overall, the survey was successfully administered and had a response rate of 34.21% after removing the unsubscribed invitees (6.2% of initial invitations).

Figure 7. Summary of VAAN Training Needs Assessment Survey Participation



Following a brief description of the methodological approach to analysis of the survey response data, findings and discussion of results is presented for both qualitative and quantitative question-types. Additionally, the discussion of results focuses on identifying data-derived and feedback-driven recommendations for future VAAN training sessions and other supportive resources for victim service providers across Nevada.

Methodology

Surveys were administered to assess the training needs for service providers throughout the state of Nevada. Both quantitative data and descriptive qualitative comments were collected by utilizing these online surveys for both locations. After surveys were collected, data analysis was conducted to determine relevant findings from both qualitative and quantitative data collected in the online survey instrument. Quantitative data analysis was conducted using SPSS v25 to identify data trends and measurement-based findings from survey responses. From a methodological perspective, quantitative analysis was conducted using descriptive statistics to include frequencies, distributions, and partitioned data discussions. These results are not meant to

create correlations or confirm statistically significant relationships, but instead help to develop a more robust understanding of the current landscape of victim service provider training courses, resources, and identify gaps in needs as compared to currently available materials.

Qualitative data was assessed and analyzed by a second researcher, who was tasked with breaking down the data and ultimately finding meaning in the collection of qualitative comments from respondents. Qualitative (content) analysis requires the researcher to read the text interpretively, allowing for progressive focusing as the responses guide the analysis. Initially, large amounts of data are broken down by a run of open coding, and once common themes or elements of interest are noted, the researcher then further breaks down content selectively until the data has become highly refined and presents as a coherent collection of data useful to the end reader.

Theory is often used to guide and help in the interpretation of data, and in this particular setting, the researcher utilized a grounded theoretical approach. This is a systematic research methodology where data is collected, analyzed, coded and emergent themes and concepts are then analyzed for theoretical or practical substance. This approach is widely used to study social processes, to aid in data collection, to manage data analysis, to deal with value-laden questions, and allows the researcher to condense a large amount of data down into a manageable format for review by different stakeholders.

Standard protocol for this type of qualitative analysis consists of first initial open coding where the bulk of the data is analyzed and broken into separate thematic or elemental codes. Themes are typically patterns found within (in this case) the survey text and may be manifest (directly observable in the statements) or latent (underlying the text) and were generated inductively from the raw information (Boyatzis, 1998). After this step, the researcher took a more complex look at the data via selective/ focused coding (Gubrium, 2012). Finally, axial/thematic coding resulted in highly refined themes that are the focus of the summations and following analysis.

The discussion of survey results incorporates findings from both the quantitative and qualitative findings in a holistic format that closely resembles Mixed Methods (Creswell & Plano Clark, 2011). Generally speaking, Mixed Methods studies are designed to incorporate both qualitative and quantitative data elements in a purposeful design to elicit diverse view-points that integrate methodological philosophies from both quantitative and qualitative disciplines (Creswell

& Plano Clark, 2011). As defined and outlined by Mixed Methods research scholars, Creswell and Plano Clark (2011), mixed methods researchers:

- Collect and analyze persuasively and rigorously both qualitative and quantitative data (based on research questions);
- Mix (or integrate or link) the two forms of data concurrently by combining them (or merging them), sequentially by having one build on the other, or embedding one within the other;
- Give priority to one or both forms of data (in terms of what the research emphasizes);
- Use these procedures in a single study or in multiple phases of a program of study;
- Frame these procedures within philosophical worldview and theoretical lenses; and
- Combine the procedures into specific research designs that direct the plan for conducting the study (p; 5).

As opposed to typical academic-style Mixed Methods assessments, we approach this from an applied methodological framework. This applied Mixed Methods approach provides clients robust, methodological founded research reports that do not require the extensive time and theoretical requirements of pure Mixed Methods studies.

Survey Results

As previously reported, 26-participants completed the VAAN Statewide Training Needs Assessment, with a high number (n=17) having heard of VAAN and had a variety of interactions with VAAN before the survey was administered. Most respondents, 88.5%, worked full-time for victim service providers across the state, most of which can be defined as community-based agencies, 76.9% of reporting agencies. Despite commonalities in employment and agency type, respondents varied in terms of average length of work experience in victim assistance related fields (Figure 8) and specific service focus (Figure 9).

Figure 8. Average Work Experience in Victim Assistance Related Field(s) (n=26)

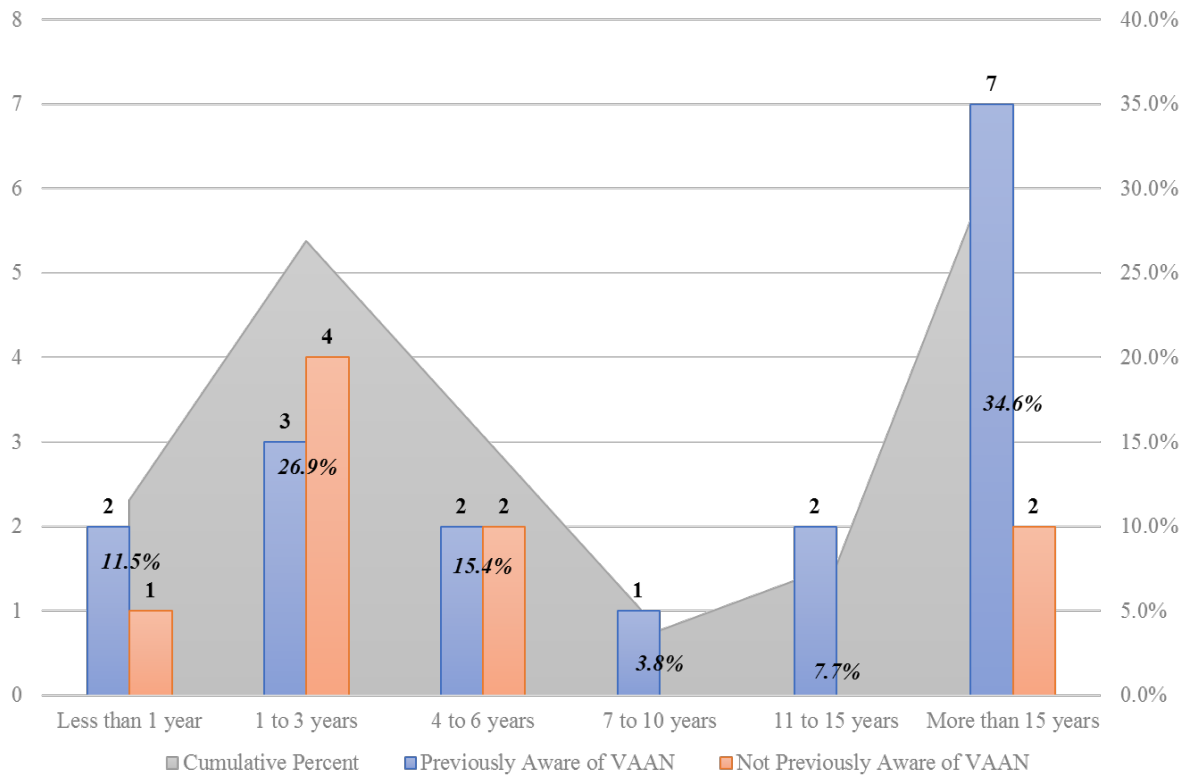
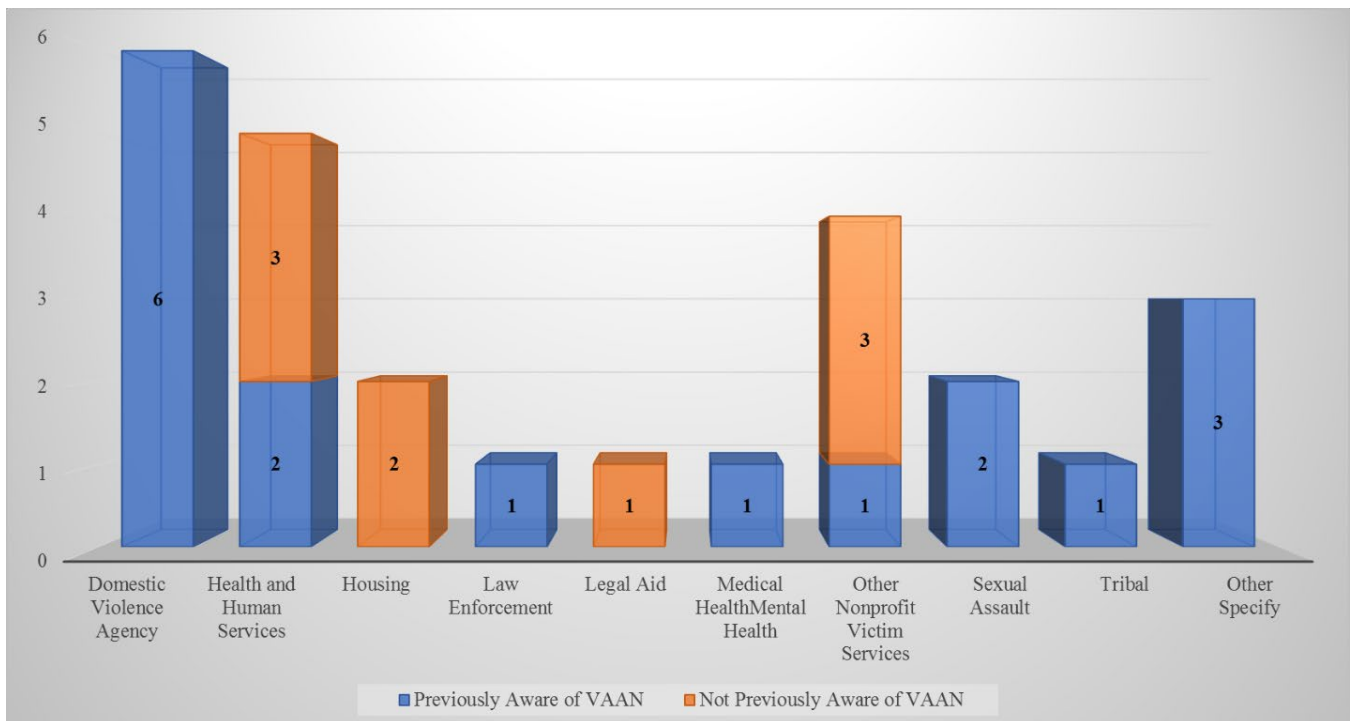
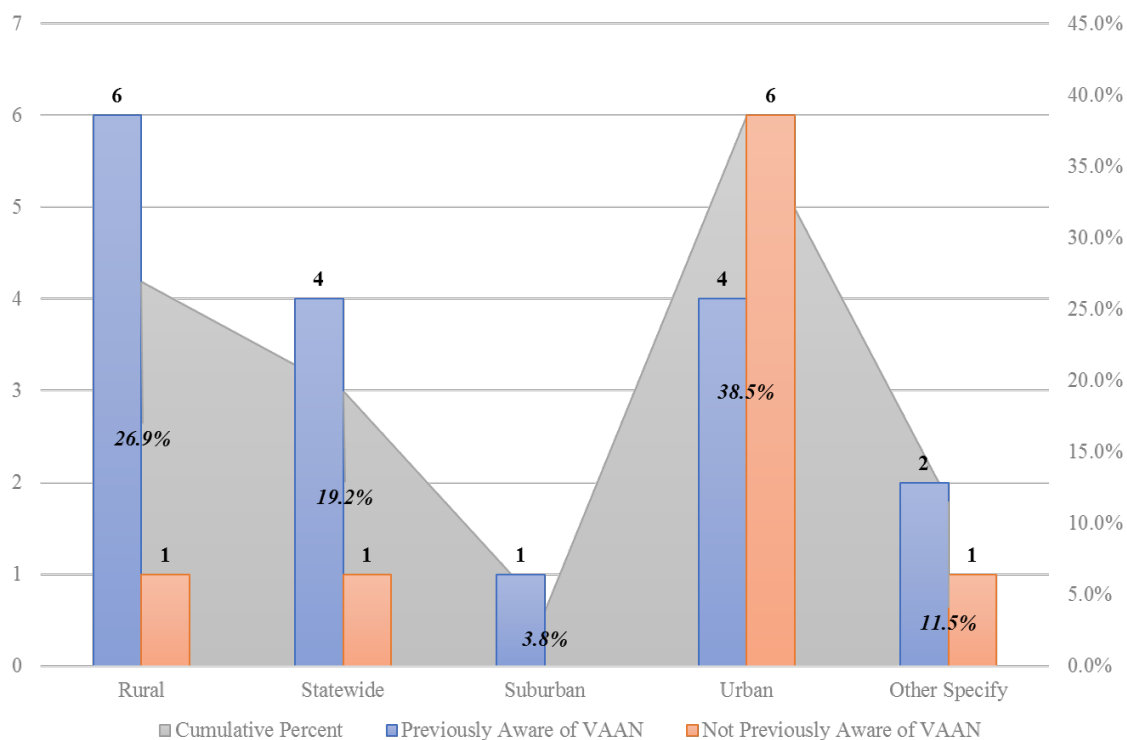


Figure 9. Specific Service Focus Area by Responding Agency (n=26)



Additionally, respondents showed a breadth of experience and coverage areas, both physical in terms of urban vs. rural locations (Figure 10), and then in terms of service provision with coverage being given from infants to seniors. From a regional service provision perspective, of the 18 service regions in Nevada (including 16 counties, Carson City, and Statewide-ALL Counties), responding agencies reported direct service provision in all but 6 counties² (Figure 11). Additionally, a large percentage of respondents of agencies, 61.5%, focused on providing services and resources to marginalized populations throughout the state of Nevada, which included fairly consistent service provision across *a priori* coded marginalized population groups (Figure 12).

Figure 10. Agency Service Zones for Rural/Urban Geo-locational Parameters by VAAN Awareness (n=26)



² Counties not directly named by service providing agencies include: Lander County, Lincoln County, Lyon County, Mineral County, Nye County, and Pershing County.

Figure 11. Agency Service for Regional Service Zones based on Nevada Counties by VAAN Awareness (multiple response option)

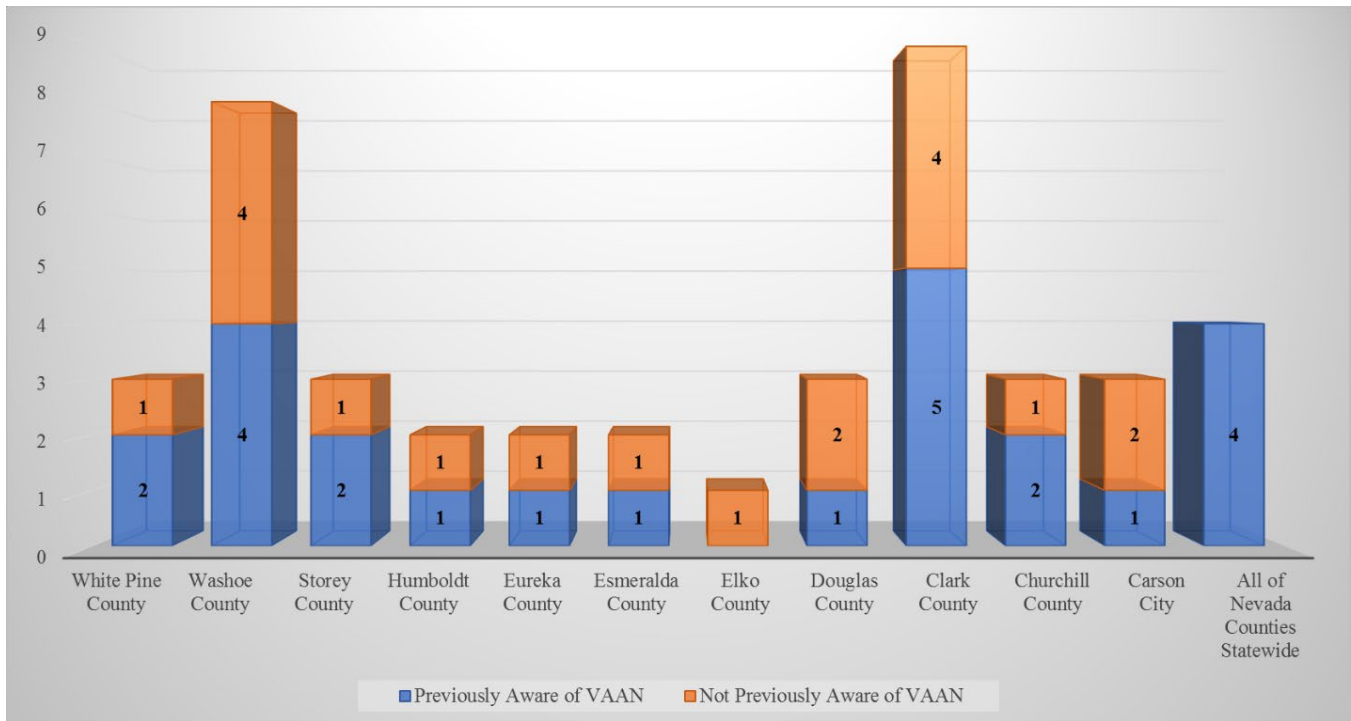
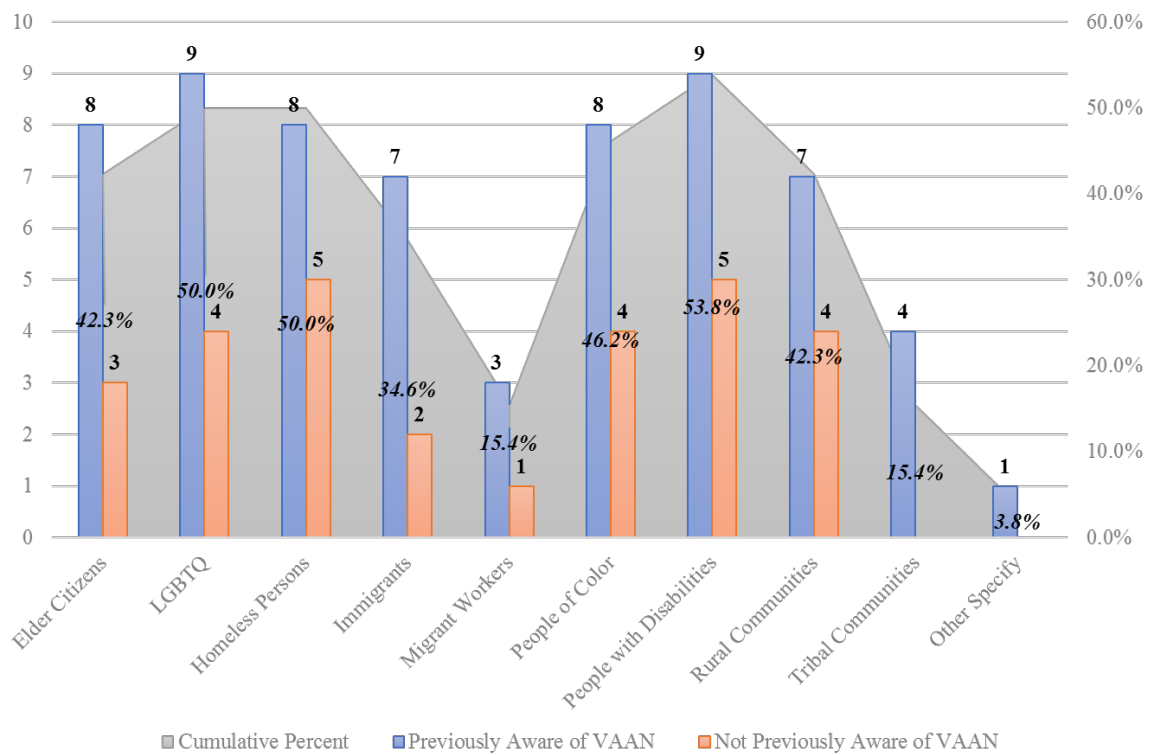


Figure 12. Summary of Agency Service Provision to Marginalized Population Groups by VAAN Awareness (multiple response option)



The services provided are varied and include, but are not limited to, domestic violence, human trafficking, child abuse and neglect, sexual assault/violence, elder abuse and legal/family services. Seven (Q17) responded their organization required a formal degree for employment in their organization, most required yearly continuous professional development, and all but one required annual staff training. Required agency trainings varied both in terms of attended trainings, training type preferences, and minimum hours of required training annually. Several (n=9) had received training from Nevada Coalition to End Domestic and Sexual Violence (NCEDSV), but generalizations were thin from there. To a lesser degree, training had been received through CASAT (n=2), SANE (n=2), the Mandt System (n=2) and other training providers. A summary of training received or attended by service providers are presented in the following series of figures (Figure 13 – Figure 17).

Figure 13. Minimum Required Training by VAAN Awareness (n=26)

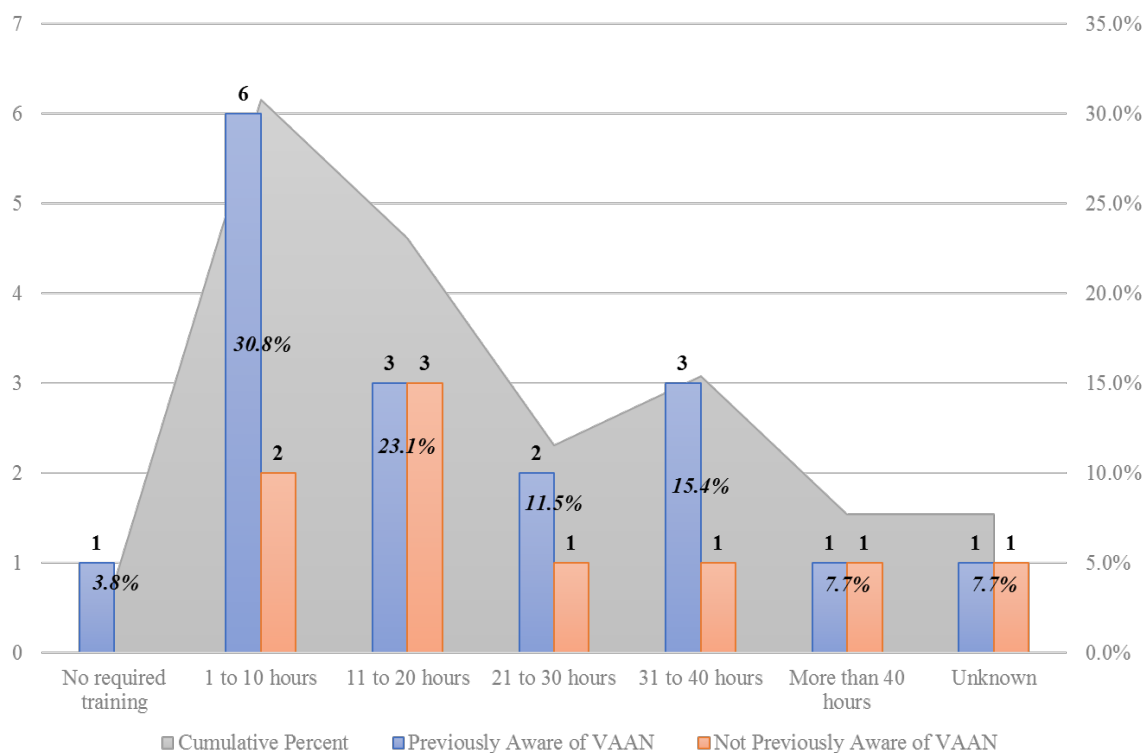


Figure 14. Training Preferences by VAAN Awareness (multiple response option)

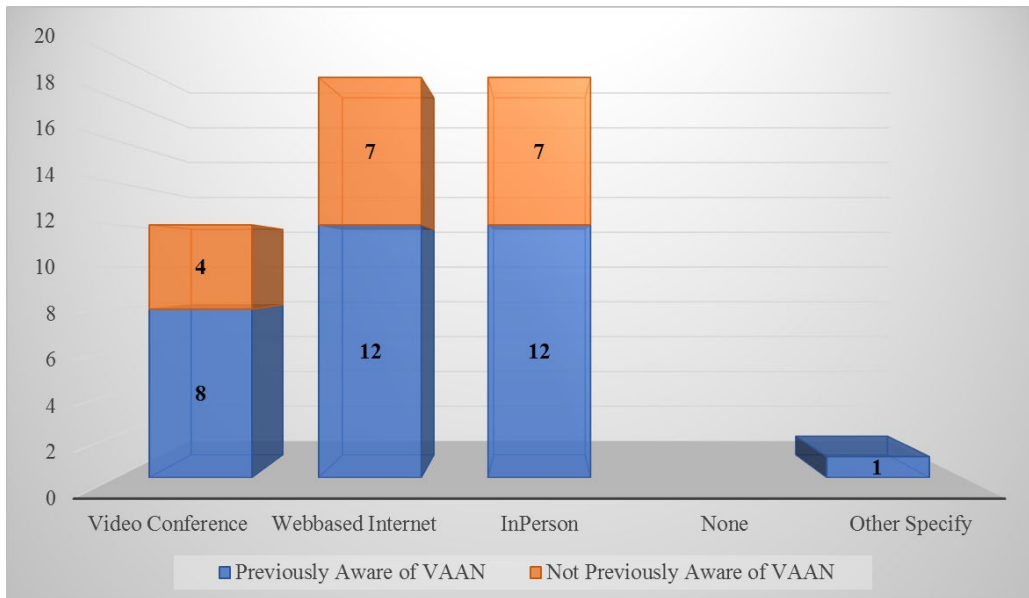


Figure 15. Type of Training Attended by VAAN Awareness (multiple response option)

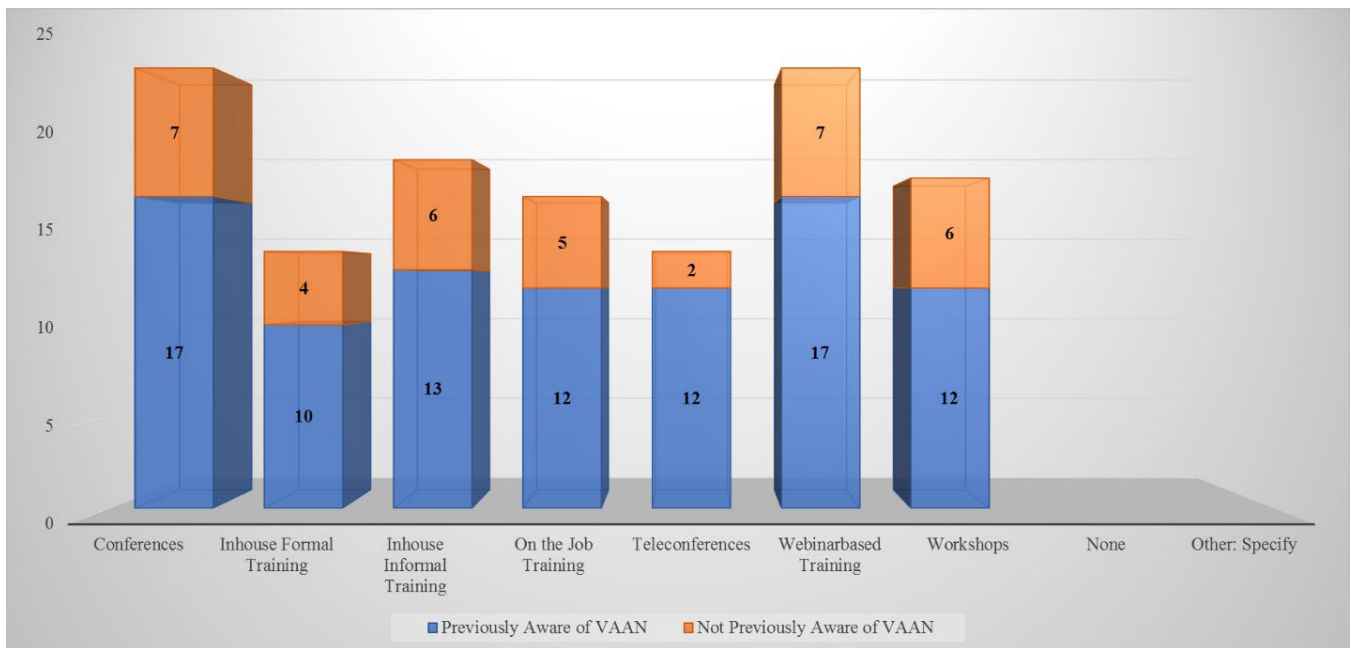


Figure 16. Required Trainings by Topic Areas & Percent of Requirement by Agency (multiple response option)

Required Trainings by Topic	Percent Required
Domestic Violence	84.60%
Crisis Intervention	69.20%
Confidentiality	65.40%
Sexual Assault/Violence	61.50%
Trauma Informed Services	61.50%
Child Abuse/Crimes Against Children	57.70%
Advocacy	53.80%
Victims Assistance	53.80%
Human Trafficking	50.00%
Safety Planning	50.00%
Elder Abuse	42.30%
LGBTQ	38.50%
Stalking/Dating Violence	38.50%
Victims Compensation	38.50%
Community Resources	30.80%
Assault/Violent Crimes	26.90%
Health and Mental Health	26.90%
Legal/Family Services	26.90%
Protective Orders	26.90%
ADA and Persons with Disabilities	23.10%
Substance Abuse	23.10%
HIPPA	15.40%
Tribal Assistance	15.40%
Immigration	11.50%
Hate/Bias Crimes	7.70%
Law Enforcement Response	7.70%
Other Specify	7.70%
Computer Crimes/Identity Theft	3.80%
Homicide	3.80%
Missing/Exploited Children	3.80%
DUI/DWI	0.00%
Gang Violence	0.00%
Property/Economic Crimes	0.00%
Total	269

Figure 17. Attended Trainings by Topic Areas & Percent of Attendance by Topic (multiple response option)

Attended Trainings by Topic	Percent Attended
Communication Skills	88.50%
Crisis Intervention Skills	88.50%
Diversity	88.50%
Basic Advocacy Skills	84.60%
Cultural Sensitivity/Competency: Respecting	84.60%
Ethics	84.60%
Trauma Informed Services of the Impact of Trauma	84.60%
Active Listening/Empowerment	80.80%
Children's Response to Trauma and Crises	76.90%
Child Victimization	73.10%
Dating Violence	73.10%
Dealing with Child Victims	73.10%
Mental Health Needs of Crime Victims	69.20%
Assessment Skills	65.40%
Human Trafficking	65.40%
Substance Abuse Issues	65.40%
Fundraising/Grant Writing	57.70%
Victim/Witness Provider	50.00%
Legal Rights and Requirements	46.20%
Volunteers	46.20%
Immigration	42.30%
Annual Refresher: A la carte/Program Specific	42.30%
Case Termination and Boundaries	34.60%
Campus Crime and Victimization	23.10%
Annual Refresher: Holistic/All-inclusive	19.20%
Total	418

The lack of uniform training providers may be tied the variety in locations, populations served, and availability; however, responding agencies are generally in favor of standardized training opportunities including expansion of VAAN trainings and increased availability of online training systems, such as expanded offerings on Innov8Progress, the current VOCA Program LMS. All of the respondents who participated in the Innov8Progress offered training as part of the 2018 RFA process, 50.0% of all respondents, indicated they would like additional similarly designed and provided training materials. Of those respondents who had not previously taken the Innov8Progress provided training, 62.5% reported they would like more information about these

Nevada-specific online training opportunities. Additionally, 57.7% of respondents participated in OVC webinars, training courses, or online available resources, and 60% of those who have not accessed OVC training resources requested more information about available OVC materials.

Generally speaking, the sheer number of topics on which agencies require employee training (Q20) (e.g., crisis intervention, sexual assault/violence, trauma informed services, training specific to marginalized populations) may be part of the overall issue with uniform training opportunities. To guide future training decisions, service provider training needs were assessed from a variety of perspectives such as, knowledge, importance, and likelihood of participation in standardized training across several training related focus areas, which include: General Training Experiences (Figures 18-19), Victim Services Knowledge and Training (Figures 20-22), Administrative Skills Knowledge and Training (Figures 23-25), Basic Intervention Skills Knowledge and Training (Figures 26-28), Self-Care Skills Knowledge and Training (Figures 29-31).

Figure 18. Respondent Rated Importance of Training Topic Areas by VAAN Awareness

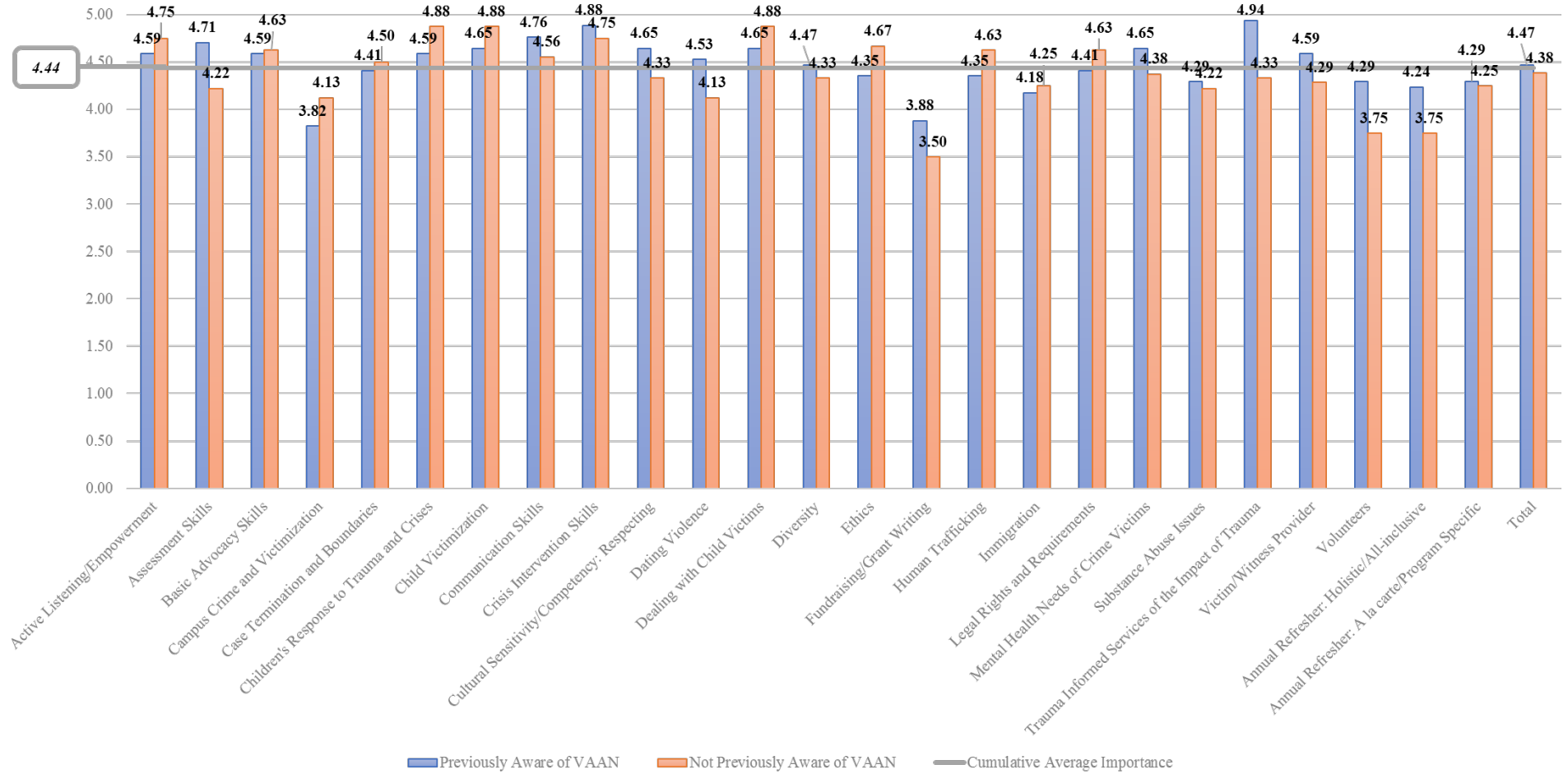


Figure 19. Respondent Rated Likelihood of Agency Support for Standardized Training for Each Training Topic Area by VAAN Awareness

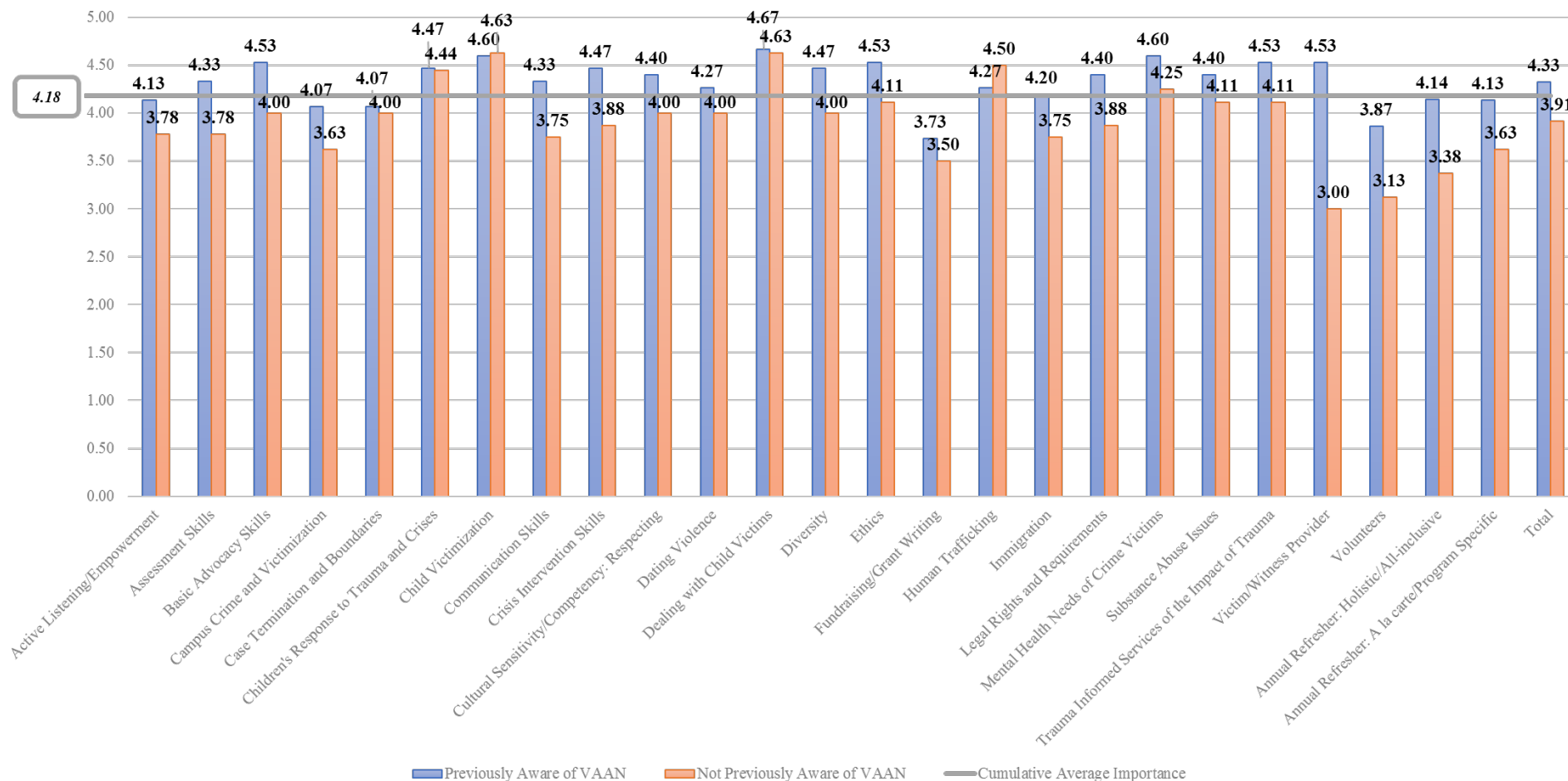


Figure 20. Respondent Rated Specialized Knowledge in Areas of Victim Services by VAAN Awareness

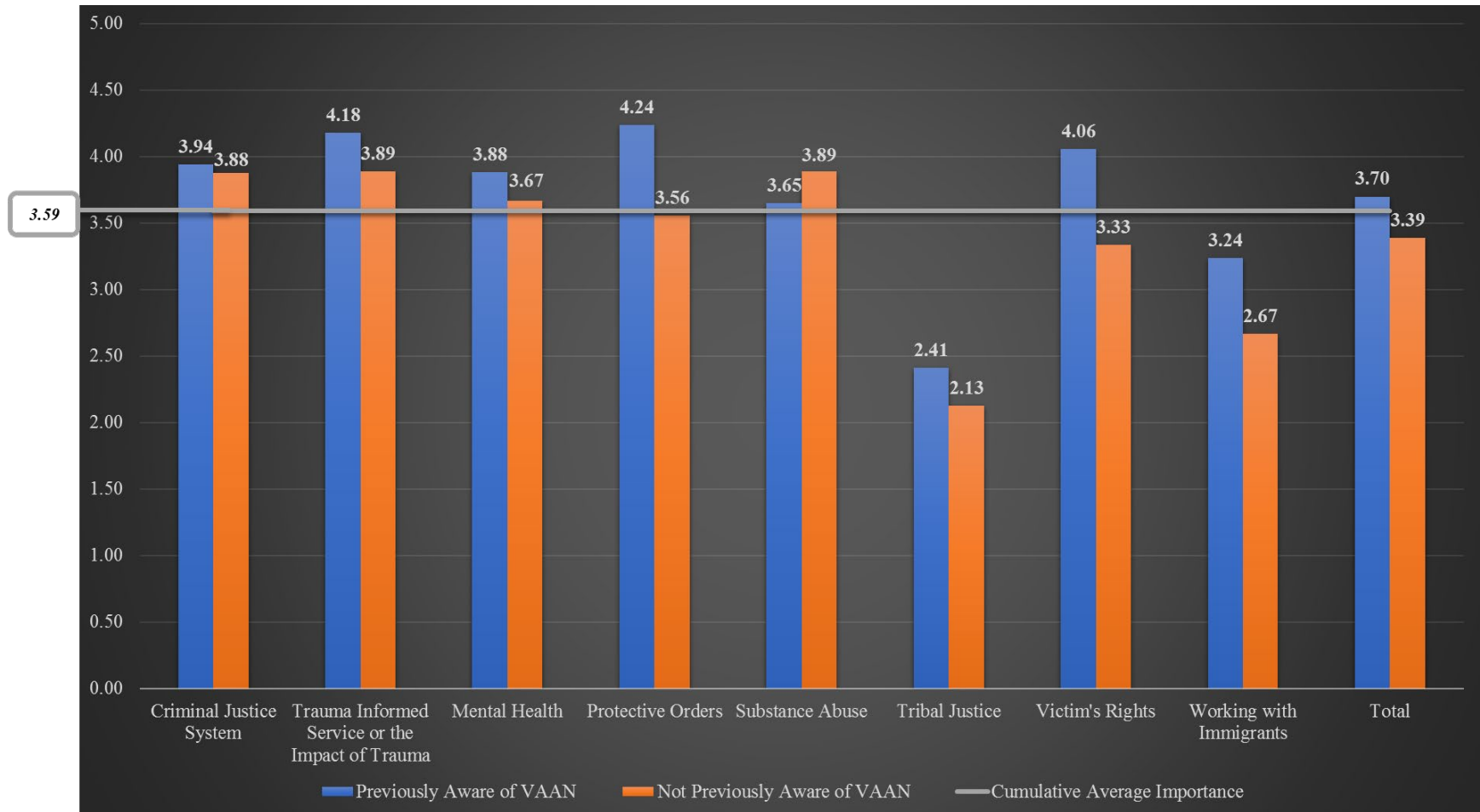


Figure 21. Respondent Rated Importance of Specialized Knowledge in Areas of Victim Services by VAAN Awareness

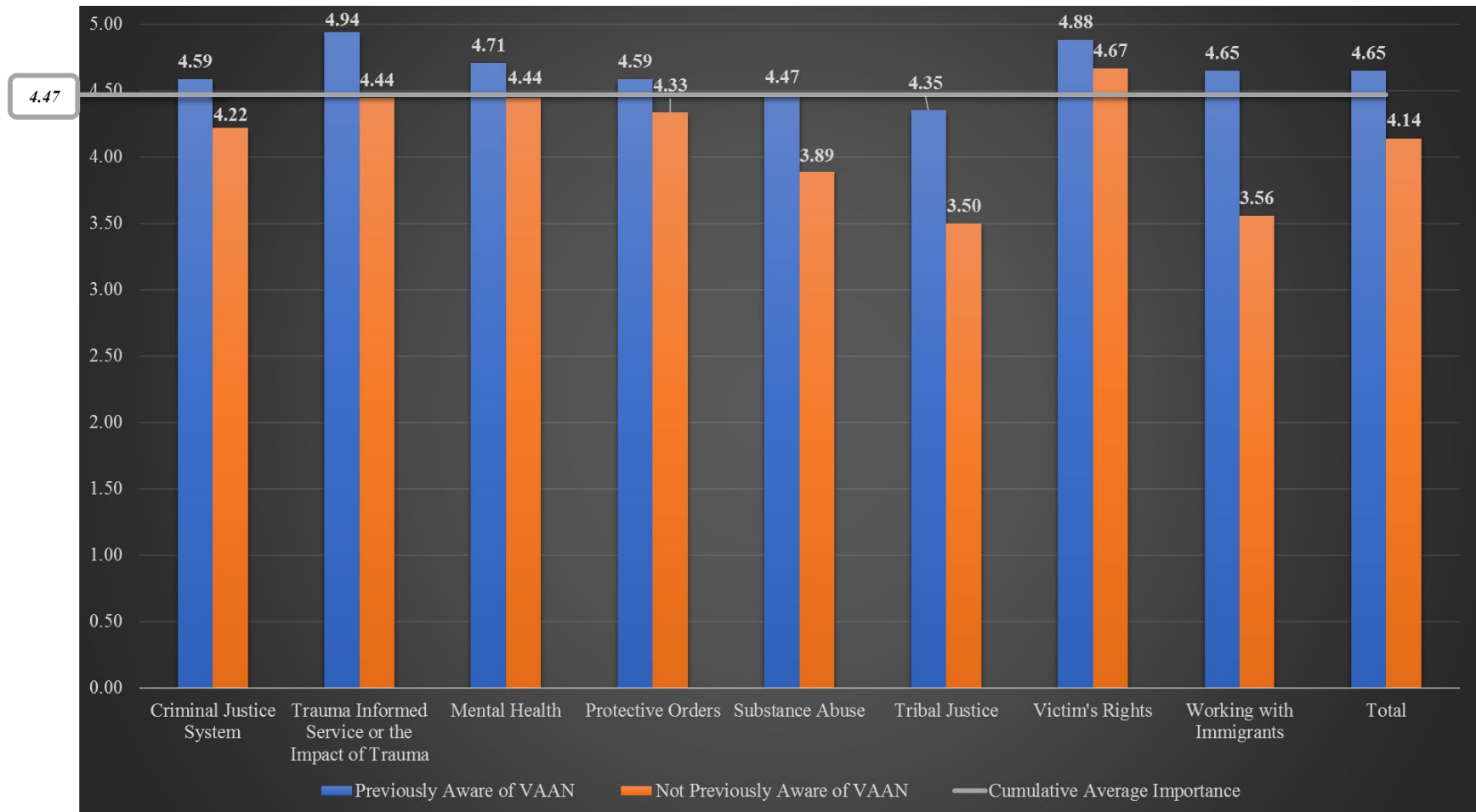


Figure 22. Respondent Rated Likelihood in Agency Support of Standardized Training Related to Specialized Knowledge in Areas of Victim Services by VAAN Awareness

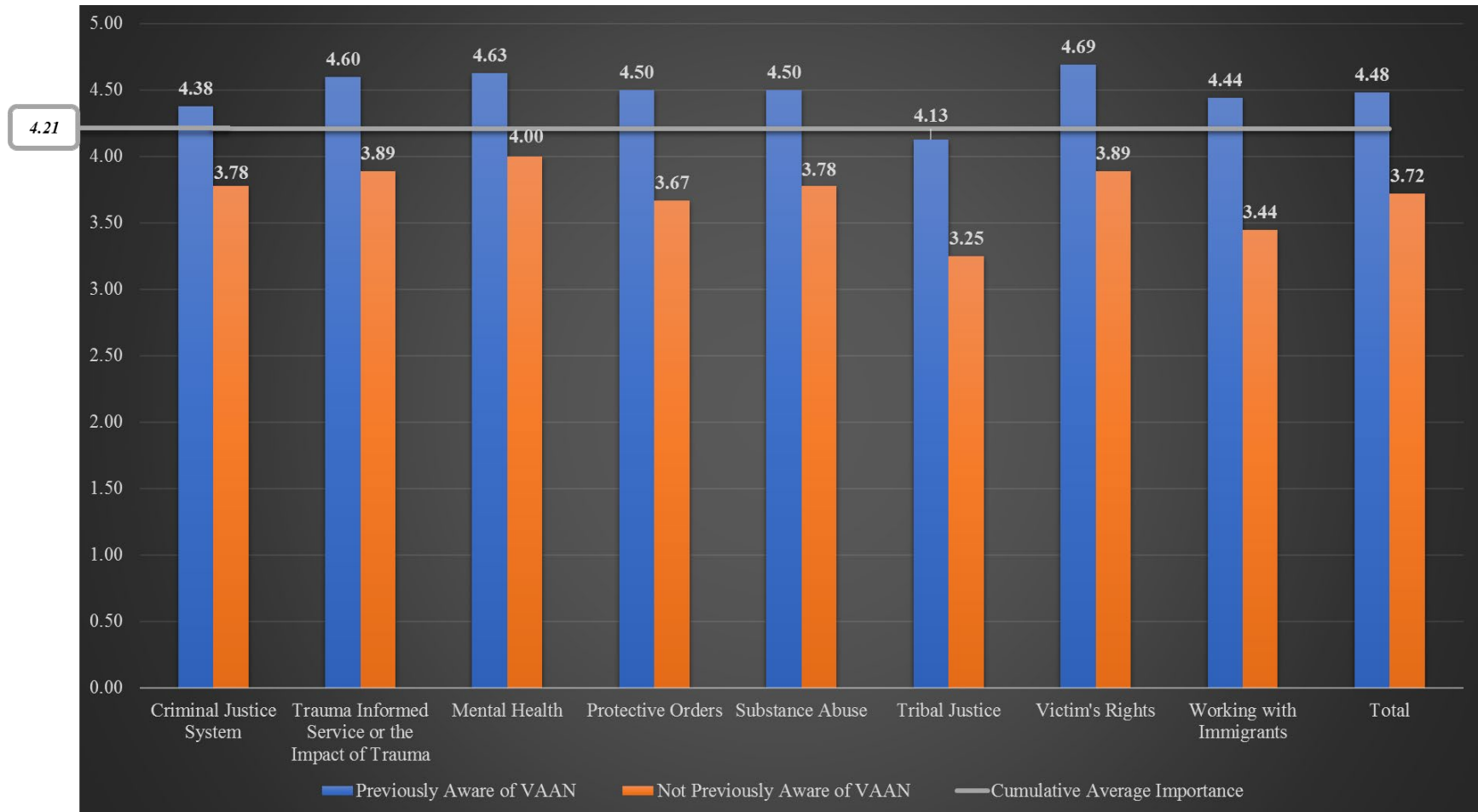


Figure 23. Respondent Rated Specialized Knowledge with Administrative Skills by VAAN Awareness

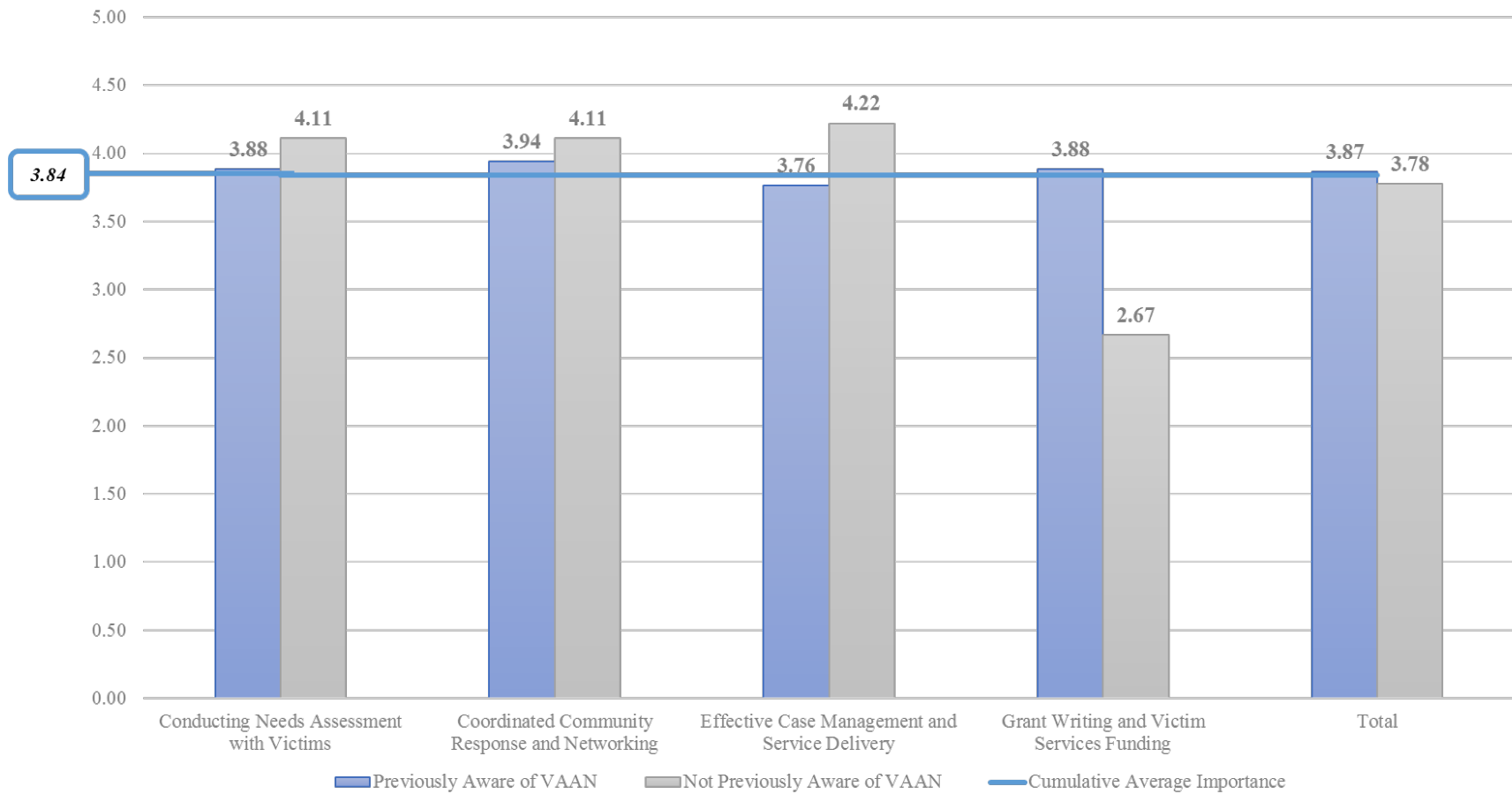


Figure 24. Respondent Rated Importance of Specialized Knowledge with Administrative Skills by VAAN Awareness

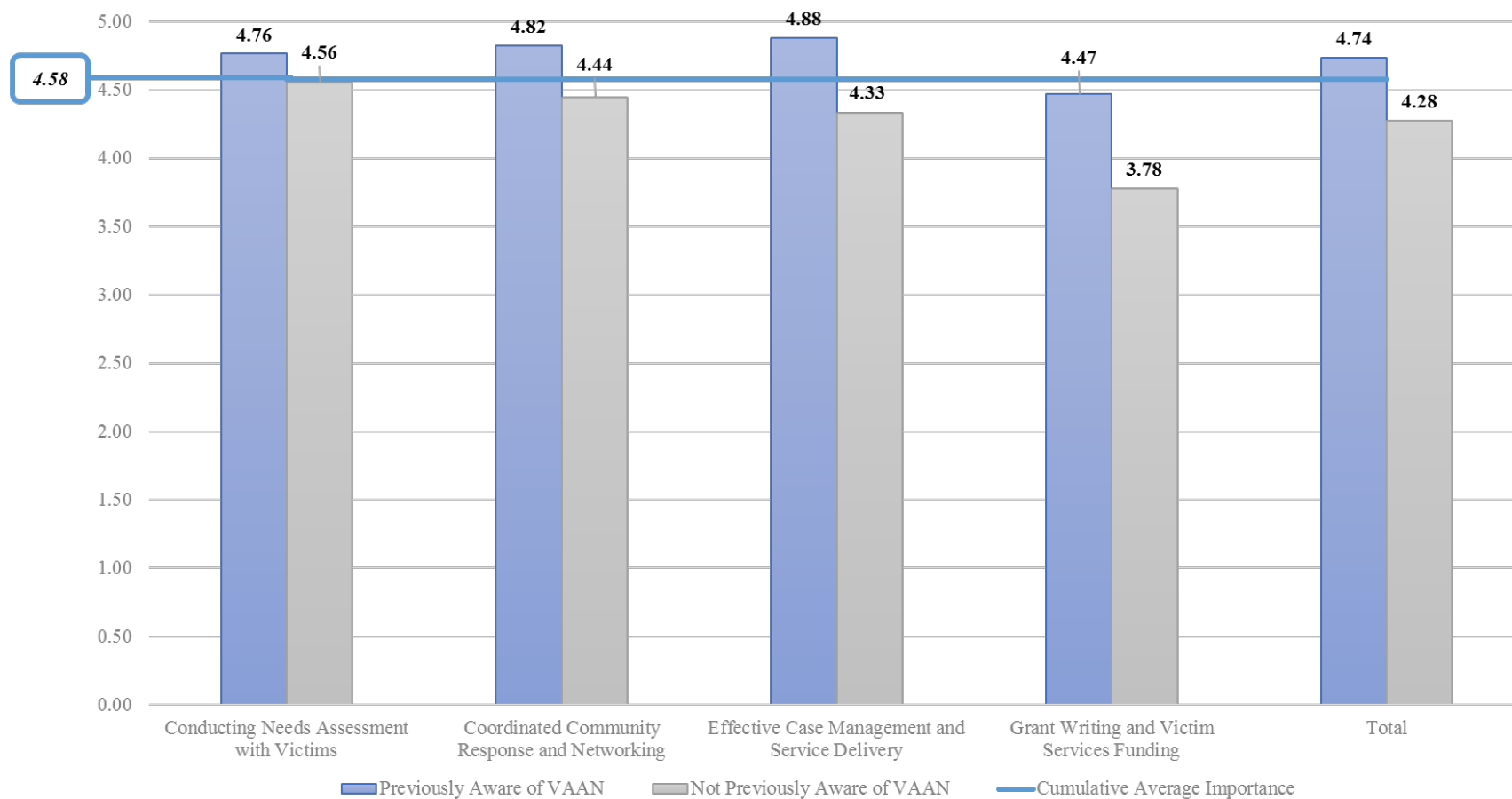


Figure 25. Respondent Rated Likelihood in Agency Support of Standardized Training Related to Specialized Knowledge in Areas of Victim Services by VAAN Awareness

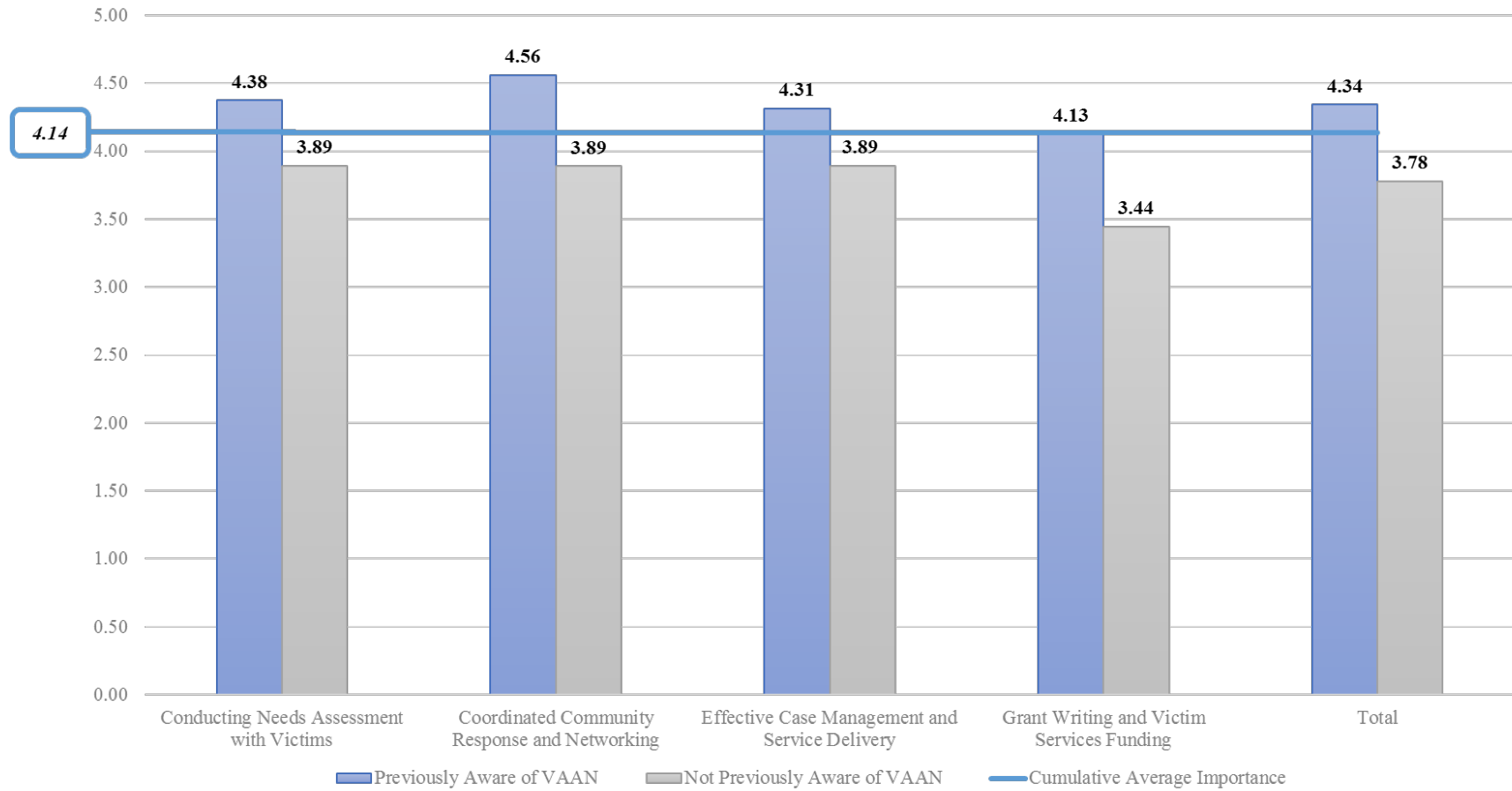


Figure 26. Respondent Rated Specialized Knowledge with Basic Interventional Skills by VAAN Awareness

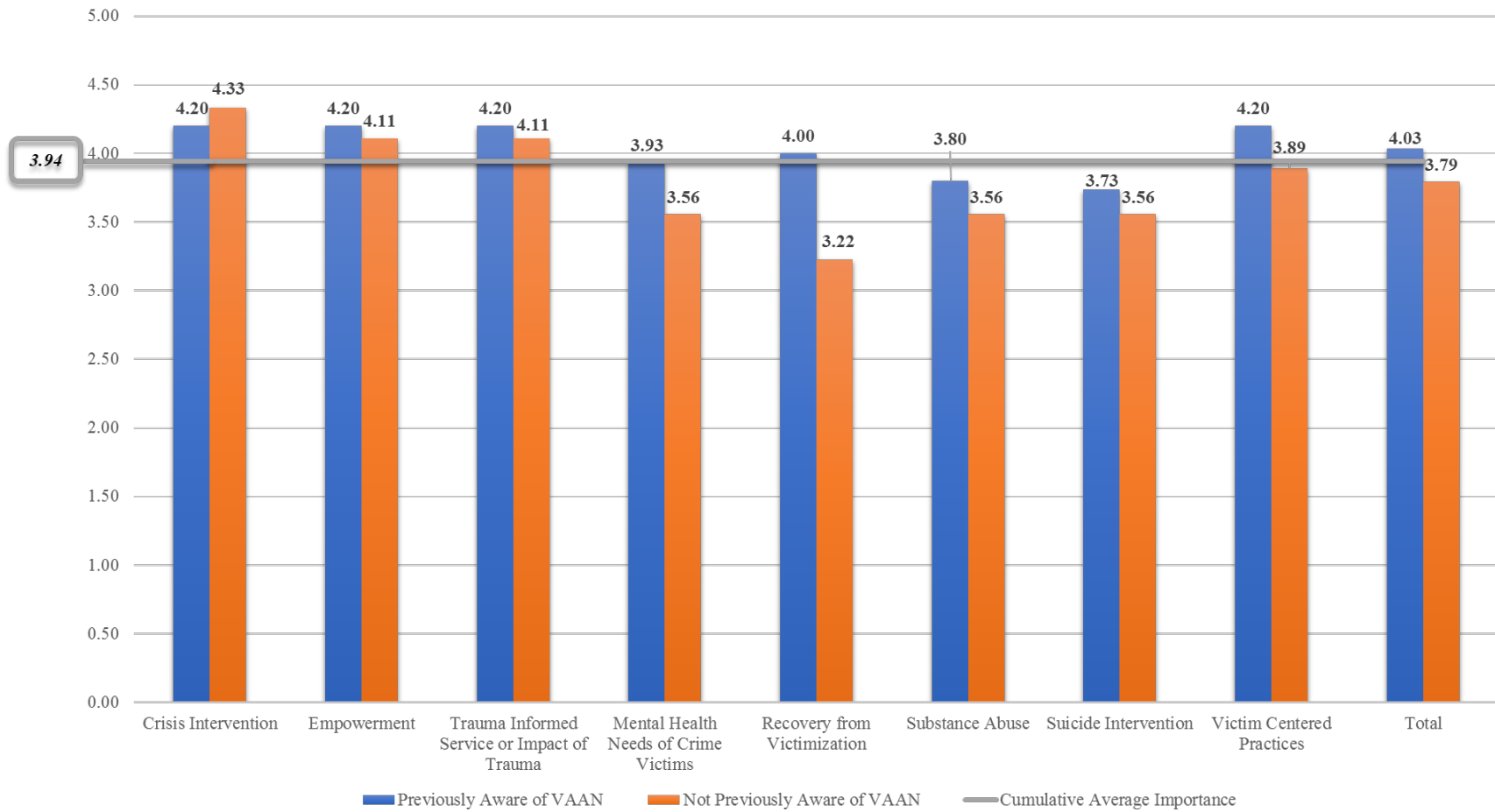


Figure 27. Respondent Rated Importance of Specialized Knowledge with Basic Interventional Skills by VAAN Awareness

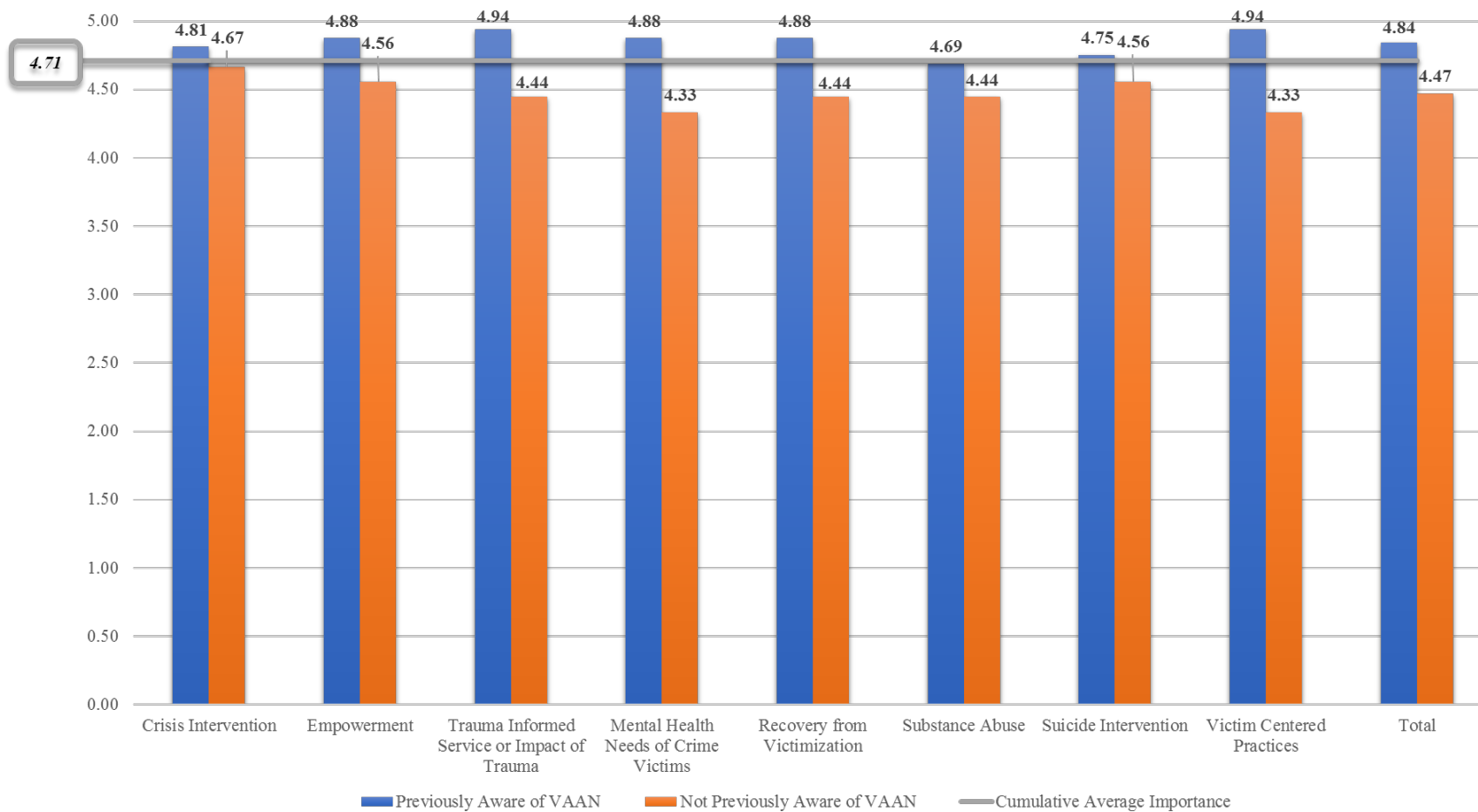


Figure 28. Respondent Rated Likelihood in Agency Support of Standardized Training Related to Basic Interventional Skills by VAAN Awareness

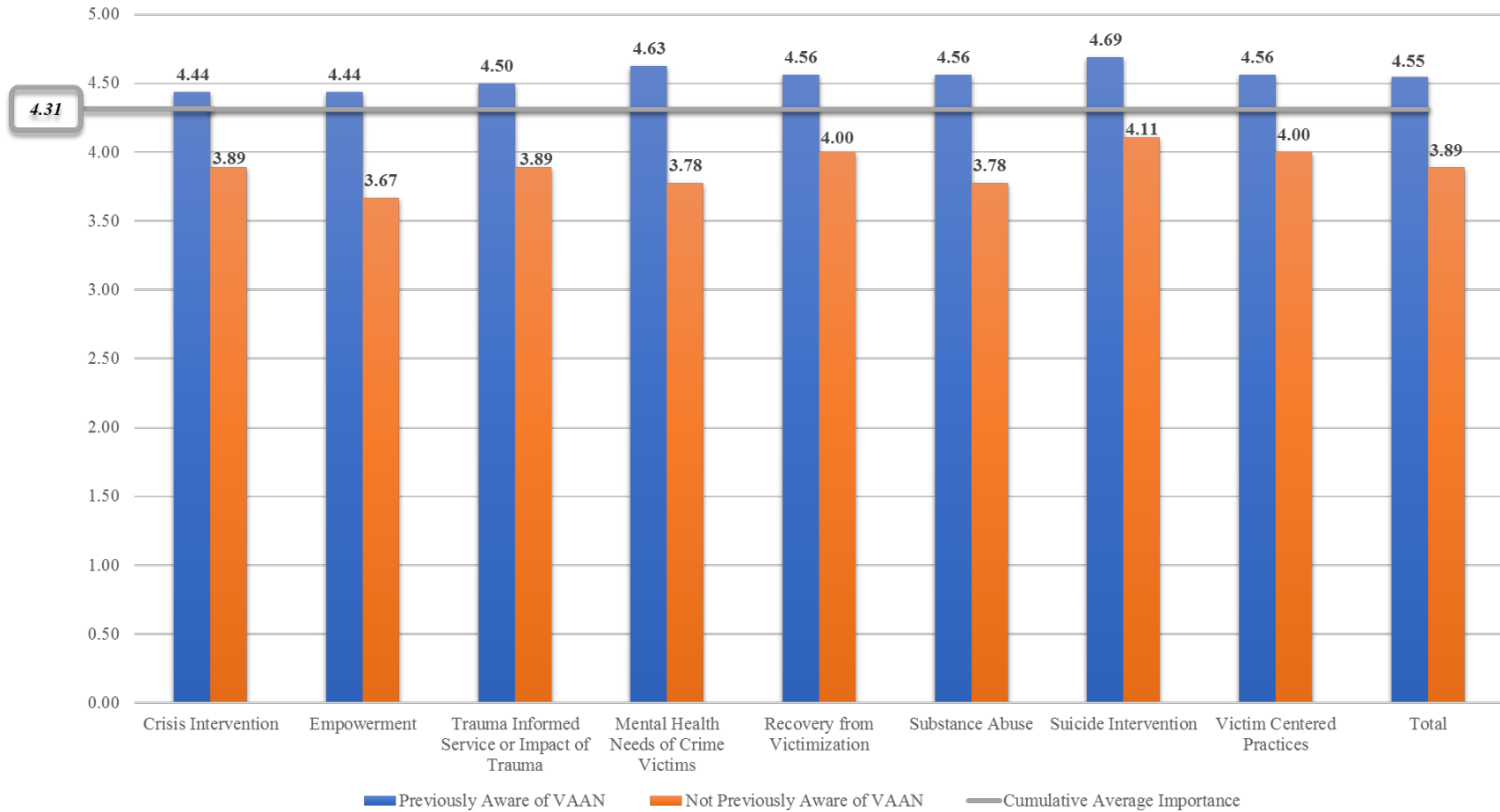


Figure 29. Respondent Rated Specialized Knowledge with Self-Care Skills by VAAN Awareness

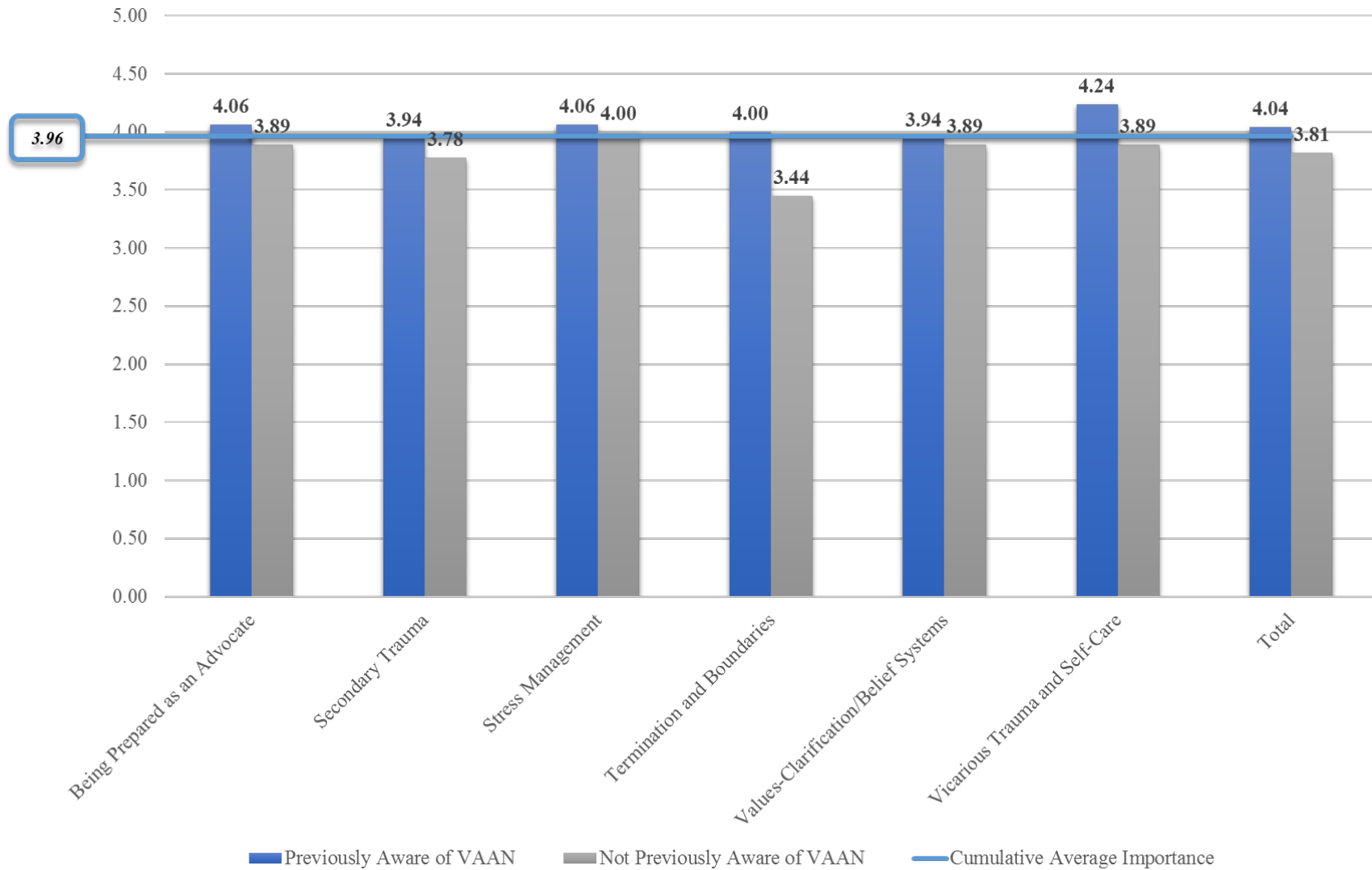


Figure 30. Respondent Rated Importance of Specialized Knowledge with Self-Care Skills by VAAN Awareness

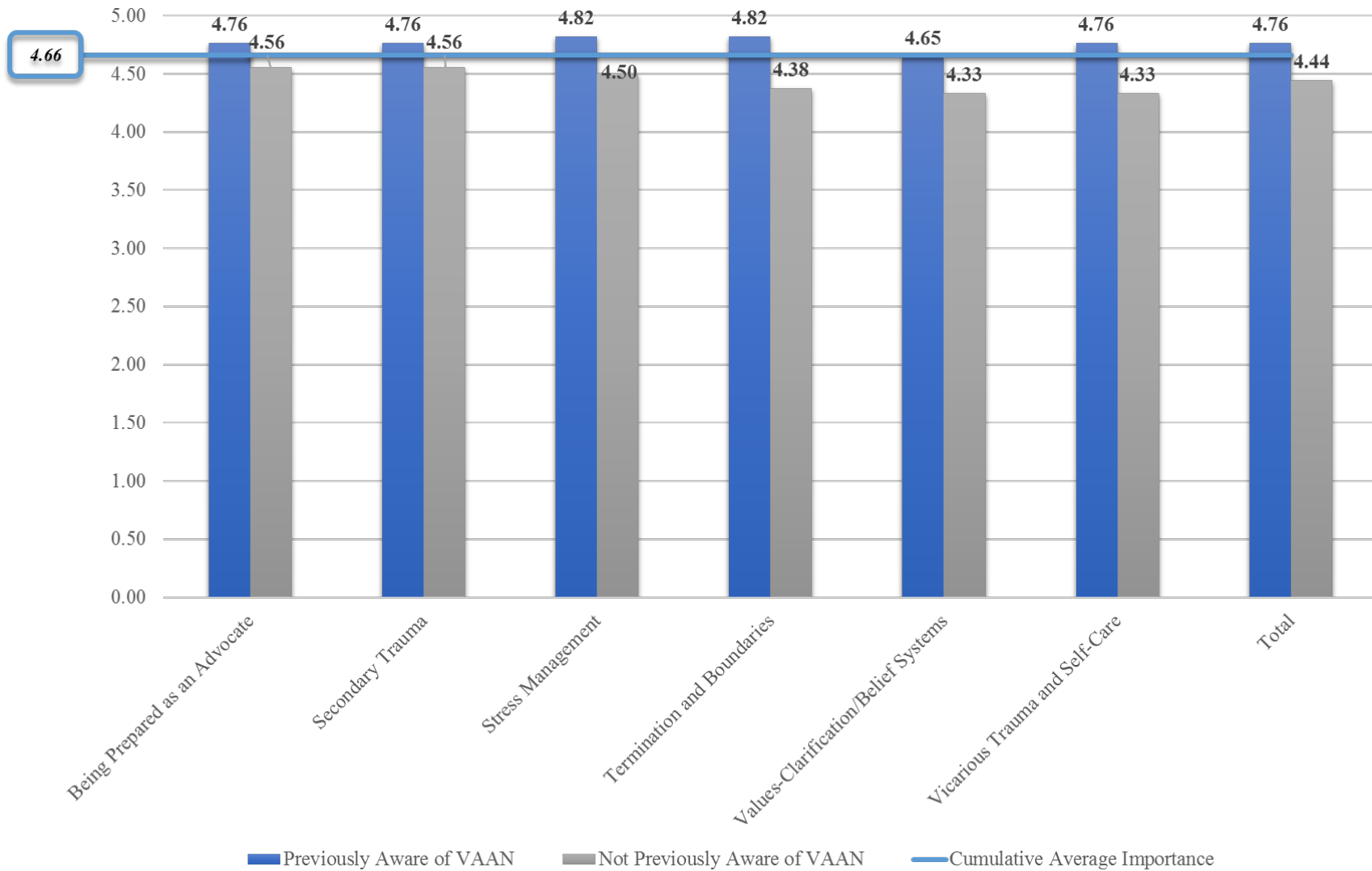
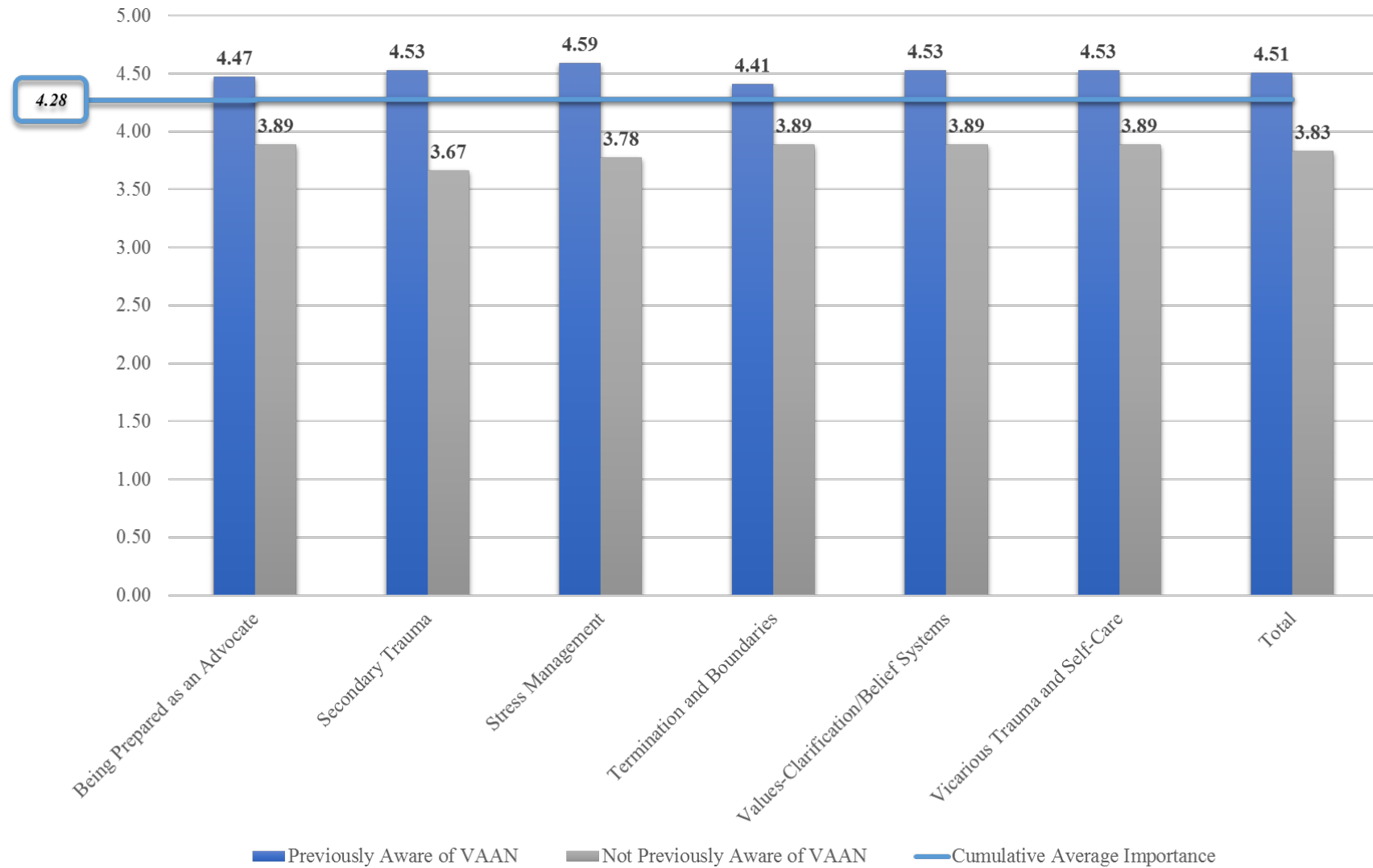


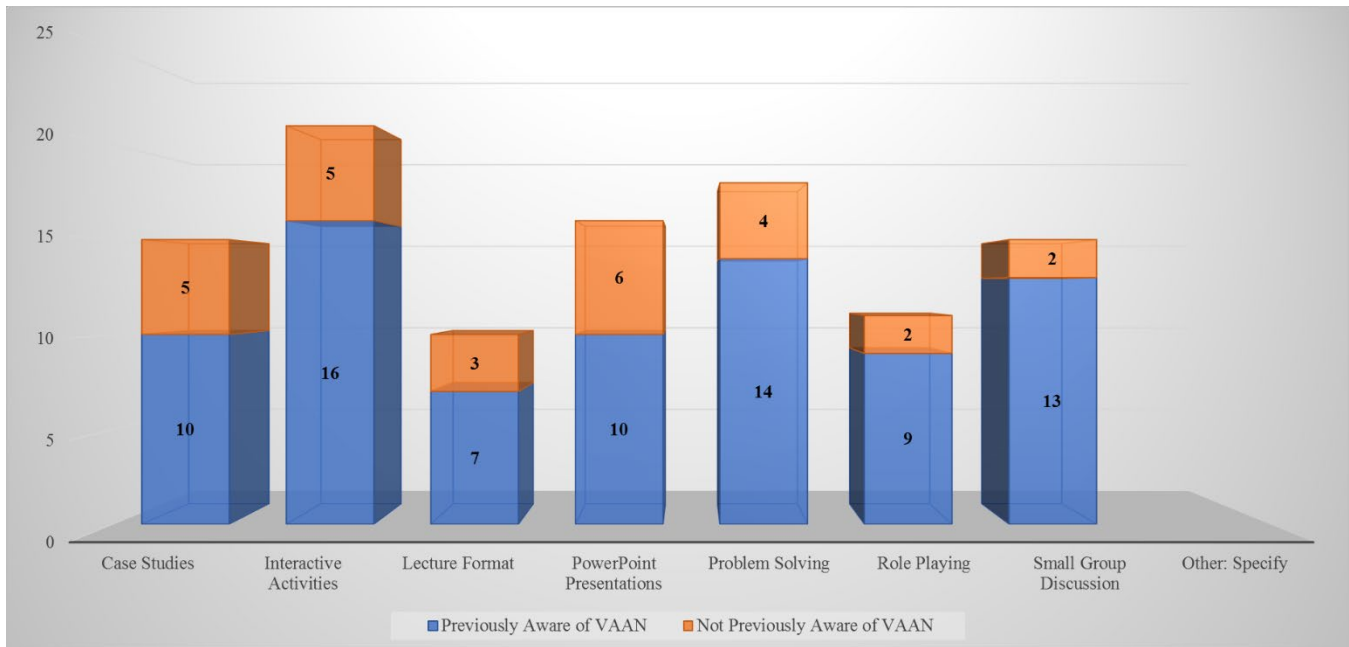
Figure 31. Respondent Rated Likelihood in Agency Support of Standardized Training Related to Self-Care Skills by VAAN Awareness



Overall, the respondents appeared to support standardized, statewide training and expansion of VAAN accessibility. However, there are noticeable differences between those respondents who were “aware” of VAAN prior to receiving the survey and those who were not, specifically related to likelihood of supporting statewide standardization of training. This finding is a fundamental issue to be addressed by Nevada DHHS, DCFS, and VOCA Program going forward. Also noteworthy, the general trend across the substantive training question areas highlighted in Figures 18-31, showed higher levels of reported knowledge, importance of training, and likelihood of supporting statewide standardized training with very few exclusions. This further supports the need for strategic messaging and expanded access to VAAN and other related trainings. One of the only variations in self-reported knowledge contrary to this general finding was related to “Administrative Skills”, which were higher across almost all included variables among service providers who were “NOT previously aware of VAAN” as compared to those who were. Holistically, these survey results support the need for expanded training opportunities, increased availability of training materials, and strategic messaging and training development to support victim service providers. Additionally, these results highlight some of the areas in which VAAN and related training support platforms, specifically the Innov8Progress LMS, could address currently underserved need areas, such as “Administrative Skills” among others.

Regarding current and future available training opportunities (Q47), respondents expected to increase their knowledge and skills (n=12), create connections and network (n=4) to a lesser noted degree. When asked about training that would be appropriate for their communities (Q62), a common theme wasn’t evident, though information related to best practices, victims’ services were noted. As previously discussed, 100% of those who participated in the Innov8Progress LMS course as part of the 2018 RFA process want more similarly designed training opportunities. Also, previously reported, 57.7% of respondents participated, attended, or accessed OVC provided trainings, webinars, resources, and materials. Additionally, 88.5% of survey respondents reported being at least “Somewhat Interested” in attending VAAN in the future with 34.6% indicating they are “Interested” and 46.2% reporting they are “Extremely Interested”. Going forward, it is important to understand the most effective means to provide training for victim service providers across Nevada, which is presented in Figure 32.

Figure 32. Most Effective Training Tool by VAAN Awareness (multiple response option)



In summary, respondents have taken a variety of training as required by their organizations and even more voluntary training opportunities. Specific training needs and providers varied considerably as did the communities served, but there were some identified opportunities for standardization, improved messaging concerning available trainings, and increased access to training opportunities. Most were interested in receiving further training and moderately supported statewide training for a variety of topics with 46.2% reporting interest in joining the planning effort for future VAAN sessions. Building from these results and with consideration of all available training resources and materials available from VAAN, OVC, and Innov8Progress LMS, a road map for the future of victim service provider training, along with needs based recommendations, is presented in the subsequent section.

Holistic Findings and Recommendations: Future Training Opportunities for the Victim Assistance Academy of Nevada

Holistically, the most effective trainings summarized in Figure 33 must be deployed in combination with the results displayed in Figure 14, which indicate the three most desirable trainings are Online (web-based), In-Person, or Video Conference. From a holistic review, there are observable differences between training experiences, knowledge, reported importance, and agency likelihood to support statewide standardization of trainings among those service providers “aware” of VAAN prior to receiving the survey compared to those who were not. Observing specific areas of training needs using the average cumulative ratings within each of the training categories displayed in Figures 18-31, there are a handful of specific training-related content consistently below the cumulative average ratings for both groups of survey respondents, including: Tribal Justice, Suicide Intervention, Mental Health Needs of Crime Victims, Secondary Trauma, and Values-Clarification/Belief Systems.

Additionally, as previously noted, the observable differences between respondent groups consistently indicated higher reported knowledge, importance of training, and likelihood of agency supporting statewide standardization of training, with limited exceptions. One of the most notable exclusions, was observed in the “Administrative Skills” section, results of which indicate a reverse relationship with more knowledge of “Administrative Skills” among those service providers who were “NOT previously aware of VAAN”. Future training opportunities offered by VAAN or Innov8Progress LMS (Nevada-specific trainings) would meet identified needs by offering more administrative related support. Interestingly, the currently offered Innov8Progress training course and planned future trainings are already designed to address these identified needs. This finding suggests Nevada DHHS, DCFS, and VOCA Program have already been moving towards addressing needs proactively, are ahead of these training issues, and currently have capacity to meet needs in the near to immediate term.

One of the most evident opportunities from survey results and holistic review of available training resources is the need to create more integrated resources with increased or expanded access. An immediate means to support the successful implementation of increased or expanded access would be to create online versions of applicable VAAN training sessions by engaging with presenters as Innov8Progress instructors. Not only would this solution increase and expand access to available training resources, it would also serve to provide both online and in-person training

opportunities, which were the two-most effective means of training reported by survey respondents. Additionally, video conference-style presentations can be embedded in Innov8Progress courses, which would cumulatively serve almost 100% of respondents' reports most effective training methods. Deploying Innov8Progress as an online extension of VAAN for Nevada-specific trainings, resources, and materials with integration and training-based links to OVC training resources would create a culture of highly trained, well-supported, and continuity of care amongst victim service providers across Nevada.

Going forward, it is recommended that Nevada DHHS, DCFS, and VOCA Programs continue their commitment to statewide standardization, engage a wider audience of service providers, and integrate training platforms and opportunities. Assessing the potential for a national, best practice style standardized statewide training, Nevada is uniquely positioned with nationally available resources (OVC), statewide engagement in week-long training seminars (VAAN), and online LMS-based training provision (Innov8Progress). Developing a curriculum or structure process for training, outcome reporting, ongoing evaluation, and funding innovation based on service provider outcomes in concert with integrated trainings as outlined above would not only improve our capacity to service victims of crime in Nevada, but also position Nevada as a leader and champion for victims of crime.

Conclusion & Next Steps

The overarching vision of this project was to improve service delivery and health and wellness outcomes for victims of crime across Nevada by accomplishing a series of goals:

- 1) To support previous systems-change work and overall mission of VOCA program;
- 2) To facilitate implementing and evaluating effectiveness of training opportunities available to VOCA service providers;
- 3) To identify and summarize available trainings; and
- 4) To develop data-derived recommendations for victim service provider training and support resources.

Through a comprehensive review of the available trainings (VAAN, OVC, and Innov8Progress) and a statewide survey of victim service providers across Nevada, we have identified needs and gaps in training and developed recommendations that successfully integrate previous system change work with VAAN and other VOCA Program related training opportunities. These data derived recommendations, which were outlined in the previous section, can be deployed in a time-series approach with short-, mid-, and long-term implementation recommendations.

Short-term Recommendations:

- Increase and expand victim service provider engagement specifically related to training and funding opportunities.
- Connect with 2017 VAAN training session instructors/presenters about possibility of integrating provided training into Innov8Progress online training platform.
- Continue RFA training through Innov8Progress with expanded course availability to address “Administrative Skills”.
- Hold VAAN in both Reno and Las Vegas in 2019.

Mid-term Recommendations:

- Invest in annual evaluation of service providers, training opportunities, and other systems support programs.
- Develop a training curriculum for all VAAN, OVC, and Innov8Progress trainings to include specific tracks for service providers by populations served, evaluation-based needs, and geo-locational service areas (to name a few).

- Design a long-term funding process for training and service provider support that ensures long-term sustainability of implemented changes.
- Create statewide engagement plan for increasing outreach to previously unidentified victim service providers.

Long-term Recommendations:

- Develop and implement integrated training platform based on defined curriculums and specialized training series that includes connectivity between VAAN, OVC, and Innov8Progress.
- Design long-term funding protocols for training that foster system sustainability and incorporate annual evaluations.
- Conduct follow up Needs Assessment and holistic evaluation of programs by 2023 following current 5-year reporting process (2013, 2018, etc.)

By approaching victim service provider training implementation through the outlined time series implementation schedule, Nevada DHHS, DCFS, and VOCA Program will create a sustainable, scalable, and responsive training platform. Continuation of investment in evaluation and data-derived programs and strategic funding practices along with this training process will further support and empower the systems change work in Nevada and improve the health and well-being of all Nevadans.

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About the Author

Strategic Progress, LLC, was founded in 2002 by CEO, Cyndy Ortiz Gustafson, MA, a native Nevadan who has worked in public service, public policy and community development since 1998. She founded Strategic Progress, LLC, in January of 2002, and has been leading the company since then, managing large-scale policy and systems-change projects across the state with a team of highly-qualified strategists, researchers, evaluators, facilitators and analysts. As CEO of the company, Ms. Ortiz Gustafson specializes in research, program development, data analysis, public finance consulting as well as public policy, public affairs, program evaluation and regional planning consulting to a variety of nonprofit and governmental agencies and programs. Ms. Ortiz Gustafson's work is focused on coordinating and advancing regional public policy. In the last two years, Strategic Progress has been designing and implementing a statewide systems redesign plan for Victims of Crime Act Funding, with partner Innovative Research and Analysis. For four years, Ms. Ortiz Gustafson was contracted with the state as the lead strategist for the Green Zone Initiative, a statewide planning initiative under the State of Nevada Veterans Services Department and the Office of the Governor in partnership with the Director of Military and Veterans Policy. Ms. Ortiz Gustafson served as the Contracting Official and Project Manager for this project.

Dr. Justin S. Gardner, PhD, is the founder and CEO of Innovative Research and Analysis LLC and earned his PhD in Public Affairs at the University of Nevada, Las Vegas. After nearly a decade of public sector service at the Federal and state level, he founded Innovative Research and Analysis in 2015 and is a principal partner with Strategic Progress LLC. Dr. Gardner is a methodologist by trade with extensive experience in program management and process development. His approach to systems projects focuses on model efficiency, framework development, program evaluation, and technical deliverables such as automation and sustainable systems design. He has conducted studies and provided services for clients that include: program and project management; database development and primary data collection; primary data collection instrument development, survey administration, and facilitation; research and data analytics; professional report writing, academic publications, and grant writing; policy and program evaluation; process development; and program design. Dr. Gardner served as the Principal Investigator and Lead Author for this project as a subcontractor to Strategic Progress, LLC.

Paula Cassino is a technical writer, copyeditor, project manager and research consultant who has provided overall support across a variety of projects and clients for Strategic Progress, LLC over the past five years. She also provides grant and technical writing, research, copyediting, and project management to several private, nonprofit organizations. Her previous work experience includes Bank of America, formerly Fleet National Bank, where Ms. Cassino held the role of Relationship Manager for the Precious Metals Division focusing on client relationship management. In addition, she worked at Bank of America as Senior Analyst in the Human Resources division where she served as a consultant to the HR team in report writing, analysis, and project management. Ms. Cassino holds a Bachelor of Arts degree in Neuroscience & Behavior from Mount Holyoke College, where she was a Frances Perkins Scholar. For this project, Ms. Cassino served as both Research Assistant and Copyeditor.

Aaron Drawhorn is an independent consultant for Innovative Research and Analysis, LLC. His background includes 17 years as a local television news anchor and reporter in Texas, Nevada and New Mexico. He currently is a licensed by the Nevada Department of Business and Industry Real Estate Division as a broker-salesperson and works as an associate at the Las Vegas office of Avison Young, a commercial real estate firm. Mr. Drawhorn specializes in medical sales and leasing. In addition, he serves as anchor for the Las Vegas Review Journal's digital platforms, where he maintains strong ties with the Southern Nevada community. Mr. Drawhorn is a 2000 graduate of Trinity University in San Antonio where earned a bachelor's degree double majoring in political science and communication. He received a double minor designation in speech and communication management. Having studies abroad in London in 1999, he's also a graduate of Boston University International Programs. Mr. Drawhorn served as a Research Assistant for this project.

Dr. Amber Overholser, PhD graduated from University of Nevada, Las Vegas with a degree in Public Affairs. She is the Program Director and Lead Faculty for the Master of Public Administration program at Southern Arkansas University. Her research is currently focused on national monuments and community organizing. Dr. Overholser served as the Qualitative Analysis Researcher for this project.