

2011 VOCA NATIONAL TRAINING CONFERENCE



**September 19 – 22, 2011
Hyatt Regency Long Beach
Long Beach, CA**

**National Association of VOCA
Assistance Administrators**

**National Association of Crime
Victim Compensation Boards**

with support from
the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice
through the OVC Training and Technical Assistance Center

This event is supported in part through funding from the Office for Victims of Crime, Office of Justice Programs, United States Department of Justice. Points of view expressed in this event are those of the organizers and do not necessarily represent the official position or policies of the U.S. Department of Justice.

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September 19 – 22, 2011
Hyatt Regency Long Beach
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Monday, September 19, 2011

12:00 Noon - 5:00 PM	Registration	Regency Foyer
	Pre-conference:	
3:30 - 4:15 PM	National VOCA Issues Discussion Forum	Regency ABC
4:30 - 5:30 PM	NACVCB Business Meeting	Beacon B
5:30 - 6:30 PM	Reception	Beacon A

Tuesday, September 20, 2011

7:30 - 8:30 AM	Continental Breakfast	Regency Foyer
8:30 - 10:00 AM	Welcoming Remarks	Regency ABC
	<p>Robin Brassie, President, National Association of VOCA Assistance Administrators Hon. Bob Foster, Mayor, Long Beach, CA Mike Dayton, Acting Secretary, California Emergency Management Agency Shawanda Reynolds-Cobb, President, National Association of Crime Victim Compensation Boards Anna M. Caballero, Secretary, State and Consumer Services Agency; Chair, California Victim Compensation and Government Claims Board Joye Frost, Acting Director, Office for Victims of Crime</p>	
	9/11 Ten Years After	Regency ABC
	<p><i>Ten years after the terrorist attacks that shook our nation, victims and those who helped them in the aftermath of this national and personal tragedy share their experience and insight, and offer their perspectives on how we can respond effectively to these criminal events. This panel includes family members of those who died on September 11th and individuals who survived the attacks.</i></p> <p>Moderator: Anita Ahuja, Division Manager, Legislation and Public Affairs, and September 11th Support Group Manager, California Victim Compensation and Government Claims Board Panelists: Thomas Forbes, Tom and Melanie Frost, Jenna Mather, Inez Paskins; Dr. Alicia Boccellari, UC San Francisco School of Medicine/San Francisco General Hospital, September 11th Support Group Facilitator</p>	
10:00 - 10:30 AM	Break	Regency Foyer
10:30 - 12:00 Noon	Workshops	Regency D
	<p>Working with Lesbian, Gay, Bisexual, Transgender and Queer Survivors of Violence</p> <p><i>This workshop will explore how state VOCA Administrators can make all services accessible to lesbian, gay, bisexual, transgender and queer (LGBTQ) victims and survivors of violence. The workshop begins</i></p>	

with an overview of LGBTQ communities and the ways that violence impacts LGBTQ people; reviews the resources currently available to LGBTQ survivors in some states, using examples of successful collaborations between LGBTQ-competent organizations and VOCA state administrators; and explores how more states can provide these resources.

Terra Slavin, Lead Domestic Violence Attorney, Los Angeles Gay and Lesbian Center

Victim Assistance Implications of Witness Protection

Regency F

The rise of "Stop the Snitchin'" as a cultural norm has yielded a great challenge for the criminal justice system to engage and then protect victims and witnesses in violent crime prosecutions. The tactical aspects of Witness Protection will not work without addressing the traditional needs of violent crime victims. However, delivery of services is difficult at best when the individual is not safe when attempting to access services. In addition, many victims and witnesses live a "high risk" lifestyle and strategies to bring about lifestyle change are complicated. This workshop will illuminate the challenges of best practices to date in this area. There will be a frank discussion of limitations, gaps in services and hopes for future enhancements to this now critical element to the criminal justice system.

Steve Siegel, Director of Development, Denver District Attorney's Office, Denver, CO

Compensation Managers Roundtable: Current Challenges

Beacon A

What challenges are you currently facing? What do you want to learn? What do you want to share? This managers-only session focuses on issues generated by the group and provides opportunities to discuss strategies and solutions in small groups. This is your opportunity to explore key issues with your counterparts in other states who share similar concerns. Our goal is to make this session as open to your ideas as possible, so come prepared with your questions, problems, and an open mind!

Vicarious Trauma: How to Keep Yourself Healthy

Beacon B

Anyone who works in a high-stress job, exposed to the traumatic experiences of others, is at risk for suffering "vicarious trauma." Individuals can learn how to recognize signs of trouble within themselves, and take certain steps to try to stay healthy. And programs and managers can adopt strategies and initiatives to address problems both before and after they arise. Learn from an accomplished professional therapist what the potential dangers are, as well as possible ways to keep yourself and your co-workers productive and in balance.

Nora Baladerian, Ph.D., Los Angeles, CA

Dental Claims: The Teeth of the Matter

Seaview AB

Compensation programs often experience problems in handling claims for dental work as a result of oral and facial trauma. It may be difficult to discern the difference between treatment of pre-existing pathology and crime related injuries, and dentists seem far less willing to negotiate fees. An experienced practitioner will guide us through typical injuries resulting from violence, standard treatments and their costs, the impact of pre-existing conditions on treatment choices, and a host of other issues.

Dean Younce, D.M.D., Boise, ID

VOCA 101: Crime Victims Fund-amentals

Seaview C

This workshop, aimed primarily for new VOCA assistance administrators and staff, provides an overview of the Crime Victims Fund and the victim assistance provisions of the Victims of Crime Act and OVC victim assistance guidelines.

Steve Derene, Executive Director, NAVAA

Compensation Commissioners and Board Members Roundtable:
The Buck Stops Here

Shoreline AB

Board members and commissioners are tasked with making the tough choices on eligibility and payment. Analyzing information efficiently, handling appeals, interacting with staff, and coming to a consensus -- or at least a collegial agreement to disagree on any specific case -- are key challenges. Ethical issues also need to be seriously considered by decision makers, and today's discussion will start there, followed by a roundtable discussion of topics determined by those participating. We invite all state compensation board members and commissioners to join in this important session.

George F. Fordham, Judge, West Virginia Court of Claims, Facilitator

12:00 Noon - 1:30 PM

Lunch on your own

1:30 - 3:00 PM Workshops

Outreach Roundtable: Tried and True and Very New

Regency D

Compensation programs' efforts to increase awareness and stimulate applications are discussed in full in this session. Brochures, posters, PSAs, and focused training on personnel in law enforcement, victims services, and the medical and counseling professions -- plus the new "social media" of Facebook, Twitter, and YouTube will be discussed. You're invited to come share what you do and learn more about what's new and interesting!

Jon Myers, Deputy Executive Officer, Legislation and Public Affairs, California Victim Compensation and Government Claims Board

DNA Forensic Science: Cold Case, DNA Arrestee Statutes,

Regency F

Familial Searching and Innocence Projects: What are the Ramifications for Victims?

Recent advances in DNA technology have given rise to statutory, policy and program developments that can bring significant challenges to victims and those who serve victims. There is great need to understand the implications of these developments. This workshop will provide attendees with an understanding of these new approaches, insight into the impact on victims and best practices to serve victims and their families in these matters.

Steve Siegel, Director of Development, Denver District Attorney's Office, Denver, CO

Claims Processors' Roundtable: Doing It Right

Beacon A

Claims processors are the foundation of every compensation program, and those who come to our conference bring a high-level level of experience and expertise in getting the work done. This roundtable enables claims staff to compare approaches and exchange tips on how to gather information, communicate with victims and providers, document files, analyze data, and make recommendations.

Dan Eddy, Executive Director, NACVCB, Facilitator

Process Improvement: Making Your Program More Efficient

Beacon B

Compensation programs want to process claims efficiently, quickly, and accurately. How do you analyze and improve your process in a systematic and proven way to accomplish your goals? This workshop focuses specifically on compensation program workflow, using actual examples to illuminate this tried-and-true technique and demonstrate how managers can accomplish "process improvement" with or without having to bring in paid consultants.

George Gutierrez, Manager, Idaho Crime Victims Compensation Program

Virginia Woodward, Executive Director, Kentucky Crime Victims Compensation Board

Providing Culturally Relevant Services to Crime Victims in Indian Country Seaview AB
This interactive workshop will provide information to VOCA Administrators and their staff on appropriate cultural practices and approaches to responding to victims of crime in tribal communities. Cultural practices and approaches identified and discussed will include Native healing as opposed to westernized counselors and interventions; cultural considerations in communicating with tribal members; responding to tribal victims in urban and rural areas; and understanding how historical trauma plays a role in victimization issues in American Indian and Alaska Native Communities, with an emphasis on the unique nature of each tribal community.
 Stanley Pryor, Executive Director, Unified Solutions Tribal Community Development Group, Inc.
 Dianne Barker Harrold, TVA Project Director, Unified Solutions Tribal Community Development Group, Inc.

Grant Allocation Strategies Roundtable Seaview C
This roundtable will provide an opportunity to discuss with colleagues the various methodologies states employ to manage and award their annual VOCA victim assistance grants. Participants will explore the use of state reserves, funding cycles, formula distributions.
 Robin Brassie, VOCA Grant Administrator, New Mexico Crime Victim Reparations Commission, Facilitator

3:00 - 3:30 PM Break Regency Foyer

3:30 - 5:00 PM Workshops
 Victim Services for Young Men of Color Harmed by Crime: Regency D
 A Participatory Justice Approach
This presentation will draw from the experiences of Common Justice, a participatory justice program (also known as "restorative justice") that works with serious felonies such as robbery and assault. The presentation will offer an overview of the model, discuss the challenges service providers face in trying to meet the needs of young male victims in urban settings, provide examples from recent case studies, and offer some suggestions for effective practices for working with this underserved population.
 Danielle Sered, Director, Common Justice, Vera Institute of Justice, Brooklyn, NY

A Full Range of Compensation Benefits Beacon A
Are compensation programs increasing their impact on more victims' lives? This workshop explores what benefits programs have added in recent years, and what may be on the horizon -- especially if national health-care reforms lessen the need for programs to pay for medical care. Domestic violence relocation, temporary housing, transportation and living costs for attendance at trials and funerals, HIV treatment and other "add-ons" to forensic-exam payments -- these and other ideas will be examined in terms of their value to victims and their financial and administrative cost to programs.
 Dan Eddy, Executive Director, NACVCB, Facilitator

Working with Funeral Homes Beacon B
Providing funeral and burial benefits in a timely and cost-effective manner is a crucial service for victims. Compensation programs need to know how funeral homes operate, including the regulations governing them, standard business practices, and the basics of funeral contracting. They must be sensitive to the wishes of family members, and to different cultural norms. In addition, program staff must be prepared to deal with special issues, such as the transportation of remains out of the country. In this workshop, an experienced funeral director with a thorough knowledge of how compensation

programs function will help us sort through the many issues that may come up in helping families in the aftermath of homicide.

Robert E. Brown, Licensed Funeral Director, Manager, Bliley Funeral Homes, Richmond, VA

Compensation for Native Americans

Seaview AB

This interactive workshop will provide critical information regarding cultural considerations in offering victim compensation to Native Americans. The presentation will include photos depicting healing ceremonies and practices in Alaska and the lower 48 states; and will highlight innovative ways to honor the traditional healing and burial practices of American Indians through the process of providing compensation to victims and their families.

Dianne Barker Harrold, Tribal Victim Assistance Project Director, Unified Solutions Tribal Community Development Group, Inc.

Suzanne Breedlove Heckmaster, Director of Victims Services, Oklahoma District Attorneys' Council

Ben Lucero Wolf, father of crime victims and member of the Kiowa Tribe of Oklahoma

Grant Solicitation, Selection and Appeals Roundtable

Seaview C

This facilitated discussion will explore different ways in which states announce funding availability, seek applicants, provide applicant orientation training, the process by which applications are reviewed, graded and selected and appeals of funding decisions.

Amy Byrnes, VOCA Administrator, Wisconsin Office of Crime Victim Services, Facilitator

Large-State Compensation Managers Roundtable

Shoreline B

The managers of compensation programs in California, Florida, Georgia, Illinois, New York, Ohio, Pennsylvania, Texas and Washington are invited to participate in this roundtable discussion of the unique challenges they face in handling large numbers of claims, funds, and personnel.

Julie Nauman, Executive Officer, California Victim Compensation and Government Claims Board, Facilitator

7:30 - 8:30 AM Continental Breakfast

Regency Foyer

8:30 - 10:00 AM General Session

Regency ABC

Vision 21: A Status Report

The goal of Vision 21 is to expand the vision and impact of the crime victim services field by designing a philosophical and strategic framework for defining the role of the field in the country's response to crime and moving the field forward in the future. This workshop will highlight preliminary findings of the OVC Vision 21: Transforming Victim Services. This session will provide an overview of the Vision 21 process over the past 11 months, discuss the project's current status and engage participants in a discussion about the themes and recommendations emerging as part of the final synthesis project.

Joye Frost, Acting Director, Office for Victims of Crime

Angela Begle, National Crime Victims Research and Treatment Center, Charleston, SC

10:00 - 10:30 AM Break

Regency Foyer

10:30 AM - 12 Noon Workshops

What's Up with Outcomes?

Regency D

How do you know your program is making a difference in the lives of your clients? Gathering and USING data on victim outcomes is crucial if you want to "manage for success." This workshop will explain the essence of outcome measurement, especially the differences between outcome measurement and full-blown, empirical evaluation research. We will discuss how states and local agencies are using outcome measures to improve services over time. Georgia's representatives will share how they use victim outcomes data, especially how they are training VOCA grant sub-recipient agencies to use outcomes. They will share some actual statewide outcome data in graphic formats. We will also discuss concrete methods for using outcomes in goal setting, preparing grant applications, recruiting partners and supporters, documenting unmet and under-met needs, and benchmarking performance.

J. Douglas Bailey, MSW, President, Performance Vistas, Inc., Roswell, GA

Lateefah Raheem, Program Director, Georgia Criminal Justice Coordinating Council

Stefanie Lopez-Howard, Planning and Policy Development Specialist, Georgia Criminal Justice Coordinating Council

Elder Abuse

Regency F

The Elder Abuse Forensic Center is the first forensic center in the nation with a mission to serve victims of elder and dependent adult abuse. EAFCC provides direct services for the prevention, assessment, and treatment of elder abuse and neglect, and is able to address cases of elder abuse and neglect on a much more comprehensive level due to the unprecedented multidisciplinary collaboration of area agencies.

Kerry Burnight, Co-Director, Elder Abuse Forensic Center, Santa Ana, CA

Human Trafficking: A Practical Approach for Compensation Programs

Beacon A

This workshop increases awareness of the prevalence of human trafficking, examines characteristics of trafficking that may affect a victim's eligibility for victim compensation, reviews trafficking victims' needs, and explores the ability of compensation programs to respond to those needs. Our experienced speaker will use actual examples and focus specifically on the relationship of compensation programs to human trafficking cases.

Caroline Holmes, Victim Specialist, Federal Bureau of Investigation, Portland, OR

Subgrant Monitoring Roundtable

Seaview AB

This roundtable will allow participants to discuss issues and questions relating to VOCA victim assistance subgrant monitoring, program, financial and compliance audits; and the provision of technical assistance to address monitoring findings.

Michael Sheline, VOCA Manager, Office of Ohio Attorney General

Cultural Proficiency

Seaview C

Victims come from a wide variety of backgrounds -- a diversity of culture, race, ethnicity, and socio-economic status -- as do compensation program staff themselves. This workshop provides valuable insight into understanding and overcoming potential bias that may affect our perceptions of others, with the goal of strengthening our ability to serve everyone equally and fairly.

Frank Henderson, Executive Director, Kansas Crime Victim Compensation Board

Making Restitution Real: 5 Case Studies

Shoreline AB

This workshop will present an overview of a National Center for Victims of Crime report describing five exemplary programs to collect restitution, and a sneak preview of a restitution collection toolkit. The workshop will also include an overview of federal policy proposals to enhance restitution collection.

Susan Howley, Director of Public Policy, National Center for Victims of Crime, Washington, DC

12:00 Noon - 1:15 PM Lunch

Regency ABC

National Victim Rights Policy Initiatives

National victim advocate will discuss the current status of efforts at the state and local level to expand victims' rights.

Steve Twist, Arizona Voice for Crime Victims

1:30 – 3:00 PM Workshops

Victims' Rights Enforcement Strategies

Regency D

There are various aspects to ensuring that crime victims are afforded opportunities to exercise their rights under state and federal laws. This workshop will explore different strategies to help crime victims' secure their rights, including legal clinics and other enforcement and compliance programs and other approaches to making rights most meaningful for crime victims.

Jill Karofsky, Director, Wisconsin Office of Crime Victim Services

Steve Twist, Arizona Voice for Crime Victims

Susan Howley, Director of Public Policy, National Center for Victims of Crime, Washington, DC

Financial Crimes

Regency F

Financial crime has evolved into a global threat—a crime that can target a few individuals and families or entire neighborhoods. The impact of financial crime can be as serious as that of violent crime, but there is little research on its effects, and the few programs that assist its victims. From elder financial exploitation of a loved one by a family member or trusted aide, to those crimes involving mortgage fraud, investment fraud, identity theft, cyber crimes and other mass marketing means to steal, financial crimes are now all too common. Participants will learn some of the ways perpetrators defraud Americans, with a focus on crimes that involve potentially large losses. Many perpetrators are not even in the U.S. making detection and apprehension even more difficult. Resources and appropriate referrals will be shared. Information on the needs of financial crime victims and the huge impact of these kinds of crimes will be discussed with ramifications for victim service agencies and policy makers.

Debra Deem, Victim Specialist, Federal Bureau of Investigation, Los Angeles, CA

Victim Services in Compensation Programs

Beacon A

For many years, compensation programs have recognized the importance of working with victims not only to make the claims process more efficient, but also to identify victims' other needs and help them find solutions through other services. Learn more about how some programs train staff to "go the extra mile," and/or how they add trained advocates and specialists within their program to provide direct services. Accessing VOCA assistance grants and finding other creative ways to pay for "victim services within compensation programs" will be discussed.

Nikki Charles, Administrator of Victim Services, Maryland Criminal Injuries Compensation Board
 Kristy Ring, Executive Director, New Mexico Crime Victims Reparation Board
 Gary Scheller, Assistant Director, Utah Crime Victim Reparations Board
 Catherine Duggan, President, California Crime Victims Assistance Association; Victim/Witness Director, Ventura County District Attorney's Office

Allowable Costs Roundtable

Seaview AB

This workshop, which will span two sessions of 90-minutes each, will provide a brief overview of VOCA subgrant requirements, eligibility, allowable and unallowable costs. Participants will raise and discuss examples and potential issues and concerns they face regarding subgrant requirements and cost provisions.

Mandie Patterson, Consultant, Henrico, VA

Developing Effective Written Policies

Seaview C

Many programs recognize the importance of written policies and procedures in creating a consistent and transparent approach to processing claims. Learn more about how to go about writing or changing policies and procedures through a discussion among peers who have been through this effort. When and how to involve advocates working outside your program; ways to enlist staff in evaluation and change of current standards; and what the final product should look like will be on this workshop's agenda.

Rubia Packard, Deputy Executive Director, California Victim Compensation and Government Claims Board
 Bryan Nix, Coordinator, Nevada Victims of Crime Program

Revenue Recovery: Foundations for Success

Shoreline AB

Many compensation programs now have well-established and effective revenue-recovery procedures in place, focusing on restitution from offenders and subrogation in victims' recoveries in civil actions. This workshop goes step-by-step through those procedures, providing a foundation for managers who want to create their own recovery unit, or to assess their current recovery efforts.

Rebecca Shaw, Manager, Oregon Crime Victim Compensation Program
 Chris Lackey, Revenue Recovery Manager, California Victim Compensation and Government Claims Board
 Melanie Bown, Restitution Trainer, California Victim Compensation and Government Claims Board

3:00 - 3:30 PM Break

Regency Foyer

3:30 – 5:00 PM Workshops

Engaging Communities of Color and Better Serving Their Crime Victims

Regency D

This workshop will outline strategies VOCA Administrators and their grantees can use to recruit, reach, and retain organizations and individuals that work with communities of color. You will learn how to: (1) assess your current situation; (2) conduct an environmental scan of your victim services

network; (3) identify unmet needs; (4) mount an effective outreach effort; and (5) engage people of color with greater success.

William McCoy, The McCoy Company, Columbus, OH

Commercial Sexual Exploitation of Children

Regency F

This workshop will provide an overview of the commercial sexual exploitation of children from a law enforcement perspective and explain why it is important for law enforcement to view and treat children engaged in these activities as victims rather than suspects.

Lt. Derek Marsh, Westminster (CA) Police Department

Communicating with Victims

Beacon A

Effective communication with victims is essential to ensure consistent and sensitive treatment in helping victims through the compensation process and in providing appropriate information and referrals. This session will provide practical suggestions and resources to ensure that written, telephone, and in-person communication with victims is sensitive and effective, and participants will learn good things to say to victims as well as bad things to avoid saying to victim. It includes an excellent videotape produced by OVC's National Victim Assistance Academy, "Listen to My Story: Communicating with Victims of Crime."

Anne Seymour, Consultant, Washington, DC

Herman Milholland, Consultant, Los Angeles, CA

Allowable Costs Roundtable - continued

Seaview AB

Software Developments: Tech Options for the Future

Seaview C

Technology continues to advance, and compensation programs are under more pressure to perform their work promptly and efficiently. At regular intervals, every program manager must assess whether the software and hardware currently in use are hindering or helping workflow. This workshop draws on the experience and insight of program managers who recently have been through the RFP process and made claims-management changes, and allows an opportunity for participants to learn more about "what's out there" today, including the "cloud" option.

Lindsay Crawford, Policy Advisor, Kentucky Crime Victims Compensation Board, Facilitator

Mary Vail Ware, Director, Virginia Criminal Injuries Compensation Fund

Revenue Recovery: Advanced Roundtable

Shoreline AB

Managers and specialists in restitution recovery are invited to discuss current challenges and new initiatives in seeking restitution and subrogation income. Others are invited to participate, too -- the focus will be on how established programs are moving even farther forward in gaining back precious resources from those responsible for the harm done to crime victims. Learn about important new initiatives to improve the restitution process in states, and results of a recent "restitution summit" held in California.

Chris Lackey, Revenue Recovery Manager, California Victim Compensation and Government Claims Board

Melanie Bown, Restitution Trainer, California Victim Compensation and Government Claims Board

7:30 - 8:30 AM Continental Breakfast

Regency Foyer

8:30 - 10:00 AM General Session

Regency ABC

Engendering Respect

Engendering Respect will give VOCA Administrators and others an experiential introduction to a unique approach to foster healing and recovery among crime victims, perpetrators, and those who serve them. Engendering Respect tackles the explosive issues of gender, race, power, and violence in a way that raises awareness and brings people together. Engendering Respect draws from the highly acclaimed Violence Interruption Experience (VIE) training—a high-impact, experiential approach to attitudinal and behavioral change originally developed for and still used with hardcore offenders. Thousands of people have been exposed to the VIE way of working at conferences and training events, schools, jails and prisons, community-based settings, and other venues—including the National Football League. VIE programming is being used to address gender, dating, gang, gun, and other forms of violence, as well as disproportionate minority contact with justice systems.

William McCoy, The McCoy Company, Columbus, OH

10:00 - 10:30 AM Break

Regency Foyer

10:30 AM - 12:00 Noon Workshops

Intensive Case Management for Families of Homicide Victims

Regency D

Three OVC grantees who participated in an OVC demonstration project will provide information about the implementation of enhanced services for family members of homicide victims in urban high crime and rural settings. Grantees will discuss successes, challenges and lessons learned related to assisting families at crime scenes, delivering death notification in partnership with law enforcement, providing early intervention services, ongoing intensive case management for families, home visitation, and enhancing capacity of mental health providers to provide trauma informed services. Grantees will share model protocols, tools and templates that were developed and refined during the demonstration project, and strategies on how to support staff in conducting these enhanced services.

Sandi Matheson, Director, New Hampshire Department of Justice, Office of Victim/Witness Assistance

Alyssa Rheingold, Medical University of South Carolina, National Crime Victim Research and Treatment Center, Charleston, SC

Eileen Zatta, Program Manager, Mental Health Services, Inc., Cleveland, OH

Victim Service Standards

Regency F

This workshop will describe the updated program standards, competency standards, and ethical standards developed through the National Victim Standards Consortium. The session will also gather input on content and format for supplementary resources to promote use of standards by victim service providers.

Dana Dehart, Research Associate Professor, University of South Carolina, Center for Youth and Family Studies, Columbia, SC

Customer Service for Compensation Programs

Beacon A

The importance of good “customer service” isn’t limited to businesses; every program that intends to serve the public needs to develop an approach that emphasizes putting the “customer” first. This interactive workshop explores ways victim compensation programs can adopt proven methods to

make their programs more “victim-friendly” and at the same time improve productivity and satisfaction for compensation management and staff.

Nicole Jenkins, Program Director, Georgia Crime Victims Compensation Program

Experiences with State-Wide Victim Notification Systems Roundtable

Seaview AB

VOCA administrators will share best practices in funding and monitoring state-wide victim notification systems. Participants will discuss their experiences with: registration policies and procedures, openness of the notification system to non-victims, overall state policies dealing with the implementation of the system, and the overall effectiveness of each system in ensuring victims are fully informed about their cases and are made part of the process.

Anne Seymour, Consultant, Washington, DC

Marc Peoples, Program Manager, Missouri Department of Public Safety

Personnel Issues for Managers

Seaview C

This managers-only workshop offers opportunities for participants to share challenges faced in managing staff, and to discuss ways to hire, train, motivate and discipline employees.

Dan Eddy, Executive Director, NACVCB, Facilitator

Forensic Exam Payments

Shoreline AB

Thirty state victim compensation programs now operate separate forensic-exam payment procedures outside of the regular compensation-claim process. While they share a commonality of paying for the exams, they vary substantially in what other related medical costs fall within these special procedures, whether insurance and Medicaid are required collateral resources, and how the victim's involvement in the investigation and prosecution of the case may affect payment. This workshop explores all these issues with the goal of advancing the efficiency and effectiveness of this special compensation function, as well as exploring trends in costs and funding.

Deborah Shaw Rice, Executive Director, Maine Crime Victims' Compensation Program, Facilitator

12:00 Noon - 1:30 PM

Lunch on your own

1:30 – 3:00 PM Workshops

Gang Violence

Regency D

This workshop will educate participants about unique aspects of gang victimization and the services and interventions for victims of gang related violence. The session will include information about the types of crime experienced by male and female youth affiliated with gangs, innocent victims of gang violence, strategies for reducing barriers to provide services for victims of gang violence and promising collaborations between victim services providers, youth serving agencies, and law enforcement.

Heather Williams, Project Director & CRT Coordinator, Gang Victim Services Program, Community Services Programs, Orange County, CA

Contributory Conduct: Core Principles to Guide Decision Makers

Beacon B

This workshop provides a basic grounding in principles established by courts to govern decision making in cases involving contributory conduct. After a presentation on the judicial guidance available for states to consider, participants will attempt to reach consensus on how to approach various scenarios often faced by compensation programs.

Dan Eddy, Executive Director, NACVCB, Facilitator

Strategic Planning

Seaview AB

Every program needs a plan to guide its work. Leading national experts in developing strategic plans for programs and organizations in the victim services field will lead this practical discussion on how to create a strategic plan that will be effective and accepted by those charged with implementing it.

Anne Seymour, Consultant, Washington, DC

Herman Milholland, Consultant, Los Angeles, CA

Mental Health Counseling: Effective Therapies

Seaview C

Compensation claims to support mental health counseling may pose concerns for compensation programs relating to treatment length and cost, as well as how pre-existing conditions may affect therapy for trauma-related conditions. A renowned therapist helps us understand what evidence-based treatments are known to be effective in treating crime-related injury, and provides perspectives on how compensation staff and decision makers may work productively with therapists in progressing toward resolutions that are in victims' best interests.

Alyssa Rheingold, PhD, Medical University of South Carolina, National Crime Victim Research and Treatment Center, Charleston, SC

State Victim Assistance Academies

Shoreline AB

Facilitated discussion by state VOCA assistance and compensation programs in supporting Academies and how the remaining states without Academies can obtain funding and OVC/TTAC technical assistance to initiate and sustain them. Veteran Academy states will have the opportunity to share their experiences with those considering Academies.

Mandie Patterson, Consultant, Henrico, VA

3:00 - 3:15 PM Break

Regency Foyer

3:15 – 4:45 PM General Session

Regency ABC

VOCA Assistance and Compensation Working Together
Closing Comments