



# NAVSPIC

National Association of Victim Service Professionals in Corrections  
Compassion - Equality - Service - Justice

212 S. Market, Wichita, KS 67202  
www.navspic.org

SUMMER 2013

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Minnesota Department of Corrections

Mark Odom,  
Vice-Chairperson  
Texas Department of Criminal Justice

Anne Seymour, Secretary  
Justice Solutions

Camie Borsdorf, Treasurer  
Kansas Department of Corrections

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## MESSAGE FROM THE 2013 CHAIRPERSON

### DEAR NAVSPIC MEMBERS,

*"I swore never to be silent whenever human beings endure suffering and humiliation. We must always take sides. Neutrality helps the oppressor, never the victim. Silence encourages the tormentor, never the tormented."* - Elie Weisel

These words from Elie Weisel have always been some of my favorites. As I reflect on all that has occurred since our last newsletter, I'm reminded how critical the message within Elie Weisel's quote truly is. So much has happened recently that is deeply impacting those of us in this incredible organization, those of us working in this field, and those we serve.

Let me start this letter by thanking and acknowledging the Kansas and Missouri Departments of Corrections for the incredible conference they put together in Kansas City last December. As I think back on the rich discussions and information shared and learned, I'm in awe of how much we take away from these learning opportunities. A detailed report on the conference is provided for you later in this newsletter, but I would have been remiss not to take this opportunity to offer a huge thank you to our colleagues in Kansas and Missouri who did such an amazing job.

Our organization has also been very active in providing a strong voice with regard to policy that has the potential to affect us all and, more importantly, to affect those we

serve. We have provided input to the PREA Guidelines, as well as the Defense Initiated Victim Outreach process. We have also provided a strong testimonial honoring our partners in California (CDCR) who are celebrating their Silver Anniversary. Hats off and a thank you to California for all you have contributed to our field of service!

As I prepared to write this article, I looked back on our previous newsletters and thought about how so much of our concern and focus in the past several years has been on finding ways to deal with the difficulty of deep budget constraints and the challenge of "doing more with less." We have found a way, as we always do, to rise above those struggles and keep our voices, which are the voices for those who suffer harm from crime

As I reflect on how difficult those times have been, I'm hit hard and deep by the reality that a different set of struggles have become even more apparent to us. These struggles involve the loss of our friends and colleagues that are the backbone to our collective strength. In January, we lost a friend, colleague, and founding NAVSPIC member who changed the system for victims both in his own state, and throughout our entire country. There are no words to describe the grief and loss that we feel having lost Peter Michaud. Peter, you left us all too soon and your spirit will forever be embedded in our foundation. We have also lost far too many other

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colleagues, friends, fellow corrections coworkers, and leaders simply because they chose to do this work. They're lives have been taken only because they chose a career in corrections, because they chose to be public servants.

So as we move forward in this somber time, it is my hope that we can do what we always have. It is my hope that we find a way to rise above the struggles and heartache and keep our voice strong and united. Our voice which is the voice for those who suffer harm from crime.

We have joined together for another conference. We have brought your voice to policy and decision makers. We have celebrated with those that deserve honor. And we have celebrated life lost and colleagues fallen. Through the challenges, the triumphs, the progress, and the tears, we will continue to "never to be silent whenever human beings endure suffering and humiliation." We have much to do, and we will continue to move forward together. Take care of yourselves, take care of your colleagues, and take care of one another.

- Lydia Newlin, Chair

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*A letter from Joye Frost to Peter Michaud's family:*

All of us at the Office for Victims of Crime at the U.S. Department of Justice are saddened to learn of Peter's passing. Peter had a profound impact on the field of corrections-based victim services. As the Victim Services Administrator for the New Hampshire Department of Corrections, Peter created a program that today is considered one of the finest in the Nation. He was also instrumental in developing protocols for victim/offender dialogue that became a model for other states. As a co-founder of the National Association of Victim Services Professionals in Corrections, Peter helped create an organization that is very important to improving the treatment of crime victims and survivors in the post-sentencing phase of their cases.

Peter will be remembered for his willingness to share his expertise and insights with countless others. He left an imprint on victim assistance programs within correctional agencies across the country, and his legacy will be felt any time a survivor receives compassion and support from one of those programs.

He was a good friend and generous mentor to countless colleagues. The staff of the Office for Victims of Crime was fortunate to know him and benefit from his years of leadership and service to the field. Please accept our heartfelt condolences and know that we, too, will miss him very much.

Sincerely  
Joye E. Frost, Acting Director  
Justice Programs, Office for Victims of Crime



In memory of

**MR. PETER A. MICHAUD**

December 15, 1956 - February 3, 2013

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*A letter from Anne Seymour to Robin Michaud:*

We were so fortunate and blessed one afternoon to have a conference call including more than a dozen folks who were lucky to have Peter in their lives. There were a lot of tears and a lot of laughter. And there was a sense of how much we adored Peter and how much he meant to each of us individually and to all of us as victim advocates.

I asked folks if I could attempt to "summarize" our call and the many accolades we each had for Peter. What follows here is my attempt at a brief synopsis of key themes and said accolades:

**Trudy Gregorie** spoke of Peter's long-term involvement with the OVC project and his dry and sometimes wicked sense of humor. He always made her laugh, and she's a better person for knowing him. "He could light up a room!" And the one word she emphasized was his "compassion." And her "P.S." at the end of the call cracked us all up. She spoke about doing the NIC video-conference and how Peter was "mortified" at the thought of having to wear makeup, though the makeup person complimented him on his "beautiful eyes!"

**Jean Wall's** one word for Peter is "teacher," which was also his role in Louisiana's victim/offender dialogue program. Peter loved to share his insights and discovery and encouraged us to take the trip with him. He is still teaching us all to this day.

**Kathy Buckley** calls Peter a "calming soul" whose aura was uplifting and helped us find peace and strength within ourselves.

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These attributes comprised his teaching moment for her (and certainly for the rest of us too!).

**Amy Holloway** proudly identifies herself not only as a colleague of Peters but as a state neighbor, too. Peter was the first person she turned to when she began her program, to pick his brain and steal his materials. She spoke of all the time he patiently gave her and mentioned that he is her role model as she tries to “pay it forward.”

**Erin Gaffney** called Peter her “friend and neighbor.” When she first began her program, she was calling Peter *all* the time! He took her calls and was generous with his time, advice, and especially his friendship.

**Barbara Grissom** spoke of Peter’s calming influence and how he was so uplifting no matter the circumstance or the venue. Peter offered her perseverance. She reminded us all of his major contributions to NAVSPIC and, in particular, how he helped to create our first website (which none of us had a clue how to do). When Barbara thinks of NAVSPIC, she thinks of Peter Michaud.

**Sallie Hillander** spoke of the conference in Nashville where she got to spend time with Peter and Robin. She said that Peter “always had something striking to offer any conversation.” And that Peter’s “signature” will be on all our victim/offender dialogue resources forever.

**Traci Dory** cracked us all up when she spoke about starting her brand new program. Peter’s best advice was, “No matter how illogical my department is, I have to be the voice of logic and common sense” because that is what victims deserve.

**Mark Odom** remembered all the comical conversations he had with Peter over the years, and the first time he got to be on a panel with Peter. “What an honor that was.” Mark spoke of his pleasant surprise at learning so many things from a small DOC which helped him with his V/OD program (which they thought was “all that and more”) in a bigger system.

Mark was humbled by Peter’s intelligence and contributions that “changed a lot of the way we do things in Texas.” He remembers Peter Michaud as a pleasant and gentle man.

**Lydia Newlin** spoke of reaching out to Peter early on in her programs’ development and telling him of her frustration at being a 5’ 1” Latina female victim advocate in a huge agency full of men (Did she say “mostly old men”? We can’t be sure.). Lydia told Peter she was “not a good bureaucrat,” and Peter told her that that was a good thing. “We are lousy bureaucrats,. If we were good bureaucrats, we could not do this important work forever.” Peter also told Lydia to “always make them think it’s their idea.” (Oh, Peter, all of us are taking that one to the bank.)

**Karin Ho** said she only had two words: FRIENDSHIP. (Peter, she still owes you one word.)

**Sandi Matheson** brought it all home. She said the joke was she didn’t even want to hire Peter because he had no advocate experience. She pulled his name off the “Reduction in Staff” list and was sort of compelled to hire him. She proclaimed that she “eats those words every day.” She said Peter entered into the DOC culture and thrived. He was her “calming experience.”

Sandi also told the hilarious story of her first V/OD training in Minnesota with Peter in the early 1990s. They went to dinner but had to wait a long time for their food. Finally the server brought over a big bowl of soup with two spoons, and apologized for the delay in service. The waiter had thought they were a couple. Peter drew a line down the middle of the soup and said simply, “dig in.”

And the only thing Anne Seymour could add that hadn’t been said is just how much she LOVES Petah’s New Hampshire accent (of which I can, to this day, do a wicked imitation!). It is so much better to laugh and cry and share together than alone. My eternal thanks to you all.



# 2012 VOD SUMMIT

## Notes from Kansas City

by Jon Wilson

### Victim/Offender Dialogue Summit Topics:

- Defense-Initiated Victim Outreach (DIVO) and VOD
- The Media and VOD: Promises and Perils
- Dealing with Criminal Thinking in VOD Preparation
- Reports from new VOD Programs
- VOD Research and Standards
- Case Studies and a Victim's Experience with VOD
- VOD Accountability Programs for Incarcerated Offenders

The Seventh Annual VOD Summit, held in Kansas City, MO in December 2012, was a tremendous success, thanks in great part to the hard work of KDOC Victim Services Director and Conference Planner Libby Keogh, and her able team from the department, as well as Jeananne Markway, the Restorative Justice/Reentry Coordinator for the MO DOC. As in recent years, there were many colleagues who could not be with us because of state travel budget constraints, but those who were there brought a rich variety of experience and enthusiasm. While the group was mostly made up of Victim Service and/or VOD Program Directors, there were also a number of VOD facilitators there, particularly from Louisiana, accompanying Gayle Cothell, Louisiana's Victim Services Director.

Summit co-planner Mark Odom and I sorely missed Karin Ho, our other Summit co-planner, who suddenly found herself unable to be with us this year, and we are very grateful to the relentlessly willing Lydia Newlin for jumping in to help us out. The Summit was the usual one and one-half days, and included an evening program featuring a documentary film and discussion.

The first afternoon of the Summit began with a presentation on DIVO (Defense Initiated Victim Outreach) by Stephanie Frogge, Project Coordinator for the DIVO initiative at the University of Texas at Austin's Institute for Restorative Justice and Restorative Dialogue. Her presentation was challenging for many, in part because DIVO has historically been applied during the adjudication phase, not post-conviction, and it has become especially controversial in Death Penalty cases. Stephanie was there to try and clarify some myths about DIVO, and she did clarify and illuminate a number of aspects. The general consensus among attendees seemed to be that the essential post-conviction areas where DIVO might apply are – or can be – addressed by Victim Services. And while Stephanie advanced the idea of DIVO providing a “service to victims,” a significant number of attendees expressed disagreement with that position after hearing her.

MAY 5-11, 2013

## NATIONAL CORRECTIONAL OFFICERS' WEEK

In 1984, President Ronald Reagan signed Proclamation 5187 creating “National Correctional Officers’ Week.” The first full week in May has since been recognized as National Correctional Officers’ Week to honor the work of correctional officers and correctional personnel nationwide.

Correctional personnel work under demanding circumstances and face danger in their daily lives. NAVSPIC would like to recognize and applaud the tremendous contributions made by the men and women who work in jails, prisons, and community corrections across the country.

Stephanie’s presentation was followed by a floor discussion on VOD and the Media, facilitated by Lydia Newlin, the Director of Victim Assistance & Restorative Justice Programs for the Minnesota DOC. This was a rich discussion that was much enhanced by the direct media experiences of, among others, Jo Winston (WI), Andrew Barnes (PA), Mary Roche (IA), and Lydia herself. The general consensus was that, while there have been some notably fine exceptions, allowing outside producers and crews into the VOD preparation and dialogue process always invites risk and complication. As Lydia put it, we need to be able to use the Media without being used by the Media. And we all agreed that there must be ways to utilize victim-centered “insiders” from within our field to produce the kind of sensitive filming/videotaping that our field deserves. To tell the stories our ways, as it were, with sensitivity and care, and while ensuring that neither survivors nor offenders are pressured in any way whatsoever.

The final presentation of the first afternoon was made by Mark Odom, Summit co-planner, veteran VOD facilitator, and Deputy Director of the Texas Department of Criminal Justice Victim Services Division, on the subject of dealing with Criminal Thinking among offenders in the VOD preparation process. In particular, on dealing with the question of what, if anything, we can do to help offenders change their thinking errors. This was a rich and instructive presentation, widely considered one of the highlights of this year’s Summit.

On Day Two we began with about an hour of reports/updates on new or developing VOD programs. We heard from Jan Dow, the VOD Program Coordinator for the Virginia DOC, from Gayle Cothell, a veteran VOD facilitator who last year assumed the role of Victim Services Director for the Louisiana Department of Public Safety and Corrections, and from Holly Chavez, VOD Program Coordinator for the Kansas DOC

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office of Victim Services, who also facilitates VOD cases. It was great to hear how things are progressing, and how the needs of survivors for choices and options in the VOD context are being increasingly better served. There are now 28 states with VOD programs in crimes of severe violence!

Lydia Newlin then facilitated a lively floor discussion on VOD policies, standards, and research, wherein we arrived at the place we often arrive – clear about the enormous need for outcomes research and reliable and consistent standards, and unable to find the time or the funding to do much about it. But this time Lydia took it further by calling for the formation of a Standards Committee, and then assigned – if we remember this sequence of events correctly – Spiro Koinis, Restorative Justice/Victim Services Coordinator for the Colorado Division of Youth Corrections, to be the Chair of the Committee. This assignment was made when Spiro was momentarily out of the room, and he could thus not refuse.

Following this, Summit co-planner, VOD facilitator, and trainer Jon Wilson, of JUST Alternatives, presented an audio case study (with video subtitles) from a VOD preparation session in a case of family sexual victimization, to illustrate some of the ways we facilitators may be called to listen and to “hold” – sometimes through very long and heartbreaking silences – the profoundly painful recollections, impacts, and effects that can come up for survivors in the VOD preparation process. This was an affecting session, and several attendees spoke of the power and effectiveness of being able to “listen in” on this emotional preparation conversation.

Thanks to the efforts of KDOC VOD Program Coordinator (and co-facilitator) Holly Chavez, we were fortunate to have an in-person survivor of sexual assault, who had also participated in a VOD, to share some of her experience with us. Ronda, the survivor, had met last summer in a VOD with the offender, who is incarcerated in the Kansas system. Ronda was able to speak eloquently about the power of both the preparation and the dialogue process in her case, and Holly, who was a co-facilitator in the case, provided us with background, as well. Following Ronda’s presentation, a substantive Q&A session followed, and everyone loved this presentation. There were a few individuals who were somewhat new to the possibilities inherent in Victim-Centered VOD, and Ronda’s presence was tremendously illuminating for all.

The final session before the wrap-up was a floor discussion facilitated by Jon Wilson and Mark Odom on the subject of post-VOD resources and programming for offenders. This is an issue that continues to remain largely unaddressed, and the thrust of the discussion focused on whether our field’s failure to address this more directly creates, in effect, a disservice to victims/survivors. We focus sharply (as we must) on VOD being a service for victims/survivors. But when, in the aftermath of the VOD, offenders are simply “dropped” back into their ordinary surroundings, where virtually no one else

is likely to be reflecting on the issues that have been raised in the VOD preparation and dialogue process, is our field doing as much as it can, in terms of offender outcomes? This was mainly a chance to get the subject on the table, and it was a good starting point.

The wrap-up followed, and we made note of a number of items to consider for the next Summit. In addition, the subject of attracting more facilitators to future Summits was explored a bit, with the primary issues of concern including finding ways to create differing “tracks” for program managers and facilitators, and being very cautious about opening the attendance up so widely that we reserve larger hotel room blocks – and then have to pay for rooms that we end up being unable to fill. So far, having the Victim Service Directors or VOD Program Managers/Coordinators continue to designate those facilitators they want to attend the Summit appears to be the best approach.

After “dinner on your own” on Day Two a good crowd returned to the conference room for the screening of Therese Bartholomew’s documentary film, *The Final Gift*. This film is as intimate a portrait of a survivor’s grief and healing process as you may ever come across, and it concludes with a facilitated VOD between Therese, the survivor, and Karl, the offender, at his South Carolina prison. It’s a film that definitely pushes buttons among VOD facilitators and program managers alike, but it is a truly amazing expression of Therese’s own unique journey to healing and hope, in the aftermath of the murder of her brother. “Lively discussion” doesn’t quite do our discussion that evening the justice it deserves, but suffice to say that, if you get chance to see this film, by all means do so! For more information and a chance to view the trailer, go to: [www.thefinalgiftfilm.com](http://www.thefinalgiftfilm.com).



*Sofia, Holly Chavez’s daughter and NAVSPIC’s youngest conference attendee on record.*

# CONFERENCE RECAP

by Libby Keogh

Last year, corrections administrators and victim service providers from DOCs nationwide met in Kansas City to focus on victim/offender dialogue programs followed by education and discussion on ways to continue providing quality services for crime victims in tough economic times.

More than 40 professionals came together over a four-day period to discuss programs and topics focused on achieving a balanced criminal justice system within which crime victims have the opportunity to not only participate, but to receive quality services that meet the unique needs of those impacted by crime.

The first half of the conference focused solely on victim/offender dialogue (VOD) programs. Following presentations and discussions on topics such as VOD and media interest, criminal thinking in the VOD process, VOD research, case studies, and reports from new programs, participants returned in the evening for a film viewing depicting one survivor's journey through her own dialogue.

The two-day National Association of Victim Service Professionals in Corrections (NAVSPIC) conference brought relevant topics to attendees to address challenges that those providing services to crime victims in a corrections setting face on a regular basis. Tips for obtaining grant funding, methods to enhance restitution collection, inclusion of victim services in evidence-based decision making, and ways to partner with community batterer's intervention programs were a few of the presentations. Professor and author of *Parallel Justice for Crime Victims*, Susan Herman, challenged participants to define "justice" and encouraged brainstorming around ideas to expand the realm of typical services provided to crime victims within correctional systems that incorporate offender



*Left to right: Camie Borsdorf, Mark Odom, Libby Keogh, Lydia Newlin, and Anne Seymour*

accountability and to reach beyond typical correctional definitions and standards. Attendees heard directly from crime victims about their experiences with the criminal justice system and then identified opportunities for improvement and services, or interactions, that are crucial to maintain.

As the conclusion of the conference neared, more than 30 attendees, with at least 16 state and Canadian correctional agencies represented, met for dinner by the Kansas City Union Station where the lively discussion continued and valuable relationships and connections were formed.

Thank you to all who presented, sponsored, attended and helped to make the 2012 VOD Summit and NAVSPIC Conference possible.

# NATIONAL CRIME VICTIMS' RIGHTS WEEK & CAUCUS

by Anne Seymour

The U.S. Congressional Victims' Rights Caucus is "the victims' voice" on Capitol Hill. The mission of the Caucus is to elevate crime victim issues in Congress in a bipartisan manner without infringing on the rights of the accused, and represent and advocate before the Administration and within the U.S. Congress on behalf of crime victims.

This year, the U.S. Congressional Victims' Rights Caucus Awards Ceremony was held on Thursday, April 18th at 10 AM on Capital Hill. That afternoon, the Caucus hosted its Annual Policy Forum to discuss key Federal legislation and policies that affect crime victims and those who serve them. For more information, please visit: [vrc.poe.house.gov](http://vrc.poe.house.gov)

Since President Ronald Reagan became the first President to proclaim "National Crime Victims Week" in 1981, this important annual commemoration has become a time where crime victims and survivors, victim assistance and allied professionals (including parole), and the public take time to honor crime victims, and seek ways to improve victims' rights and services.

At the National level, the Office for Victims of Crime (OVC) within the U.S. Department of Justice will sponsor its annual National Crime Victims Service Award Ceremony on Wednesday, April 24 from 2:00-3:30 PM at the Office of Justice Programs in Washington, DC. Survivors, advocates, and allied professionals are honored for their contributions that improve the lives of victims in their communities, states, and nation. Advance online registration is required. For more information, please visit: <http://ovc.ncjrs.gov/ncvrv/events>



## CALIFORNIA'S LITTLE KNOWN RESTITUTION UNIT

California's best kept secret is the work performed by the Department of Corrections and Rehabilitation, Office of Victim and Survivor Rights and Services (OVSRS). Collecting restitution is only one of many services provided to victims whose offenders have been sentenced to state prison. OVSRS unknown restitution unit is dedicated to locating and identifying victims in cases where the offenders were ordered to pay victim restitution. Only 19% of offenders under the jurisdiction of CDCR have been order by the court to pay victims' for losses incurred as a direct result of the crime they committed. To date, \$3,766,259.00, have been disbursed to approximately 4,281 victims.

As a result of long standing relationship with other governmental agencies, CDCR continues to chip away at the vast number of cases that must be investigated and verified in order to disburse funds one case at a time. By statue CDCR is mandated to forward all money collected to CalVCP (California Victims of Crime Program) to hold in trust until such time as the victims' identity becomes known. Currently \$12 million dollars are being held pending either the victim stepping forward and claiming their money or the long arduous task of performing a search utilizing one of the many web based search engines available.

The unit was formed (May 2009) out of necessity when the Penal Code 2085.5 changed in 2007 authorizing CDCR to collect restitution from offenders even though the victims'

identity was not known. Prior to that, victims were required by law to contact CDCR and request restitution be collected from their offender's by CDCR on the victims behalf. Today CDCR collects approximately 1.5-1.8 million dollars a month from offenders (inmates, parolees and discharged offenders).

Only through collaborative efforts with county agencies (District Attorney's Office, Probation Department, Superior Courts, etc.) and the new legislation (AB2251 amending 1203c PC, authorizes the DA's office to send victim's information to the CDCR for the purposes of disbursing funds, effective. 1-1-13) will CDCR continue to advocate, collect and disburse funds to those victims whose offenders are under or have ever been under the jurisdiction of CDCR.

For additional information and assistance:  
Call Toll Free 1-877-256-6877

Mailing Address:  
California Dept. of Corrections and Rehabilitation  
Office of Victim and Survivor Rights and Services  
P.O. Box 942883  
Sacramento, CA 94283

Contact Us: [victimservices@cdcr.ca.gov](mailto:victimservices@cdcr.ca.gov)  
On the Web: [www.cdcr.ca.gov/victims](http://www.cdcr.ca.gov/victims)

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