

*QUALITY VICTIM SERVICES FOLLOWING CONVICTION:
LEARN FROM THE PAST, PREPARE FOR THE FUTURE*

MONDAY, MAY 21 – VICTIM OFFENDER DIALOGUE SUMMIT – DAY 1

ANGOLA – Tour of Louisiana State Penitentiary

8:15 AM - Day one begins with a bus trip to Angola and a tour of the Louisiana State Penitentiary. The Louisiana State Penitentiary is the state's oldest and only maximum-security prison, and is regularly toured by school groups, churches, and criminal justice professionals. Lunch will be provided on-site.

WORKSHOP: Victim Offender Dialogue: Participant Perspectives

Cassidy's mother was murdered one night at a convenience store in Jefferson Parish right outside of New Orleans, LA. As she was only 8 years old at the time of the murder, she was forced to live with many unanswered questions about that night. She discovered the LA VOD program online and worked through preparation for three individual dialogues. The three dialogues were completed, and she continues to be thankful for the process. Cassidy will share her story. Cassidy's case involves four offenders; Cassidy and Darryl will talk about the dynamics of how each dialogue came together on three, and why one didn't happen.

As a result of this training, participants will:

- Garner an understanding of what fueled Cassidy's desire to ask questions about her mother's murder;
- Appreciate the strength Cassidy had to continue with the process, even when family didn't support her or understand why;
- Realize why preparation is key.

Facilitator: Darryl Campbell

Notes for Day One:

At 8:15 AM, vehicles will be in front of the hotel – right outside of front doors. Pick-up and Drop-off will be in the same location.

Please do not bring money into the institution. Lunch is being provided by LA DOC. However, there is a museum gift shop on the outside of the institution that you may want to visit; your personal belongings will be secured in the buses outside the gates.

Please prepare to spend the day on-site at the LSP by reviewing the identification requirements and dress code for visitors here: <https://doc.louisiana.gov/contact/correctional-facilities/louisiana-state-penitentiary>

Buses will return participants to the hotel at approximately 4:00 p.m.

WELCOMING RECEPTION: 5:00PM – 7:30PM

Join your colleagues, old friends and new friends, at a Cajun inspired welcoming reception. Share yummy food and interesting stories – from the remarkable to the mind-boggling.

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TUESDAY, MAY 21 – VICTIM OFFENDER DIALOGUE SUMMIT – DAY 2

WORKSHOP: Victim Offender Dialogue: Past History, Present Practices, Future Challenges

As Victim Offender Dialogue programs become more prolific throughout the nation, it is critical for facilitators and program managers to understand the underpinnings of national standards in order to ensure quality programs continue. This workshop will present an historical perspective on the development of VOD programs, specific challenges that arose, and how the National Standards were developed and are practiced today. In addition, experts in the field will share their perspective of challenges that may arise as awareness of VOD increases, and more states offer these services.

As a result of this training, participants will:

- Discover how Victim Offender Dialogue began in this country and explore some of the early challenges to implementation.
- Learn and participate in a discussion specific to the VOD Standards that are supported by NAVAC.
- Explore future challenges as VOD becomes more available to victims/survivors across the nation.

Facilitators: Mary Roche and Daniel Torrez

WORKSHOP: Trauma-Informed and Resilience-Focused Approaches to VOD Processes *

This workshop will provide a foundation on the principles of trauma-informed care and highlight resiliency-focused engagement approaches to address common issues during the preparation and dialogue phases of the VOD process. Participants will work with case examples to gain an increased understanding of how to implement trauma-informed care throughout the VOD preparation and meeting processes to improve the experiences of victims. The workshop will also illustrate the effectiveness of providing information to VOD participants about trauma reactions and identify techniques for helping VOD participants build their own resilience strategies.

As a result of this training, participants will be able to:

- Define trauma-informed and resiliency-focused approaches.
- Understand how trauma affects the autonomic nervous system and how this may manifest in VOD.
- Identify four resiliency techniques for helping VOD participants identify and build their own resilience strategies.

Presenter: Mary Zinkin

WORKSHOP: ADC Victim Offender Dialogue Program: Navigating the VOCA Grant Funding Quagmire

VOD programs have been offered since 1993 to assist victims/survivors of violent crime on their journey of healing and recovery. This workshop will review the development and progress of the Arizona Department of Corrections' new VOD Program. This workshop will also discuss the ADC's goals for the program, program development timeline, national VOD snapshot and participant satisfaction and completion rates. The second half of the workshop will be a facilitated discussion on how the ADC was

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able to apply for and receive %100 VOCA Grant funding for the VOD-Program and VOD-Coordinator position.

As a result of this training, participants will be able to:

- Describe the concept of Victim Offender Dialogue (VOD) for Victims/Survivors of violent crime.
- Identify common goals associated with VOD for Victims/Survivors and Offenders.
- Discuss the development of VOD Programs nationally and VOD participant satisfaction & completion rates.
- Gain skills for navigating the VOCA Grant funding process, including key elements for a successful grant application.

Presenters: Daniel Torrez and Jaquel Moody

WORKSHOP: VOD Alternatives When Face-to-Face Dialogue Isn't Possible *

Most VOD facilitators have challenges meeting the needs of victims when the traditional option of face-to-face dialogue is not feasible. These challenges include inability to travel, a desire for answers without having to meet, or victims who may prefer letter writing. This session will present a variety of alternative methods for victims seeking facilitated communication or information from the offender.

As a result of this training, participants will be able to:

- List reasons face-to-face VOD may not be an option for some victims of crime.
- Describe VOD alternatives available when victims and offenders have agreed to a dialogue, but logistics prevent the VOD from moving forward.
- Discuss how advances in technology and increased collaboration between state VOD programs can provide effective tools for victims living in another state.

Presenter: Mary Roche

WORKSHOP: VOD Training - What Elements Should be Included?

Many states today are looking to expand or develop VOD services. As training demands increase, it is imperative that training programs adhere to basic elements in accordance with the VOD National Standards. Often, states rely on specific experts in the field to provide training, which can be costly or unfunded by their agency. This workshop will layout the components of a solid VOD training program, while also exploring variations that are necessary due to the uniqueness of states and agencies where the program will be implemented.

As a result of this training, participants will:

Learn the basic elements required for a quality VOD training program.

Explore how to adapt a VOD training program to a state's unique environment or policies and practices.

Learn best practices for ensuring their VOD program adheres to the national standards as part of their training and follow-up practices.

Facilitators: Daniel Torrez and Mary Roche

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WEDNESDAY, MAY 22 – NAVAC CONFERENCE DAY 1

General Session: Quality Victim Services Post-Conviction – World Café

The first corrections-based victim service programs began in the 1980s. NAVAC was formed in 2007 to bring together corrections-based victim service professionals to share knowledge, experiences, and opportunities for improved post-conviction victim services. Today, there is at least one post-conviction victim service provider in each state; and in some states there are multiple post-conviction victim service programs across several agencies.

This interactive session will provide participants the opportunity to learn directly from our colleagues and national partners about the variety of services provided by post-conviction victim service programs; discuss promising practices to consider replicating in our own jurisdictions; and introduce a framework to guide the future of post-conviction victim services. This session is divided into two parts; Part 1 on Wednesday and Part 2 on Friday.

As a result of this training, participants will:

- Gain a broader understanding of the variety of post-conviction victim services provided by counterpart programs.
- Be able to articulate details about some promising practices in post-conviction victim services that they might consider replicating in their jurisdiction.
- Improve collaboration and communication with their post-conviction victim service colleagues.

Facilitator: Jeri Costa

WORKSHOP: Victim Services Response to Corrections Staff Victimization

This session will provide participants information that will assist in gaining insight into the unique experiences of victims (our colleagues) who are victimized while on duty. Participants will be provided information about the critical components necessary for an agency to consider when developing a short term and long term trauma informed response to staff victimized while on duty. The instructor will provide specific sample resources and tools to use in developing or enhancing agency response plans to staff victims including “onboarding” techniques for staff returning to work following an assault. Finally, the instructor will provide information specific to ways staff can support one another in event of a situation that a staff is victimized while on duty.

As a result of this training, participants will gain:

- Gain insight into the unique experiences of victims who are victimized while on duty
- Learn about specific tools to use to assist agencies in supporting staff victims
- Identify and articulate ways staff can support one another in the event of a situation where a staff is victimized while on duty.

Presenter: Lydia Newlin

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WORKSHOP: Impact of Crime for Offenders programs – OVC Listen and Learn #

This session will be a facilitated conversation about the existing Impact of Crime curriculum (OVC's Listen & Learn) and current best practices, including updated modules some states are using such as Human Trafficking and "Victimless" Crimes. Discussion about strategies to sustain the program within corrections through challenging budget, staffing and low morale times; and about the critical need for research to continue validating this important program! Where do we go from here?

As a result of this training, participants will gain:

- A basic overview of OVC's Listen & Learn curriculum and new, emerging topics that some advocates have added more recently.
- At least three strategies to sustain momentum for effective program implementation and oversight.
- At least three documented Impact of Crime research projects will be shared as well as suggestions for future data collection.

Facilitator: Karin Ho

WORKSHOP: Alternative Restorative Justice Practices: Alternatives to VOD for Victims and Offenders

While Victim Offender Dialogue is a powerful and meaningful restorative justice practice, VOD is not an option for many victims and offenders. The reasons may include: Offender lacks capacity or interest in participating; No offender was identified; Offender is deceased; Victim is not interested in engaging directly with the individual offender.

Alternative practices to be discussed in this workshop include restorative justice classes with victim testimony, prison-based restorative justice symposia and days of healing.

As a result of this training, participants will:

- Be able to identify and describe the range of alternative restorative justice practices available to victims and offenders in California and identify when these practices might be appropriate for victims and offenders.
- Be able to identify the benefits of alternative restorative practices available to victims and offenders in California.
- Learn about strategies to develop these practices within their states.

Presenter: Rebecca Weiker

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THURSDAY, MAY23 – NAVAC CONFERENCE DAY 2

WORKSHOP: CISM - Beyond Peer Support: A Collaborative Approach #

Some corrections-based victim service providers are finding that when a critical incident occurs in their correctional agency, staff and management often seek out the expertise of their victim services staff even if there is not a formal mechanism in place for doing so. Are you prepared?

What do staff truly need in the aftermath of critical events and how can correctional agencies partner to build effective programs together?

Through this workshop, participants will learn the basic principles of CISM Programming, Peer Support, Post Critical Incident Seminars (PCIS) as well as Desert Waters. What is research telling us about the effectiveness of peer programs as well as what means the most to our staff? Presenters will share a unique partnership between the South Carolina Department of Corrections and NIC to assist other states in providing effective services in the aftermath of critical incidents. We may not be able to prevent all critical events, but we can certainly provide timely, effective support to help them in the aftermath! Don't wait until a tragedy happens within your agency to implement a CISM Program!

As a result of this training, participants will:

- Learn the holistic approach to effectively supporting correctional staff who have experienced trauma.
- Learn about how Post Critical Incident Seminars are being incorporated within corrections through an innovative approach that South Carolina is taking.
- Learn at least three strategies to collecting data and researching the effectiveness of a CISM Program

Presenters: Karin Ho and Lorie Brisbin

WORKSHOP: Post-Conviction Victim Safety Planning *

Post-conviction safety planning has become increasingly more specific to the needs of the victim when offender reentry occurs. Through an overview of a case study and discussion, this session will focus on the nuances of victim safety planning provided by corrections-based victim service programs and provide examples of how to implement this critical service even with a small victim service program staff.

As a result of this training, participants will be able to:

- Describe the development and use of victim safety planning services in corrections-based victim service programs that have minimal victim service staff.
- List the required guidelines for victim safety planning in conjunction with offender reentry.
- Identify at least three corrections-based safety planning techniques.

Presenter: Mary Roche

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WORKSHOP: And the Survey Says... Post-Conviction Victim Services National Gap Assessment Update

NAVAC was awarded a grant by the Office for Victims of Crime in the fall of 2017 to assess the current state of corrections and parole-based victim services across the nation, gather promising practices in post-conviction victim services, and develop a best practices toolkit for the field of post-conviction victim services.

Many of you provided input in the development of the NAVAC Post-Conviction “survey of all surveys” and gave of your valuable time to complete the long and detailed survey. Some of you contributed further by agreeing to participate in interviews so the project coordinators could dig a little deeper yet.

The NAVAC Post-Conviction Grant Project Team will go over what has been learned from the Gap Assessment and a preview of the Gap Assessment Report. Participants will also get a peek into the online best practices toolkit currently under development.

As a result of this training, participants will:

- Obtain a broader view of the scope of post-conviction victim services throughout the nation.
- Learn about some promising practices for improving post-conviction victim services.
- Preview NAVAC's Promising Practices in Post-Conviction Victim Services Online Toolkit.

Presenters: Lydia Newlin, Jeri Costa, Brittany Anderson

WORKSHOP: Best Practices for Managing Victim Services Technology

This session will highlight the new Integrated Victim Services System utilized by the Texas Department of Criminal Justice Victim Services Division. This system utilizes current technology to provide automation and modernization of victim notifications and division programs. The workshop will discuss notifications, resources, and the new victim and criminal justice online portals. The session will also discuss lessons learned in managing the transition from manual to automated processes both internally and externally.

As a result of this training, participants will:

- View an automated case management and victim notification system.
- Identify best practices for managing technology projects in victim services.
- Identify new resources to assist and promote self-advocacy for victims of crime.

Presenter: Mary McCaffity

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WORKSHOP: Responding to Secondary Trauma by Building Resilience *

This workshop will help participants understand and recognize symptoms of secondary and vicarious trauma and the toll it takes on individual staff as well as their work teams and agencies. This interactive workshop will focus on building individual and team resilience through engaging and useful exercises. An introduction to the Vicarious Trauma Toolkit (VTT) will provide an overview of organizational strategies that contribute to a vicarious trauma-informed workplace for VOD and post-conviction victim service agencies.

As a result of this training, participants will be able to:

- Describe the negative as well as positive effects that workplace trauma exposure can have on individuals providing care and services for trauma survivors.
- Discuss current research and best practices to address vicarious trauma in the context of VOD and post-conviction victim services.

Presenter: Katherine Manners and Lisa Tieszen

FRIDAY, MAY 24 – NAVAC CONFERENCE DAY 3

General Session: World Café Part 2 - The Future of Post-Conviction Victim Services

This interactive session will incorporate what we discussed and learned in World Café Part 1.

In Part 2, we will sort our big ideas into bold actions for the future.

Facilitator: Jeri Costa

General Session: NAVAC Learn from the Past, Prepare for the Future

This interactive session will be facilitated by members of the NAVAC Board. Learn about the recent work of NAVAC and participate in planning for the future of the association and for future NAVAC Conferences. The National Association of Victim Assistance in Corrections is a membership association; NAVAC's Annual Business Meeting and Annual Elections are incorporated into this session.

Facilitator: Saydyie DeRosia, NAVAC President