



VAP Connect



SOP Number VAPC2020

SOP Title VAP Connect

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READ BY			
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1. PURPOSE

The purpose of VAP Connect is to provide an online community and forum for New York State Office of Victim Services (OVS)-funded Victim Assistance Programs (VAPs) to come together, network, and share valuable information and best practices with one another.

2. INTRODUCTION

Hosted by OVS, VAP Connect will allow members to network with one another in a semi-moderated space (where registered users only are permitted to post and interact) in an effort to foster connections and build community. While the forum's main function is to allow VAPs to connect with one another, it will also provide registered members with opportunities to communicate with and receive updates from OVS directly.

This procedure document describes expectations for using VAP Connect and provides access to forum resources, including terms of use for participation. It also documents responsibilities and duties of OVS staff and registered members so that requirements and expectations for all parties are clear.

3. DISCLAIMER

OVS reserves the right to amend any of these or related provisions, such amendments to be effective upon date of publication. In addition, OVS reserves the right to temporarily suspend any or all Forum activity or permanently suspend any or all Forum activity at any time.

4. RESPONSIBILITIES

OVS staff are responsible for:

- Maintaining a minimum of six designated OVS staff (representing each OVS Unit) for participation in a VAP Connect Workgroup and to serve as forum moderators [Training & Outreach Unit];
- Approving forum member registration requests within 5 business days [Training & Outreach Unit]
- Ensuring online community is a safe space for all users to engage through the following actions [VAP Connect Workgroup]:
- Reviewing all forum threads and sub-threads specific to OVS staff unit purview, a minimum of two times a week [VAP Connect Workgroup];
- Assigning back up for reviewing forum threads and sub-threads in the event of workgroup member absence, and sharing this back up with supervisors and the Training & Outreach Unit [VAP Connect Workgroup];
- Posting relevant content and updates on behalf of OVS and each OVS unit represented on the forum [VAP Connect Workgroup];
- Flagging, editing, removing and/or deleting posts and users deemed to not meet best practices outlined in the [VAP Connect Forum Guidelines](#) [VAP Connect Workgroup];

- Responding to, moving, tagging and/or adding hashtags to posts relevant to other discussion threads [VAP Connect Workgroup];
- Responding to inquiries, comments and suggestions shared through the VAP Connect *Contact Us* feature [Training & Outreach Unit];

VAP Connect registered users are responsible for:

- Reading and agreeing to all details outlined in the [VAP Connect Forum Guidelines](#) prior to completing registration to become a member;
- Ensuring online community is a safe space for all users to engage;
- Agreeing to complete ownership and accuracy of all content posted under member profile, username and associated account information;
- Waiving all rights to hold OVS liable for any content posted by members;
- Engaging in thoughtful, productive and safe communication in threads.

5. FORMS/TEMPLATES TO BE USED

VAP Connect Standard Operating Procedures [This Document]

6. INTERNAL AND EXTERNAL REFERENCES

Internal References

[OVS VAP Training Center](#)

[OVS VAP Connect](#)

External References

[VAP Connect Online Community](#)

[VAP Connect Forum Guidelines](#)

7. CHANGE HISTORY

SOP no.	Effective Date	Significant Changes	Previous SOP no.