

New York State Office of Victim Services (OVS)

Training and Technical Assistance Request Program (TTARP)

2022 - 2023
Catalog of Services

TTARP Provider:

**The City University of New York's
Institute for State and Local
Governance (ISLG)**



Office of
Victim Services



CUNY INSTITUTE
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About TTARP

OVS TTARP provides free, customized training and technical assistance to OVS-funded Victim Assistance Programs (VAPs) to help them run their programs efficiently and effectively and increase their capacity to serve crime victims across New York State. ISLG is the designated provider for TTARP and is available to support VAPs across several different Purpose Areas described in this catalog.

A note on language: We recognize that different individuals, communities, and agencies use different terms to describe similar things such as “survivor” vs. “victim” or “trigger” vs. “trauma cue.” ISLG aims to utilize terms that are most responsive to the needs and preferences of the field, but no term will fully capture all the nuances of the concept, so we appreciate your understanding if there is a term used that differs from the language you use.

Submitting a Request

Requests are processed via a SurveyMonkey [request form](#). In the form, please include:

- A statement of need describing the challenges or areas of growth you are looking to address through TTARP
- Your desired outcomes
 - If relevant, this may include short- and long-term outcomes
- The topic(s) from the catalog that most closely align(s) with the described need
 - You may select multiple topics with a brief explanation for why multiple topics are relevant
 - You may select “another topic not listed here” and describe the topic
 - You may select “unsure” if you do not know what topic would be most helpful
- The desired timeframe for starting the project
- The preferred modality and length of the project
- The desired target audience (e.g. direct service staff, administrative staff, leadership etc.) and estimated number of people to be trained

Once a request is approved by OVS, ISLG will collaborate with you to develop a project proposal that will address your need.

Please note, only current OVS-funded program directors or executive directors are authorized to submit a TTARP request. All unauthorized requests will be denied. In addition, all training and technical assistance request approvals are contingent upon the availability of state and federal funding.

[CLICK FOR THE TTARP
REQUEST FORM](#)

Available Modalities

Different needs are best addressed with different approaches. All topics described in this catalog can be provided using the following modalities or a combination of these modalities. ISLG will work with the VAP's leadership to ensure the modalities utilized are going to be effective for the agency's particular needs and context. Please note, in-person TTARP projects may be subject to available funding and local and state health and safety protocols.

In-Person and Virtual Trainings

- The format of trainings will be tailored for each project but often consist of multiple components such as lectures, small group discussions, individual reflection, interactive activities, and skills practice
- Shorter trainings (1-3 hours) are only available virtually, and longer trainings (half-day or longer) may be provided virtually or in-person
- There is no limit for audience size, but when possible, larger groups (20+ people) may be broken down into multiple, smaller groups to enhance learning

1-1 and Small Group Coaching

- Coaching provides opportunities for more focused and individualized problem solving, training, and reflection around specific challenges
- Coaching may be done on an individual basis or with small groups (less than approximately 8 participants)
- Often, coaching consists of multiple sessions to provide opportunities to reflect on progress

Consulting and Technical Assistance

- Consulting and technical assistance can take many forms such as reviewing existing policies, procedures or other documents, supporting specific projects, or brainstorming new initiatives or strategies
- The length of consulting and technical assistance projects varies depending on need

Hybrid

- Some projects are most useful with a combination of these modalities, such as a training followed by coaching

Target Audience

- All TTARP projects can be tailored to different audiences such as direct service staff administrative staff, leadership, and/or other groups
 - When submitting a request, you may specify if there is a target audience, otherwise, ISLG will work with you to determine the most appropriate target audience
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Purpose Areas

The Catalog of Services is broken into five Purpose Areas:

- [1\) Trauma-Informed Organizations](#)
- [2\) Organizational Sustainability](#)
- [3\) Leadership and Supervision](#)
- [4\) Engagement and Outreach](#)
- [5\) Program Development](#)

Each Purpose Area contains trainings to address specific challenges VAPs may face, increase their capacity, and improve overall agency health.

This section gives an overview of each Purpose Area, as well specific topics that may be selected when submitting a TTARP request. The numbered headers refer to the Purpose Area, and the lettered sub-headers refer to the topics (e.g. 1a, 1b, 2a, etc.) which correspond with the selections on the request form. Each topic lists examples of the types of content training and technical assistance might include.

Please review these Purpose Areas to help you focus on what you think your program most needs to achieve your desired outcomes.

1) Trauma-Informed Organizations

This Purpose Area will focus on building the capacity of organizations to integrate trauma-informed (TI) principles into the structure of their organizations and programs. These trainings are designed to move beyond providing trauma-informed care to clients but rather equipping staff with the skills necessary to ensure the organization as a whole is trauma-informed.

1a. Introduction to Trauma-Informed Organizations

- Introductory training on TI principles
- Assessing and building readiness for implementing organizational level TI practices
- Integrating TI framework and values into agency policies, protocols, and procedures
- Best practices for TI internal and external communications
- Strategies for implementing TI practices

1b. Conflict Resolution and Accountability

- Training on the relationship between trauma, conflict, accountability, and healing
- Developing and implementing strategies for conflict resolution such as restorative justice, mediation, communication skills, and consensus processes
- Community building and effective communication as tool for conflict prevention
- Developing internal accountability processes
- Utilizing strengths-based and person-centered conflict-resolution and accountability
- Modeling conflict resolution and accountability

1c. Implementing Agency-Wide Trauma-Informed Supervision*

- Building trauma-informed supervision into an agency's structure
- Reviewing existing agency/program supervision structures
- Strengths and purposes of different supervision structures
- Creating effective systems for receiving feedback on supervision structures
- Supporting supervisors using a trauma-informed lens

**This topic is focused on how to build trauma-informed supervision into organizational structure at the agency level. For training on trauma-informed supervisory skills for individual supervisors, please see [Trauma-Informed Management](#) under the Leadership and Supervision Purpose Area on page 9. These two topics may be integrated to provide both a micro- and macro- level understanding of trauma-informed supervision.*

2) Organizational Sustainability

This Purpose Area will focus on concrete tools that organizations may use to strategically sustain operations as the funding landscape changes and community needs evolve. Particularly with ongoing challenges relating to the pandemic, this Purpose Area will aim to reinforce the foundation of community-based organizations and nonprofits to adapt to these changes.

2a. Demonstrating Programmatic and Organizational Success

- Understanding and simplifying program evaluation and performance management
- Community-centered and participatory approaches to program evaluation and performance management
- Assessing measurement capacity and identifying opportunities and resources for measuring impact
- Effective case management for demonstrating programmatic success
- Defining organizational success
- Clarifying roles for measuring and demonstrating success

2b. Strategic Planning for Organizations

- Developing a vision, mission, goals, and key activities
- Logic modeling and theory of change for strategic planning
- Reviewing organizational structure to build on existing strengths
- Clarifying roles and responsibilities
- Assessing progress on past strategic plans

2c. Understanding Requests for Proposals (RFPs) and Writing Effective Grant Proposals*

- Understanding the lifecycle of a grant
- Creating stakeholder buy-in to prepare for creating and implementing a proposal
- Researching funders and determining fit
- Developing a work plan
- Skills for concise and compelling writing

**We are not able to answer specific questions about OVS funding opportunities or directly assist with grant writing, but we will work with you to gain the skills needed to increase organizational capacity for responding to RFPs and writing effective proposals.*

3) Leadership and Supervision

This Purpose Area will aim to provide existing leadership with tangible skills to further their development and help equip organizations to identify and develop emerging leaders, and in turn, increase organizational sustainability.

3a. Successfully Supporting Staff with Lived Experiences

- The role of equity in supporting staff with lived experiences
- Supporting the emotional needs of staff with lived experiences while maintaining appropriate boundaries
- Understanding the distinction between valuing and tokenizing lived experience
- Creating spaces for staff to process re-traumatizing or triggering events
- Identifying, preventing, and responding to staff members' triggers

3b. Creating an Accessible Organization for Disabled Staff

- Assessing barriers to accessibility
- Developing and strengthening policies and procedures for accommodations
- Addressing explicit and implicit bias within the workplace
- Understanding ableism and its intersections
- Models of disability and implications for disabled staff

3c. Developing Talent from Within

- Developing an equitable promotion policy
- Identifying emerging leaders
- Creating sustainable staff development initiatives
- Strategies for collaboration across staff levels to enhance skill development

3d. Making the Transition to Supervisor

- Peer coaching groups for new supervisors
- Training on supervising supervisors
- Strategies for managing performance
- Adapting supervision styles to meet varying needs

3e. Trauma-Informed Management*

- Supporting staff experiencing vicarious trauma and re-traumatization
- Integrating principles of trauma-informed care into supervision structures
- Training on equity and trauma-informed supervision
- Understanding the different types of supervision and their purpose
- Maintaining appropriate boundaries while enhancing trauma-informed supervision

**This topic is focused on trauma-informed supervisory skills for individual supervisors. For training relating to building trauma-informed supervision into organizational structures, please see [Trauma-Informed Supervision](#) under the Trauma-Informed Organizations Purpose Area on page 6. These two topics may be integrated to provide both a micro- and macro- level understanding of trauma-informed supervision.*

4) Engagement and Outreach

This Purpose Area will aim to equip organizations to improve their outreach in the communities they serve and integrate survivor-centered frameworks into their organizational structure. It will also support organizations in centering equity and anti-oppression in engagement and outreach to ensure those who are often disproportionately affected by violence are being reached with intentionality and a focus on social justice.

4a. Developing Meaningful Survivor Engagement Models

- Identifying and implementing strategies for partnering with survivors
- Training on the spectrum of survivor engagement
- Developing models of survivor engagement
- Key principles of survivor engagement
- Assessing an organization's readiness for survivor engagement

4b. Strategies for Partnering with Law Enforcement

- Stakeholder engagement with law enforcement
- Understanding the role of law enforcement in supporting victims of crime
- Developing processes for collaborative engagement

4c. Engaging Survivors Who've Experienced Polyvictimization

- Understanding trends in polyvictimization
- Supporting intersecting forms of violence and victimization
- Developing ongoing training processes to ensure all staff have foundational knowledge across the spectrum of victimization
- Assessing staff and organizational knowledge on various forms of violence and polyvictimization

4d. Conducting Community Needs Assessments

- Identifying approaches to community needs assessments
- Developing tools and protocol for implementing community needs assessments
- Understanding results from community needs assessments
- Engaging community members in the needs assessment process

5) Program Development

This Purpose Area will provide tangible skills and resources for program staff and agency leadership seeking to develop skills in strategically identifying, developing, piloting, and managing new and established interventions and programs.

5a. Project Management

- Developing Gantt charts and other project management tools
- Models for project management such as [DARCI](#) and [MOCHA](#)
- Defining roles and responsibilities
- Best practices for effective project management

5b. Integrating Evidence-Based Interventions with Innovative Approaches

- Understanding fidelity and evidence-based interventions
- Identifying appropriate evidence-based or evidence-informed interventions
- Interpreting and applying best practices from research
- Utilizing community input in the implementation of interventions

5c. Strategic Planning for Programs

- Utilizing logic modeling and theory of change to identify key program activities
- (Re)evaluating a program's mission and goals
- Connecting a program's strategic plan to the wider agency's strategic plan
- Defining and clarifying roles and responsibilities for program staff

5d. Strengthening Prevention Programming

- Understanding models of violence prevention
- Developing and implementing trauma-informed prevention programs
- Effectively integrating prevention and intervention services