



Resilience:

Redefining Victim Services in an Age of Uncertainty

2023 Conference • August 22 – 24 • Albany, NY

Workshop Session Catalog



Resilience:

*Redefining Victim Services
in an Age of Uncertainty*

2023 Conference
August 22 – 24 • Albany, NY

CONFERENCE AT A GLANCE

TUESDAY, AUGUST 22, 2023

9 – 11:45 a.m.	Conference Registration	2 nd Floor
10 – 11:15 a.m.	OPTIONAL PRE-CONFERENCE SCREENING <i>Note: no food will be served</i>	King Street Ballroom
Noon – 2 p.m.	WELCOME AND CONFERENCE OPENING	King Street Ballroom
2 – 3:30 p.m.	Breakout Session 1	Breakout Rooms
3:30 – 3:45 p.m.	Break	
3:45 p.m. – 5:15 p.m.	Breakout Session 2	Breakout Rooms

WEDNESDAY, AUGUST 23, 2023

8 – 9:30 a.m.	Breakfast <i>(provided)</i>	
9:30 – 11 a.m.	MORNING PRESENTATION	King Street Ballroom
11 a.m. – Noon	Open networking	
Noon – 1:30 p.m.	Lunch <i>(provided)</i>	Breakout Rooms
1:30 – 3:15 p.m.	AFTERNOON PRESENTATION	King Street Ballroom
3:15 – 3:30 p.m.	Break	
3:30 – 5 p.m.	Breakout Session 3	Breakout Rooms
5 p.m.	Networking event <i>(light fare food provided)</i>	

THURSDAY, AUGUST 24, 2023

7:30 – 9 a.m.	Breakfast <i>(provided)</i>	
9 – 10:30 a.m.	MORNING PRESENTATION	King Street Ballroom
10:30 – 10:45 a.m.	Break and hotel check out	
10:45 a.m. – 12:15 p.m.	Breakout Session 4	Breakout Rooms



WORKSHOP SESSION BREAKDOWN

TUESDAY, AUGUST 22, 2023					
	Workshop 1	Workshop 2	Workshop 3	Workshop 4	Workshop 5
Session 1 2 - 3:30 p.m.	Proactive Stress Management: How to Use Energy Management to Prevent Burnout and Compassion Fatigue	Creating a Trauma Informed Environment for Children	Building Resilient Systems for Older Adults through E-MDT Collaboration	Youth Dating Abuse, Survivorship & Resilience	A Victim Centered-Approach: Providing Long-term Support for Those Impacted by Tragedy
Breakout Room:					
	Workshop 6	Workshop 7	Workshop 8	Workshop 9	Workshop 10
Session 2 3:45 p.m. – 5:15 p.m.	Buffalo Strong: The Role of Victim Assistance Programs During a Mass Casualty Event	Safety Considerations for Victim Service Providers in an Age of Uncertainty	Trauma-Informed Supervision: Promoting Resilience through Safety, Empowerment, and Attunement	The Human Tide: Conversations, Limitations, and Solutions	Organizational Responses to Vicarious Trauma
Breakout Room:					
WEDNESDAY, AUGUST 23, 2023					
	Workshop 11	Workshop 12	Workshop 13	Workshop 14	Workshop 15
Session 3 3:30 p.m. – 5 p.m.	Countering the Dual Oppression of Racism and Ableism	Resiliency in the Moment: Adjusting to Change in Real Time	Resourcing for Resilience: Trauma-Informed Strategies for Sustainable Practice	From Stress to Strength: Tools for Working with Older Adults	Peer Support for Spinal Cord Injuries from Gun Violence
Breakout Room:					
THURSDAY, AUGUST 24, 2023					
	Workshop 16	Workshop 17	Workshop 18	Workshop 19	Workshop 20
Session 4 10:45 a.m. – 12:15 p.m.	Resilient Leadership Improves Wellbeing and Retention	Restoring Resilience: A First Aid Toolkit for Building Resilience in the Face of Trauma	Breaking Barriers: Serving Incarcerated Survivors	Overcoming Adversity: A Survivor's Story of Resilience	Understanding Mass Violence and Promoting Recovery for Survivors
Breakout Room:					

Conference agenda is subject to change.
Please visit ovs.ny.gov/conference for the most up to date conference information!



PLENARY PRESENTATIONS

Tuesday, August 22, 2023

Special Screening – 10 a.m.

Portraits of Professional CAREgivers: Their Passion, Their Pain

Kick off the 2023 OVS Conference with an optional screening of the documentary *Portraits of Professional CAREgivers: Their Passion, Their Pain*.

Portraits of Professional CAREgivers: Their Passion, Their Pain is a documentary film based on interviews with nurses, social workers, clinical psychologists, doctors, firefighters, first responders who rescue, assist, and help to heal the injured and traumatized — and tell their own remarkable and often painful stories. The film takes us on a journey into a world the public rarely sees, depicting emotional costs experienced by professional care providers and probing the emotional consequences of professional public service.

The film asks the question: How are professional caregivers and first responders affected emotionally and physically? Who helps them? Viewers discover that engaged, empathic caregiving can sometimes be an occupational hazard; we explore the painful and human sides of these professions and vulnerable responses to trauma -- Compassion Fatigue -- also known as Secondary Traumatic Stress or Vicarious Trauma. The film also addresses high levels of career satisfaction and professional meaning that caregivers experience. Ultimately, the film provides ways to cope and recover from toxic stress in the workplace.

Please note that attendance at this pre-conference event is optional, and attendees will be responsible for their own lunch accommodations.



Welcome and Conference Opening – Noon

Building Cultures of Care: Supporting Victim Service Agency Staff Impacted by Interpersonal and Racial Trauma

Richard D. Smith, Founder, *Alignmeant Global*



This presentation focuses on the critical need for victim-service organizations to create cultures of care and healing-centered practices that center the experiences of staff who are survivors of violence and/or impacted by the criminal justice system, particularly staff of color. Research shows that interpersonal trauma and racial trauma are linked and can have compounded effects on individuals who have experienced both. This is particularly true for victim service agency staff who are survivors of color, who may face unique challenges related to systemic oppression, discrimination, and marginalization.

In this presentation, we will discuss practical strategies and tools that victim-service organizations can use to create healing-centered cultures of care for staff, particularly those who have experienced interpersonal and racial trauma. We will share examples of practices from victim-service organizations that have implemented healing-centered practices, including staff wellness programs, trauma-informed care, and restorative justice approaches.

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

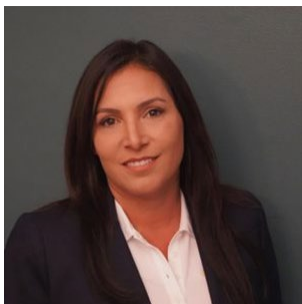
- Explore unique challenges faced by victim service agency staff who are survivors of color
- Understand the intersection of interpersonal and racial trauma, and how this can impact victim service agency staff of color
- Learn practices to create healing-centered cultures within their organizations

Wednesday, August 23, 2023

Morning Presentation – 9:30 a.m.

Music is Medicine: The Power of Sound

Kelly Jackson, Founder and Rockstar, *InnoNative Solutions*



Kelly Jackson (SWP) is an international award winning Native American artist. Her edgy and soulful pieces have decorated stages across the United States, Europe, and Canada. Her music has gained admiration for its unique flare, soulful vocals, and remarkable ability to inspire and empower her listeners. Kelly infuses music and educational sessions in a way that celebrate the indigenous power of music and storytelling as Music is Medicine: The Power of Sound. Through innovative ways, Kelly engages music to address issues such as historical trauma, violence against women, lateral violence and community empowerment and development regarding indigenous communities.



Afternoon Presentation – 1:30 p.m.

FABULOUS Framework of Resilience

Barbara Rubel, BS, MA, BCETS, DAAETS, Keynote Speaker, Author, Trainer, *Griefwork Center, Inc.*



Providing trauma-informed care can take a toll on empathetic and compassionate victim service providers. They can experience vicarious trauma due to being exposed when working with victims of crime. Two elements of compassion fatigue, burnout and secondary traumatic stress can impact their wellbeing. Attendees may have a history of trauma and have a high ACEs score, which can impact their current job. Moreover, providing support to victims can trigger their own past issues.

They may be dealing with the aftermath of the pandemic and have experienced personal losses. This conference brings attendees together to network and share ideas. It also gives them the opportunity to share issues troubling them, such as moral injury. Whether they are a student, starting out in their career, a seasoned professional, or a leader, this program will enhance their understanding of resilience building strategies. During this vicarious-trauma informed program, attendees will identify a **FABULOUS framework for Wellness** that focuses on resilience building best practices. Eight elements of the resilience building framework are flexibility, positive attitude, boundaries, being united, laughter, optimism, understanding job satisfaction and self-compassion.

After this session, participants will be able to:

- Identify evidence-based practices to mitigate compassion fatigue and vicarious trauma.
- Choose eight-character strengths that when put into practice, build resilience.
- Recognize how meaning making, gratitude, and compassion satisfaction build psychological resilience.



Thursday, August 24, 2023

Morning Presentation – 9 a.m.

Trauma and the Resilience Paradox: The Crucial Role of Regulatory Flexibility

George Bonanno, Ph.D., Professor of Clinical Psychology, *Columbia University*



Decades of research has shown that response to potentially traumatic events produce various prototypical trajectories of outcome, the most common being a stable trajectory of healthy functioning, or resilience. Paradoxically, correlates of these patterns show uniformly small effects, i.e., they say little about who will actually be resilient and who not. Possible explanations for this paradox include the fact that the challenges presented by highly aversive situations are highly variable and that virtually all traits and behaviors have both costs and benefits. Thus, what

works in one situation may not work as well, or may even be harmful, in another. How can people solve this paradox and find their way to resilience? The answer, I will propose, is through the process of flexible self-regulation. I will elaborate on this process in some detail and conclude the talk by reviewing recent studies and new directions on regulatory flexibility.

This session is designed to help you:

- Distinguish prototypical patterns trauma reactions
- Apply knowledge of divergent response patterns to clinical practice or in mental health settings
- Gain knowledge about response flexibility as a key component of resilient outcomes



Workshops

Tuesday, August 22, 2023

Breakout Session 1: 2 p.m.

Workshop 1

Proactive Stress Management: How to Use Energy Management to Prevent burnout & Compassion Fatigue

Erin Halligan-Avery, Ph.D., President, *ConcernCenter, Inc.*

Working as a helping professional in today's climate can be (and is, for many) exhausting. More people are seeking support, the support they need is more complex, professionals are leaving the field, our work/life obligations are ever-growing - each of which are contributing to feelings of overwhelm and exhaustion for many. If we are not aware of how to proactively manage the energy we give to others daily, we will ultimately exhaust our own physical and emotional reserves. Over time, this will lead to burnout and compassion fatigue. This session provides helping professionals with burnout and compassion fatigue prevention strategies. During this session you will develop a foundational understanding of energy management, how you can proactively implement systems of self-care, and develop an awareness of your warning signs for burnout and compassion fatigue before it takes a greater toll.

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

1. Identify how stress shows up for you personally and professionally
2. Define energy management
3. Identify practical energy management, stress management, and compassion fatigue management strategies for use immediately following the session

Workshop 2

Creating a Trauma Informed Environment for Children

Andrew O'Meara, Project Coordinator, *Institute for Disaster Mental Health at SUNY New Paltz*
Amy Nitza, Ph.D., Executive Director, *Institute for Disaster Mental Health at SUNY New Paltz*

While all victim services work is difficult, those cases involving child victims can be particularly challenging. This workshop will provide information about how exposure to both acute and chronic trauma impacts children, including information about how chronic trauma impacts the developing brain. Also covered in this workshop will be common trauma reactions among children which may result from exposure to acute and chronic trauma. The workshop will conclude with information and discussion about how to create trauma-informed spaces as victim advocates and barriers to creating those types of environments.

In this session, participants will:

1. Understand and identify children's reactions to acute and chronic trauma.
2. Learn principles and strategies to facilitate a trauma-informed, healing environment for children.
3. Learn how to use bibliotherapy with the book ***An Unusual Situation*** to support children and promote coping.



Workshop 3

Breaking Barriers: Connecting Service Providers with the Online Community

Leigh Goulbourne, Technical Assistance Program Coordinator, *New York City Elder Abuse Center @ Weill Cornell Medicine*

Anna Stetzel, E-MDT Statewide Technical Assistance Provider, *Lifespan of Greater Rochester, Inc.*

Lindsay Calamia, E-MDT Program Manager, *Lifespan of Greater Rochester, Inc.*

Jill Rutledge, E-MDT Statewide Technical Assistance Provider, *Lifespan of Greater Rochester, Inc.*

Join us for an engaging workshop on utilizing Enhanced Multidisciplinary Teams (E-MDTs) as an effective tool for identifying client risk and mitigating harm. This workshop will explore strategies for building resilient systems to support older adults and provide insights into how the E-MDTs can be leveraged to share the workload and improve collaboration between team members. Presenters will discuss the benefits of partnering with an E-MDT Coordinator for case consultations and the value of multidisciplinary team reviews. Whether you work in healthcare, social services, or another field, this workshop will provide valuable insights and tools for supporting older adults and building stronger, more effective systems of care. Say goodbye to throwing spaghetti at the wall and learn practical strategies for navigating response systems through the power of E-MDTs.

In this session, participants will:

1. Learn to effectively identify elder abuse cases.
2. Explore strategies to promote resilience a collaborative approach that draws on the expertise of multiple disciplines.
3. Hear from E-MDT members from across the state via interactive training materials.

Workshop 4

Youth Dating Abuse, Survivorship & Resilience

Jamie Lim, LMSW, Social Worker, *Day One*

Natalie Rentas-Titus, Director of Social Services, *Day One*

Day One specializes in working with young survivors of intimate partner violence (IPV) aged 24 years and under. Approximately 30% of high school students who are dating have experienced sexual and/or physical dating violence in their relationships within the past year. Unfortunately, despite these staggeringly high numbers, less than 3% of young people seek help from adults like teachers, counselors, or law enforcement. During our presentation we will highlight the particular challenges, barriers, and resilience of young people. We will build awareness around the image of what a young survivor looks like and their experiences and debunk myths regarding young people's relationships. Most importantly, we will share the immense resilience young folks have and highlight the importance of partnering with young folks to end intimate partner violence.

As a result of this workshop, participants will:

1. Better understand Intimate Partner Violence amongst young people
2. Explore what supporting a young survivor might look like
3. Develop an appreciation of the importance of working with young people and their resilience



Workshop 5

A Victim-Centered Approach: Providing Long-term Support for Those Impacted by Tragedy

Mary Fetchet, Founding Director and President, *Voices Center for Resilience*

The presenter will share her personal perspective, both as a mother whose son died in the September 11th attacks, and how her background as a social worker influenced her efforts to establish Voices Center for Resilience (formerly known as Voices of September 11th). She will reflect on her 21 years of experience leading an organization that provides long-term support for 9/11 families, responders, and survivors, and more recently the 5,500 families of those who have died of 9/11-related illness due to their exposure to toxins.

The presentation will focus on the immediate, short-and long-term needs of victims' families, responders, survivors, and the community-at-large. The discussion will include an overview of the resources individuals and families need to overcome grief and trauma and promote resilience and recovery. Using her experience with the 9/11 community, she will describe the multitude of issues that victims' families and survivors have to navigate in the aftermath of tragedy, and also demonstrate the challenges in recovery when issues are unresolved over time. Topics for discussion include mental health considerations, commemoration and memorialization and advocacy.

In this session, participants will learn the:

1. Phases of grief and trauma after experiencing tragedy.
2. Short-and-long term issues that impact victims' families and survivors.
3. Factors that contribute to building resilience and healing.
4. Circle of impact and the needs of the community-at-large over time.

Breakout Session 2: 3:45 p.m.

Workshop 6

Buffalo Strong: The Role of Victim Assistance Programs During a Mass Casualty Event

Joseph Spino, Special Projects Coordinator, *Erie County District Attorney's Office*

Danielle D'Abate, Special Assistant to the DA / Community Outreach, *Erie County DA's Office*

Kimberly Rapp, Homicide / Witness Protection Case Manager, *Erie County DA's Office*

Paula Kovanic-Spiro, Program Director, *BRAVE*

Elizabeth Cronin, Director, *NYS Office of Victim Services*

Dina Thompson, Executive Director, *Erie County Restorative Justice Coalition*

A mass casualty response plan is something all communities should have but hopefully will never have to use. This presentation will provide attendees with lessons learned from the response to the racially motivated shooting at a supermarket in Buffalo. The panel presentation will include speakers from multiple disciplines to provide attendees with a well-rounded overview of what was done well and what could be improved upon to help strengthen your community's response plan.

Topics to be covered may include: Victim advocate response, preparing victims and families for court, victim compensation claims, opening a resiliency center, creating a mass casualty community response plan, and deciding who are the relevant stakeholders.



Workshop 7

Safety Considerations for Victim Service Providers in an Age of Uncertainty

Gayle Thom, FBI Retired, CEO – Chief Enthusiasm Office, *SD Network – FAST Tribal Sexual Assault Initiative*

Tanya Grassel-Krietlow, FAST Manager, *SD Network – FAST Tribal Sexual Assault Initiative*

As we focus on resilience, what is more central to Redefining Victim Services in an Age of Uncertainty than the safety of Victim Service Providers and allied professionals? Planning for victims' and survivors' freedom from violence is a critical component for service providers. However, victim service providers' and allied professionals' safety is also a vital part of overall safety planning. Yet personal safety can be a complex matter. Training, research, and evaluation often focus solely on the safety of victims and survivors we are privileged to serve. Without addressing personal safety of all justice professionals/other service providers, are we missing the true impact of striving to build a deeper and more comprehensively resilient perspective of safety for all involved in the justice realm? Simple steps will be presented that all Service Providers can use in their everyday lives. These are not meant to be all-encompassing; simply thought-provoking, to help promote conversation and understanding of what additional training might be helpful. Our goal is to provide hope and inspiration by offering these simple steps attendees can use in their everyday lives.

Informal and formal research is included in the presentation regarding Safety Considerations. In a surprisingly enjoyable and interactive manner, with years of first responder experience, a large volume of service provider/first responder viewpoints and experiences are utilized in development of this presentation.

After attending this session, participants will report:

1. Increased knowledge about developing a well-rounded physical fitness program, to include practice of skills training and wellness training a minimum of an hour each week.
2. Improving de-escalation skills and becoming well versed in recognizing verbal and nonverbal communication indicators.
3. Having a prevailing mindset for situational awareness, personal safety, and conducting mental self-defense rehearsal drills.



Workshop 8

Trauma-Informed Supervision: Promoting Resilience through Safety, Empowerment, and Attunement

Jenna Sachs, LCSW, Assistant Director of Trauma-Informed Practice, *The Safe Center LI*

Amanda Cohen, LMSW, Director of Advocacy and Case Management, *The Safe Center LI*

This informational and interactive workshop will provide a framework for operationalizing and implementing trauma-informed care on individual and organizational levels. Facilitators will review the Six Guiding Principles of Trauma-Informed Care (as identified by the Substance Abuse and Mental Health Services Administration). They will then address the ways these principles can be introduced into regular supervision sessions to support staff, decrease the impact of burnout/vicarious trauma, and create a healthier, more sustainable work culture.

In this session, participants will learn about:

1. Operationalizing the Six Guiding Principles of Trauma-Informed Care in supervision to promote personal and professional resilience
2. Identifying the signs of burnout and vicarious trauma
3. Creating outlets and opportunities for self-attunement and self-care in the workplace

Workshop 9

The Human Tide: Conversations, Limitations, and Solutions

Alpana Patel, LCSW, MA, Clinician/Program Coordinator, *Mount Sinai SAVI Program*

Rita Abadi, Operations Manager/Clinician, *Mount Sinai SAVI Program*

Humans have always been on the move. Every single human living on the planet is a result of this fact. The factors that have varied over time and geography of our planet are the push and pull factors of migration. Due to the current global economic, political, and climate change contexts we are currently seeing an influx of migrants crossing the border into the United States and finding their way to our communities in New York State. Several of these migrants will also be victims of crime in their home countries, while enroute to the United States, and also once they have arrived here. This has understandably created and an unprecedented strain on our already overwhelmed systems. Inevitably, as service providers it also invokes varied thoughts and feelings related to it. This presentation will help us facilitate a conversation on first and foremost how to cope with those feelings. Additionally, we will present best practices from other parts of the world that have dealt with large refuge crisis and how they can be applicable to our contexts.

Participants in this workshop will gain skills relating to:

1. Coping with thoughts and feelings associated with the "migrant crisis"
2. Identifying the limitations of our abilities to help and provide services in those contexts
3. Best practices of how to cope with the needs of the migrant clients we serve



Workshop 10

Organizational Responses to Vicarious Trauma

Taylan Stulting, Senior Policy Associate, *CUNY Institute for State and Local Governance*

Alison Diéguez, Program Director, *CUNY Institute for State and Local Governance*

Rhokeisha Ford, Program Director and Diversity, Equity, and Inclusion Officer, *CUNY Institute for State and Local Governance*

Mia Greco, Policy Analyst, *CUNY Institute for State and Local Governance*

Organizations and providers within the victim assistance field are becoming increasingly aware of the reality of vicarious trauma and its associated harms. Often, there is an assumption that vicarious trauma is a personal responsibility that helping professionals need to learn to prevent and manage on their own. However, individual responses to vicarious trauma can only go so far. Organizations striving to become trauma informed have a responsibility to create an environment that reduces risk factors for vicarious trauma and provide holistic support to staff members experiencing or at risk of experiencing vicarious trauma. After a brief overview of vicarious trauma, this session will focus on building organizational capacity to prevent and respond to vicarious trauma. Participants will learn about policies, procedures, and practices that can be implemented at the organizational level to help foster an environment that holistically addresses vicarious trauma, ultimately strengthening teams and enhancing organizational sustainability.

As a result of this session, participants will:

1. Understand vicarious trauma through a social-ecological model with a focus on organizations
2. Learn about the key components of creating a vicarious trauma-informed organization
3. Be provided with sample strategies, protocol, and resources for implementing policies relating to vicarious trauma



Wednesday, August 23, 2023

Breakout Session 3: 3:30 p.m.

Workshop 11

Countering the Dual Oppression of Racism and Ableism

Erika Calderon, Program Director, *Barrier Free Living*

De'Jon Buie, Chief Program Officer, *Barrier Free Living*

This presentation will touch base on the intersectionality between Race and Disability. How looking at the person's personal traumatic experiences impacted by Race and having a disability is important in the trauma focus work we do each day. The history and systems will be discussed while also integrating self-awareness. The discussion will lead to unconscious biases or behaviors that can make it difficult to build relationships with people who are different from us. Recognizing feelings of discomfort and anxiety associated with cognitive dissonance can help us become more aware of and open to discussing stereotyping and prejudice. We need to practice active listening and empathy to overcome these biases and work together. This will be provided through an interactive discussion and activities.

This session will cover topics including:

1. What is a disability?
2. What is racism?
3. How do racism and disability intersect?
4. Working with Black, Indigenous, and People of Color (BIPOC) individuals with disabilities

Workshop 12

Resiliency in the Moment: Adjusting to Change in Real Time

Susan Dietzel, Senior Research Scientist, *Center for Human Research, SUNY Albany*

Remla Parthasarathy, Managing Attorney and Project Leader, Crime Victims Legal Network, *Empire Justice Center*

Lindsey Crusan-Muse, Director, *St. Peter's Crime Victim Services, St. Peter's Health Partners*

Karen Ziegler, Director, *Albany County Crime Victim and Sexual Assault Violence Center*

The past three years have tested the resiliency of the victim services field in ways that were unexpected. While some programs were forced to pivot away from in-person services and navigate the provision of guidance and support in a virtual world, others had staff that were deemed "essential workers" and were at the frontline of this public health emergency. All were motivated to position themselves to respond to the growing and varied needs of their clients, but at the same time, needed to cope with and adjust to the effects of the pandemic on a personal level.

Join a panel discussion focused on how three Victim Assistance Programs adjusted in real time to support their clients and staff, and how they have taken what they learned to enhance their delivery of supports and services in ways they never envisioned before the Covid-19 pandemic.



Panelists will discuss the following topics:

1. Balancing the competing needs of administration and staff
2. Building authentic community in a virtual world
3. Adapting the means of service provision to respond to immediate client and community needs

The discussion will be framed by research around building resilience in times of crisis and will conclude with guidance on channeling that resilience to sustain impactful changes. After this workshop, attendees will understand the:

1. Parallel process of staff managing trauma while serving clients dealing with the same trauma
2. Difference between toxic and genuine self-care
3. Importance of timing changes in service delivery based on client and staff need

Workshop 13

Resourcing for Resilience: Trauma-Informed Strategies for Sustainable Practice

Maia Campbell, Trauma Therapist, *Advocacy Center of Tompkin's County*

As care workers, our empathy, humanity, and capacity to connect are at the heart of how we serve survivors. Many of us bring our own lived experience of survivorship, yet few of us enter this field with the intention of experiencing vicarious trauma and burnout. Learning to tend to our own nervous system responses to trauma and extreme stress offers a pathway to build tools to practice sustainably. Through anecdotes from the field, lived experience, and current research, this workshop will orient participants to the neurobiology of trauma and extreme stress from the lens of service providers. Participants will develop tools to map their own nervous system responses and craft personalized strategies for sustainable practice.

Participants will leave this workshop with the ability to:

1. Describe three shifts in the autonomic nervous system in response to trauma and extreme stress
2. Identify impact of lived experience on individual responses to trauma and extreme stress
3. List at least three strategies to support sustainable practice
4. Create a personalized action plan

Workshop 14

From Stress to Strength: Tools for Working with Older Adults

Tracey Siebert-Konopko, LMSW, Assistant Director: Education, Training, and Research Initiatives, *Lifespan of Greater Rochester*

Stephanie Good, MSW, Helpline Coordinator, *Lifespan of Greater Rochester*

Presenters for this workshop will discuss tools and tips for working with, and not for, older adults. Additionally, presenters will engage attendees by discussing stigmas and barriers older adults face, the reasons why "my client won't make the changes," boundary setting and communication tips for their important work with older adults. Attendees will also learn how to determine and set their own personal boundaries to preserve the essential work that they do with survivors of abuse, neglect, and mistreatment.



In this session, participants will learn:

1. Communication techniques when working with older adults
2. Tools for working with older adults to help them find their goals and achieve their chosen outcomes
3. How to guide older adults into discovering their boundaries and an action plan, and carrying them out
4. Personal techniques to prevent burnout

Workshop 15

Peer Support for Spinal Cord Injuries from Gun Violence

Chris Hilderbrant, Executive Director, *Rochester Spinal Association*

Porche Powell, Peer Group Host, *Rochester Spinal Association*

Ralph Norman, Peer Group Host, *Rochester Spinal Association*

All spinal cord injuries are traumatic. The experience of being shot and paralyzed can be more complicated and traumatizing. Experiencing isolation, betrayal, abandonment, stigma, and a lack of community resources can be more difficult than the injury itself. Often, the best therapy is connecting with others with similar experiences. Two years ago, with this understanding, the Rochester Spinal Association started a social support group for people with spinal cord injuries from gun violence in the greater Rochester region.

The Zoom-based group became a vital support and outlet for people in the Rochester area. Within a few months, the group began meeting every week, instead of twice per month. As people joined from across New York, it became clear that the need for the group was more than just once per week and not limited to Rochester or even New York. With a small pilot grant, RSA contracted two peers from the group – a paraplegic woman in Rochester and a quadriplegic man in Yonkers – to become hosts and the Zoom meetings became daily.

During the two years that the group has been meeting, over 50 people with spinal cord injuries from gun violence have participated. This includes people in New York, Massachusetts, Delaware, Virginia, Oregon, Texas, Louisiana, Ohio, Alabama, New Jersey, and Kentucky. Participants have identified that the group “is my therapy” and that it is “literally lifesaving.”

In this session, participants will:

1. Learn about the Zoom-based support group for people with SCI from Gun Violence
2. Learn about the emotional impacts of being shot and paralyzed
3. Learn how stigma is a barrier to rehabilitation and reintegration



Thursday, August 24, 2023

Breakout Session 4: 10:45 a.m.

Workshop 16

Resilient Leadership Improves Wellbeing and Retention

Barbara Rubel, BS, MA, BCETS, DAAETS, Keynote Speaker, Author, Trainer, *Griefwork Center, Inc.*

Although leaders are doing their best in a post-pandemic workplace, they are struggling with staff moral distress, burnout, and turnover. Staff is dealing with increased stressors and loss, like never before. This program will focus on what a leader needs to know about psychological safety and employee wellness. As a thanatologist and specialist in traumatic loss, the presenter recognizes that leaders may be struggling with their own losses. This makes their job even harder. This program will offer content rich and evidence-based information to add to their health and wellness employee toolkit.

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

1. Identify how burnout has impacted your job as a leader.
2. Discuss how your organization can put a value on a culture of wellness.
3. Identify how spiritual leadership inspires victim service providers.
4. List 10 leadership practices to ensure wellness during the workforce crisis.

Note: This session is intended for program directors.

Workshop 17

Restoring Resilience: A First Aid Tool Kit for Building Resilience in the Face of Trauma

Meg Tobin, Owner/Clinical Director, *Breathing Space Psychotherapy*

As crime victim advocates, we are often exposed to traumatic and stressful situations that can have a significant impact on our nervous systems. Over time, this exposure can lead to symptoms of burnout, compassion fatigue, and other stress-related disorders. In this workshop, we will explore "bottom-up" experiential exercises that can help reset our nervous systems and promote healing and resilience.

We will utilize a range of practical tools and strategies for building resilience in the face of trauma. Using a combination of movement, polyvagal exercises, psychodrama techniques, and EFT Tapping, we will guide participants through a series of experiences that help to ground and stabilize the body. These exercises are designed to help participants regulate their nervous systems, reduce stress and anxiety, and promote feelings of safety and security.

This workshop is designed to help professionals develop tools and techniques for managing their own stress and trauma responses, in order to better serve their clients and improve their overall well-being.

Participants will have the opportunity to practice these exercises in a supportive and non-judgmental environment and will leave the workshop with a deeper understanding of how trauma affects the nervous system and practical tools for self-care and stress management.



In this session, participants will:

1. Add at least 5 self-regulating exercises to their toolkit (for self and clients!)
2. Be able to explain how these exercises act to calm the nervous system
3. Have a deeper understanding of how attending to our nervous systems can help prevent burnout.
4. Have some FUN!

Workshop 18

Breaking Barriers – Serving Incarcerated Survivors

Clarissa Espinoza, New York Statewide PREA Manager, *Crime Victims Treatment Center*

Jacy Woodworth, NYSDOCCS Director of PREA Compliance, *NYSDOCCS*

The Prison Rape Elimination Act of 2003 (PREA) was enacted to establish a “zero-tolerance standard” for sexual violence in prisons in the United States. Since 2014, New York State Department of Corrections and Community Supervision (NYSDOCCS) has collaborated with community-based advocates to create access to survivor centered, trauma informed and culturally competent services for incarcerated survivors in New York. The agency and commitment over the years has strengthened through advocacy and accountability efforts led by the collaborative approach between NYSDOCCS and community-based advocates. Collectively we will highlight lessons learned and the strategies we have identified and continue to revisit as we move along our journey to transform the culture to be inclusive of trauma informed practices. Advocates will unpack the challenges of providing services while offering examples of how we tailored and redesigned services to meet the needs of incarcerated individuals. NYSDOCCS will outline the challenges and benefits of working with community-based advocates and their commitment to creating a culture that promotes a fair, unbiased and inclusive care, and response. By sharing our experiences and being transparent about the ongoing commitment it takes to find common ground, we hope to encourage community-based advocates to expand their services to incarcerated survivors and correctional agencies to collaborate with community-based advocates.

This session will provide participants:

1. Tools for expanding services to incarcerated survivors.
2. Understanding of the needs of incarcerated survivors of sexual violence.
3. Tools to collaborate with stakeholders that allows multidisciplinary response to incarcerated survivors.



Workshop 19

Overcoming Adversity: A Survivor's Story of Resilience

ArDenay Garner, LMSW, CPC, Principal, *ArDenay Innerprize LLC*

This workshop is designed for victim advocates seeking to learn from a survivor's experience of overcoming adversity. The workshop will provide insights into the challenges faced by survivors, how they cope with trauma, and the strategies they use to build resilience. Attendees will gain valuable knowledge and skills to support the survivors they work with, foster hope and resilience, and promote healing.

This workshop is designed to help attendees:

1. Enhance knowledge of the impact of IPV on victims
2. Develop skills to effectively support victims of IPV in the early stages of intervention
3. Identify personal strengths and resources that can be used to help victims build resilience in the face of challenge

Workshop 20

Understanding Mass Violence and Promoting Recovery for Survivors

Julia Fuller-Wilson, State Crisis Response Coordinator and Federal VAWA Grant Administrator, *Virginia Department of Criminal Justice Services*

Dawn Bush, VCART Training and Outreach Specialist, *Virginia Department of Criminal Justice Services*

Our worst-case scenario of an individual targeting the most vulnerable groups in the most unexpected places and ways has become an increasing reality. What do we know about those that commit mass violence? What do survivors need, both short and long term? How can we best plan and prepare for these kinds of nightmare scenarios happening in our locality? This session will discuss the current trends and research regarding the prevalence of mass casualty events and those that perpetrate these crimes. We will utilize case examples from mass violence responses in Virginia and discuss what has worked and what lessons we have learned to create a more victim-centered response. We will discuss the Victims Crisis Assistance and Response Team (VCART) program and what services and resources are available following a criminal mass casualty event or critical incident to best support survivors. Lastly, we will identify strategies that promote resilience and recovery for survivors.

In this session, participants will:

- Understand the prevalence of mass casualty events and who tends to commit these crimes and why.
- Develop an understanding of the needs of survivors following these crimes and the resources available to assist.
- Identify strategies that promote resilience