

The New York State Office of Victim Services (OVS)

Training and Technical Assistance Request Program (TTARP)

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Welcome

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Director

NYS Office of Victim Services



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Agenda

- Part 1: About TTARP
 - TTARP Background
 - TTARP Process Overview
 - Provider Introductions
 - Catalog of Services
 - Submitting TTARP Requests
- Part 2: TTARP Mini-Session - Developing Meaningful Survivor Engagement Models
 - Defining Survivor Engagement
 - Principles of Survivor Engagement
 - The Spectrum of Engagement
 - Building Capacity for Engaging Survivors

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PART 1: ABOUT TTARP

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TTARP Background

- Renewal of 2018 pilot and 2019-2021 program
- Modeled after **Office for Victims of Crime Training & Technical Assistance Center**
- Many training opportunities derived from state-wide survey results



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What is TTARP? (cont'd)

- Customized, no-cost training & technical assistance paring service for OVS-funded programs
- Programs face uncertain futures and operations challenges
- Partnership with ISLG



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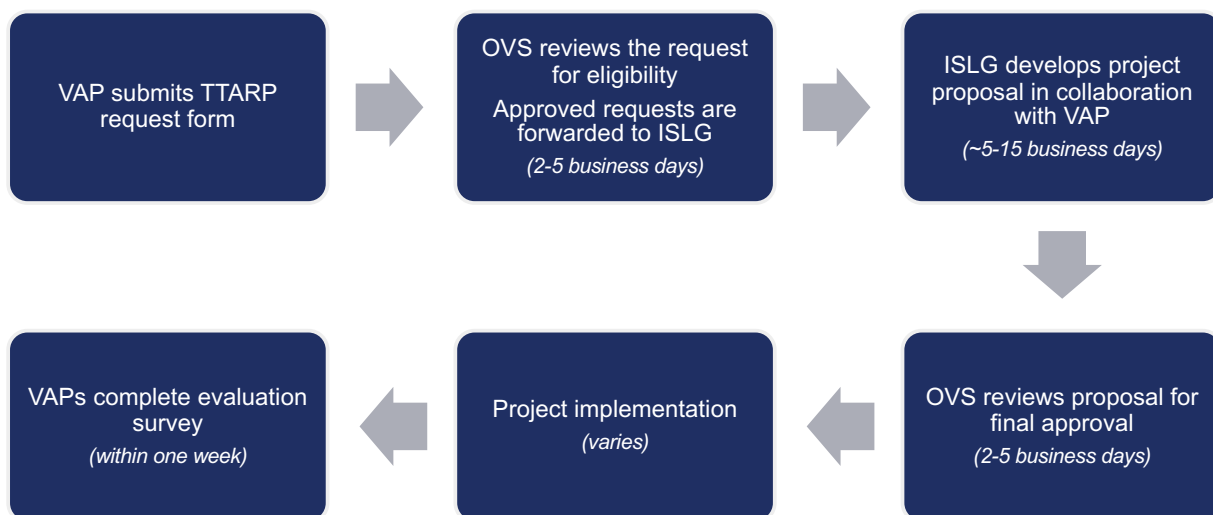
TTARP Overview

- **TTARP Components**
 - Customized projects
 - Webinars
- **Catalog of Services**
- **Eligibility**
- **Target audience**



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TTARP Process Overview



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ISLG TTARP Staff



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Policy Associate



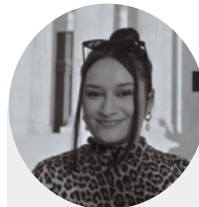
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Program Director



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MSW Intern



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ISLG Background

- ISLG is a good governance think-and-do tank; we are driven by the idea that data-informed approaches can work more effectively, efficiently, equitably, and in the interest of all communities
- We work across several different policy areas, including criminal justice, gender-based violence, and community safety



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TTARP Catalog of Services



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Modalities

In-Person and Virtual Training

- On-site at an agency or virtually via Zoom
- Trainings can be developed for any size group and can range in length

1-1 and Small Group Coaching

- Coaching may be done on an individual basis or with small groups
- Often, coaching consists of multiple sessions to reflect on progress

Consulting & Technical Assistance

- Consulting and technical assistance can take many forms
- The length of consulting and technical assistance projects varies

Hybrid

- Some needs are most effectively addressed through a combination of these modalities such as a training followed by coaching sessions

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Catalog of Services: Purpose Areas

Trauma-Informed Organizations

Organizational Sustainability

Leadership and Supervision

Engagement and Outreach

Program Development

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Trauma-Informed Organizations

1a. Introduction to Trauma-Informed Organizations

1b. Conflict Resolution and Accountability

1c. Implementing Agency-Wide Trauma-Informed Supervision

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.

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Organizational Sustainability

- 2a. Demonstrating Programmatic and Organizational Success
- 2b. Strategic Planning for Organizations
- 2c. Understanding Requests for Proposals and Writing Effective Grant Proposals

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.

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Leadership and Supervision

- 3a. Successfully Supporting Staff with Lived Experiences
- 3b. Creating an Accessible Organization for Disabled Staff
- 3c. Developing Talent from Within
- 3d. Making the Transition to Supervisor
- 3e. Trauma-Informed Management

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.

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Engagement and Outreach

- 4a. Developing Meaningful Survivor Engagement Models
- 4b. Strategies for Partnering with Law Enforcement
- 4c. Engaging Survivors Who've Experienced Polyvictimization
- 4d. Conducting Community Needs Assessments

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.

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Program Development

- 5a. Project Management
- 5b. Integrating Evidence-Based Interventions with Innovative Approaches
- 5c. Strategic Planning for Programs
- 5d. Strengthening Prevention Programming

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.

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Submitting a Request

[Request Form](#)



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Proposal Development

- ISLG will develop a proposal that will include:
 - Project description including objective and scope
 - Number and length of training/coaching/technical assistance sessions
 - Topics and outcomes for each session
 - Any relevant deliverables (e.g. written feedback on policies, a strategic plan template, etc.)
 - Timeline for implementation
- If after 15 business days a VAP hasn't responded to schedule the initial meeting or review the proposal, ISLG and OVS may automatically cancel the request

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Providing Feedback

- VAP staff who receive training or technical assistance will be expected to complete an evaluation survey at the end of the project
- These evaluations help us improve TTARP and adjust the Catalog of Services and webinar series to be most useful for VAPs
- We will use this info to update the catalog of services every 6 months and continually refine our facilitation strategies, content, etc.

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Questions?



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Part 2: TTARP Mini-Session

Developing Meaningful Survivor Engagement Models



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Defining Survivor Engagement

Community engagement can be defined as:

“The process of working collaboratively with and through groups of people affiliated by geographic proximity, special interest, or similar situations to address issues affecting the wellbeing of those people....It often involves partnerships and coalitions that help mobilize resources and influence systems, change relationships among partners, and serve as catalysts for changing policies, programs, and practices” (CDC, 1997, p. 9).

Survivor engagement is a form of community engagement that broadly aims to improve prevention and response efforts by intentionally engaging with those impacted by violence and crime.

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Why Does Survivor Engagement Matter?

- Programs that intentionally and effectively engage survivors can be more responsive to survivors' needs
- The experiences of survivors accessing services can vary based on location, demographics, type of victimization, and other factors – survivor engagement allows us to identify the unique context of the communities we serve



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Why Does Survivor Engagement Matter?

- In many cases, survivors might feel safer engaging with other survivors rather than professionals without lived experience – survivor engagement can create avenues for enhancing survivor safety within programs and building trust between professionals and those we serve
- Survivor engagement can provide opportunities for survivors to gain skills and experiences that can help enhance their career opportunities

**“Nothing about us
without us.”**



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Principles of Survivor Engagement



Adapted from Friedman, Barry, et al. (2020)

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Safety in Survivor Engagement

- Reflecting on the challenges/successes your organization and the broader field has had in survivor engagement
 - How have survivors historically been treated in these settings? How does this impact sense of safety for survivors you are trying to engage?
- Creating plans for how to prevent and respond to harm/triggers
- Navigating power dynamics in survivor engagement
- Enhancing equity and anti-oppression
 - How do expectations of professionalism show up in your survivor engagement? How are you accounting for the connections between professionalism and racism, ableism, and transphobia to make the space as safe as possible for survivors?
 - How might larger patterns within the victim services field be influencing your program/agency? How will this affect survivor engagement?

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Beyond Tokenization

- Tokenization vs engagement
 - What are the underlying reasons for wanting to improve survivor engagement? Is the process mutually beneficial, collaborative, and intentional, or one-sided?
- Ensuring meaningful change happens from engagement
 - What are you doing with the information gathered through survivor engagement? How are survivors involved in decision-making processes?
- Operationalizing survivor engagement
 - Building it into the fabric of an organization to help ensure it's an ongoing and meaningful process rather than just sporadic one-off engagements

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Increasing Level of Community Involvement, Impact, Trust, and Communication Flow

<i>Outreach</i>	<i>Consult</i>	<i>Involve</i>	<i>Collaborate</i>	<i>Shared Leadership</i>
<p><i>Some Community Involvement</i></p> <p>Communication flows from one to the other, to inform</p> <p>Provides community with information.</p> <p>Entities coexist.</p> <p>Outcomes: Optimally, establishes communication channels and channels for outreach.</p>	<p><i>More Community Involvement</i></p> <p>Communication flows to the community and then back, answer seeking</p> <p>Gets information or feedback from the community.</p> <p>Entities share information.</p> <p>Outcomes: Develops connections.</p>	<p><i>Better Community Involvement</i></p> <p>Communication flows both ways, participatory form of communication</p> <p>Involves more participation with community on issues.</p> <p>Entities cooperate with each other.</p> <p>Outcomes: Visibility of partnership established with increased cooperation.</p>	<p><i>Community Involvement</i></p> <p>Communication flow is bidirectional</p> <p>Forms partnerships with community on each aspect of project from development to solution.</p> <p>Entities form bidirectional communication channels.</p> <p>Outcomes: Partnership building, trust building.</p>	<p><i>Strong Bidirectional Relationship</i></p> <p>Final decision making is at community level.</p> <p>Entities have formed strong partnership structures.</p> <p>Outcomes: Broader health outcomes affecting broader community. Strong bidirectional trust built.</p>

Reference: Modified by the authors from the International Association for Public Participation.

Image retrieved from Centers for Disease Control and Prevention

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Models of Survivor Engagement



- **Advisory councils** provide ongoing feedback on the overall direction of an organization/program
- **Listening sessions/focus groups** are used to solicit feedback for a particular project or issue
- **Feedback/evaluation surveys** where survivors can provide anonymous feedback on either the organization overall, a particular program/department, or a specific initiative
- **Working groups** have a discrete purpose to work on deliverables for a particular project or aspect of a project
- **Peer/credible messenger programs** provide some form of direct service to other survivors

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Models of Survivor Engagement: Considerations

- What **level of disclosure** will be required for this type of engagement?
 - Will individuals have to disclose their survivor status just to staff overseeing the engagement initiative, or is it a more public-facing form of engagement?
 - What are the challenges and strengths for this level of disclosure? What can we do to mitigate those challenges and enhance the strengths?
- **Volunteer vs paid engagement models**
 - In an ideal world, all survivor engagement should be compensated
 - Given limited resources, paid engagement models aren't always feasible – in such instances, alternative benefits should be explored
 - Survivor engagement should never be a one-way street
- **Barriers to engagement**
 - Childcare, transportation, safety, work schedule, lack of accommodations, language barriers

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Building Capacity for Survivor Engagement

- Assessing an organization's readiness
- Identifying strategies along the spectrum of engagement that are currently utilized
 - What is and isn't working?
- Identifying new strategies for engagement
 - What resources do we have/need for implementing these strategies?
- Creating effective outreach plans
 - How are we going to identify survivors to engage?
- Developing facilitation plans for newly implemented strategies
- Operationalizing survivor engagement strategies

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References

- Centers for Disease Control and Prevention. (2015). *Chapter 7: Evaluating the community engagement process*. Centers for Disease Control and Prevention. Retrieved from https://www.atsdr.cdc.gov/communityengagement/pce_program_process.html
- Friedman, Barry, et al. (2020) *The Youth Engagement Guidebook: Bringing Youth and Police Together to Better Their Community*. Retrieved from: <https://static1.squarespace.com/static/58a33e881b631bc60d4f8b31/t/6009b0752b76712ea7ca955d/1611247735950/Clark+and+Friedman+-+Policing+Project+CAB+report-1-21-20.pdf>

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