

Office for Victims of Crime

OVC

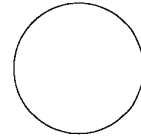
"Putting Victims First"

Training Calendar

for

Victim Service Providers

Early 2004



202562



OFFICE FOR VICTIMS OF CRIME
Training and Technical Assistance Center

U.S. Department of Justice
Office of Justice Programs
810 Seventh Street, NW
Washington, DC 20531

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Attorney General

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Director, Office for Victims of Crime

Office of Justice Programs
World Wide Web Home Page
www.ojp.usdoj.gov

Office for Victims of Crime
World Wide Web Home Page
www.ojp.usdoj.gov/ovc/

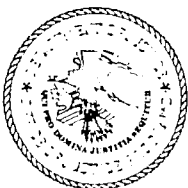
For grant and funding information contact:
Department of Justice Response Center
1-800-421-6770

OVC Resource Center
1-800-851-3420
(TTY: 1-877-712-9279)
www.ncjrs.org

OVC Training and Technical Assistance Center
1-866-682-8822
(TTY: 1-866-682-8880)
www.ojp.usdoj.gov/ovc/assist/welcome.html

The Office for Victims of Crime is a component of the Office of Justice Programs, which also includes the Bureau of Justice Assistance, the Bureau of Justice Statistics, the National Institute of Justice, and the Office of Juvenile Justice and Delinquency Prevention.

A Message from the Director



U.S. Department of Justice
Office of Justice Programs
Office for Victims of Crime
Washington, D.C. 20531

Dear Colleague:

I am pleased to present the Office for Victims of Crime's (OVC's) *Training Calendar for Victim Service Providers* for training scheduled from January to May 2004. As the needs of victims of crime become more complex, so do the challenges faced by those who work with them. Professionals in the victim service field need tools to continue building their technical skills as well as enhance their knowledge in leadership, professional development, and training design and delivery. Through OVC's Training and Technical Assistance Center (TTAC), OVC offers workshops throughout the country to address these concerns.

The workshops and mini-workshops announced in this calendar address the skill-building needs and respond to requests and suggestions from the field for up-to-date, pertinent, and action-oriented training. We have assembled an unparalleled group of instructors—all specialists in their respective areas and committed to sharing their expertise to advance the delivery of high-quality services to victims.

When you attend OVC training, you gain more than information. Each participant receives a comprehensive course manual filled with models, checklists, examples, and job aids for real-life use after the session. You will leave not only with new understanding of "what works" but also with the know-how and tools to replicate proven methods within your organization.

Your partnership with OVC continues *after* the training as participants are provided a broad range of comprehensive resources. Current, practical information is the cornerstone for building the capacity of victim service providers to support the needs of victims sensitively and efficiently. I strongly encourage you to take full advantage of this training and of the tremendous opportunities it affords us to strengthen that partnership.

Sincerely,

A handwritten signature in black ink, appearing to read "John W. Gillis". The signature is fluid and cursive, with a large initial "J" and "W".

John W. Gillis

Director

Training for Victim Service Providers

Through OVC TTAC, OVC brings comprehensive and practical skill-building sessions to victim service providers throughout the country. Get an early start on meeting your 2004 training goals with this lineup of select workshops and mini-workshops from OVC!

Using This Calendar

Read the descriptions of the OVC training events scheduled between January and May 2004. Then choose one or more workshops that best suit your needs and the needs of your organization.

Use the OVC Training Calendar At a Glance (on the inside back cover) to find the locations of all training events and workshops, training dates, and registration deadlines.

Select the workshops and locations that are right for you, fill out the registration form, and mail or fax the form to OVC TTAC at the address or number shown. You can also register online at the OVC TTAC Web site: **www.ovcttac.org**.

Detailed information will be sent to you when OVC TTAC confirms your registration. You can also check for updates of the training session locations on OVC TTAC's Web site.

The Trainers: Experience and Expertise

The OVC roster of trainers includes well-known and highly respected experts in victim services and leaders in corporate, nonprofit, and other major organizations. These experts use their outstanding instructional skills and specialized knowledge to deliver timely, relevant, and practical training that you can apply right away.

**Visit the OVC TTAC Web site
(www.ovcttac.org) for upcoming
training events!**

The Ultimate Trainer: An OVC Curriculum for Training Design and Delivery

Two and one-half days

Cost: \$250

Atlanta, GA

February 4–6, 2004

Register by January 7, 2004

Who should attend:

Victim service providers and allied professionals who develop and deliver training but do not have a formal background or extensive experience in adult education or instructional design.

This interactive training helps you build the knowledge and practical skills you need to plan, develop, implement, and evaluate quality training programs. During the training, you will apply new concepts and skills by developing a lesson plan for a training for your agency. In this 2½-day training, you will

- Learn the basic principles of adult learning
- Explore a range of training techniques and activities that meet the needs of those with different learning styles
- Learn how to ask the right questions to pinpoint training needs and to get to know your participants
- Prepare a lesson plan for a one-day training course that includes goals, objectives, a content outline, and an outline of activities
- Hone your presentation skills by learning how to organize lectures and apply five principles of effective communication
- Examine ways to facilitate training, create a positive learning environment, and ensure productive group activities
- Learn four levels of training evaluation and devise an evaluation strategy for your lesson plan.

Hosting or Sponsoring a Conference?

Boost the benefits to your attendees when you schedule one or more OVC training workshops on site at your meeting. Contact OVC TTAC to find out more about custom scheduling.

Curriculum Design Training for State Victim Assistance Academies

Three and one-half days

Cost: \$350

Chicago, IL

March 9–12, 2004

Register by February 12, 2004

Who should attend:

Victim service providers from states with established State Victim Assistance Academies (SVAAs) or from jurisdictions that anticipate launching an SVAA. Participants may be from state government offices or from public agencies involved in training design and development. Participants may also include those who design and deliver curricula; who are involved in the planning, development, and delivery of training; or who have some background in either adult education or instructional design.

In an interactive format, this workshop builds your skills as trainers in victim services to create skill-based training for victim service providers. Applying adult learning principles, you will develop an actual training module that you may be asked to create at your agency. You are encouraged to bring your agency's training materials to the workshop. In addition, you will

- Learn to apply effective training techniques that appeal to different adult learning styles
- Develop a simple training needs assessment plan
- Prepare a brief presentation that illustrates the five core components of effective communication
- Learn to facilitate training and work effectively with challenging participants
- Identify four levels of training evaluation.

Space is limited!

Reserve early for the dates and locations most convenient for you. See the registration form for fees and registration deadlines.

Sexual Assault Advocate/Counselor Training

Two days

Cost: \$200

Minneapolis, MN

April 13–14, 2004

Register by March 16, 2004

Who should attend:

This training is intended primarily for sexual assault advocates, counselors, volunteers, or staff at rape crisis centers. However, nurses, including sexual assault nurse examiners (SANEs), physicians, law enforcement officers, and mental health practitioners who assist sexual assault victims may also benefit from this training.

With a focus on crisis intervention rather than long-term counseling, this training helps you deepen your understanding of the problem of sexual assault and the major roles of an advocate/counselor. Through case studies, role-playing, and other interactive exercises, you will gain real-world skills to assist sexual assault victims effectively and sensitively. You will

- Separate the myths about sexual assault from the facts
- Examine the physical and emotional impact of sexual assault
- Learn how to respond to a crisis call reporting recent sexual assault
- Develop a "toolkit" of crisis intervention techniques to support recovery from sexual assault
- Learn to identify possible cases of drug-facilitated sexual assault
- Formulate a personalized self-care plan to prevent burnout.

**When you register, remember to ask
about professional development
scholarships—You could be eligible!**

PROPERTY OF
National Criminal Justice Reference Service (NCJRS)
Box 6000
Rockville, MD 20840-6000

Professional Development Institute

Two and one-half days

Cost: \$250

Washington, DC

April 21–23, 2004

Register by March 24, 2004

Who should attend:

Program managers and supervisors who want to enhance their performance in managing their services, resources, and staff.

The Professional Development Institute provides theoretical concepts and practical guidelines for leadership, strategic planning, human resource development, and program evaluation. You will

- Learn to distinguish between leadership and management
- Discuss what makes effective and successful leaders
- Assess your own leadership skills
- Learn the five steps of strategic planning
- Discuss program evaluation and how it can be carried out realistically and practically to enhance and sustain your victim assistance programs
- Explore four primary value orientations of employees, their interdependence in fostering a harmonious workplace, and their contribution to an organization's performance
- Further your understanding of ways that change can affect behavior in organizations
- Develop an action plan for applying the skills learned in the training to your work environment.

Do you have a suggestion for a 2004 training topic?

Let OVC TTAC know. Call 1-866-OVC TTAC.

Leadership in Victim Services

Two and one-half days

Cost: \$250

Los Angeles, CA

May 3–5, 2004

Register by April 5, 2004

Who should attend:

Experienced victim service providers in leadership positions.

Using case studies and examples from inside and outside the field of victim services, this advanced workshop focuses on the qualities, attitudes, styles, and strategies of true leaders in victim services.

You will

- Explore the source of leadership qualities and common myths about leadership
- Increase your understanding of how one's past experiences contribute to the ongoing and dynamic process of becoming a leader
- Identify core leadership strategies for victim assistance and justice organizations
- Recognize challenges to ethical leadership
- Learn to approach problems as opportunities and use cooperative communication skills
- Develop a checklist for collaboration success
- Examine factors affecting change, such as threats and resistance to change, and use change as a driving force for promoting and advocating victims' rights and enhancing services.

When you register, remember to ask about professional development scholarships—You could be eligible!

About Fees

To cover the cost of training materials, refreshments, and certificates of participation, a fee is charged for each workshop. Group registrations (three or more persons from the same organization) receive discounts. For complete fee information, see the registration form on the facing page.

OVC Professional Development Scholarship Program

The OVC Professional Development Scholarship Program provides financial assistance (up to \$1,000 for individuals and \$5,000 for a team of five members from the same organization who register for the same training) to help cover registration, travel, and hotel accommodations. Registration fee will be waived for scholarship recipients. Please contact OVC TTAC or visit OVC TTAC's Web site (www.ovcttac.org) for further information.

More for 2004

The training opportunities described will be offered in the first half of 2004. Additional important training for victim service providers and allied professionals is being planned for the second half of the year. Sessions are anticipated for

- Policymakers and legislators
- Law enforcement professionals
- Attorneys
- Victim service professionals.

Registration Is Easy

Choose one of these four ways:

- Tear off and complete the registration form on the next page. Mail it along with your check or money order to the OVC TTAC address shown
- Fax the completed registration form to OVC TTAC at 703-279-4673
- Register online at www.ovcttac.org
- Call OVC TTAC at 1-866-OVC TTAC to register

Space is limited. Reserve early for the dates and locations most convenient for you. See the registration form for fees and registration deadlines.

Registration Form



Yes, I Want to Register for OVC Early 2004 Training for Victim Service Providers

Please fill in all required information below.

Incomplete application will delay timely processing and may be returned for verification.

Name _____

Title or Responsibility _____

Organization _____

Address _____

City _____ State _____ Zip Code _____

Phone _____ Fax _____

E-mail _____

Do you require special accommodations? (Please specify.) _____

Indicate your selection(s) by checking the appropriate box(es).

Title	Location	Dates	Register by	Fee*	Register
The Ultimate Trainer	Atlanta, GA	Feb. 4-6, 2004	Jan. 7, 2004	\$250	<input type="checkbox"/>
Curriculum Design Training for SVAAAs	Chicago, IL	Mar. 9-12, 2004	Feb. 12, 2004	\$350	<input type="checkbox"/>
Sexual Assault Advocate/Counselor Training	Minneapolis, MN	Apr. 13-14, 2004	Mar. 16, 2004	\$200	<input type="checkbox"/>
Professional Development Institute	Washington, DC	Apr. 21-23, 2004	Mar. 24, 2004	\$250	<input type="checkbox"/>
Leadership in Victim Services	Los Angeles, CA	May 3-5, 2004	Apr. 5, 2004	\$250	<input type="checkbox"/>
TOTAL ENCLOSED				\$	

* **Group fee:** A 10-percent discount applies for three or more persons from the same organization who attend the same training. All group registrations must be submitted together.

Please Note

- Complete a separate registration form for each person.
- You can register for multiple sessions on a single form.
- Registrations are processed in the order in which they are received and are accepted on a space-available basis.
- Registrations received by the deadline will be acknowledged with a confirmation notice. Information about the training site, lodging, a map or directions, and other details will be sent to all confirmed applicants.
- Personal expenses such as travel, food, lodging, and incidentals related to attending the training are the participant's responsibility. However, OVC TTAC will reserve a block of hotel rooms at the training sites.

Cancellations and Changes

- Contact OVC TTAC at **1-866-OVC TTAC (1-866-682-8822)** to cancel or change a reservation.
- Cancellations or changes to your registration must be received by OVC TTAC two weeks prior to the scheduled training date. If you are unable to attend and do not cancel at least two weeks before the training, you will forfeit half the registration fee.
- OVC reserves the right to cancel scheduled workshops if registration is insufficient. If OVC TTAC cancels a session, you will be notified two weeks in advance, and registration fees will be refunded or applied to other training.

Payments

- Make check or money order payable to OVC TTAC.
- Mail to OVC TTAC, 10530 Rosehaven Street, Suite 400, Fairfax, VA 22030.
- Checks or money orders must be received by OVC TTAC within 10 days of faxed or online registrations.

For additional information about current and planned training in 2004 for victim service providers, contact OVC TTAC:

Office for Victims of Crime
Training and Technical Assistance Center
10530 Rosehaven Street, Suite 400
Fairfax, VA 22030

Phone: 1-866-OVC-TTAC (1-866-682-8822)

TTY: 1-866-682-8880

Fax: 703-279-4673

Web site: www.ovcttac.org

Mini-Workshops

OVC will also offer mini-workshops in early 2004 as part of national, regional, and local conferences. Modules from The Ultimate Trainer, Sexual Assault Advocate/Counselor Training, and Professional Development Institute workshops will be delivered as day-long tracks or three-hour workshops. They are designed to be integrated into your own conferences to provide participants an opportunity to concentrate on important areas of interest in shorter periods of time. While training consultants and materials will be provided by OVC TTAC, the cost of all other requirements for conducting these mini-workshops will be the conference's responsibility.

Upon request, mini-workshops can also be provided when a local victim assistance agency is willing to sponsor it for a group of victim advocates and allied professionals serving contiguous communities. When this occurs, the requesting agency must provide all the requirements for conducting the training except instructors and materials that will be provided by OVC TTAC.

Please contact OVC TTAC or visit OVC TTAC's Web site (www.ovcttac.org) for further information.

To request on-site training for your organization, visit the OVC TTAC Resource Delivery Web page (www.ovcttac.org/tta.cfm) and complete the Training and Technical Assistance Request Form, or call **1-866-OVC TTAC**.

Principles and Practices of Adult Learning

One day
Cost: \$100

Who should attend:

Victim service providers and allied professionals who develop and deliver training but who do not have a formal background or extensive experience in adult education or instructional design.

This training will introduce you to the basic principles of adult learning. You will

- Maximize adult learning through innovative approaches
- Learn why leadership, experience, appeal, respect, and learning style are important to how adults learn
- Explore the differences between auditory, visual, and kinesthetic learning styles and choose training strategies that meet the needs of each
- Determine how to develop alternatives to lectures.

The Impact of Sexual Assault

Half day
Cost: \$50

Who should attend:

New staff or board members at rape crisis centers, medical or legal professionals, or other allied professionals who interact with victims of sexual assault and who want to increase their understanding of potential effects.

This training provides a general overview of the impact of sexual assault on the victims and their families and friends. You will

- Analyze the current prevalence of sexual assault in the United States, as well as the factors that contribute to under-reporting
- Learn to recognize the physical and psychological symptoms and consequences of sexual assault
- Examine the impact of sexual assault on victims, families, and close friends.

Care for the Carers: Preventing Compassion Fatigue

Quarter day (2½ hours)

Cost: \$50

Who should attend:

Victim service providers (including volunteers) and allied professionals who work extensively with victims of crime.

This training examines the impact of compassion fatigue and the importance of self-care. You will

- Learn to recognize symptoms and effects of compassion fatigue
- Discuss the importance of maintaining healthy boundaries to prevent compassion fatigue
- Design your own personal strategies for self-care.

Leadership

Half day

Cost: \$50

Who should attend:

New and experienced leaders (program managers and supervisors) who want to enhance their performance in managing their services, resources, and staff.

This training focuses on definitions of leadership and a variety of leadership approaches. You will

- Examine the differences between leadership and management
- Discuss qualities that make effective and successful leaders
- Learn the basic principles of widely recognized leadership theories.

Strategic Planning

Half day

Cost: \$50

Who should attend:

Program managers and supervisors who want to enhance their performance in managing their services, resources, and staff through effective strategic planning.

This training addresses the importance of using strategic planning to establish and maintain both a sense of direction and support for your organization or program. You will

- Identify critical factors in strategic planning that affect an organization's success
- Learn to articulate your mission and vision, set goals, develop objectives, and craft an action plan
- Develop an outline of a strategic plan for your organization
- Network with the trainer and other participants and exchange ideas about enhancing an organization's performance through strategic planning.

Program Evaluation

Half day

Cost: \$50

Who should attend:

Program directors, grant managers, project managers, proposal writers, and others who want to enhance their knowledge and skills in program evaluation.

This training discusses how program evaluation can be carried out in a realistic and practical fashion to increase the effectiveness of victim services. You will

- Learn to "speak the language" of evaluation
- Discuss the purpose and value of program evaluation
- Design a basic evaluation strategy for your organization or program.

Human Resource Development

Half day

Cost: \$50

Who should attend:

Program managers and supervisors who want to enhance their performance in managing their services, resources, and staff.

This training explores individuals' different value orientations, the linkages of their value orientations to the success of an organization, and ways that change can impact behavior in organizations. You will

- Examine four primary value orientations held by individuals in the workplace
- Identify how an individual's worldview can affect behavior
- Learn strategies for managing change
- Devise plans for staff retention.

**For additional information
about current and planned
training in 2004 for victim
service providers, contact
OVC TTAC:**

Office for Victims of Crime
Training and Technical Assistance Center
10530 Rosehaven Street, Suite 400
Fairfax, VA 22030

Phone: 1-866-OVC TTAC
(1-866-682-8822)
TTY: 1-866-682-8880
Fax: 703-279-4673

Office for Victims of Crime

The Office for Victims of Crime (OVC) was created by the U.S. Department of Justice in 1983 and formally established by Congress in 1988 through an amendment to the Victims of Crime Act of 1984. OVC's mission is to enhance the Nation's capacity to assist victims of crime and to provide leadership in changing attitudes, policies, and practices to promote justice and healing for all victims of crime.

OVC accomplishes its mission by

- Administering the Crime Victims Fund
- Supporting direct services
- Providing training programs
- Sponsoring demonstration and evaluation projects with national and international impact
- Publishing and disseminating materials that highlight promising practices that can be replicated worldwide
- Sponsoring fellowships and clinical internships.

Office for Victims of Crime Resource Center

The Office for Victims of Crime Resource Center (OVCRC) is your information clearinghouse for emerging victim issues.

As a component of the National Criminal Justice Reference Service (NCJRS)—a federally funded resource offering justice and substance abuse information to support research, policy, and program development worldwide—OVCRC offers access to a vast criminal justice resource library and top information specialists to answer your questions. Staff can offer statistics and referrals, discuss publications, compile information packages, and search for additional resources using OVCRC's extensive network of victim advocates and organizations.

OVCRC also offers easy access to OVC and other victim-related publications through an online ordering system, the bimonthly *NCJRS Catalog*, and an electronic newsletter. To learn more about OVCRC and its products and online services, visit www.ojp.usdoj.gov/ovc/ovcres/welcome.html or call 1-800-851-3420 (TTY 1-877-712-9279).

Office for Victims of Crime Training and Technical Assistance Center

For victim service providers, the Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) is the portal to a broad range of resources. OVC TTAC extends training and technical assistance to victim service providers, allied professionals, volunteers, advocates, and victim/witness coordinators. The training and technical assistance are designed to enhance participants' skills and improve the quality and efficiency of the services they deliver.

OVC TTAC also provides a broad range of comprehensive resources for victim service providers. These resources include needs assessment, resource development and delivery, education and outreach, and evaluation. OVC TTAC is committed to helping the Nation's victim service community build the capacity that it needs to respond to the increasingly complex needs of victims of crime.

**Office for Victims of Crime
Training and Technical Assistance Center**
10530 Rosehaven Street, Suite 400
Fairfax, VA 22030

Phone: 1-866-OVC-TTAC (1-866-682-8822)
TTY: 1-866-682-8880
Fax: 703-279-4673
Web site: www.ovcttac.org

Office for Victims of Crime Training Calendar At a Glance Early 2004

	Atlanta, GA	Chicago, IL	Minneapolis, MN	Washington, DC	Los Angeles, CA
The Ultimate Trainer	February 4-6				
Curriculum Design Training for SVAAAs		March 9-12			
Sexual Assault Advocate/Counselor Training			April 13-14		
Professional Development Institute				April 21-23	
Leadership in Victim Services					May 3-5

Acknowledgments

The Office for Victims of Crime (OVC) adapted and revised all of the training curricula for the training sessions and workshops in this Training Calendar through its Training and Technical Assistance Center (OVC TTAC). OVC acknowledges **Linda E. Ledray** and **Sharon Moscinski** for developing the Sexual Assault Advocate/Counselor Training Manual (Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice Grant Number 97-VF-GX-K021) on which The Sexual Assault curriculum is based, and the **Victims' Assistance Legal Organization (VALOR)** for developing The Ultimate Educator (Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice Grant Number 95-MU-GX-K002(S-5)), which is now revised as The Ultimate Trainer.

OVC would also like to acknowledge the following victim service professionals for their contributions to the development of past OVC training offerings that have helped to inform the curricula presented in this Training Calendar: Anne Betzner, Anita Drummond, Christine Edmunds, Carroll Ann Ellis, Carol Gordon, Melissa Hook, Kip Lowe, Pamela McCauley, Bill McCoy, Morna Murray, Adrienne Semidey, and Anne Seymour.

OVC is indebted to the many victim service professionals and service providers who participated in these training courses over the years and provided valuable input and feedback.

US Department of Justice
Office of Justice Programs
Office for Victims of Crime

Washington, DC 20531

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