Delaware Statewide Victim Services Conference

For Victim Service Professionals and Allies

March 26 - March 27, 2018

The Duncan Center
500 W. Loockerman Street
Dover, DE 19901

This training event is supported with funding through the U.S. Department of Justice, Office of Justice Programs, Office for Victims of Crime, FY 2015 Victim Assistance Discretionary Grant Training Program Award #2015-VF-GX-0038
Dear Colleagues,

On behalf of the Delaware Criminal Justice Council, our Chair and the Victim Services Conference Planning Group, I would like to welcome you to the 2018 Statewide Victim Services Conference!

This Conference marks the first step in Delaware’s reinvigoration of statewide training opportunities for Victim Services professionals and allies. Through the VOCA Discretionary Training grant, our goal is to increase the availability of local trainings for victim services professionals. By doing so, we can help to strengthen the quality of victim service programs in Delaware and provide support and professional development to victim services career professionals.

This conference is made possible by the United States Department of Justice, Office of Justice Programs, through the Office of Victims of Crime. I would like to thank the planning group, our staff, particularly Senior Planner Kathleen Kelley, and the many individuals that contributed their time and effort toward this two day event filled with educational opportunity. I would also like to take this opportunity to say thank you to all of you for not only participating in this conference, but for all of the work you do each and every day. Providing services to our neighbors during times of crisis and when they are most vulnerable takes the best among us and those of you here today are the best among us.

Please enjoy the networking opportunity with your colleagues and best wishes for a great two days filled with opportunity.

Sincerely,

Christian Kervick
Executive Director
### CONFERENCE AT A GLANCE

#### MONDAY, MARCH 26

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<th>Time</th>
<th>Activity</th>
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<tr>
<td>7:30-8:00am</td>
<td>Registration</td>
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<tr>
<td>8:15-8:45am</td>
<td><strong>Welcome</strong>&lt;br&gt;Introductory Remarks by Christian Kervick, CJC Executive Director</td>
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<td>8:45-10:15am</td>
<td><strong>Advances in Victims’ Rights</strong>&lt;br&gt;Anne Seymour, Justice Solutions</td>
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<td><strong>BREAK</strong>&lt;br&gt;10:15 - 10:30am</td>
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<tr>
<td>10:30-11:45am</td>
<td><strong>The Role of Victim Services in Offender Reentry</strong>&lt;br&gt;Anne Seymour, Justice Solutions and Jennifer Storm, PA Office of Victim Advocate</td>
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<td><strong>LUNCH</strong>&lt;br&gt;11:45am - 1:00pm (on your own)</td>
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<td>1:00-2:30pm</td>
<td><strong>Professional Boundaries in Victim Services</strong>&lt;br&gt;Jennifer Storm, Pennsylvania Office of Victim Advocate</td>
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<td><strong>BREAK</strong>&lt;br&gt;2:30pm - 2:45pm</td>
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<td>2:45-4:00pm</td>
<td><strong>Beyond Bubble Baths and Candles: Trauma-Informed Self Care Practices for Victim Advocates</strong>&lt;br&gt;Maria Markos, Michigan Department of Health and Human Services</td>
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*All sessions are located in the Outlook Ballroom unless otherwise indicated.*
## CONFERENCE AT A GLANCE

**TUESDAY, March 27**

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<td><strong>Engendering Respect</strong>&lt;br&gt;Bill McCoy, The McCoy Company</td>
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<td>10:15-11:45am</td>
<td><strong>Culturally Competent Crisis Response</strong>&lt;br&gt;Suzanne Buchanan, U.S Department of Justice, Community Relations Services&lt;br&gt;*Breakout Session for Supervisory and Management Personnel&lt;br&gt;<strong>Strategic Planning</strong>&lt;br&gt;Bill McCoy, The McCoy Company&lt;br&gt;*Located in the Barrett Room (Basement level)</td>
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<td><strong>Responding to Victims of Terrorism Part II:</strong>&lt;br&gt;Coordination Between NGO's and System-Based Organizations&lt;br&gt;Panel: Kathleen Griffin, U.S. Attorney's Office; Liam Lowney, MOVA; Jennifer Frobese, FBI and Jamie Barry, Red Cross</td>
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THE DELAWARE VICTIM SERVICES CONFERENCE  
SESSION DESCRIPTIONS

DAY 1: MONDAY, MARCH 26

8:15-8:45am: Introductory remarks by Christian Kervick, CJC Executive Director

8:45-10:15am: Advances in Victims’ Rights, Anne Seymour of Justice Solutions

Description: Today, there are over 32,000 laws that define and protect victims’ rights. This session will provide an overview of the ten core rights of crime victims and survivors, and offer resources available to help victim assistance, justice and allied professionals assist survivors in implementing their constitutional and statutory rights.

10:30-11:45am: The Role of Victim Services in Offender Reentry, Anne Seymour, Justice Solutions & Jennifer Storm, Victim Advocate for the Commonwealth of Pennsylvania

Description: The majority of incarcerated offenders will eventually return to the community. What types of services and support do their victims need and deserve? This session will focus on promising practices, programs and protocols that identify and meet the needs of crime victims and survivors when their offenders prepare to reenter the community.

1:00-2:30pm: Professional Boundaries in Victim Services, Jennifer Storm, Victim Advocate for the Commonwealth of Pennsylvania

Description: This session will be about setting professional boundaries within the context of delivering victim services. How to properly engage clients in trauma informed care without crossing ethical or professional boundaries will be the focus. This session will address specific interactions survivors/advocates and clients—knowing when to put your survivor self on the shelf.

2:45-4:00pm: Beyond Bubble Baths and Candles: Trauma-Informed Self Care Practices for Victim Advocates, Maria Markos, Division of Victim Services, Michigan Department of Health and Human Services

Description: As a victim advocate have you ever wondered if there might be a way to minimize the effect of the stories you hold for others? Have you found yourself challenged by the notion of self-care? Are you curious about what makes a self-care practice trauma-informed and why it matters? If so, please join us in this experiential and interactive session as we explore how the secondary trauma response may manifest in victim advocates, examine several different trauma-informed self-care practices, and have fun practicing a few self-care techniques so that you are comfortable replicating them at home (no prior experience required).
THE DELAWARE VICTIM SERVICES CONFERENCE
SESSION DESCRIPTIONS

DAY 2: TUESDAY, March 27

8:30-10:00am: Engendering Respect, William McCoy, The McCoy Company
Description: Engendering Respect is a high-impact, experiential workshop that confronts the explosive issues of violence, gender, race, and power in a way that brings people together. This workshop uses an interactive format to engage, educate, and entertain participants. Role plays, exercises, and lecturettes are used to produce a uniquely personal educational intervention rooted in participants' real-life experiences.

10:15-11:45am: Cultural Competency in Crisis Response, Suzanne Buchanan, U.S Department of Justice, Community Relations Services
Description: The Community Relations Service (CRS) is the DOJ’s “Peacemaker” for community conflicts and tensions arising from differences of race, color, national origin, gender, gender identity, sexual orientation, religion and disability. CRS works with all parties, including State and local units of government, private and public organizations, civil rights groups, and local community leaders, to uncover the underlying interests of all of those involved in the conflict. They facilitate the development of viable, mutual understandings and solutions to the community's challenges. This session will use case studies to highlight the importance and utility of culturally competent crisis response.

10:15-11:45am: (*Special Session for Managers & Supervisors) Strategic Planning, William McCoy, The McCoy Company
Description: This experiential workshop will examine common barriers and innovative solutions to bring strategic planning to your organization. This workshop uses an interactive format to engage participants in thinking outside the box to improve their agency’s strategic planning in the short- and long-term.

1:00-2:30pm: Responding to Victims of Terrorism Part I: The Immediate and Long-Term Responses to the Boston Marathon Bombing, Kathleen Griffin, U.S. Attorney's Office; Liam Lowney, Massachusetts Office for Victim Assistance; Jennifer Frobese, Federal Bureau of Investigation; Jamie Barry, American Red Cross of Mass.
Description: This panel will discuss the lessons learned from the Boston Marathon Bombing. The panel includes individuals from varied system-based victim organizations. Special emphasis will be placed on utilizing community considerations and local assets available as resources to victims of crime. The panel will explain how federal victim assistance personnel partner with state and local agencies and NGOs to avoid duplication of efforts, maximum outreach, and deliver coordinated information and services. Supporting victims throughout the criminal justice process will also be discussed, in addition to promoting an understanding of how to build and deploy services that meet the unique needs presented by victims impacted.

2:45-4:00pm: Responding to Victims of Terrorism and Mass Violence Part II: Coordination Between NGO’s and System Based Organizations, Kathleen Griffin, U.S. Attorney’s Office; Liam Lowney, Massachusetts Office for Victim Assistance; Jennifer Frobese, Federal Bureau of Investigation; Jamie Barry, American Red Cross of Mass.
Description: This panel will discuss the importance of coordination between non-governmental organizations and system-based organizations. This session will highlight the importance of working with local, state & federal partners in order to serve the victims best. The panel will provide recommendations for ways victim assistance personnel and their agencies can prepare for a cohesive multi-agency response to a criminal mass casualty incident. Strategies and lessons learned from the Boston Marathon Bombing and other incidents of mass violence will also be discussed.
THE DELAWARE VICTIM SERVICES CONFERENCE

SPEAKER BIOGRAPHIES

JAMIE BARRY, Recovery Program Manager, American Red Cross of Massachusetts
Jamie Barry holds a Master of Social Work from Bridgewater State University and a Bachelor of Arts in Sociology. Ms. Barry started her career in the Mental Health field working with adults and children in therapeutic community settings. She expanded this role to include individual, out-patient therapy with adults and children. Ms. Barry began volunteering with the American Red Cross after graduate school and soon developed a passion for disaster response.

She then transitioned from a volunteer to a paid position at the American Red Cross of Massachusetts focusing on Recovery. In this role, she has worked on several large-scale disaster responses across the country such as Hurricane Sandy, Boston Marathon Bombing, and the Tennessee wildfires. Ms. Barry was instrumental in the development of Patient Connection a service that connects loved ones with hospitals during times of large disaster. In her current role at the American Red Cross of Massachusetts, she oversees all aspects of Health Services, Mental Health, Spiritual Care and Client Recovery for the state.

SUZANNE BUCHANAN, U.S Department of Justice, Community Relations Services
Suzanne Buchanan has a Master's of Science in Conflict Analysis and Resolution, Graduate Certificate in World Religion, Diplomacy, and Conflict, and a Bachelor’s of Science in Business Marketing. From regional copywriter to managing communications for a national nonprofit to projects and organizations in the international development field, and leading crisis communications projects and campaigns in her current position, Ms. Buchanan has continually expanded her skills and extended her reach.

After working as a copywriter and corporate communications in the United States, Ms. Buchanan moved to South Asia where she built a communications consultancy working on projects for both local and international organizations in the international development field. Having worked in rural villages at the grassroots level as well as with the region’s top economists, educators, and innovators, Ms. Buchanan’s work expanded to include the development threads of emergency management, poverty alleviation, governance, healthcare, sanitation, and education, in addition to international relations, and conflict resolution. After returning to the United States, her passion for working with diverse communities continues in her current role with the Community Relations Service where she’s had the privilege of working with the nation’s newest residents from Somalia, Bhutan, Myanmar, Eritrea, Syria, Iraq, Afghanistan, the Democratic Republic of Congo, and more, including communities from many Central and South American countries and beyond.

Throughout her career she has developed significant expertise in stakeholder engagement, crisis response, behavior change, and multi-cultural communications. Her current areas of expertise include: Cultural Fluency, Conflict analysis, Behavior Change Communications, Inter-cultural communications, International Affairs, Program Design, and Program Management.
JENNIFER FROBESE, Victim Specialist, Federal Bureau of Investigation, Boston Field Office

Victim Specialist (VS) Frobese has been employed with the FBI for 14 years. VS Frobese has been in the field of victim services for approximately 16 years, graduating with a Bachelor’s (BS) Degree in Psychology at the University of Massachusetts in 1998 & studying post-graduate at the University in Community Psychology as well as Rivier College in Nashua, NH in Counselor Education 2000 – 2001. VS Frobese works in a collaborative environment which includes local, state and federal investigators partnering with victim assistance in order to ensure victim rights, resources and information are afforded to the victims we work with. VS Frobese has worked on cases including Terrorism, Piracy, Crime on the High Seas, Murder for Hire, Crimes Against Children, Financial Crime, Health Care Fraud, Violent Gangs & Organized Crime. As a Victim Specialist assigned to the Boston field office, VS Frobese is responsible for assisting all victims of federal crime which are investigated in the territory assigned in the states of Massachusetts, New Hampshire & Maine. VS Frobese has responded to & worked several child abduction & police shooting cases; collaborating with first responders, federal, state & local police as well as prosecutors and victim witness personnel from multiple states. VS Frobese is also assigned to the Innocence Lost Task Force (ILTF) at FBI, Boston which targets pimps that exploit children. VS Frobese was the primary Victim Specialist assigned to the Boston Marathon Bombing case charged with providing victim assistance to approximately 500 victims. Prior to joining the FBI, VS Frobese worked as a Family Service Worker for a Head Start Program for 3 years & also worked in a hospital emergency room for 11 years.

KATHLEEN GRIFFIN, Victim Witness Specialist, U.S. Department of Justice, U.S. Attorney's Office in the District of Massachusetts

Ms. Griffin has assisted victims of all types of federal crimes during the course of her 27-year career in the U.S. Attorney’s Office. She assisted victims in numerous high-profile violent crime cases, including two federal death penalty cases. She was the lead Victim Witness Specialist in the Boston Marathon bombing case, the Gary Lee Sampson case, the James “Whitney” Bulger case, and the Richard Reid (“Shoe Bomber”) case. She performed a unique role in assisting the Massachusetts families of the September 11, 2001 victims. Ms. Griffin was the Massachusetts-based federal victim advocate who worked with the prosecution team in the U.S. Attorney’s Office for the Eastern District of Virginia during the prosecution of Zacarias Moussaoui, who was convicted of conspiracy charges related to the 9/11 terrorist attacks.

Ms. Griffin collaborates with federal, state and local government agencies and community-based organizations to meet the diverse needs of survivors and victims’ families during the prosecution phase of a federal crime. She provides guidance to the prosecution team on victims’ rights and services. She works directly with victims and their families to ensure they are aware of their rights, and they know how to access resources. She organizes logistical arrangements for victims to participate in meetings, briefings, closed circuit broadcasting of court proceedings, and accompanies victims to court.

Ms. Griffin served several terms on the Department of Justice Executive Office for U.S. Attorneys (EOUSA) Victim/Witness Working Group. She received the Department of Justice EOUSA Director’s Award for Superior Performance in Victim/Witness Assistance in 2004, the Office for Victims of Crime National Crime Victims Service Award in 2014, the Department of Justice Attorney General’s Award for Exceptional Service for her role in assisting victims of the Boston Marathon bombing in 2016.

Ms. Griffin earned a Bachelor of Arts in Business Administration from St. Michael’s College in Vermont, and a Master of Arts with a Concentration in Public Administration from Framingham State University in Massachusetts.
LIAM LOWNEY, Executive Director, Massachusetts Office for Victim Assistance

Liam Lowney began his career in victim services as a victim witness advocate at the Middlesex District Attorney’s Office in 1998. As an advocate, he assisted victims of domestic and sexual violence and homicide with accessing services and the rights that they are entitled to in the criminal justice system. In January 2007, Liam was appointed Chief of Victim and Witness Services by then Attorney General Martha Coakley, overseeing all aspects of crime victim policy development, service delivery, and the state’s Victim Compensation and Assistance Program. Liam served as the Attorney General’s designee to the Victim and Witness Assistance Board and the Human Trafficking Interagency Taskforce. In September 2012, Liam was appointed by the Victim and Witness Assistance Board to lead the Massachusetts Office for Victim Assistance (MOVA) as its Executive Director. He has led the agency’s administration and oversight of federal funding for victim services, generated training and education programming, and developed responses for victims of crime. Liam led MOVA’s response to survivors of the Boston Marathon Bombing and administration of $8.3 million in federal Anti-terrorism Emergency Assistance Program funding. Throughout his career, Liam advocated for policy changes that impact crime victims, including: gun safety legislation; updates to the victim compensation and assistance statute; and the human trafficking law passed in 2011. In 1994, Liam’s sister Shannon Lowney was murdered while working at the Planned Parenthood clinic in Brookline, MA. Since that time, Liam has served as an advocate for individuals and families impacted by violence. He regularly trains professionals and seeks to empower survivors of crime.

MARIA MARKOS, Victim Services Program Specialist/MI-VINE Program Manager, Michigan Department of Health and Human Services

Maria Markos has been a passionate advocate for victims of crime for twenty-six years: as a prosecutor-based victim advocate, a coordinator for a Child Advocacy Center, a community educator, and now as the Victim Rights Program Specialist for the Michigan Department of Health and Human Services. Maria also enjoys blending her knowledge of crime victim issues with her expertise in the alternative health modalities to design and facilitate trauma-informed self-care workshops for criminal justice professionals across the country. Maria holds a Bachelor of Arts degree in Family Life Education, an Associate in Applied Science degree in Paralegal studies, and is a registered 200-level yoga teacher, a registered children's yoga teacher, and a certified mind/body eating coach.

WILLIAM McCOY, Founder and CEO, The McCoy Company

William E. McCoy, Jr. founded The McCoy Company in 1985, after a fast-paced career in public service highlighted by two White House appointments. The McCoy Company has worked extensively with the crime victim services, juvenile and adult justice, education, and professional sports on a myriad of interventions. McCoy has over 25 years experience working with all levels of government, ranging from service as a city manager to work in African countries with Peace Corps. He has served in senior positions with high-powered, national think tanks like the Academy for Contemporary Problems, National Training and Development Service, and Joint Center for Political and Economic Studies. McCoy has been involved with over $1 billion in development projects, managed a consortium of 12 community foundations, and contributed to a host of cutting-edge initiatives. He is a published author, award-winner, and innovator who holds a BA degree in economics and a MPA in finance and administrations, and several professional certifications. McCoy is profiled in Who’s Who in the World and elsewhere.
ANNE SEYMOUR, Co-founder and Senior Advisor, Justice Solutions
Anne Seymour has 35 years of experience as a national advocate for crime victims and survivors. She is a consultant to the Pew Charitable Trusts Public Safety Performance Project, the new USDOJ Mass Violence & Victimization Resource Center, and the National Association of VOCA Assistance Administrators, among others. She began her career in 1984 as the Director of Public Affairs for the National Office of Mothers Against Drunk Driving and, from 1985 to 1993, as co-founder and Director of Communications and Resource Development of the National Victim Center (now National Center for Victims of Crime). Seymour has consulted with the U.S. Departments of Justice, Defense, State and Health & Human Services, the Peace Corps, and all 50 state governments to develop policies and protocols that improve the sensitive treatment of crime victims and survivors, and promote justice reforms that improve individual and public safety.

Seymour has developed and implemented training and technical assistance programs to strengthen victims’ rights and services in justice reform initiatives, law enforcement, prosecution, the judiciary, juvenile justice, restorative justice and community and institutional corrections. She has authored or contributed to over 50 curricula and texts published by the Office for Victims of Crime and Bureau of Justice Assistance since 1989. She has appeared on Nightline, Larry King Live, Crossfire, The Oprah Winfrey Show, and Frontline as an expert on crime victims’ rights.

Seymour has received numerous honors for her efforts, including two awards from U.S. Congress and the Department of Navy for her role in responding to the mass violence at the Navy Yard in September 2013. She graduated from California State University, Chico in 1979 with a Bachelor of Arts in Social Work/Corrections, and was valedictorian of her graduating class. Seymour completed her coursework in the CSU, Chico Masters of Public Administration Program. She lives in Washington, DC where she enjoys gardening, long walks and cheering for her beloved Green Bay Packers.

JENNIFER STORM, Commonwealth Victim Advocate, Pennsylvania Office of the Victim Advocate
Jennifer Storm is the Victim Advocate for the Commonwealth of Pennsylvania. As Victim Advocate, she is responsible for representing the rights and interests of crime victims before the Board of Probation and Parole and the Department of Corrections and to provide notification to crime victims of the potential for inmate release, opportunity to provide testimony, and notification of the inmate’s movement within the correctional system. Further, Ms. Storm is responsible for advocating the interests of adult and juvenile crime victims throughout Pennsylvania.

Ms. Storm has received several awards, including the 2012 Gail Burns Smith Award from the National Crime Victim Law Institute, the 2012 Liberty Bell Award from the Dauphin County Bar Association, and the 2011 Pathfinder Award for Excellence in Victims Services in the Commonwealth of PA. She served on the Victims Service Advisory Board for a four year term.

She also serves on the Criminal Justice Advisory Committee, Mental Health Advisory Committee, Pennsylvania Commission on Crime and Delinquency, Victim Services Advisory Committee, PA Commission on Sentencing, Crime Victims Alliance of PA, the State Council for The Interstate Compact on Juvenile and Adult Offenders and chairs the PA Task Force on Restitution.

Jennifer Storm was born and raised near Allentown, PA and attended Northampton High School. She graduated from Pennsylvania State University with a Bachelor of Science in Rehabilitation Services and a Master’s Degree in Organizational Management from The University of Phoenix. Most recently Jennifer received a certificate from Cornell University in Conflict Resolution and Dispute Management.
Save the Date & Spread the Word!

**National Crime Victims’ Rights Week**
is April 8-14, 2018. The Governor’s proclamation signing is 10:30am on Tuesday, April 10th, on the 12th floor of the Carvel State Building.

**The 27th Annual Crime Victims’ Rights Week Tribute** will take place Thursday, April 12th at the Outlook at the Duncan Center (500 Loockerman St., Dover), doors open at 5:30pm. Follow the VRTF on Facebook to receive additional information about NCVRW events in Delaware: www.facebook.com/delVRTF/

The Delaware Victims’ Rights Task Force has been busy collecting information for the new Online Resource Center for Victims of Crime: www.DelawareVictimServices.org/ Follow the VRTF on Facebook to be the first to know when the website goes live at: www.facebook.com/delVRTF/

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**Delaware Coalition Against Domestic Violence (DCADV)**

**Advocate Retreat & Conference**
the DCADV celebrates hosting our 20th Advocates’ Retreat and Conference, May 7-8, 2018 at the Atlantic Sands Hotel & Conference Center in Rehoboth Beach! This action-oriented conference brings together victims/survivors, advocates and victim service providers to connect, share information, and engage in critical thinking analysis.

**DCADV’s DV101** provides an overview of the dynamics and prevalence of domestic violence and teaches participants effective advocacy skills that support safety and empowerment across systems. Registration for the September 19-20, 2018 event at the Terry Campus of Delaware Technical Community College will open in August. Visit https://dcadv.org or follow us on Facebook (www.facebook.com/DelawareCoalition/) for more information, resources, and news about upcoming events!

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**ContactLifeline Volunteer Training:** Trainings for Crisis helpline services in Wilmington and Sexual Assault Services in Kent and Sussex County will be offered in Summer 2018 for new hotline volunteers and volunteer advocates. Visit http://www.contactlifeline.org/volunteer/ for more information and to submit your application!

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**YWCA Sexual Assault Response Center (SARC) Volunteer Training:**
The SARC is seeking new Sexual Assault Response Advocates for the Helpline and in-person accompaniments! This experience is especially helpful for those planning a career in the fields of counseling, education, patient care or victim services. To join our team, request a volunteer application by contacting Debbie Litten (dlitten@ywcade.org) for New Castle County, and Vanessa Filmonor (vfilmonor@ywcade.org) for Kent and Sussex Counties.

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**Sexual Assault Kit Initiative (SAKI) Conference** is tentatively planned for September 2018; follow the CJC on Twitter for updates (@Delaware_CJC) or contact Mike Kelly (Michael.Kelly@state.de.us) with questions.

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**CJC Egrants Training** will take place at the Goodwill in Wilmington on Wednesday, May 2, 2018. This set of workshops will be a repeat of the January Egrants training. More information and registration can be found here: https://www.surveymonkey.com/r/CJCEgrantsTrainingMay2018
Delaware Criminal Justice Council

The Delaware Criminal Justice Council is an independent body committed to leading the criminal justice system through a collaborative approach that calls upon the experience and creativity of the Council, all components of the criminal justice system and the community.

We continually strive for an effective system which is fair, efficient and accountable.

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