



Victim Services and Elder Abuse Coalitions:

Collaborative Partners and Stakeholders for Strategic Planning



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Learning Objectives

- What are crime victim services?
- Where are they located?
- Why collaborate with victim services?
- Why include victim services as stakeholders in strategic planning for elder abuse coalitions and aging services?
- What can elder abuse coalitions, aging services, and victim services achieve together?



Whose job is it anyway?

This is a story about 4 people named **Everybody**, **Somebody**, **Anybody** & **Nobody**. There was an important job to be done, & **Everybody** was sure **Somebody** would do it. **Anybody** could have done it, but **Nobody** did it. **Somebody** got angry about that because it was **Everybody's** job. **Everybody** thought that **Anybody** could do it, but **Nobody** realized that **Everybody** wouldn't do it. It ended up that **Everybody** blamed **Somebody** when **Nobody** did what **Anybody** could have done.



Crime Interrelationship with Elder Abuse

- Homicide
- Assault & battery
- Sexual assault
- Domestic violence
- Institutional abuse, neglect & fraud
- Theft & fraud
- Identity theft
- Drugs





What are crime victim services?



Basic Crime Victim Services

- Needs assessment
- Crisis intervention
- Emergency financial assistance
- Home safety checks
- Safety planning
- Employer intervention
- Social support enhancement
- Medical issues
- Mental health counseling
- Victim support groups
- Legal advocacy
- Referrals for social services
- Information about emergencies



System-based **VS.** Community-based

Two Basic Categories of Victim Services

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Victim Assistance Programs: System-based

- Law enforcement
- Prosecution
- Courts
- Probation
- Parole
- Corrections
- Attorneys' General Offices
- State victim compensation programs
- State VOCA administrators who oversee Federal funding for victim assistance
- State VAWA administrators



Victim Assistance Programs: Community-based

- Rape crisis centers
- Domestic violence programs and shelters
- Homicide support groups
- Drunk driving victim assistance programs
- Children's Advocacy Centers
- Court-appointed special advocates (CASAs)
- Older adult victim assistance programs
- Interfaith-based victim assistance programs



Victim Assistance Programs: State Coalitions and Associations

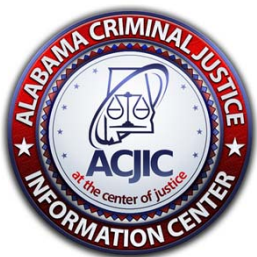
- General victim assistance coalitions
- Sexual assault
- Domestic violence
- Staff offices of MADD
- State associations of victim/witness professionals
- State offices of Adult Protective Services
- State offices of Child Protective Services





victims.alabama.gov

Alabama's Victim Resource Center



Maury Mitchell

Alabama Criminal Justice Information Center



Welcome Maury Mitchell Sign Out or [PROFILE](#)



ALABAMA VICTIM ASSISTANCE


Office of Victim Assistance | Attorney General Luther Strange | 800.626.7676

HOME RESOURCES ABOUT FAQ CONTACT

I CAN stay informed

Register with Alabama CAN and receive notification when the offender that violates your rights is released or re-arrested.

[Register Now](#) ▶









How We Can Help

- Crime Victim**
Assistance is available for victims of violent crime.
- Consumer Victim**
Alabama consumers are protected from unscrupulous business.
- Elder Abuse Victim**
Abuse of elders takes many different forms.
- Parole Information**
Receive notice of an offender's scheduled hearings.
- Offender Release**
View location and scheduled release information about inmates.
- Resources**
State and local agencies are available to assist victims.

Registrant Information

- [Registrant Profile Summary](#)
- [Selected Offenders](#)
- [Notification History](#)
- [Change Password](#)


Meet Our Partners

-  Office of Attorney General
-  Alabama Sheriff's Association
-  Department of Corrections
-  Alabama Board of Pardons and Parole
-  Alabama Crime Victims Compensation Commission
-  Alabama District Attorneys Association

800.626.7676

Office of Victim Assistance
Attorney General Luther Strange
Phone: 334.242.7342
Fax: 334.242.4890

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Your Search...

SEARCH

Phone Numbers Mobile Help Size Print Email

Department of Justice

Preventing Crime

Protecting Families
Domestic Violence
Child Violence
Elderly Abuse
Just For Kids

Related Links:
Victims Guide
& Judicial System

Guarding Consumers

Securing Seniors

Media Outreach

Protecting FAMILIES

The Family Division brings together four existing Department of Justice units: Child Support, Child Protection, Domestic Violence and Child Abuse, and Juvenile Delinquency and Truancy. Staff are being cross-trained to provide a full range of legal services to victims, families, and juvenile delinquents.



Domestic Violence

According to the F.B.I., one out of every two women in America will be in an abusive relationship during her lifetime. You will find information about identifying and combating **domestic violence** (*en espanol*) in our communities.



Violence Against Children

Children are, unfortunately, targets of criminals throughout Delaware. Information for parents, children of all ages, and caring adults on **ways to protect children in Delaware**.



Violence Against The Elderly

Delaware's seniors are too often the victims of physical and financial exploitation. Learn about how the Delaware Department of Justice is committed to **investigating and prosecuting** those who would take advantage of our senior citizens.



Victims Guide & The Judicial System

Many victims of crime suffer from distress and confusion after victimization. The Delaware Victim's Bill of Rights and the Delaware Department of Justice, Courts, and other state agencies provide protections and **help victims** work through the criminal justice system. Check out this section for **more information on the judicial system**

Victim Contact

24-Hour Hotlines

Domestic Violence: 302-762-6110
Rape Crisis: 800-262-9800
Mobile Crisis Unit: 800-652-2929
Child Abuse Hotline: 800-292-9582
Abriendo Puertas: 302-745-9874
Northern Kent: 302-678-3886
Kent/Sussex: 302-422-8058
School Crimes: 800-220-5414

Full Victim Contact List



Internet Safety

Related LINKS

- Delaware Sex Offender Registry Link
- Failure to Register Initiative
Most Wanted For Failure to Re-register as Sex Offenders
- Biden Announces New Measures to Combat Senior Abuse
- Family Division Units





- About Us
- Protecting Consumers
- Advocating for Women
- Keeping Communities Safe
- Advocating for Older Citizens
- Safeguarding Children
- Defending Your Rights
- Preserving the Environment
- Helping Crime Victims
- Ensuring Open and Honest Government
- Building Better Charities
- MethNet

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Advocating for Older Citizens



As the elderly population grows in Illinois and across our nation, protecting older citizens continues to be one of the most important responsibilities of the Attorney General's office. Far too often, scam artists perceive senior citizens as vulnerable and relatively wealthy due to their ability to access retirement accounts and pensions. As a result, seniors are a frequent target of a wide range of consumer fraud scams. Illinois Attorney General Lisa Madigan works to protect all Illinois seniors by taking legal action against those who prey on seniors and supporting legislation to toughen penalties against those who commit crimes against the elderly.

Sadly, financial exploitation is not the only threat to seniors' safety. Physical and sexual abuse of elderly citizens is far too prevalent. This often unreported crime is devastating to both victims and family members. In response to this serious problem, the Attorney General's office is working with advocates, other government agencies and law enforcement officials to root out abuse.

The Attorney General provides a Senior Citizens Consumer Fraud Hotline. To contact the hotline please call 1-800-243-5377 or 1-800-964-3013 (TTY).

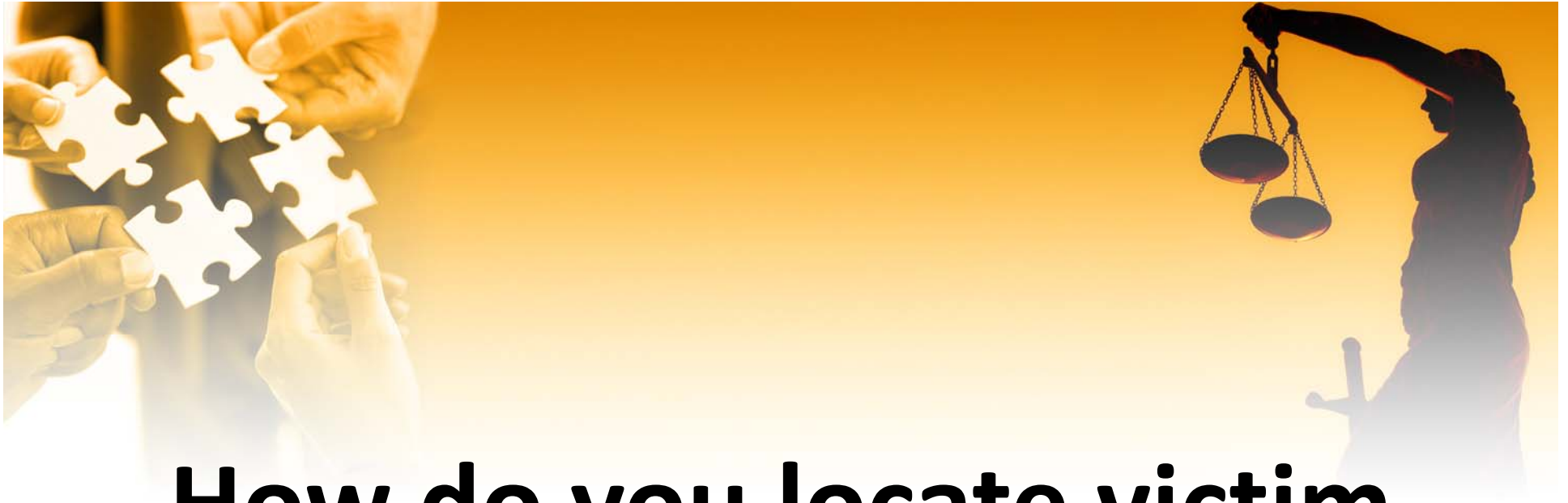
To report abuse, neglect or exploitation of an older person living in the community, please contact the 24-hour Illinois Elder Abuse Hotline at 1-866-800-1409 or 1-888-206-1327 (TTY). Online, visit www.state.il.us/aqing/.

To report the abuse, neglect or exploitation of an older person living in a long-term care facility, please contact the Department of Public Health at 1-800-252-4343 or 1-800-547-0466 (TTY). Online, visit www.idph.state.il.us/.

The Attorney General's office is proud to participate in the following programs to help protect Illinois' older citizens:

- [Illinois TRIAD Program](#)
- [Elderly Service Officers](#)





How do you locate victim services in a jurisdiction?



Help for Providers

U.S. Resource Map of Crime Victim Services & Information



The U.S. Resource Map allows you to access state-specific:

- organizations that provide services to crime victims;
- contact information for crime victims' assistance and compensation programs;
- conference and events;
- victims' rights statutes, tribal laws, constitutional amendments, court rules, administrative code provisions, and case summaries of related court decisions;
- Victim Information and Notification Everyday (VINE) resources and;
- contact information to report crime victim' rights violations.



Directory of Crime Victim Services

an OVC Online Resource



OVC

Office for Victims of Crime

SEARCH

GET POSTED

GLOSSARY

HELP

Welcome to the Online Directory of Crime Victim Services, a resource from the Office for Victims of Crime (OVC). Since its launch in 2003, the Directory has helped thousands of crime victims and service providers find nonemergency crime victim service agencies in the United States and abroad.

You can search the Directory by—

- location
- type of victimization
- service needed
- agency type

[START HERE](#)

Are you a victim service program or organization?

More than 10,000 programs are listed in the Directory and yours could be too. Add your program to the Directory and increase your program profile with providers and crime victims. Find out how on the [Get Posted](#) page.

The information provided in the directory is the sole responsibility of the not-for-profit programs and public agencies that chose to make this information publicly available on the Web. OVC does not endorse any particular products or services listed in this directory. See the [Disclaimer](#) page for more information.

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for Crime Victims
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Office for Victims of Crime

810 Seventh Street NW., Eighth Floor, Washington, DC 20531

The Office for Victims of Crime is a component of the Office of Justice Programs, U.S. Department of Justice.





Why engage with Victim Services?



Why Collaborate?

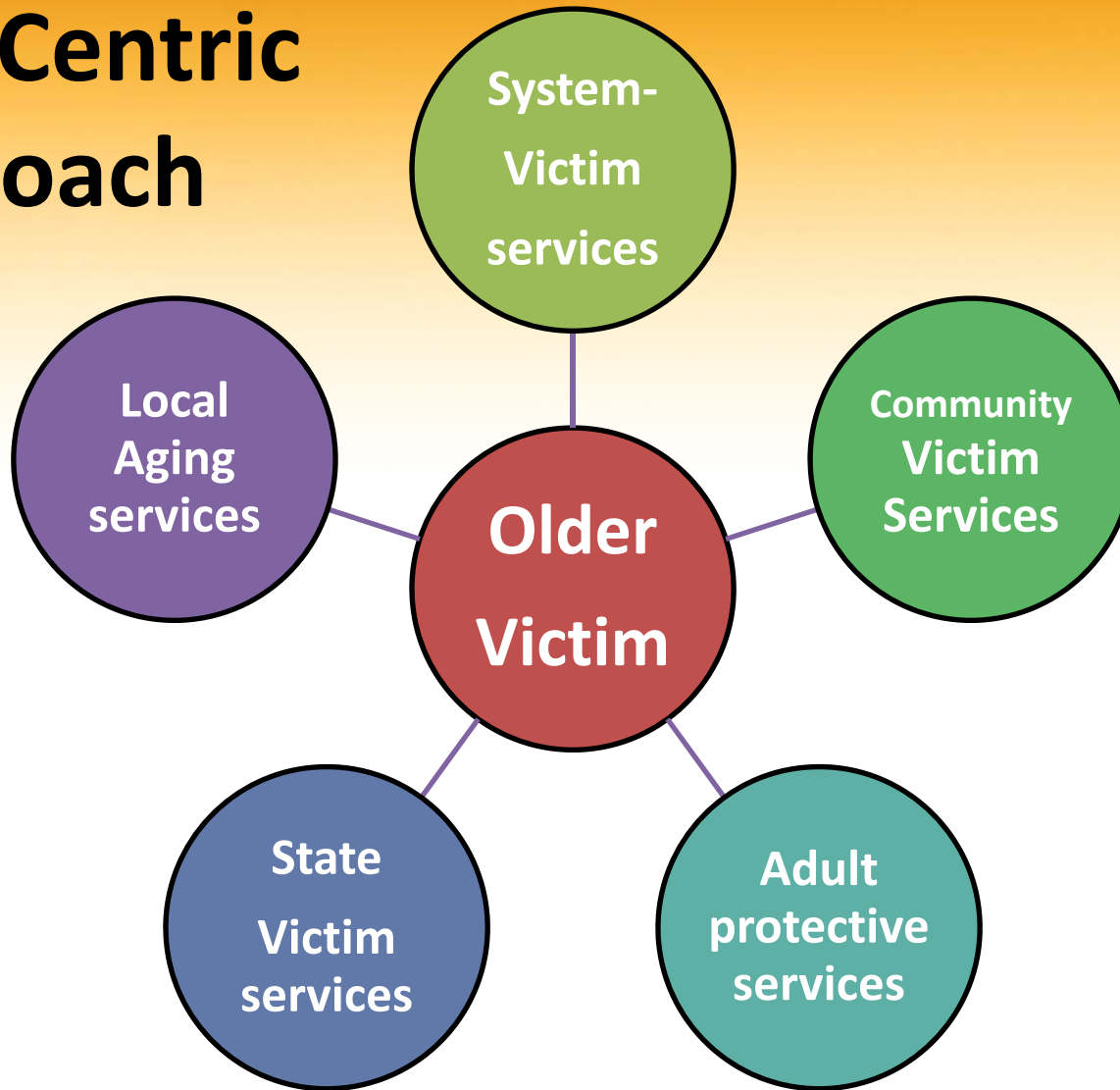
- Right thing to do!
- Common interests
- Enlightened self-interest



What's in it for me?

- What will my coalition gain from this collaboration?
- How will this collaboration make our work more effective?
- How can we use this collaboration to better meet the needs of older victims of crime in our community?

Victim Centric Approach



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Engaging Networks and Coalitions

- Introduce yourself -- become a member!
- Support each others' issues and concerns
- Cross-training and education
- Focus groups on key issues
- Mutual recognition and awards



Engaging Networks and Coalitions (*cont.*)

- Partnerships for:
 - Public awareness activities (can link to victim-related commemorative observances)
 - Victim- and justice-related public policy development and implementation
 - Committees and Task Forces
 - Ongoing funding for mutual interests and issues





Organizational Collaboration for Strategic Planning Overview



Types of Working Relationships

- Cooperation
- Coordination
- Collaboration
- Partnership



Shared Vision and Common Goals

- Critical to establish and record goals and objectives that are:
 - Clearly understood
 - Easily communicated
 - Shared by all parties
- Seek a consensus that respects different views and opinions
- Identify incremental benchmarks for success!



Overcoming Barriers to Collaboration

- Communication
- No hidden agendas
- Lack of diversity among group members
- Lack of measures to evaluate success
- Shared credit/benefits
- *If what unites us is more important than what divides us, why are we so divided?*



Collaborating for Older Victims' Rights and Services

- Fiduciary relationships
- Public policy initiatives
- Implementation of victims' rights
- Research initiatives & data collection
- Training & technical assistance
- Information & referral services



Key Factors in Implementing Collaborative Efforts

- Effective communication & cooperation
- Clear definition & delineation of roles
- Efficient & streamlined coordination of tasks
- Routine & regular flow of information/data
- Participation & accountability by all parties involved in the process



How Victim Services, Elder Coalitions, and Aging Services Can Better Interact

- Better understand how each other's system works
- Create opportunities to cross-train
- Invite each other to serve on local MDTs, coalitions or task forces
- Develop MOUs or interagency agreements for collaboration on older victim issues & individual case management (e.g., FAST Teams)





Social Services Agency

Department of Aging & Adult Services

Search...

Home > Department of Aging & Adult Services > Adult Protective Services > Financial Abuse Specialist Team (FAST)



Adult Protective Services - Financial Abuse Specialist Team (FAST)

Last modified: 3/7/2012 10:31 AM

Department of Aging & Adult Services >

Department of Employment & Benefit Services >

Department of Family & Children's Services >

Social Services Agency Commissions

The California legislature has recognized that most elder and dependent adults who are at the greatest risk of abuse suffer physical impairments and other health related conditions that place them in a vulnerable position, and therefore the State has declared a responsibility to protect these persons from abuse. To achieve this, the State through a system of comprehensive statutes mandates local adult protective services agencies to investigate reports of elder and dependent adult abuse, and to foster and promote community services for the economic, social and personal well-being, and protection of elders and dependent adults. Local adult protective services agencies are also directed to establish and maintain multidisciplinary teams to develop interagency strategies to remedy and prevent financial abuse, and to ensure maximum coordination with community resources.

The Santa Clara County Financial Abuse Specialist Team (FAST) was formed in 1999, and is composed of members from Adult Protective Services, the Office of the Public Guardian, the Office of the District Attorney and the office of County Counsel. The mission of the FAST team is to identify, investigate, prevent, and remedy financial abuse of elders and dependent adults in Santa Clara County. Rapid response, team confidentiality, and a multi-disciplinary approach are key components of the team. Speaking out against financial abuse, educating the public, and supporting legislative changes designed to deter financial exploitation of elders and dependent adults are team values. With these key aspects and motivated members, prompt and decisive action to prevent and remedy financial abuse is accomplished.

The collaboration has created the [Financial Abuse Specialist Team Practice Guide](#) to assist individual victims as well as the larger community. As of November 15, 2009, FAST had recovered and/or prevented the loss of almost \$195 million in assets of Public Guardian conservatees alone.

Quick Links

- > OUTREACH Transportation
- > Independent Living Center
- > Mental Health
- > Network of Care
- > United Way 211
- > Council on Aging Silicon Valley
- > CareMavens

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Triad Tools: Helpful documents you can use to start your own local organization

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Most of the forms on this page were created as downloadable PDF files so that you may print them out to make copies as handouts. If you do not have Adobe Reader, [click here to download this free software](#).

[Senior Investor Traps](#)

[Elder Abuse Fact Sheet placemats](#)

Elder Abuse Fact Sheet placemats to be distributed when delivering meals to homebound older adults or used at senior luncheon events. [Click here for download](#).

[Triad Information](#)

[Triad Update Form](#)

[Triad Implementation Handbook](#)

[Tips for Starting an Older Adult Safety Program](#)

[Triad-at-a-Glance](#)

[Triad Community Action Survey rev1](#)

[Disaster Preparedness: The STAR Initiative](#)

The Safety Training and Resources (STAR) Initiative is a community-based training and database development project designed to provide emergency responders with crucial resource information. This citizen-led program is designed to assist local agencies with collecting information for community preparedness.

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Why do strategic planning with victim services?

- Current environment, everyone must focus on making operations as efficient and effective as possible, including aging and victim services
- Increasing demands for services, shrinking resources, and greater expectations
- Strategic planning is a proactive tool to seek and manage change



Benefits of Strategic Planning

- Helps identify state's status of victim services and envision the future
- Sets targets for performance
- Incorporates ways to check progress
- Helps establish priorities
- Provides guidance for ongoing operational and capital plans and budgets



Strategic Planning Resources

- Office for Victims of Crime, U.S. DOJ
– *Strategic Planning Toolkit*
www.ovcttac.gov/views/resources/dspStrategicPlan.cfm
- National Association of VOCA Assistance Administrators www.navaa.org
- National Center for Justice Planning www.ncjp.org



Browser window showing the URL: <https://www.ovcttac.gov/views/resources/c>. The address bar includes "Departmenten...", "What is SAVIN? | :: SAVIN Onlin...", and "Office for Victims of Crime ...". The Norton toolbar shows "ncjp" in the search field, "Safe Web", and "Identity Safe". The Bing toolbar shows "74°" and various social media icons.

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OVCTTAC OFFICE FOR VICTIMS OF CRIME
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Strategic Planning Toolkit

OVC TTAC develops products that enhance your organization's ability to serve victims of crime.

Strategic Planning Toolkit

The Strategic Planning Toolkit is intended to function as a guide for you to use throughout the strategic planning process. The Toolkit offers guidelines you can follow and tools and resources for you to draw on at every step. The Toolkit is organized to help you both *learn* about the planning process and *use* the process. It is broken into six sections that correspond to the six steps in strategic planning. The Toolkit can benefit any victim services organization - at the state or local level - that wants to assess where it wants to go in the future.

Use the links below to download the various sections of the Toolkit, all in printable PDF format:

<http://www.ojp.gov/>



http://www.navaa.org/sp/index.html

Strategic Planning

Search

Safe Web Identity Safe

navaa

navaa

National Association of
VOCA Assistance Administrators

- VOCA Funding
- VOCA Statute
- State Directory
- Strategic Planning
- Links - Matrix
- Members' Only
- ... login

Training for Strategic Planning

New Resources:

- National Center for Justice Planning

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7/31/2012



STRATEGIC PLANNING

In this section

- ▶ Community Based Strategic Planning
- ▶ Keys to Success
- ▶ Overview of Strategic Planning
- ▶ Justice Applications of Strategic Planning
- ▶ SAA Strategic Planning
 - Federal Government Strategic Planning
 - Strategic Planning FAQs
 - Strategic Planning Resources
 - NCJA TTA for Statewide Planning

Process & Outcome Measures

- ▶ Process & Outcome Measures

Strategic Planning

This section is designed to provide State Agency Administrators (SAAs) and public safety leaders with the tools they need to successfully prepare and use a strategic plan. The focus is on community-based strategic planning because a successful strategic plan for public safety or criminal justice policy is firmly rooted in community needs and priorities, and includes the input of stakeholders with a diverse range of perspectives. The information presented here integrates classic strategic planning methods, well-known in the business literature, with the unique imperatives of effective public policy in the public safety and criminal justice fields.

In addition, the Strategic Planning section of this site provides SAAs and their sub-grantees with a step by step guide to the Strategic planning process. By breaking the process into logical sections, NCJP seeks to make the information actionable and easy to follow.

How to Get Started

There is no single strategic planning model or process that will work for every agency. SAA leadership and staff are as varied in their makeup and talent mix as the size, shape, weather, geography, and demographics of the states and territories where they are located. Each SAA has unique local legislative requirements, local expectations and ways of doing business.

The current state of readiness for planning will vary from agency to agency. Some have had a certified trainer on staff for years. Others have devoted little staff time and expertise to strategic planning. Some agencies have a long history of providing high quality data for analysis and planning. Other agencies struggle to find available data for planning. Some agencies have excellent strategic plans in place and others are beginning



Questions??



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