

Building Partnerships Project

Collaborating to Improve Services for Child Victims



Charting the Course

- Introductions
- Background and Rationale of the Project
- Revisit the CAC/MDT Model
- Overview of 1st Pilot
- Observations and Learnings
- 2nd Pilot Progress
- Next Steps for Project
- Available Resources and Support



2

Introductions, Disclaimers, and Invitations



3

National Resource Center for Reaching Victims

The National Resource Center for Reaching Victims is a one-stop shop for victim service providers, culturally specific organizations, criminal justice professionals, and policymakers to get information and expert guidance to enhance their capacity to identify, reach, and serve all victims, especially those from communities that are underrepresented in healing services and avenues to justice.

Supported by the U.S. Department of Justice, Office for Victims of Crime.



4

We Are a Collaboration Among

- Caminar Latino
- Casa de Esperanza
- Common Justice
- FORGE
- The National Children's Advocacy Center
- The National Center for Victims of Crime
- The National Clearinghouse on Abuse in Later Life
- Vera Institute of Justice
- Women of Color Network, Inc



5

A Spotlight On...

- Children and youth
- People with disabilities and Deaf people
- Older adults
- Lesbian, gay, bisexual, transgender individuals
- Individuals with limited English proficiency and immigrants
- Individuals who are formerly incarcerated
- Men of color
- Other historically marginalized
 - Native American/tribal/First Nations
 - Religious minorities
 - Women of color
- Other emerging categories of crime victims



6

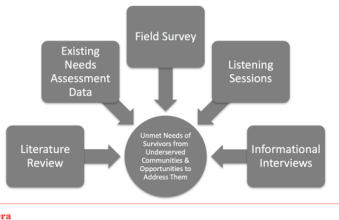
We are working to:

- Increase the number of victims who receive healing supports by understanding who is underrepresented and why some people access services while others don't;
- Design and implement best practices for connecting people to the services they need; and
- Empower and equip organizations to provide the most useful and effective services to crime victims.



7

Early Assessment and Planning

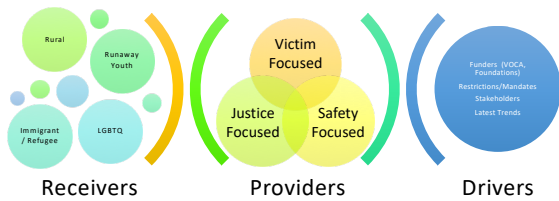


Vera



8

Identified Barriers



9

Observations

- Receivers and Providers do not always understand each other
- Providers often lack the “tools” they need to meet Receiver needs
- Providers struggle to collaborate with each other
- Drivers influence and often impact Providers’ ability to meet the comprehensive needs of Receivers
- Drivers and Providers seem to lack basic methods of communication and partnership



10

CACs and VOCA

- What does this relationship look like in your state?
 - CAC Support
 - Chapter Support
 - Collaborative Planning and Decision Making
 - Communication and Relationships

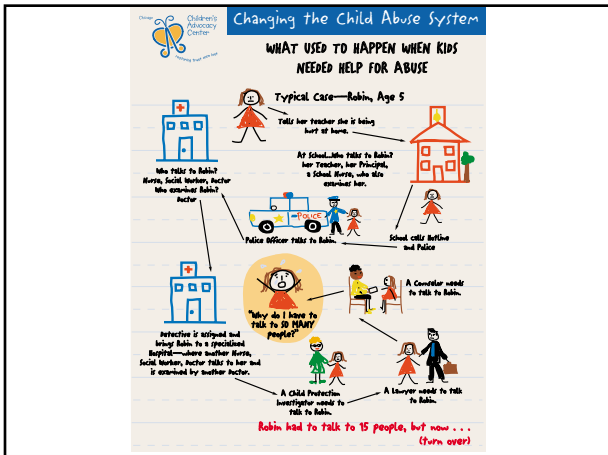


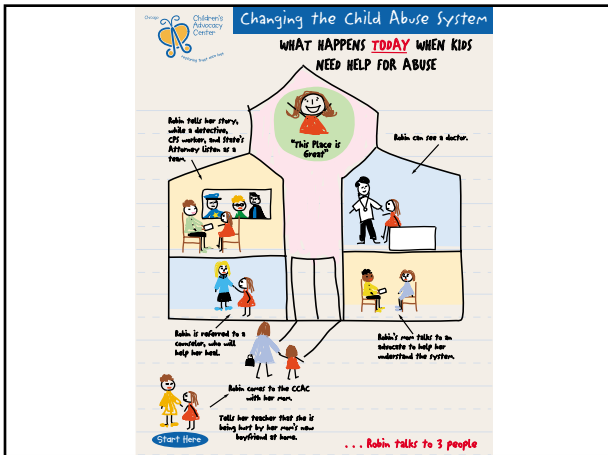
11

Revisiting the CAC/MDT Model



12





What is an MDT?

- Team members are from a variety of agencies and organizations
- Representing different skills, abilities and areas of focus
- There is no single identified person or entity with authority over the whole team
- There is an overarching set of goals that everyone can identify
- The tasks and goals of each discipline are often unique and potentially in opposition to each other at times



Multidisciplinary Team is the Heart of the CAC

- Law Enforcement
- Child Protective Services
- Prosecution
- Medical
- Mental Health
- Victim Advocacy
- Children’s Advocacy Center Staff
- Others...



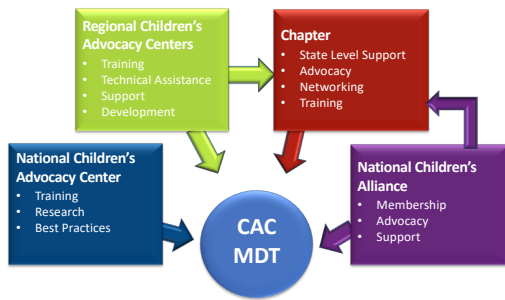


Why have a Multidisciplinary Team?

No single discipline can adequately meet the needs of a victim of child abuse

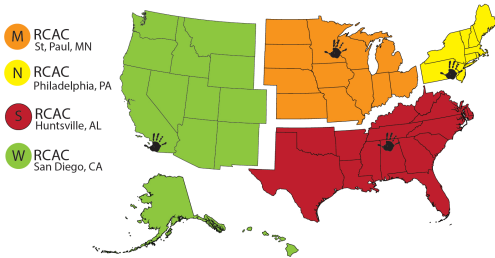


National CAC Support Structure



The National RESOURCE CENTER for REACHING VICTIMS
Helping those who help others

Regional CAC Training and Technical Assistance Centers



The National RESOURCE CENTER for REACHING VICTIMS
Helping those who help others

Teams work.

The National RESOURCE CENTER for REACHING VICTIMS
Helping those who help others

Teams take work.



Team Functioning has an Immense Capacity to Influence Outcomes.



A moment of...

- Hmm...
- You know it seems like...
- I wonder if we could...
- It'd be really interesting to try and...
- How might we...
- What if there was a way...



Goals and Objectives

- Improved collaboration between system level stakeholders, including VOCA Administrators, CAC Chapters and other state level children and youth victim service agencies
- Develop a shared understanding of goals and priorities at a state level for serving child and youth victims of crime
- Create a foundation for partnership and an ongoing plan for future engagement activities amongst project partners
- To identify and develop innovative solutions for improving access and quality of services available to children and youth victims of crime
- Improved ability to effectively identify and target under-represented and underserved child victims on a state-wide level
- Increased numbers of children and youth served via Children's Advocacy Centers



25

About Teaming and Partnerships

- Teams Work
- Diverse teams work best
 - Complex problem solving
 - Innovative solutions
- Cross Boundary Teams struggle
 - Challenges in many ways
- Knowledge Diversity
 - Benefits are conditional
- How "With" vs. How To



26

Teaming as a Process

- Teaming as a Process rather than team as an entity
- Intentional effort and leadership can improve the process
 - Create a space, set a stage
 - Build relationships and cultivate safety
 - Develop a shared understanding of the problem
 - Articulate a challenging target
 - Identify meaning and impact
 - Build an engaging vision



27

What Google Learned About Effective Teams

1 Psychological Safety
Team members feel safe to take risks and be vulnerable in front of each other.

2 Dependability
Team members get things done on time and meet Google's high bar for excellence.

3 Structure & Clarity
Team members have clear roles, plans, and goals.

4 Meaning
Work is personally important to team members.

5 Impact
Team members think their work matters and creates change.

The National RESOURCE CENTER for REACHING VICTIMS
Helping those who help others

re:Work
<https://rework.withgoogle.com>

Pilot Site 1

- Hand picked site
 - Existing Positive Relationships
 - Awareness of Entities, Structure, History
- Planned as 4-month engagement
 - 3 in person workgroup meetings
 - 3 workgroup video conferences
- Participants
 - VOCA
 - Chapter
 - Office of Children and Families
 - Regional CAC

The National RESOURCE CENTER for REACHING VICTIMS
Helping those who help others

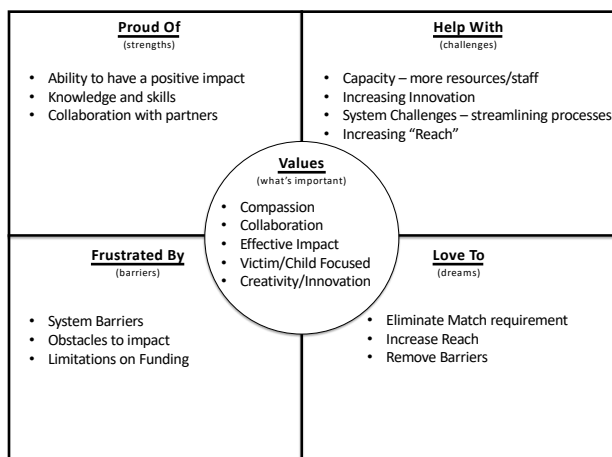
29

ACTIVITIES AND INTENTIONS

- Agency Introductions
 - Mission, Goals, Objectives
 - Mandates and Obligations
 - What might others outside your agency struggle with?
- Developing a Shared Understanding
 - Of each others roles
 - Of the problems that need addressing
 - Of each agencies capacities, obligations and mandates
- Creating a Safe Space
 - For Curiosity
 - For Vulnerability
 - For Exploration of Possibility

The National RESOURCE CENTER for REACHING VICTIMS
Helping those who help others

30



Challenges and Opportunities

How could this partnership help:

- Increase innovation within the field
- Enhance capacity to provide services
- Broaden programmatic reach
- Streamline processes
- Address system barriers and limitations
- Effectively serve more child victims

32

Observed Partnering

- Agreed benefit of increased and regular communication
- Identified opportunities to share “resources” for mutual benefit
- Emerging spirit of innovation and creativity
- Enhanced trust and understanding
- Improved relationships and accessibility
- Shared perspective



33

Take-aways from Evals

- Opportunity to interact with others
- Exchange of information
- Opportunities for learning and support
- Clarification/Exploration of what each other does
- Identification of Challenges – Unique and Shared
- Safe Discussion - Openness
- Interest in broadening the “circle”



34

Early Learnings

- Scheduling challenges
- Guarded positive engagement from all partners
- Lots of clarification needed about roles, mandates, barriers, and “basics”
- Parallels to Multidisciplinary Teams
- Structure helpful and necessary
- VOCA funding a tricky subject
- How/Whether to include other system level stakeholders
- Long term planning process more than project focused



35

Identified Value

- For State CAC Chapters:
 - Improved communication and input into RFP process
 - Clarification of role within the state, enhanced awareness
 - Better able to inform and support CACs
- For VOCA Administrators:
 - Information and understanding about CAC needs and challenges
 - Increased reach of communication/education
 - Opportunity to craft better RFPs



36

Pilot Project 2

- Open Solicitation for Interest
- Required Chapter-VOCA Submission
- Solicitation itself yielded interesting results
- Inquiries from 10 states
- 7 Submitted Letters of Interest
- Challenging Choice
- Offered TA and Follow-up to Non Selected Sites



Selection Criteria

- Existing level of collaboration between CAC Chapter, state VOCA Administrator and other partners as relevant.
- Capacity to remain engaged and committed to this project for the full duration.
- Demonstration of how improved collaboration might translate to improved services for children and youth victims of crime.
- Capacity at a state level to effect positive outcomes for children and youth victims of crime.

Follow-up phone conversations with prospective participants to supplement application information and provide deeper insight into how well suited an applying state meets the criteria state above.





State

Chapter Name and Director:

VOCA Admin Name and Director Name:

Additional possible partners:

Current Level of Partnership:

Hope to Achieve:

Strengths:

Needs/Opportunities:

Challenges:



Impressions



Next Steps

- Adjust/Improve Process based on Pilots
- Construct a Model for Partnership between CAC Chapters and VOCA Administrators
- Build Capacity with Regional CACs to replicate
- Provide Ongoing TA and Training
 - Conference Workshops
 - Webinars
 - Chapter Summits



40

Resources

- National Resource Center
- National Children’s Advocacy Center
- Regional CACs
- State Chapter Staff
- National Children’s Alliance



41

Questions?



42

Greg Flett

Senior Program Manager
National Children's Advocacy Center
gflett@nationalcac.org