




VOCA Assistance Grant Administration: Understanding a SAA's Role from Implementation to Long- Term Strategic Planning

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“WE ALWAYS OVERESTIMATE THE CHANGE THAT WILL OCCUR IN THE NEXT TWO YEARS AND UNDERESTIMATE THE CHANGE THAT WILL OCCUR IN THE NEXT TEN. DON’T LET YOURSELF BE LULLED INTO INACTION.”

Bill Gates

In Pennsylvania...

- Increased the full-time equivalent (FTEs) from 309 to 1335 over a 4-year span (332%) increase
- Experienced a 43% increase in grantees

How do you prepare for these increases?

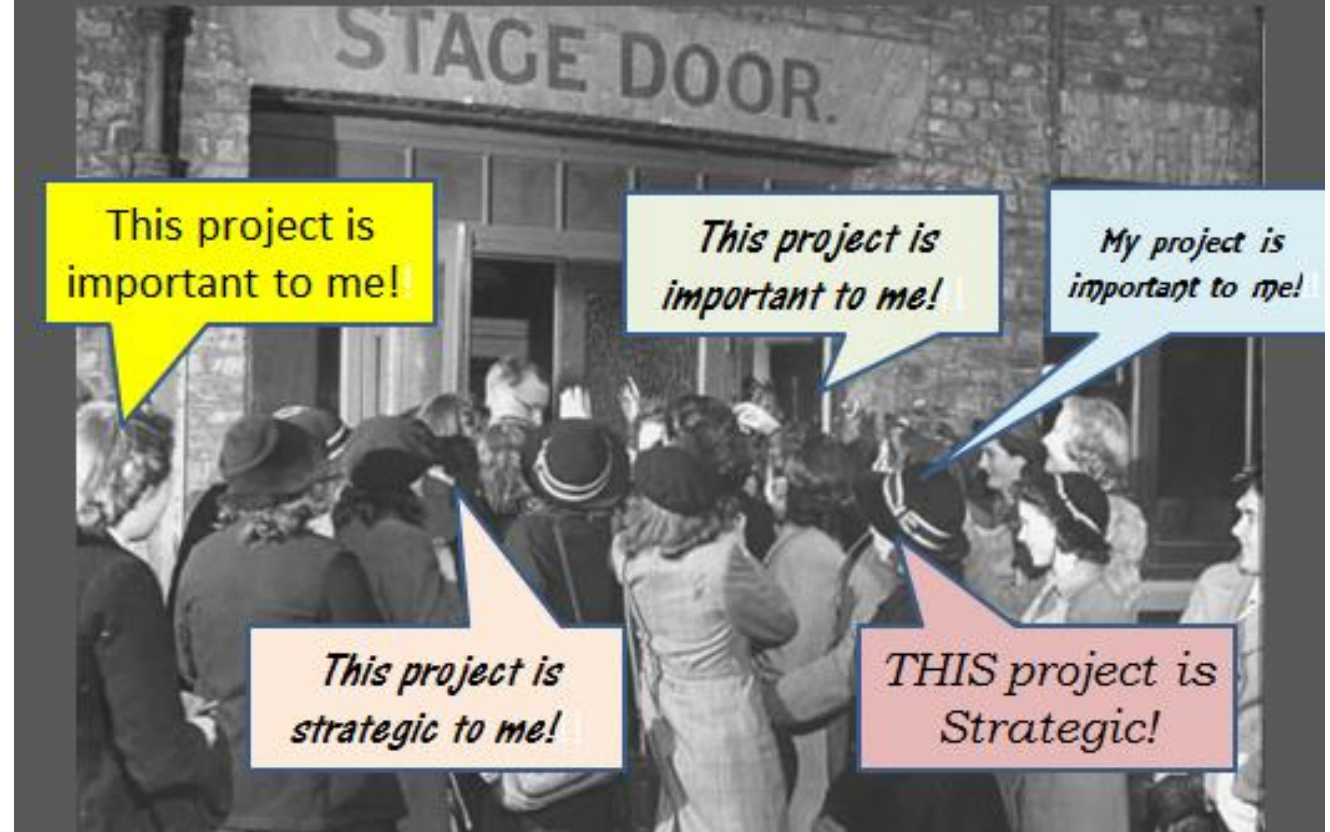
Prioritizing the priorities

- Spend the state's federal VOCA dollars?
- Develop a risk assessment to guide monitoring?
- Streamline data collection and reporting?
- Conduct a needs assessment?
- The need to hire staff?
- Identify gaps in service delivery?
- Develop and implement Program standards
- Training for victim advocates?

Prioritizing priorities

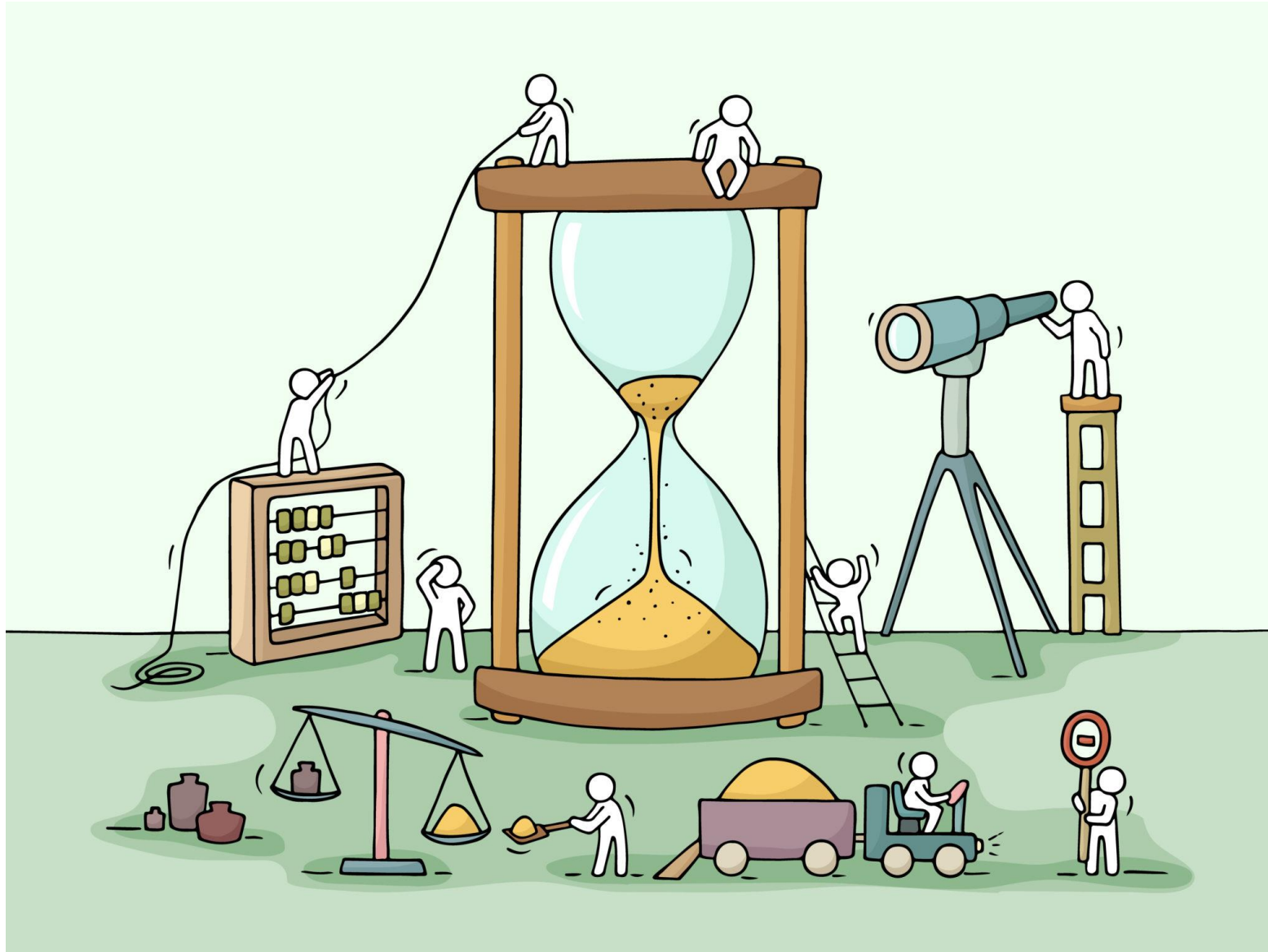
- It doesn't matter where you are coming from. All that really matters is where you are going.
- *What* is the impact you want to have?
- Remain "future oriented".

Strategy is the Gatekeeper



Don't Major in Minors

- When determining your priorities, don't give in to the temptation to address the small and easy things first.
 - As Goethe said, "The things that matter most must never be at the mercy of the things that matter least."
- We tend to follow the Law of Least Resistance.
- Sometimes we tend to develop 20 initiatives that all are to be completed in the next 3 months.



Where to start?

Who's doing what?

How much time will it take?

What do I first?

PA Results of Strategic Planning

Short-term

- 25% increase for infrastructure enhancements to funded victim service programs
- 2% COLA
- Competitive Solicitation for new agencies and new services

Mid-term

- Training
- Hiring of Staff
- Risk Assessment/Monitoring Tools

Long-term

- Needs Assessment
- Access to Services
- Program Standards for Service Delivery
- Statewide Data Collection and Reporting System

Strategies/Action Steps Short-Term

Goals

- 25% increase for infrastructure enhancements to funded victim service programs
- 2% COLA
- Competitive Solicitation for new agencies and new services

Outcomes

- Two Funding Announcements/Solicitations in 2016

Mid-Term Goals

Goals

- Training for Newly Hired Advocates
- Hiring of Staff
- Risk Assessment/Monitoring Tools

Outcomes

- Web-Based Learning Management system
 - Beginning and Advanced trainings
 - Increased FTEs from 309 to 1335 over 4 years
 - Advocates and Allied Professionals
- Slowly hired 9 additional staff to increase complement
- Development of Risk Assessment Tool and Streamline Monitoring tool

Long-Term The Long Haul....

Goals

- Needs Assessment
- Access to Services
- Service and Standards
- Statewide Data Collection and Reporting System

Outcomes

- Identify Gaps/Underserved. Increased # of subgrantees
- Increased # of services provided (under new VOCA Guidelines)
- Access to Services Subcommittee—goal to ensure victims have access to services
- Service and Standards Subcommittee—development of program standards to guide service delivery by VOCA funded agencies
 - 40+ Standards guiding service delivery
- Consistent and accurate reporting

Constantly Review and Evolve

- Most recent strategic plan in 2018 revised the Victim Service Advisory Committee's Mission Statement:
 - To promote a standard of excellence in crime victim services
- Vision Statement:
 - Survivor-focused services are available and accessible for *all* crime victims and communities

Mission statement

- Part of your strategy development is your core purpose, the underlying “why” you exist.
“to collaboratively assess needs, maximize state and federal resources, support intervention and prevention activities, and improve quality services for domestic violence and sexual assault victims while positively influencing family violence policies and practices.”
- Questions:
 - *Does this Mission Statement reflect who you are?*
 - *What aspects of the mission statement do you like?*
 - *What needs added? Removed/modified?*

Examples of Mission Statements

- **International Red Cross:** To provide relief to victims of disaster and help people prevent, prepare for, and respond to emergencies.
- **Starbucks:** To inspire and nurture the human spirit — one person, one cup and one neighborhood at a time.
- **Google:** To organize the world's information and make it universally accessible and useful.
- **Walmart:** We save people money so they can live better.

Vision Statement

- Reflects the specific mountain you are currently trying to climb – the “where.”
- Provides a clear mental picture of what your organization will look like in 5 to 10 years from now.
- Often referred to as Big, Hairy, Audacious Goals or BHAGs.
 - We will put a man on the moon before the end of the decade and bring him back. (JFK)
 - A computer on every desk and in every home using great software as an empowering tool. (Microsoft)

Examples of Vision Statements

- **Heinz:** To be the world's premier food company, offering nutritious, superior tasting foods to people everywhere.
- **Susan G. Komen for the Cure:** A world without breast cancer.
- **Mattel:** To be the premier Toy Brand—today and tomorrow.
- **McDonald's:** To be the world's best quick service restaurant experience. Being the best means providing outstanding quality, service, cleanliness, and value, so that we make every customer in every restaurant smile.
- **Amazon:** Our vision is to be earth's most customer centric company; to build a place where people can come to find and discover anything they might want to buy online.
- **South Carolina PAR:** Creating a South Carolina where sexual violence is not tolerated
- **Georgia Criminal Justice Coordinating Council:** All crime victims in Georgia have equitable access to the high quality services and support needed to transition from victim to survivor.

You're not done, but...

- But you can breathe
- Jump for joy
- Feel accomplished...because...

Ultimately you are enhancing services to victims of crime

