



# Office of Victim Services

## 2017 Conference



### **Serving the Underserved:** *Increasing Access to Victim Services*

**Tuesday, Nov. 7 - Thursday, Nov. 9**  
**The Desmond Hotel • Albany, NY**



**New York State Office of Victim Services  
2017 Conference  
CONFERENCE AT A GLANCE**

**TUESDAY, NOVEMBER 7, 2017**

10:00 - 5:00	<i>Conference Registration</i>
10:00 - 11:30	<b>SPECIAL PRE-CONFERENCE PLENARY SESSION:</b> <i>Soldier of Love: A Survivor's Journey – Antuan Raimone</i>
11:30 - 1:00	<i>Break - Lunch on Your Own</i>
1:00 - 3:00	<b>WELCOME AND CONFERENCE OPENING:</b> <i>Watch the Gap: How Income Inequality Increases Trauma and Risk – Anthony Zenkus</i>
3:00 - 3:30	<i>Break</i>
3:30 - 5:00	<b>Workshop Sessions 1 - 5</b>
5:30	<i>Reception</i>

**WEDNESDAY, NOVEMBER 8, 2017**

7:30 - 5:00	<i>Conference Registration</i>
7:30 - 8:30	<i>Continental Breakfast</i>
8:30 - 10:00	<b>KEYNOTE ADDRESS:</b> <i>Your Role in the Journey: A Story of Triumph Over Tragedy – Michelle Corrao</i>
10:00 - 10:30	<i>Break</i>
10:30 - 12:00	<b>Workshop Sessions 6 - 10</b>
12:00	<b>LUNCH &amp; PRESENTATION:</b> <i>How Can You DO This Work? By Building Resiliency – Gayle Thom &amp; Lawrence Robertson</i>
2:00 - 3:30	<b>Workshop Sessions 11 - 15</b>
3:30 - 4:00	<i>Break</i>
4:00 - 5:30	<b>Workshop Sessions 16 – 20</b>
6:00	<b>DINNER &amp; PRESENTATION:</b> <i>Taking Your Job Seriously and Yourself Lightly – Joel Goodman</i>

**THURSDAY, NOVEMBER 9, 2017**

7:30 - 8:30	<i>Continental Breakfast</i>
8:30 - 10:00	<b>Workshop Sessions 21 - 25</b>
10:00 - 10:30	<i>Break</i>
10:30 - 12:00	<b>Workshop Sessions 26 – 30</b>
12:00	<i>Conference End</i>



## **New York State Office of Victim Services 2017 Conference PLENARY DESCRIPTIONS**

**TUESDAY, NOVEMBER 7, 2017**

### **Pre-Conference Plenary Session (RSVP Required) - 10:00am**

*Soldier of Love: A Survivor's Journey*

Antuan Raimone, Actor & Survivor

Through personal testimony, Antuan will share how working with his counselor at the CVTC has enabled him to work toward healthier, romantic relationships. Antuan has a BFA in Musical Theatre from Missouri State University and has been working professionally as an actor for 20 years. In that time, he has performed on cruise ships, with the Radio City Rockettes and regionally. He is currently the Universal Swing for the Broadway hit "Hamilton" and was also a cast member of "In The Heights". Antuan also proudly serves as a member on the OVS Advisory Council.

### **Welcome and Conference Opening - 1:00pm**

*Watch the Gap: How Income Inequality Increases Trauma and Risk*

Anthony Zenkus, Director of Education, The Safe Center LI

Income inequality is at its greatest point since the Great Depression, and is having significant effects on the development of children and families of low socioeconomic status (SES). Research shows that low SES families are at greater risk for child abuse and domestic violence, and that being low SES can exacerbate trauma associated with familial and relationship violence. Trauma, coupled with the chronic stress of poverty and racism, can affect health outcomes, increase the risk for behavioral disorders, and even affect the way our genes are expressed. Simply put, living in a grossly unequal society raises risk for all of us, but low SES individuals and families are especially hard hit. With insight and compassion, we will explore the effects of an unequal society on ourselves and the people and communities we serve and explore possible ways forward.

**WEDNESDAY, NOVEMBER 8, 2017**

### **Keynote Address - 8:30am**

*Your Role in the Journey: A Story of Triumph Over Tragedy*

Michelle Corrao, Assistant Director, Prevail; Speaker; Survivor

Story of Triumph over Tragedy is the real-life story of an abduction and sexual assault from a victim's point of view. Michelle shares her experience from that tragic night, through the court process and ultimately to her life as advocate and spokesperson for sexual assault awareness. She discusses her interaction with first responders and what effects those persons had, positively and negatively, on her case and recovery. Michelle will communicate just how important it is that first responders understand the profound impact they can have on victims; an impact which begins at the time of crisis and can continue for the rest of the survivor's life. She addresses police, medical and ER staff, clergy, advocates, and prosecutors, sharing her message that no human interaction is neutral-it is either healing or wounding. She helps them recognize the needs of the sexual assault victims and their families and how they can provide opportunities for healing. She has been instrumental in working with the Prosecutor's office to set up a Sexual Assault Response Team and will talk about the importance and impact that such a team can have in the response to sexual assaults for the victim and the community.

## **Lunch and Presentation - 12:00pm**

*How Can You DO This Work? By Building Resiliency*

Gayle Thom, CEO, National Training and Technical Assistance

Lawrence Robertson, Special Agent in Charge, Bureau of Indian Affairs

Unfortunately no segment of our society is immune to violence or trauma. How many times have you been asked, "How can you DO the work you do?" Regardless of our role, the secondary trauma of seeing and hearing the many details when assisting victims can have a disturbing effect on us as professionals and yes, on our families as well. From the perspective of an enrolled Tribal member and a retired FBI Victim Specialist, the trainers' extensive experience responding to trauma in Tribal communities and in non-tribal critical incidents provides first-hand insight in a surprisingly enjoyable manner. Participants of this lively, interactive training will learn practical and effective steps that can be taken to build resiliency not only in themselves, but also in their program, staff and volunteers. Yours is important work. Serving the underserved adds to the complexity of your important work. Resiliency is the key to being able to increase access, DO this work well and continue to make a positive difference in the lives of those where you are most needed - at home, at work and in your community.

## **Dinner and Presentation (RSVP Required) - 6:00pm**

*Taking Your Job Seriously and Yourself Lightly*

Dr. Joel Goodman, Founder/Director, The HUMOR Project

Victim advocates and victim service providers have a very serious job that can affect and touch the lives of many people. In serving and supporting victims of crime, it is important that you are a serious professional... and it is also important not to become a solemn professional. This plenary will help you balance taking your job seriously... and yourself lightly. This fast-paced, humorous, and motivational session will include a combination of learning-filled, laughter-fueled, powerful principles to help you discover: the secret to finding humor in your life and work; reasons why you should be very serious about humor; how humor might enhance the quality of both your life and work; and potent personal and professional tips to tap the positive power of humor to improve your health, to build positive working relationships, and to tickle stress before it tackles you.



**New York State Office of Victim Services  
2017 Conference  
WORKSHOP DESCRIPTIONS**

**TUESDAY, NOVEMBER 7, 2017**

**Workshop Sessions 3:30pm – 5:00pm**

**WORKSHOP 1**

**The Crime Victims Legal Network Project: Connecting Crime Victims to Civil Legal Assistance**

Remla Parthasarathy, Project Lead - Crime Victims Legal Network

Susan Ehrhard-Dietzel, Research Scientist – Center for Human Services Research, University at Albany

Liz Keith, Program Director – Pro Bono Net

There are a variety of legal concerns that directly arise as a result of being a victim of crime. The Crime Victims Legal Network Project was formed to help connect victims of crime to the civil legal assistance they need through the development of new technology solutions. In this workshop, participants will learn (1) about the Crime Victims Legal Network Project, a federally-funded partnership between the NYS Office of Victim Services, Empire Justice Center, Pro Bono Net, and the Center for Human Services Research at SUNY Albany; (2) the results of the Network's assessment of the civil legal needs of crime victims in New York State; and (3) how the Network's proposed technology solutions can help crime victims – and service providers – address civil legal needs.

**WORKSHOP 2**

**Exploring Effective Communication through Deaf-Focused Collaboration**

Laura Fidler, MPH; Project Director – Barrier Free Living, Inc.

Nicolyn Plummer, MSW; Social Worker – Barrier Free Living, Inc.

Deaf victims of domestic and sexual violence experience numerous barriers to accessing critical victim services, including a lack of effective communication with agencies and service providers. The New York County Collaborative -- a Deaf-focused partnership between Barrier Free Living, Crime Victims Treatment Center, Office of the New York County District Attorney, Harlem Independent Living Center and CONNECT – spends considerable time reflecting on practices that impact access and effective communication for all members of our team. In this session, members of the Collaborative will discuss barriers and enablers for effective communication -- both with Deaf survivors and between Deaf and hearing practitioners.

**WORKSHOP 3**

**Identifying and Responding to Survivors of Labor Trafficking**

Andrea Hughes, MSW; Supervising Social Worker – Safe Horizon Anti-Trafficking Program

Julie Butkowski, Human Trafficking Case Manager – International Institute of Buffalo

According to the International Labour Organization, there are 14.2 million labor trafficking survivors worldwide; however, very few service providers know how to recognize and support individuals who have experienced labor trafficking. In this workshop, participants will learn the impact of labor trafficking, how to identify survivors of labor trafficking, the resources that are available to help survivors, and best practices in working with survivors of labor trafficking. Participants will learn tools they can use individually or within their work to begin to address labor trafficking.

#### WORKSHOP 4

##### **Serving College Students who are Victims of Violence**

Joseph Storch, Associate Counsel – Office of General Counsel, The State University of New York

Carol Stenger, Director – Advocacy Center for Sexual Violence, University at Albany

Elizabeth Brady, Project Director – Sexual and Interpersonal Violence Prevention, The Research Foundation for SUNY

While some aspects of service to college student victims/survivors of violence are similar to serving the population as a whole, there are a number of rights and resources specific to higher education. This session will discuss the legal differences for college student victims, dive deep into college response to violence, and discuss resources available to advocates to assist college and community victims.

#### WORKSHOP 5

##### **Providing Services for Victims of Domestic Violence and Animal Abuse in Tribal Communities**

Liz Murphy, Tribal Animal Law and Policy Specialist – Native American Humane Society

Tribal communities are uniquely underserved in providing resources and services for victims of domestic violence and animal abuse. There is a substantial link between domestic violence and animal abuse, and many victims delay leaving their abusers because of the lack of shelter resources for themselves and their animals. This workshop will address the link between domestic violence and animal abuse and offer proposals/resources for victims services to help both human and animal victims of domestic violence.

## **WEDNESDAY, NOVEMBER 8, 2017**

### **Workshop Sessions 10:30am – Noon**

#### WORKSHOP 6

##### **Chat with OVS Experts: Performance Management Tool**

OVS Grants Unit Staff

Moderator: Kelly Matthews, Chief Operating Officer – New York Council of Nonprofits, Inc.

In this panel-style forum, OVS staff will review updates and common challenges with the Performance Management Tool (PMT). At this first of two OVS grant-related sessions, the panel will dive into the quarterly federally required data and statistic tracking system. Attendees will have the opportunity to pre-submit questions regarding the PMT as well as participate in a moderated question and answer session.

#### WORKSHOP 7

##### **“Ay Caramba!” Elder Abuse: Challenges within the Latino Community**

Marlyn Garcia, LMSW; Bilingual Elder Abuse Counselor – VIBS

Julie Marmol, Bilingual Elder Abuse Advocate – VIBS

Ali N. Shusterman-Goldsmith, Esq. – Nassau County Assigned Defenders Plan

Elder Abuse in Latino communities is a phenomenon that often goes unreported. There are many challenges that the Latino elderly are faced with and reasons why they do not report any abuse. This workshop will display some of the challenges of serving Latino older adults as well as how professionals can better serve Latino older adults who are at risk of being abused. Attendees will be given real case scenarios and a snapshot into how these difficult problems are addressed in and out of court.

## WORKSHOP 8

### **In Our Own Words: Engaging Diverse Communities through NJCASA's Community Conversations Project**

Jyoti Venketraman, Special Initiatives Manager – New Jersey Coalition Against Sexual Assault

NJCASA's Community Conversations project engages culturally and linguistically specific community based organizations to document the "lived experiences" and emerging needs of New Jersey's diverse populations to guide capacity building efforts of local programs. This workshop will share their process, discuss their 2015-2016 report, and identify the lessons learned from this project.

## WORKSHOP 9

### **Immigrant Survivors of Violence: Too Scared to Ask for Help**

Veronica Vadia Morgenstern, Adult Counselor – Sanctuary for Families

Lorenza Pellicoli, Case Manager – Sanctuary for Families

Immigrant survivors of gender violence face numerous barriers to reporting crimes committed against them and in accessing and staying connected to services. In addition to the pain associated with their victimization, clients' trauma is often exacerbated by the immigration journey and by being an "outsider", which further hinders voluntary engagement in services. Given that almost one-quarter of New York State's population is comprised of immigrants, it is imperative that service providers are equipped with the proper tools to serve these clients. This workshop will address language barriers, lack of community outreach and resources, and unique cultural pressures which often keep victims isolated and unaware of the services that might be available to them.

## WORKSHOP 10

### **Cultural Diversity: Serving the Arab, Middle Eastern, and South Asian Communities**

R. Nancy Albial, President & CEO – Arab American Family Support Center

Danny Salim, Anti-Violence Program Manager – Arab American Family Support Center

What makes a culture? What is identity? Who contributes to our identities as individuals? Why is it vital to consider culture diversity when working with victims of crimes? The cultural diversity workshop will explore different definitions of culture and how to engage and support survivors with multi-layered identities across race, ethnicity, class, gender, and immigrant experience; and will provide a space for dialogue around the above-mentioned questions and several others. In addition to facilitating profound conversations, the workshop will equip participants with the tools they need to consider and implement cultural diversity and cultural humility as core components of providing trauma informed services.

## **Workshop Sessions 2:00pm – 3:30pm**

## WORKSHOP 11

### **Chat with OVS Experts: OVS Compensation Claims Processing Updates**

OVS Claims Processing Unit Staff

Moderator: Kelly Matthews, Chief Operating Officer – New York Council of Nonprofits, Inc.

In this panel-style forum, OVS staff will provide attendees with updated information on all phases of compensation claims processing (from Intake to Investigations to Additional Medical requests). The first of two compensation claims processing sessions will highlight updates to the claims process in recent years only. Attendees will also have the opportunity to pre-submit questions regarding claims updates as well as participate in a moderated question and answer session.

## WORKSHOP 12

### **Supporting Victim Survivors with Brain Injury**

Margo Singer, Training Coordinator – Brain Injury Association of NYS

Every 10 seconds a person sustains a brain injury in the United States. In New York State, more than 500 people sustain a brain injury each day. Brain Injury can result in a permanent lifelong disability, especially if not properly treated. Problems can include physical, cognitive, emotional, and behavioral challenges. This workshop will discuss types of brain injuries, the causes, signs & symptoms, and how to work successfully with brain injury survivors. This workshop will also discuss how a brain injury can impact the type of services that are needed, and how that individual might respond to receiving services. Additionally, local & statewide resources available from BIANYS to assist individuals with brain injury and their families will be explored, with handouts provided to workshop participants.

## WORKSHOP 13

### **Working with Marginalized Populations: Intersections of Trauma, Domestic Violence and Disability**

Jules Perkel, LCSW; Program Director – The Secret Garden, Barrier Free Living

The scope of trauma, domestic violence, and disabilities can entail many complex dynamics in the helping professions, with access to services and best practices. In this workshop, there will be a discussion of practices, resources and awareness that can be used in community-based settings to support the health and well-being of survivors with disabilities. In this presentation, there will also be highlights and an overview of characteristics from the most commonly seen behaviors with survivors of domestic violence trauma with some insights around best practices and awareness when working with adults with disabilities.

## WORKSHOP 14

### **Client-Centered and Trauma Informed Practice: Implementing Successfully in the Criminal Justice System**

Maureen Curtis, Vice President; Criminal Justice Programs – Safe Horizon

Safe Horizon's client-centered practice model is a dynamic approach that facilitates the immediate establishment of rapport with clients in crisis, full exploration of risks, de-escalation of emotional distress, and development of an action plan that is safety-focused and tailored to each client's unique needs and priorities. The purpose of this symposium is to discuss Safe Horizon's implementation of client-centered and trauma-informed work in the courts and precincts and explore the challenges and successes of our work in this area. The symposium will focus on lessons learned from our implementation to discuss both barriers and bridges to multidisciplinary partnerships aimed at supporting victims' decisions.

## WORKSHOP 15

### **Lost in Translation: Helping Immigrant Survivors through Multiple Layers of Crisis**

Rita Abadi, Operations Manager/Clinician – Mount Sinai SAVI Program

Alpana Patel, Program Coordinator/Clinician – Mount Sinai SAVI Program

Jagruiti D. Shah-Bhalla, LCMSW; Clinical Social Worker – Mount Sinai SAVI Program

Survivors of domestic violence, sexual assault, and human trafficking must grapple with the mental, emotional, and physical trauma after the assault, and also make important decisions about emergency contraception, rape kits, STIs, HIV testing, and filing a police report-to name a few. Immigrant survivors from other cultures can face an additional barrier of language, culture and immigration status when accessing resources in the United States. This workshop will present strategies (methods) of working sensitively with immigrant and Limited English Proficient (LEP) survivors based on the experiences of the presenters and research on the topic. It will highlight the additional layers of crisis produced by the recent changes in immigration policy.



## **Workshop Sessions 4:00pm – 5:30pm**

### WORKSHOP 16

#### **Increasing Access to Victim Services with New York VINE**

Karen Adams, Technical Trainer – Appris Safety

Janet Koupash, Director – Office of Victim Services, NYS Department of Corrections and Community Supervision

Crime victims have a variety of resources at their disposal, but there is currently no website or mobile application that lists services for all types of crime victims. Local resources are challenging for victims to access. Nationwide, fewer than one in ten victims of serious violent crime receive assistance from a victim service agency. Appris Safety is greatly enhancing and upgrading the VINE (Victim Information and Notification Everyday) service to bridge this gap. A new version of VINE launched earlier this year, which connects victims to service providers using mobile technology, such as smartphones and tablets. VINE now facilitates the role of victim advocates by not only informing victims of offender custody status, but also guiding them to critical victim services. VINE now considers a victim's individual needs, in order to connect them with appropriate service providers. Learn about VINE's groundbreaking enhancements that are empowering victims with knowledge for good.

### WORKSHOP 17

#### **Helping Underserved Communities Avoid Fraud and Identity Theft**

Robin E. Eichen, Senior Attorney – Federal Trade Commission

This presentation will provide tips to victims' representatives on how consumers in underserved communities can avoid becoming victims of fraud and identity theft, and what they can do to prevent further harm should they become victims. Recent FTC cases where courts shut down fraudulent businesses and the FTC returned money to victims will be highlighted. The presentation will examine FTC print, interactive, and media materials that are easily accessed by victims and their representatives, with step-by-step instructions on what to do for victims of scams or identity theft. Detailed FTC instructions on how to recover from identity theft, which include sample letters and forms for representatives' convenience, will be included. Participants will gain an understanding of how and why representatives and their clients should complain to the FTC about scams and identity theft.

### WORKSHOP 18

#### **Agency Assessment for LGBT Inclusion**

Kathy Grant, LMSW; Social Worker – In Our Own Voices, Inc.

Phillip Burse, Director of Operations – In Our Own Voices, Inc.

The goal of this training is to allow providers the opportunity to critically analyze their organizations and themselves to ensure a safe, supportive, and inclusive environment for LGBT individuals- including survivors/victims, agency staff, and community members.

### WORKSHOP 19

#### **Male Sexual Abuse: Lost in the Dark**

Zak Anolic, Supervising Social Worker – Kingsbridge Heights Community Center

Cassandra Glantz, Supervising Social Worker - Kingsbridge Heights Community Center

A recent study across the United States found that the statistic that at least 1 in 10 (10%) men has suffered trauma because of sexual abuse is incorrect. It is closer to 25% of the male population. There are large numbers of victims who do not report their abuse. Further complicating this issue is the lack of respect and understanding by the system and public towards male sexual abuse. It is treated as a joke in the media, and often ignored by the police. Social expectations of men and misunderstanding of consent play a large role in this specific trauma. This workshop aims to help reduce the stigma around reporting, as well as shed some light on the complex nature of male sexual abuse.

## WORKSHOP 20

### **When the Unthinkable Happens: Crisis Response in Underserved Communities**

Gayle Thom, CEO – National Training & Technical Assistance

Lawrence Robertson, Special Agent in Charge – Bureau of Indian Affairs

Experience-based and evidence-based practices will be presented for managing the multiple and diverse needs of underserved communities in times of crisis. In this interactive workshop a toolkit will be shared to help communities prepare for and respond to victims of mass violence and terrorism in the most timely, effective, and compassionate manner possible. Questions which arise during crisis in underserved populations are far from simple, but answers will be provided. Whether it is violence at the school or workplace, a missing child, a natural disaster, or another critical incident; what is the quickest, yet most effective way to facilitate a coordinated response to victim families in underserved communities?

## **THURSDAY, NOVEMBER 9, 2017**

### **Workshop Sessions 8:30am – 10:00am**

#### Workshop 21

##### **Chat with OVS Experts: Grant Fiscal Pitfalls**

OVS Grants Unit Staff

Moderator: Kelly Matthews, Chief Operating Officer – New York Council of Nonprofits, Inc.

In this panel-style forum, OVS staff will review updates and common challenges with fiscal reporting requirements for OVS-funded programs. At this second of two OVS grant-related sessions, discussions will cover common pitfalls with budget worksheets, budget amendment requests, position description forms and fiscal cost reports. Attendees may once again pre-submit questions as well as participate in a moderated question and answer session.

#### Workshop 22

##### **Outreach to the Underserved: Back to the Basics**

Bridget Hallock, MPH; Disease Intervention Specialist – New York State Department of Health

Shirley Farmer-Tyner; Disease Intervention Specialist – New York State Department of Health

Antonio Estrada, Peer Educator – Erie County Department of Health

Based on the experience with an Erie County (New York) intervention program, this workshop will explain the process for developing men-who-have-sex-with-men (MSM), sex worker and intravenous drug user (IVDU) outreach activities, discuss how to develop relationships with key members of the community (both lay and professional), explain the importance of maintaining a consistent presence in the community, and discuss innovative strategies used to promote PrEP (pre exposure prophylaxis) and treatment as prevention, key pieces of Governor Cuomo's Ending the HIV Epidemic Blueprint.

## WORKSHOP 23

### **Faces of My Sisters: Cultural Perspective of Black Domestic Violence**

Angela Montague, LCSW-R; Associate Director of Social Work – NYC Health+ Hospitals, Metropolitan Hospital Center

Domestic violence exists in all communities regardless of race, age, economic status, national origin, religion or gender identity. However, various comparison studies of domestic violence across race/ethnicity suggest that Black non-Hispanic women experience intimate partner violence at rates of 10% to 22% higher than that of white females and women of other races. These figures alone, without considering the interplay of sociopolitical, economic, racial and cultural factors, create a false narrative about the prevalence of domestic violence in the Black community and function as barriers to Black women escaping abusive relationships. Through a combination of lecture and experiential exercises participants will become more effective in providing culturally aware and sensitive services to their clients.

## WORKSHOP 24

### **Understanding & Building Victim Services in Rural Communities**

Kristie Cieslak, Assistant Director Non-Residential Crisis Services – YWCA Mohawk Valley

Melissa Gachowski, Senior Advocate – YWCA Mohawk Valley

This workshop will help advocates and front-line staff understand rural dynamics, barriers for victims, barriers to providing services, and helping to build community relationships. This will give advocates and staff direction on how to develop and implement victim services with community collaboration.

## WORKSHOP 25

### **It is a Crime: Female Genital Mutilation and Child Marriage**

Bushra Husain, Supervising Social Worker – Sanctuary for Families

Mariama Diallo, Project Director, African Initiative – Sanctuary for Families

Keerthana Nimmala, Leebron Legal Fellow – Sanctuary for Families

Sanctuary for Families has been at the forefront of providing comprehensive, trauma-informed services to survivors of child/forced marriage and female genital mutilation (FGM) in a culturally competent manner, and have been leading advocates for passage of legislation on these issues. Survivors of child/forced marriage and FGM suffer from significant physical and psychological trauma as children or adults due to abuse by their parents and relatives. Nonetheless, they often fail to receive the services and protections they need to heal and remain safe in the United States because child/forced marriage and FGM are frequently viewed as cultural practices, not as forms of gender violence. However, there are new laws criminalizing both FGM and child marriage. This workshop will provide insight into the power and control dynamics, tactics, and warning signs present in forced marriage and FGM situations, best practices for responding to the diverse and urgent needs of potential victims and survivors, and the impact of new laws on FGM and Child Marriage to provide protections for victims and survivors.

## **Workshop Sessions 10:30am – Noon**

## WORKSHOP 26

### **Chat with OVS Experts: OVS Compensation Common Inquiries**

OVS Claims Processing Unit Staff

Moderator: Kelly Matthews, Chief Operating Officer – New York Council of Nonprofits, Inc.

In this panel-style forum, OVS staff will provide attendees with information and feedback on common questions and challenges arising during the compensation claims process. The second of two compensation claims processing sessions will review routine issues surrounding common types of compensation claims (sexual assault, child victims' emergency awards, etc.) Attendees may pre-submit questions regarding claims challenges as well as participate in a moderated Q&A session.

## WORKSHOP 27

### **Enhancing Cultural Responsiveness in the Courts**

Jose Juan Lara Jr. Project Coordinator – Casa de Esperanza/National Latin@ Network

For a justice system to be truly just, it must be accessible to all individuals. However, survivor litigants may face challenges when courts are not responsive to their cultural identity. For survivors of gender based violence, these challenges present additional barriers towards accessing justice and obtaining fair outcomes. Recognizing and respecting individual cultural differences are important to sensitive and effective work with survivors. In addition, differences in concepts of suffering and healing can influence how individuals may experience the effects of gender based victimization and interaction with courts.

## WORKSHOP 28

### **Integrating Your Support Groups: Promising Practices to Ensure Inclusivity of LGBTQ and HIV-affected Survivors of Violence**

Darlene S. Torres, LMSW; Co-Director of Client Services – New York City Anti-Violence Project

Suzy Salamy, MSW; Senior Manager – Clinical & Advocacy Programs, New York City Anti-Violence Project

The New York City Anti-Violence Project (AVP) empowers lesbian, gay, bisexual, transgender, queer (LGBTQ), and HIV-affected communities and allies to end all forms of violence through organizing and education, and supports survivors through counseling and advocacy. AVP developed integrated IPV and SV support groups, offering the opportunity to bring their full identities into a supportive environment. AVP is the only organization in NYC that offers support groups inclusive of identities across the spectrum of gender identity and sexual orientation. This model values and emphasizes a survivor's strengths, adaptation, and resilience; creates an environment that affirms diverse LGBTQ and HIV-affected identities, emphasizing safety, respect, and acceptance, and that minimizes re-traumatization; and recognizes the ways in which institutionalized bias re-victimizes LGBTQ and HIV-affected survivors, which can replicate trauma.

## WORKSHOP 29

### **Elder Abuse in Healthcare Settings: Best Practices for Identification and Intervention**

Joy Solomon, Esq. Director and Managing Attorney – The Harry and Jeannette Weinberg Center for Elder Abuse Prevention

Lisa Bednarz, LCSW, ACM; Manager – Department of Care Coordination & Social Work, New York Presbyterian Hospital

Elder abuse is a complex and dramatically underreported issue. Mostly perpetrated by family members or trusted friends, elder abuse festers amidst complex dynamics of interdependence, isolation, shame, guilt and self blame, all of which are compounded by ageism. Therefore, though elder abuse is often criminal, the vast majority of incidents go undetected by law enforcement or social service agencies. Concomitantly, elder abuse is correlated with an increased usage of health-care systems including emergency departments, subacute rehabilitation programs and long term care facilities. These institutions are uniquely positioned to identify survivors of elder abuse and to provide elder abuse prevention and intervention services. This workshop will present the ways in which existing expertise and services can be leveraged within health care systems to create a unique opportunity for victims of a rampant public health and criminal justice crisis to disclose and seek assistance safely and productively.

## WORKSHOP 30

### **Representing Arab Survivors of Domestic Violence**

Nora Barakat, Staff Attorney – Urban Justice Center, Domestic Violence Project

New York City is home to the second-largest population of Arab-Americans in the United States, with over 160,000 living in its boroughs. Many are low-income immigrants who face legal challenges that have intensified because of increased hostility and discrimination against Arabs and Muslims. While domestic violence continues to be widespread in this often-insular community, increased anti-Arab, anti-Muslim, and anti-immigrant sentiment continues to isolate the community and discourage survivors of domestic violence from seeking help outside of the community where they can feel misunderstood, stereotyped or targeted. It is therefore critical that agencies working with the Arab community provide culturally competent representation and support. This session aims to shed light on some of those cultural considerations so that service providers can better identify and engage with Arab survivors of domestic violence.