

**NEW JERSEY
VICTIM
ASSISTANCE
ACADEMY**



RUTGERS

School of Social Work
INSTITUTE FOR FAMILIES



**FISCAL
YEAR 2023**

OCT 1, 2022 – SEPT 30, 2023

4TH QUARTER & YEAR END REPORT

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Executive Summary

Ensure all reports to include the statement this project was supported by grant number 2020-V2-GX-0041 awarded by the office for victims of crime, office of justice programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this product are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice. The work was performed under subaward ADM-2-20 by the New Jersey Office of the Attorney General to the Institute for Families at the Rutgers School of Social Work.

Introduction

In October 2008 the Institute for Families (IFF) at the Rutgers School of Social Work established the New Jersey Victim Assistance Academy (NJVAA) with the assistance of a grant from the U.S. Department of Justice, Office of Justice Programs, Office for Victims of Crime which is presently administered by the New Jersey Department of Law & Public Safety, Division of Criminal Justice, State Office of Victim Witness Advocacy.

NJVAA delivers two key training areas: Foundation Series and Advanced Academy. The Foundation Series is a comprehensive foundation-level 40-hour training series designed for victim assistance providers, victim advocates, criminal justice personnel, and allied professionals. This Foundational Series offers an academically based course of study in victimology and in victims' rights and services. The Advanced Academy is offered to victim assistance providers at all levels of experience with trainings that address the variety of vital skills and essential knowledge when serving victims of crime.

This report summarizes overall accomplishments in FY2023 (October 1, 2022 through September 30, 2023) and fourth quarter details (July 1, 2023 through September 30, 2023).

For more information about this report or the important work conducted by the New Jersey Victim Assistance Academy, please contact our team at IFF@ssw.rutgers.edu

Part 1: Program Deliverables



FY2023 Accomplishments

NJVAA met all grant goals for FY2023 and exceeded them in several areas. NJVAA modified programming to respond to the evolving needs of victim service providers. NJVAA continued to provide virtual training services. Expanded service also included new trainings delivered to several organizations and providers. See table below for FY2023 grant goals and accomplishments.

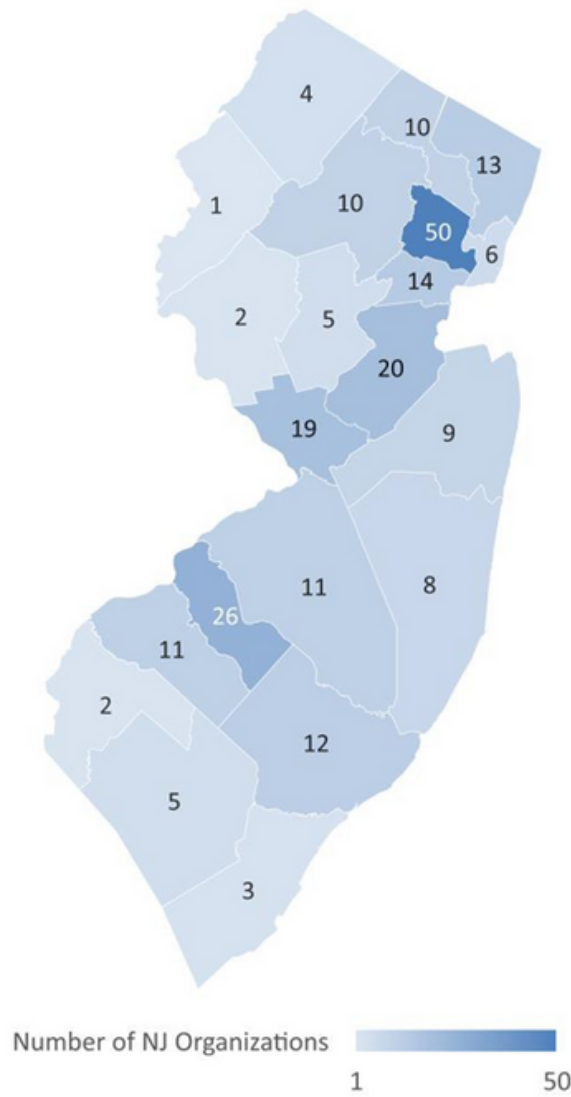
Grant Goals and Accomplishments

	Grant Goals	FY2023
Evaluation	Implemented satisfaction surveys, pre/posttests for advanced academy, trainer feedback & learner follow-up surveys	Accomplished – Implemented satisfaction surveys, learning objective assessments, trainer feedback surveys, and satisfaction surveys for Foundation Series and Advanced Academy trainings.
Strategic Planning	Maintained strategic plan of continuation of training services via virtual platform	Accomplished – Maintained shifted plan to virtual delivery for all trainings: Foundations, Leadership Academy, and Out of Bounds Trainings
Expand NJVAA	Establish online registration	Accomplished – Offered emailed training announcements and registration system using Constant Contact.
	Expand course offerings	Accomplished – Continued to offer Foundation Series Trainings. Establish Leadership Academy Training Courses. Implementation of Leadership academy to continue for 2023.
	Maintain frequency, topics, and methods of delivery	Accomplished – Maintained a series of live trainings exploring wide variety of content. Maintained virtual modules of learning for all core content for wider access with synchronous and asynchronous learning tools.
	Maintained translated core content into online modules	Accomplished – Foundation Series moved to fully virtual platform. Developed Resource Library for participants.
	Recertification of continuing education credits to support advanced credentials	Accomplished – Foundation Series is approved for the National Advocate Credentialing Program (NACP) Provisional Certificate, Domestic Violence Specialists (DVS) by New Jersey Coalition to End Domestic Violence, and Continuing Education Units (CEUs) for social workers. Targeted Advanced Academy courses are approved for Continuing Legal Education (CLEs) for attorneys.
Reporting	Program Reports	Accomplished – Provided written quarterly reports with narrative progress and performance measures. Provided year-end report with cumulative training evaluation data.

Participating Organizations

NJVAA increased training accessibility and reach for victim assistance community across the state of New Jersey. The map below highlights representation from organizations in all 21 counties. Additional participating organizations were from outside the state of New Jersey, with organizations based in Pennsylvania, Delaware, and Texas also participating.

Number of Participating Organizations by County*



Fourth Quarter Narrative Progress Report

The Fourth Quarter Narrative Progress Report summarizes the tasks and achievements of NJVAA's activities during the period of July 1, 2023 through September 30, 2023.

Professional Development for Victim Advocates and Allied Professionals

I. Meet the Educational Needs of New Jersey Victim Assistance system and organizations

1. Maintained Adverse Childhood Experience (ACE) Trainings
 - a. Provide training for NJVA systems and organizations who assist children
 - b. Adverse Childhood Experiences are diverse childhood experiences and traumatic events occurring before age 18. ACEs include all types of abuse and neglect, including parental mental illness, substance abuse, divorce, incarceration, and domestic violence.
2. Maintained Leadership Academy course at the request of the Strategic Planning Committee to assist supervisors as they return to in-person work:
 - a. Added new course to the Leadership Academy course curriculum
 - b. Supporting Staff Returning to Work Post COVID-19
 - c. Provide Leadership Course: Mindful and Emotional Intelligent Leadership. Course will focus on and review four areas of mindful and emotional intelligent leadership. Self-awareness, self-management, social awareness, and relationships management social skills

II. Collaborate with the Strategic Planning Group Alliance of Social Workers in Sports (ASWIS) to assess and meet the educational needs of victim advocates and victim assistance providers

1. Maintained informal communications with members of Strategic Planning Group to gain feedback on current victim advocate needs and thoughtfully plan for needed support with training and resources.

III. Provide professional development for victim assistance providers

1. Continued offering fully virtual trainings in Q4
2. Facilitated two cohorts of Foundations Trainings. Foundation Series: 2 Cohorts (28 Webinars)
3. Added one course in Leadership Academy: Mindful and Emotional Intelligent Leadership.

Evaluate Learning Impact on Victim Advocates

1. Created surveys for Leadership Academy by incorporating Learning Objective Assessments (LOAs) for all Leadership Academy courses. Surveys scheduled to go live in FY2023.
2. Distributed follow-up survey in September 2023 to participants who attended the NJVAA Leadership Course in Q4. Reviewed existing Member Form in Qualtrics available on NJVAA website and added prospective participants to current distribution list.

State the status of each goal which was scheduled to be achieved during the report.

GOAL 1: Hybrid Training

Implement modifications that will allow for facilitation of Hybrid Foundation Series

- For virtual components: Repurpose NJVAA Resource Library as Foundation Series webpage with access to course materials, independent assignments, makeup assignments, discussion board, and supplemental resources.
- For in-person component: Implement new cancellation and no-show policy to encourage active participation and accountability

GOAL 2: Foundation Series

Revamp the New Jersey Victim Assistance Academy and Foundation Series.

- Offer most requested course from the Advanced Academy course options.
- Utilized subscription with Constant Contact, an online marketing tool, to maintain distribution list with approximately 1,600 service providers and manage monthly training announcements and registrations.
- Transitioned Foundation Series to a hybrid model with a combination of live webinars, asynchronous videos (provided by The Office for Victims of Crime Training and Technical Assistance Center), as well as independent assignments.

GOAL 3: Out of Bounds Program

Create Out of Bounds Training Program.

- Create program that will highlight the Protecting of Youth from Victimization in Sport.
- Target schools and recreational programs to raise awareness of abuse in sport led by lead trainer Subject Matter Expert.
- Create a project overview, activity map, and other supporting materials that are available on the OneDrive – Protecting Athletes from Abuse.

GOAL 4: Provide Ongoing Analysis Using Evaluation Tools

Maintain a comprehensive evaluation component for all education provided through the plan using course satisfaction surveys, pre- and posttest assessments, trainer feedback reports, and learner follow-up surveys that assess the application of learned knowledge and skills to professional work with victims.

- Evaluation instruments were used to assess effectiveness of the Foundation Series and Advanced Academy.

GOAL 5: Convene a Group of Advisors to Inform Strategic Planning

Participate in a steering committee of practitioners and leaders representing systems and organizations from across the victim assistance community.

- Maintained communication with members of the Steering Committee to stay abreast of victim advocates' needs. The Steering Committee, composed of the NJ Association of Victim Witness Coordinators, represents all 21 counties in New Jersey.

GOAL 6: Implementation of Trainings

Manage the operations, efficacy, and quality of all education provided through the project by coordinating the schedules, registration process, evaluation tools, and learning outcomes experienced through all training courses provided by the NJVAA and mini-grant recipients.

- Utilized Constant Contact to promote trainings and track registration.
- Developed internal tracking procedures to monitor levels of service.
- Reviewed training curriculum with consultation from the Learning and Development team at IFF to design creative, learner-centered products that advance the knowledge and skills of participants.
- Participated in monthly meetings with the Research and Evaluation team at IFF.

GOAL 7: Maintain the two-year strategic plan to deliver training and resources that meet the educational needs of victim assistance professionals.

- Maintain the strategic plan due to COVID-19 by offering virtual trainings.
- Adding new, relevant course topics to the changing landscape.
- Expanded virtual learning opportunities for wider access and flexibility, including live webinars, asynchronous videos, and the Resource Library on Canvas.

Performance Measures: Fourth Quarter & FY2023

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**Performance Metrics for the Fourth Quarter and
the FY2023 are outlined below.**

Progress Note	Q4: July 2023 – September 2023	FY2023: October 2022 – September 2023
Number of training requests received	605	2,248
Number of trainings scheduled	<ul style="list-style-type: none"> • Advanced Academy: 12 • Total: 12 sessions 	<ul style="list-style-type: none"> • Advanced Academy: 30 • Foundation Series: 2 Cohorts (28 Webinars) • Total: 58 sessions
Number of trainings conducted	<ul style="list-style-type: none"> • Advanced Academy: 8 • Total: 8 sessions 	<ul style="list-style-type: none"> • Advanced Academies: 27 • Foundation Series: 2 Cohorts (28 Webinars) • Total: 55 sessions
Number of participants registered for training	<ul style="list-style-type: none"> • Advanced Academy: 605 • Total registered: 605 	<ul style="list-style-type: none"> • Foundation Series: 70 applied for the 14 Foundation sessions (980 duplicated) • Advanced Academy: 1268 • Total registered: 2,248
Number of participants attending or completing training	<ul style="list-style-type: none"> • Advanced Academy: 491 • Total: 491 	<ul style="list-style-type: none"> • Advanced Academy: 809 • Foundation Series: 532 (duplicated) • Total: 1,341
Number of participants trained	<ul style="list-style-type: none"> • Advanced Academy: 491 • Total participants trained: 491 	Advanced Academy: 809 Foundation Series: 532 (duplicated) Total participants trained: 1,341

Progress Note	Q4: July 2023- September 2023	FY2023: October 2022 - September 2023
Number of technical assistance requests received	605	2,248
Number of organizations receiving technical assistance	120	240
Number of individuals receiving technical assistance	605	2,248
Number of participants who completed a feedback survey	192	279
Number of participants indicating overall satisfaction with the training	182	273
Number of participants indicating an increase in knowledge and skill	181	270
Number of participants indicating they planned to implement training knowledge and skill	179	276
Number of participants who rated this training as necessary and relevant	181	277

Part 2: Training Evaluation



NJVAA Training Evaluation

NJVAA utilizes a robust and comprehensive evaluation component, including three assessment tools, to measure efforts and monitor continuous quality improvement. Evaluations include satisfaction surveys, learning objective assessments, and follow-up surveys. For FY23, NJVAA received a total of 473 same-day satisfaction surveys.

Fiscal Year 2023 Year End Highlights

Number of participants indicating overall satisfaction with the training.	455 out of 471 (97%)
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Number of participants indicating an increase in knowledge and skills.	451 out of 471 (96%)
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Number of participants indicating they planned to implement training concepts into their work.	456 out of 471 (97%)
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Number of participants who rated the training as necessary and relevant to their work.	457 out of 471 (97%)
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Note: Despite receiving 473 satisfaction survey responses, 2 respondents did not answer the above questions. Therefore, the above table reflects 471 responses.

Satisfaction Surveys

Training participants completed a survey at the end of the training session to assess their satisfaction with the learning experience. The survey link was provided in the virtual training platform chat box. The survey solicits feedback on the training experience, materials, and instructor. Participants reported high levels of satisfaction with the trainings. The overall satisfaction survey scores are presented below.

Items	Foundation Series (n = 279)	Advanced Academy (n = 192)
The trainer was able to engage participants.	3.63	3.54
The trainer demonstrated expertise related to the training topic through her/his knowledge, skills, and practice experience.	3.63	3.54
The trainer’s presentation was clear, concise, and organized, resulting in an effective training.	3.63	3.54
The trainer was able to answer questions.	3.63	3.54
The training increased my knowledge and skills about the training topic.	3.63	3.54
The instructional materials (PowerPoint slides, handouts, participant manual) were helpful to building participants’ knowledge and skills in this topic.	3.63	3.54
I will implement training concepts into my work with victims of crime.	3.63	3.54
This training is necessary and relevant to my work with victims of crime.	3.63	3.54
Victims of crime and/or their families will benefit from knowledge and skills participants gained during this training.	3.63	3.54
I am satisfied with the training overall.	3.63	3.54

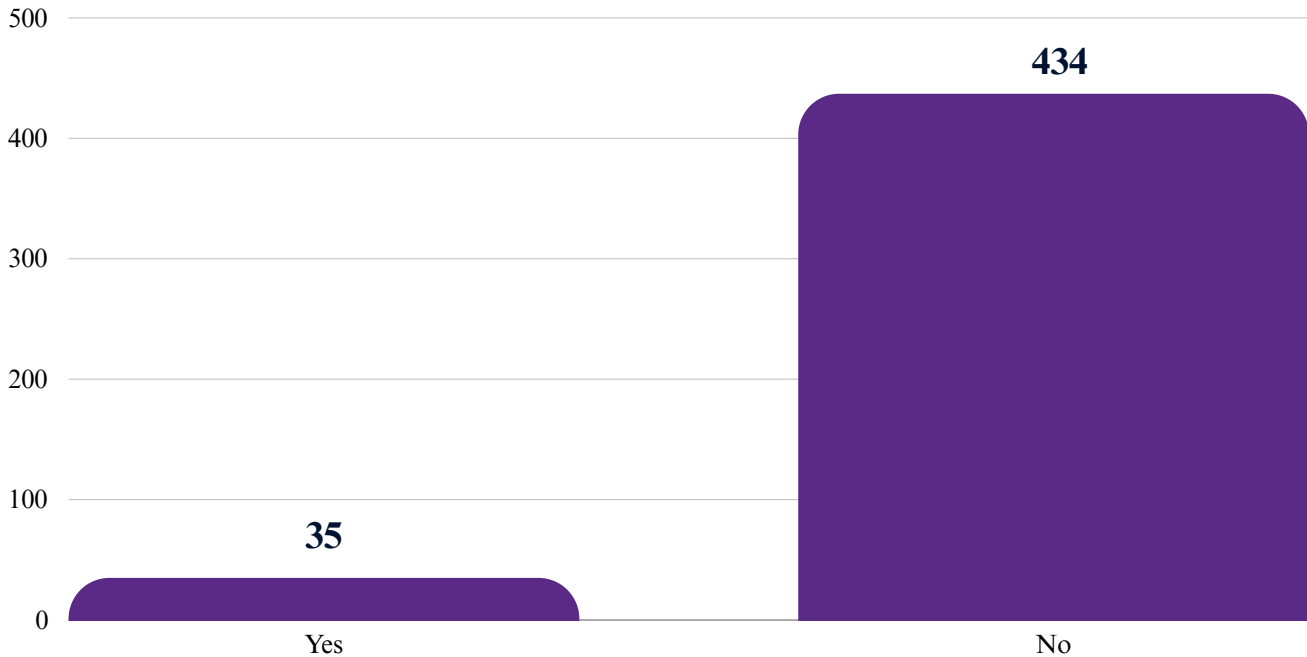
Notes: Satisfaction with the trainings is rated on a four-point Likert scale with responses ranging from 1 (strongly disagree) to 4 (strongly agree). Despite receiving 281 Foundation Series satisfaction survey responses, 2 respondents did not answer the above questions. Therefore, the above table reflects 279 responses for the Foundation Series.

Notes (cont.): Satisfaction scores for the Foundation Series and Advanced Academy are presented by course title in Appendix A. While there is not much variation across the aggregate satisfaction ratings for courses, there is greater variation in the satisfaction ratings by individual learner or individual class. For this reason, each satisfaction survey is reviewed for comments and experiences. Training team staff review participants' comments on satisfaction surveys and address any areas where improvements can be made, such as trainer delivery, and preparedness. Satisfaction survey comments for the Foundation Series and Advanced Academy are provided verbatim in Appendix B.

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As shown in the graph below, across all NJVAA trainings, the majority of participants (93%) did not experience problems with technology during the training. By staffing each webinar with a moderator, NJVAA staff was able to immediately address any issues experienced by participants. Moderators provided support to participants by walking through and helping resolve technology problems. For example, when computer audio was not working, NJVAA staff assisted participants with setting up audio through their phone. Reasons for technology issues varied, with most participants experiencing individual computer issues.

Did you experience any problems with the technology during the training? (n =469)



Note: Despite receiving 473 survey responses, four respondents did not answer the above question (3 Foundation Series participants and 1 Advanced Academy participant).

Those respondents that had technological problems, were asked:

“What problems did you experience with the technology during this training?”

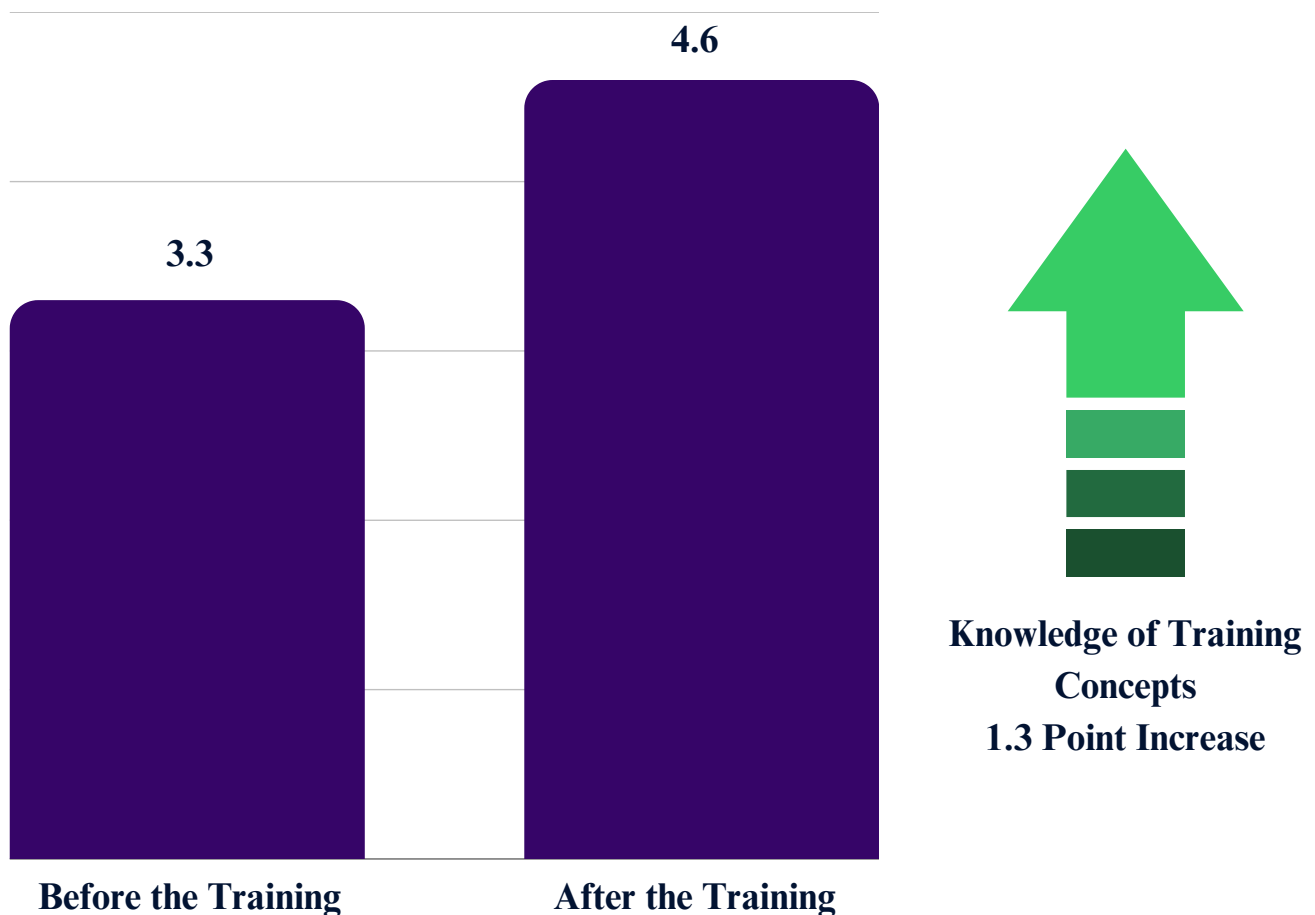
Responses below are verbatim and in their entirety.

- After the break my computer logged me out of the Zoom and I had to use a completely different computer to reconnect.
- At two points sound went off on my end. I have new head set and was only on the class nothing else was open
- Audio/video was freezing and breaking up occasionally
- Break out room did not connect
- Camera access
- Camera would not turn on at times
- Connection was dropped.

- Disconnected
- Glitching and a few moments I could not hear speaker
- Glitchy and actually got kicked out for 3 seconds and back in
- Glitchy at times
- I use Zoom every single day for my work, yet I had to "update" prior to logging on.
- I was disconnected at one point. And some of the videos were freezing.
- Internet connection was unstable & for a minute or 2 I couldn't understand what presenter was saying.
- Logging in with the zoom link sent on the PDF
- Low bandwidth
- Low sound on my end. I was able to get this rectified though in the middle of the class.
- Mic not working
- My camera turns off for a little time in the meeting
- My camera was not working
- My mic
- On my end
- Opening documents
- Some issues with presenters' video freezing or audio stuttering, but nothing that prevented me from following the material.
- Sound went out for a bit when presenter was talking
- The link to zoom was incorrect on the invite
- The zoom application needed to update before I could join and caused me to be late, and other participants did not keep themselves on mute when they were not speaking, which disrupted the speaker
- The Zoom is very long and caused my laptop to glitch and become very slow
- There were glitches in the slides when doing challenge doing colors
- Update to zoom which held me up getting on
- Video kept freezing on my end and I would sometimes get kicked out
- Videos, hearing... Not presenter's fault
- Wasn't able to log in

Learning Objective Assessments

At the end of each training session, participants were asked to self-report their level of knowledge on the training concepts before and after the training on a scale from 1 = no knowledge to 5 = very knowledgeable. The purpose of these learning objective assessments is to assess trainee knowledge gain due to attendance in training. Respondents rated their knowledge of the concepts before the training (mean score = 3.3 out of 5; n = 372) and after the training (mean score = 4.6 out of 5; n = 372). Responses show that due to the training, respondents gained knowledge (average of +1.3 point increase).



Foundation Series: Learning Objective Assessments Results

Across all Foundation Series sessions, respondents rated their knowledge of the concepts before the training (mean score = 3.3 out of 5; n = 243) and after the training (mean score = 4.5 out of 5; n = 243). Responses show that due to the training, respondents gained knowledge of the training concepts (average of +1.2 point increase). Results by course title are presented below.

Course Title	n	Before Training	After Training	Difference
1011 - Welcome and Introductions	27	3.1	4.4	+1.3
1012 - History of Victims' Rights	19	2.4	4.2	+1.8
1013 - The Justice System Criminal, Juvenile, Federal	1	3.3	4.4	+1.1
1014 - Impact of Crime on Victims	22	3.7	4.6	+0.9
1015 - Communicating with Victims	21	3.4	4.7	+1.3
1016 - Crisis Intervention	17	3.3	4.7	+1.4
1017 - Promoting Access to Justice: Cultural Competency	25	3.4	4.7	+1.3
1018 - Ethics in Victim Services	23	3.5	4.6	+1.1
1019 - Collaboration and Assessing Needs	18	3.3	4.5	+1.2
1020 - Special Populations Elder Abuse	11	3.6	4.4	+0.8
1021 - Special Populations Working with Victims with Cognitive Limitations	9	3.1	4.3	+1.2
1022 - Community Outreach & Putting It All Together	2	3.5	4.6	+1.1
1023 - Special Populations Working with Victims with Cognitive Limitations	33	1.0	3.0	+2.0
1024 - Advocacy in the Federal System	15	4.0	5.0	+1.0
Total	243	3.3	4.5	+1.2

Advanced Academy: Learning Objective Assessments Results

Across all Advanced Academy sessions, respondents rated their knowledge of the concepts before the training (mean score = 3.3 out of 5) and after the training (mean score = 4.6 out of 5). Responses show that due to the training, respondents gained knowledge (average of +1.3 point increase) of the training concepts.

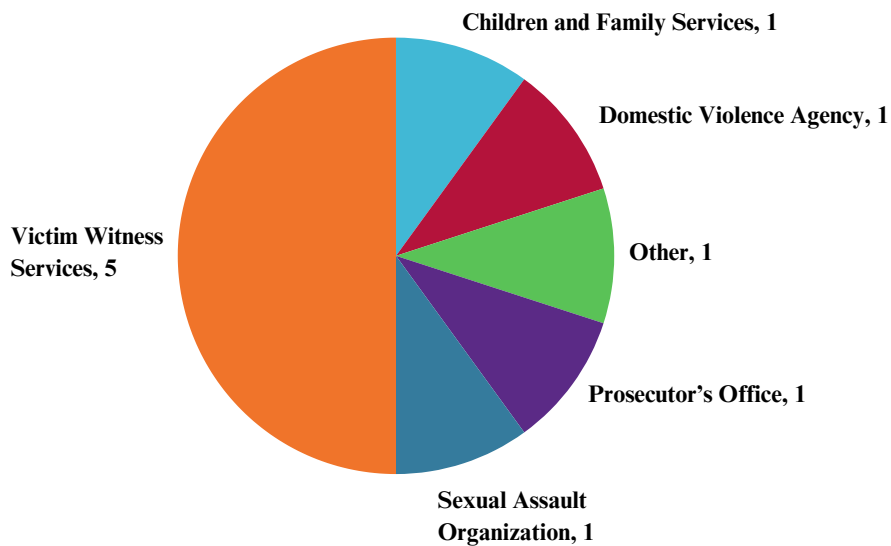
Course Title	n	Before Training	After Training	Difference
2047 - Advanced Safety Planning - A Structured Approach to Improving Victim Safety Plans	46	3.1	4.5	+1.4
2055 - Intimacy After Trauma	17	3.2	4.7	+1.5
2057 - Expanded Healing Invisible Wounds: Understanding Victim Impact: A Trauma-Informed Response to Sexual Violence	15	3.8	4.8	+1.0
2058 - Expanded Healing Invisible Wounds: The Neurobiology of Trauma and Post-Trauma Response	12	3.4	4.6	+1.2
2059 - Expanded Healing Invisible Wounds: Trauma Bonding and Psychological Manipulation	11	3.4	4.7	+1.3
2060 - Expanded Healing Invisible Wounds: Caring for Self and Others: The Benefits of	14	3.3	4.7	+1.4
2067 - Mindful & Emotional Intelligent Leadership	14	3.1	4.7	+1.6
Total	129	3.3	4.6	+1.3

Follow-Up Email Survey

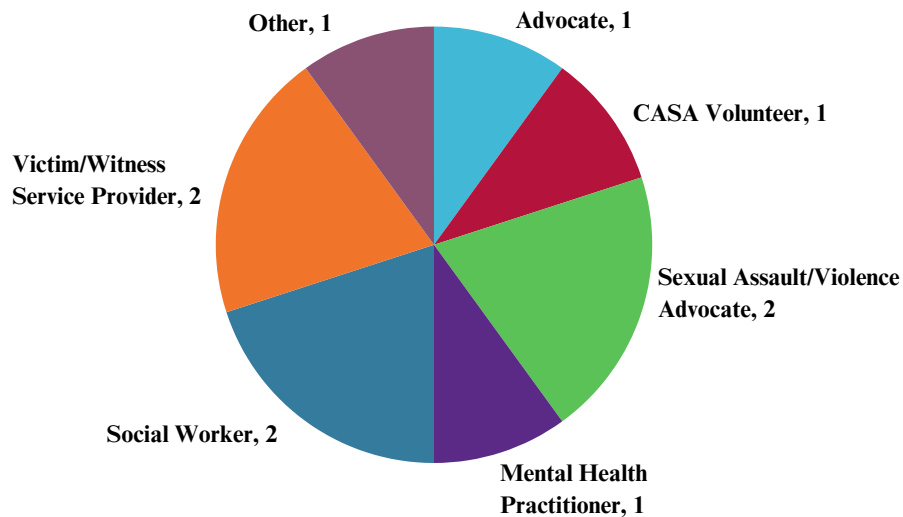
Foundation Series

Across all Advanced Academy sessions, respondents rated their knowledge of the concepts before the training (mean score = 3.3 out of 5) and after the training (mean score = 4.6 out of 5). Responses show that due to the training, respondents gained knowledge (average of +1.3 point increase) of the training concepts.

Which of the following best describes your organization?
(n = 10)



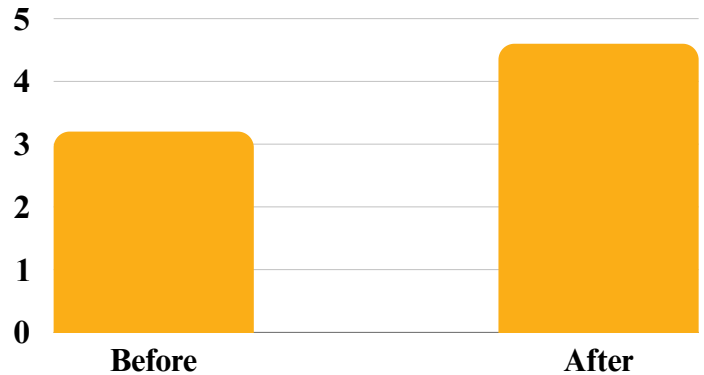
What is your current role/focus in victim services?
(n = 10)



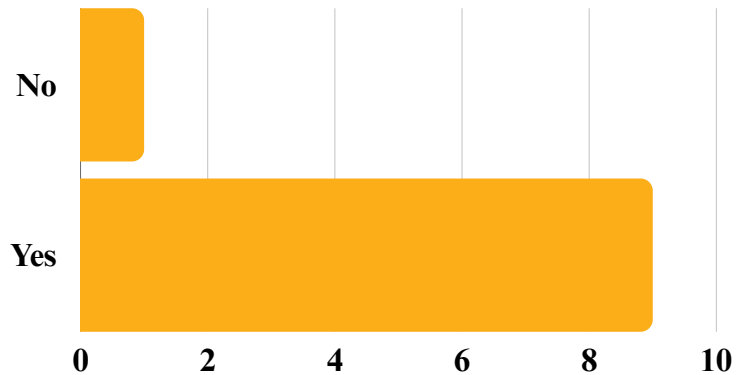
Foundation Series Follow-Up Survey Results (n = 10)

How would you rate your knowledge of the training concepts?

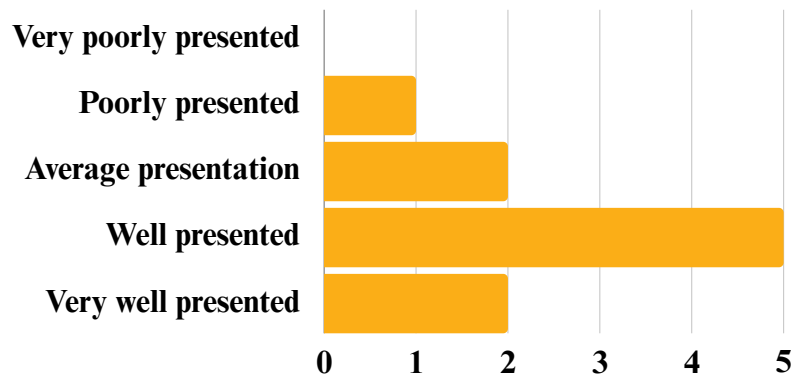
Mean Score on Likert Scale 1 = No Knowledge; 5 = Very Knowledgeable)



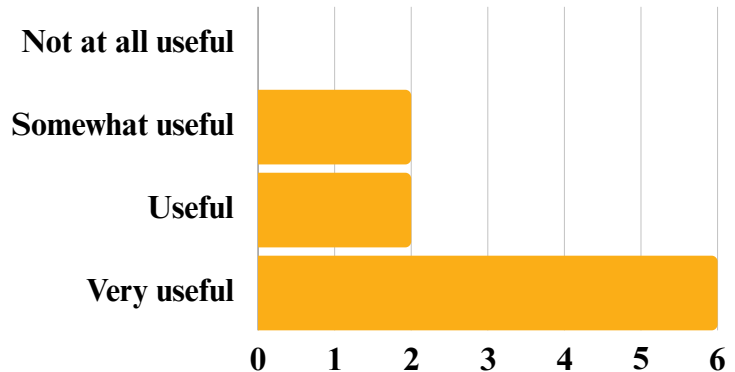
Did the course cover the information you were expecting?



Was the course material presented in a way that helped you learn?



How useful was the information you learned in the training in your work with victims of crime?



All follow-up survey respondents were asked open-ended questions. The responses are listed below verbatim and in their entirety.

How will you use what you learned in the training?

- It helped me to be more prepared for what I need to do if/when I become and advocate.
- Most of the information I had already learned about.
- Resources gained to share, knowledge regarding victims' rights.

How can this training be better?

- If it is for people who graduated college, it can be better by including information that isn't taught in an intro to CJ class. It was very repetitive and not a good use of time, especially when I am at work and could have been helping victims.
- It's really good. I loved most when we had speakers that pushed us to participate.
- More engaging presentation. The reading materials and what was covered in class overlapped too much. Would've liked more games, activities, etc.
- Some speakers need to be more involved, and not just read from the power point and videos.
- The coordinator of the training wasn't always as understanding or helpful when it came to misunderstanding some things. A little more compassion and patience with understanding everyone isn't familiar with the learning system used by Rutgers would have been helpful and alleviated some stress.
- Very boring, a training this long should have had an in-person component. Also felt poorly facilitated at time. Knowledge was very basic and would have benefitted from more in-depth or advanced training.
- Virtual training was a bit difficult to keep up with. The names of the assignments on the roster were not the same as on the actual website.

What topics were you expecting, or would you have liked addressed, that were not covered?

- How to work with child abuse victims.
- I didn't really go in with any expectations. The presenters were knowledgeable.
- They covered all topics victims' rights, communicating with them, VCCO, crisis intervention, victims with cognitive issues, ethics, special population, cultural competency, collaborating, and putting it all together, as well as self-help.
- This course was very basic information, it felt like a college level course and did not have much new information. I would have preferred topics that are more specific with types of victims. I didn't feel as it was a great use of so much of my time at work.

What other training topics would support your work as a victim service provider?

- I think a lot that was covered was really helpful.
- Child abuse.
- Special topics, specific resources in NJ to help victims and survivors. Behaviors regarding abuse/trauma.

Is there anything else you would like to tell us?

- Loved this class and many of the speakers.
- The original schedule and the updated schedule did not match, we did not receive a new calendar schedule and would receive calendar zoom notifications with the wrong dates due to the discrepancy.
- The prework for this training was very confusing, and also not very helpful. The presentations were very disorganized, even when other participants voiced their questions and concerns the presenters did not do much or anything to help us understand it better.



Advanced Academy

At the end of each quarter, Advanced Academy training participants were sent a follow-up email survey to gather information about their training experience over the last three months. There were 263 emails sent to participants of the Advanced Academy with a follow-up survey. Of these 263, 14 participants did not receive an email due to invalid email addresses. Therefore, a total of 249 valid emails were sent. There were 59 responses (response rate = 24%). The majority of respondents reported attending 1–2 trainings in the last three months. The breakdown is below.

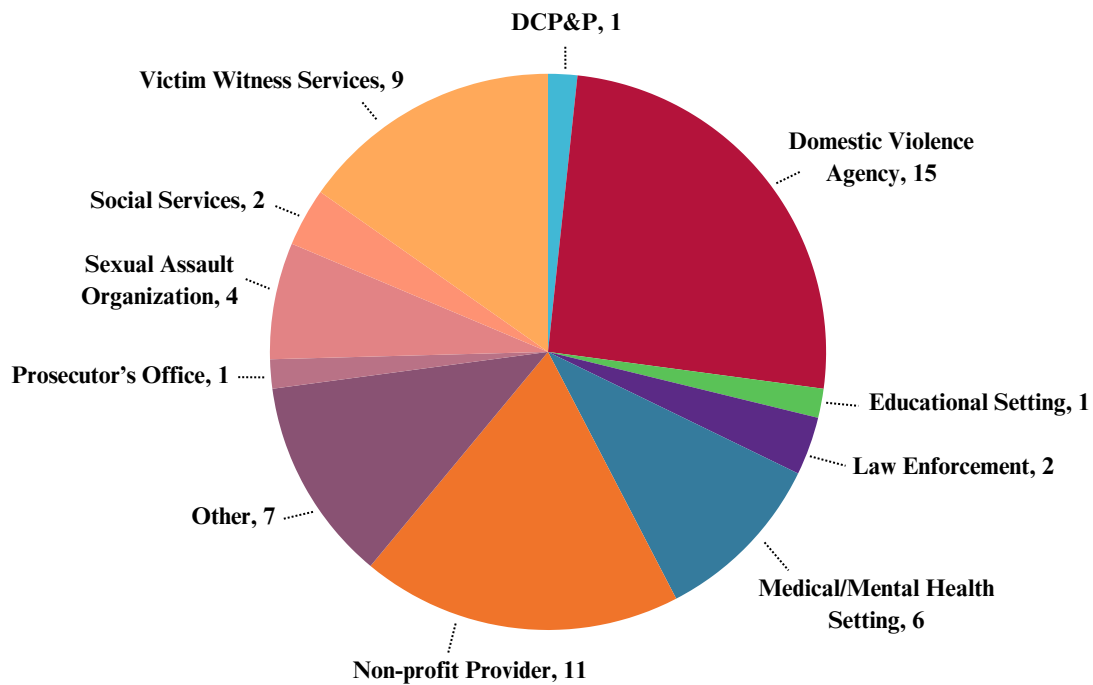
How many NJVAA trainings did you attend in the last 3 months? (n = 249)

Number of trainings	Frequency	Percentage
1-2	31	53%
3-4	19	32%
5-6	6	10%
7-8	2	3%
9-10	0	0%
More than 10	1	2%

The breakdown of how the respondents identified their organization is detailed below.

Which of the following best describes your organization?

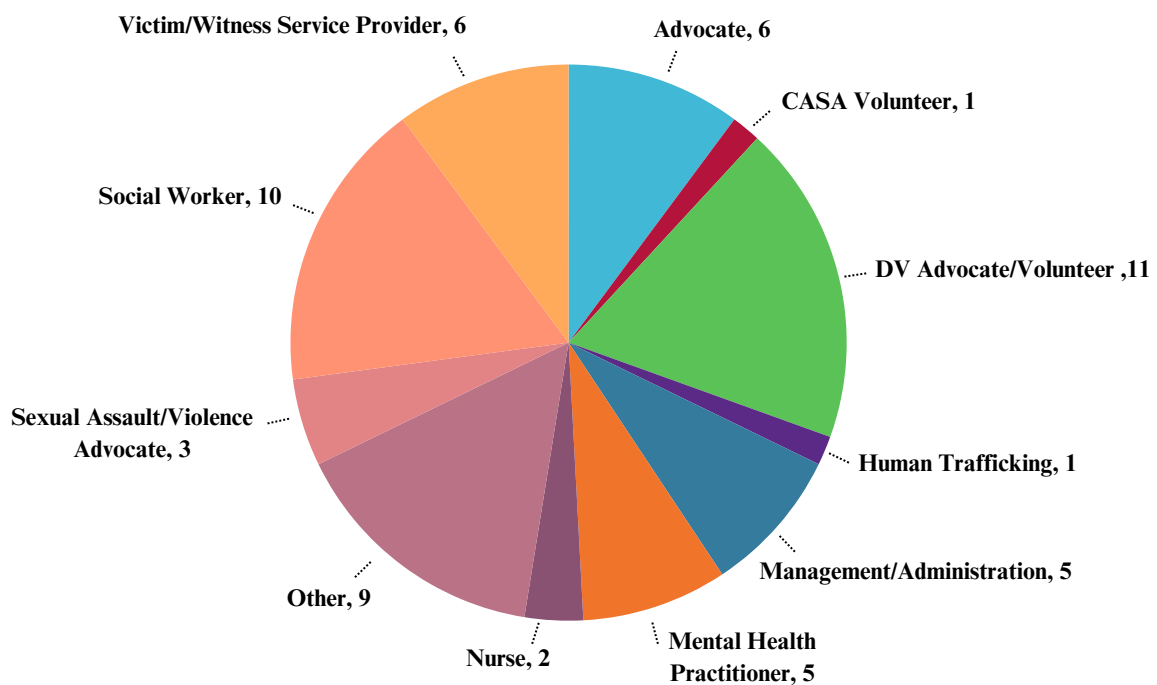
(n = 59)



The breakdown of how respondents identified their current role/focus in victim services is detailed below.

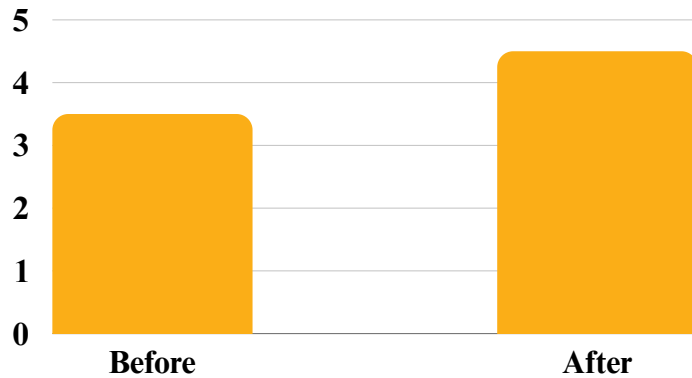
Which of the following best describes your organization?

(n = 59)

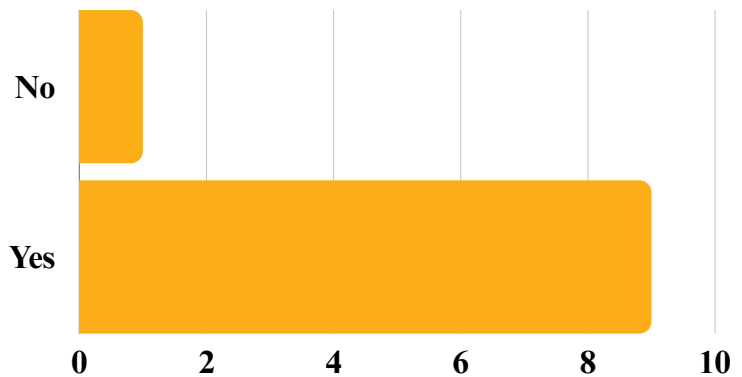


Advanced Academy Follow-Up Survey Results (n = 59)

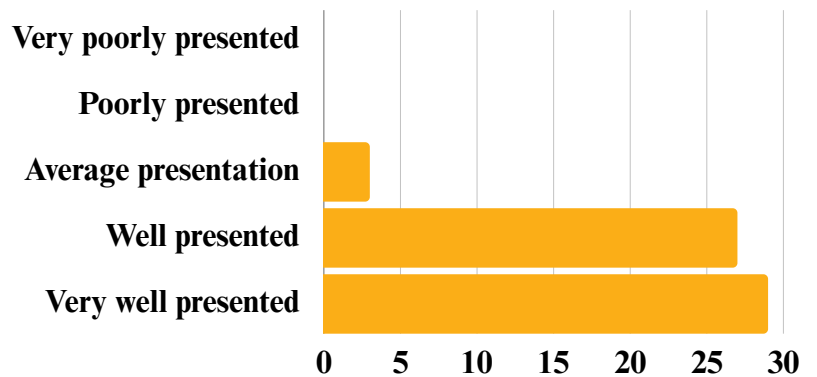
**How would you rate your knowledge of the training concepts?
(Mean Score on Likert Scale 1= No Knowledge; 5 = Very Knowledgeable)**



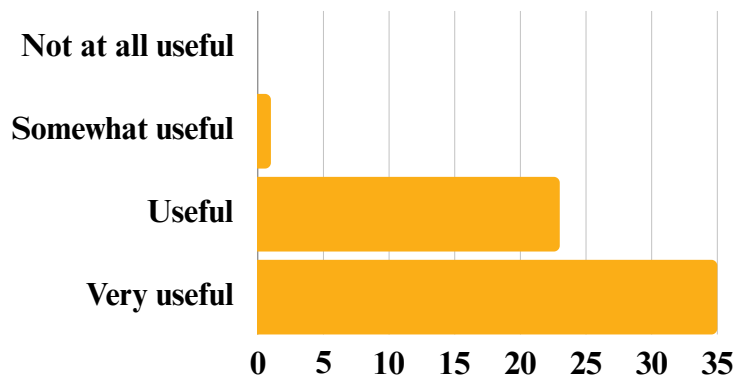
Did the course cover the information you were expecting?



Was the course material presented in a way that helped you learn?



How useful was the information you learned in the training in your work with victims of crime?



All follow-up survey respondents were asked open-ended questions. The responses are listed below verbatim and in their entirety.



How has your participation in NJVAA training/s impacted your work with victims of crime?

- A good deal
- A lot
- By equipping me with the tools needed to better services survivors, as well as increasing my level of sensitivity.
- Expanded my knowledge and skill set. I'm more confident when delivering services to my client population.
- Gaining more knowledge which helps me to serve my clients. With the support they need.
- Great information
- Greatly improve my skillset to offer services
- Has increased my knowledge immensely in a variety of areas of DV and SV.
- Helpful with direct client contact and referral process
- Helps me deal with current trends.
- HIGHLY
- I am better equipped when working with my clients who experience trauma due to DV.
- I am more aware of challenges and appropriate treatment approaches.
- I am using the information to assist clients.
- I feel better equipped to work with my survivors.
- I feel more equipped to work with survivors/victims of crime.
- I have not had to use it.
- I learned more tools to help me assist my clients more
- I learned so much
- I very appreciate the continued effort to help direct service providers stay informed and connected
- I was able to use the information I learned in some of my work
- Increased my overall knowledge and self-awareness
- It has been a great benefit
- It has given me a stronger foundation and skill set when engaging and assisting victims
- It has helped me gain a better understanding of victims and what they go through
- It has not at this time.
- It has not impacted my work with victims as of yet because I haven't had any clients that are victims of any of the topics that I've had training on thus far.
- It has provided a lot of good resources and information
- It helps me to meet my clients in a better way and also to help them efficiently.
- It helps me with more knowledge
- It prepared me to provide services
- It was interesting to learn and be able to apply the knowledge with my clients during sessions.
- More attuned to how prior traumas impact the emotions/behaviors of clients and having this understanding be an integral part of our sessions.
- More understanding and various approach of solution were learned.
- My participation in NJVAA trainings have had a great impact on how I provide services for the victims.
- NJVAA trainings often help me to be reminded of the basics AND how important it to remain constantly open to new ways of hearing, seeing, being present, and taking action in this work.

- Participation has reinforced my awareness of the impact adverse childhood experiences and trauma has on victims and families we serve and offered steps I as a professional can utilize to give hope to clients.
- Positively
- So much information, I shared it with my RA in my coworkers
- Some
- The information is valuable and helpful to apply to my work with my clients.
- The training made me more aware of how I counsel clients.
- The trainings have impacted my work a great deal
- The trainings offer valuable information that can be shared with staff and clients.
- Valuable information and some reminders of information I already knew - always good to have a refresher
- Very much so
- Yes (2)
- Yes! It has provided insightful information that I was not aware of. It also allowed open-ended questions to further understand the scenario and services needed.
- Yes. It has been great.



How would you improve upon future sessions offered by NJVAA?

- A better flow on the website platform for training homework and or assignments
- Allow more registrants into trainings.
- Don't change a thing
- Focusing more on what happened to clients v what is wrong with them.
- Give some material to us
- I think what you do is wonderful, and I appreciate it very much.
- I was not able to register for all four of the sessions of the series of trainings and I would have liked to do that.
- I was unable to take part in the last session, which in turn I hope to attend all the sessions. Also I'm looking forward to participating more next time around.
- I would improve greatly. Learning and relearning is so valuable these days.
- I would like to attend some in-person events in my area.
- Make sure that I am in attendance
- N/a - always find them helpful
- No improvement needed
- No improves noted.
- No suggestion at this time.
- Right now, I find the sessions very informative.
- Taking the knowledge, I learned and using it in my work
- Virtual and in-person classes

Is there anything else you would like to tell us?

- I appreciate the training, thank you for your time.
- I find the webinars very informative and helpful.
- I'm very grateful for all the trainings you have provided. It has been very helpful to someone that came into the DV/SV human trafficking field without a lot of previous experience.
- Instructors are doing a great job I enjoy attending the trains
- Keep doing a great job
- No. I'm very satisfied with the training offered through the NJVAA.
- Not at this time
- Not at this time.
- Not sure.
- Thank for your support
- Thank you for all of your hard work!
- Thank you for the opportunities to grow
- Thank you!
- Trauma care cannot be stressed enough. However, in addition to providing trauma care, it's important that the provider understand the need to be objective, which takes a certain mindset.
- Very good sessions



What other training topics would support your work as a victim service provider?

- All of the trainings I've taken through NJVAA are helpful to me, no suggestions
- Black communities and Policing
- Crisis intervention
- Focusing on risk factors, identifying warning signs, and why it's important to discuss options available to them. Which in some cases may help to prevent them from becoming a victim.
- Housing and Legal resources
- How to impress on the survivor the impact of the DV on the children.
- I would like more information regarding of women with opioid or substance abuse disorders. How can we best support these women who tend to be even more victimized?
- I would like ore training on sexual assault, human trafficking, domestic violence, and caring for the geriatric population.
- I would like to know more about trafficking - what makes a situation fall under the realm of trafficking, locally and internationally. Also, the resources and services, other than T-VISA that are available for victims. Advocacy - all types of advocacies and possible local, state and nationally jobs for an advocate.
- I would like to see more courses relating to management of staff, strategies for working/navigating existing office cultures (particularly for women and BIPOC) , leadership training (for new and experienced managers) as well as succession planning.

- I would like to see more of how we can prevent abuse. Possibly even learning about batterers and how they can be rehabilitated if at all possible.
- I would love to see you run the intimacy after sexual trauma (not sure the exact name of it). But sadly, I know there will be no more trainings.
- I'm not sure
- I'm open to anything you provide
- More on Human Trafficking Domestic Abuse Mental Wellness
- Not sure, I love the classes as they are. I would like to see something in reference to inter-office dynamics. How to instill more self-care in the office, and the reasons why it's so important while doing this work.
- Presentations on trauma and its impacts, and how to work with victims of crime who are also of marginalized identities as well.
- Racial trauma
- Resources and how to apply to those resources
- Sexual assault victims, DV, financial crime victims
- Sibling abuse. Cultural competency but with AAPI and Indian families' clients.
- Strangulation and the new law; Intense Safety Planning
- The Gay community
- Trauma-informed services, cultural competency trainings
- Unsure.
- We are now embarking on looking at the person who causes harm/uses violence so to provide services as it is a "family" affair.
- What to do in the event of crisis, protocols, policies and procedures. Who to contact immediately.
- Women who use, abuse
- Women who used force

Appendices

Appendix A: Satisfaction Survey Scores

Foundation Series

Course Title	n	Trainer engaged participants	Trainer expertise	Trainer clear, concise, organized	Trainer able to answer questions	Increased knowledge and skills	Materials were helpful	I will implement training concepts	Relevant to work	Victims of crime will benefit	I am satisfied with the training overall
1011 - Welcome and Introductions	26	3.81	3.81	3.65	3.65	3.50	3.50	3.50	3.73	3.65	3.46
1012 - History of Victims' Rights	28	3.86	3.68	3.64	3.64	3.54	3.61	3.73	3.57	3.57	3.50
1013 - The Justice System Criminal, Juvenile, Federal	23	3.35	3.52	3.57	3.61	3.39	3.48	3.39	3.39	3.52	3.35
1014 - Impact of Crime on Victims	21	3.48	3.76	3.67	3.76	3.52	3.52	3.71	3.71	3.71	3.62
1015 - Communicating with Victims	17	3.76	3.82	3.76	3.82	3.76	3.71	3.82	3.82	3.76	3.76
1016 - Crisis Intervention	26	3.85	3.88	3.88	3.88	3.88	3.81	3.85	3.85	3.81	3.85
1017 - Promoting Access to Justice: Cultural Competency	23	3.87	3.91	3.91	3.91	3.87	3.83	3.91	3.87	3.87	3.87

Foundation Series (Cont.)

Course Title	n	Trainer engaged participants	Trainer expertise	Trainer clear, concise, organized	Trainer able to answer questions	Increased knowledge and skills	Materials were helpful	I will implement training concepts	Relevant to work	Victims of crime will benefit	I am satisfied with the training overall
1018 - Ethics in Victim Services	18	3.56	3.72	3.72	3.72	3.61	3.67	3.56	3.56	3.61	3.61
1019 - Collaboration and Assessing Needs	11	4.00	4.00	4.00	4.00	3.91	4.00	3.91	3.91	4.00	4.00
1020 - Special Populations Elder Abuse	9	3.22	3.56	3.44	3.56	3.44	3.44	3.67	3.33	3.33	3.33
1021 - Special Populations Working with Victims with Cognitive Limitations	33	3.55	3.76	3.79	3.70	3.73	3.67	3.67	3.73	3.76	3.79
1022 - Community Outreach & Putting It All Together	15	9	3.73	3.87	3.80	3.80	3.80	3.87	3.87	3.87	3.87
1023 - New Jersey Victims' Rights Laws and Advocacy	9	3.78	3.67	3.67	3.89	3.78	3.67	3.67	3.67	3.78	3.67
1024 - Advocacy in the Federal System	20	3.75	3.75	3.70	3.70	3.75	3.70	3.70	3.70	3.70	3.70
Total	279	3.63	3.77	3.73	3.75	3.67	3.66	3.68	3.70	3.71	3.67

Advanced Academy

Course Title	n	Trainer engaged participants	Trainer expertise	Trainer clear, concise, organized	Trainer able to answer questions	Increased knowledge and skills	Materials were helpful	I will implement training concepts	Relevant to work	Victims of crime will benefit	I am satisfied with the training overall
2047 - Advanced Safety Planning - A Structured Approach to Improving Victim Safety Plans	46	3.41	3.63	3.52	3.57	3.57	3.43	3.52	3.63	3.54	3.52
2055 - Intimacy After Trauma	17	3.76	3.76	3.76	3.76	3.71	3.76	3.76	3.76	3.76	3.76
2057 - Expanded Healing Invisible Wounds: Understanding Victim Impact: A Trauma-Informed Response to Sexual Violence	15	3.73	4.00	4.00	3.93	3.87	3.87	3.80	3.93	4.00	4.00
2058 - Expanded Healing Invisible Wounds: The Neurobiology of Trauma and Post-Trauma Response	12	3.58	3.75	3.67	3.67	3.75	3.75	3.83	3.92	3.92	3.83
2059 - Expanded Healing Invisible Wounds: Trauma Bonding and Psychological Manipulation	11	3.64	3.64	3.64	3.64	3.55	3.64	3.64	3.55	3.55	3.55

Advanced Academy (cont.)

Course Title	n	Trainer engaged participants	Trainer expertise	Trainer clear, concise, organized	Trainer able to answer questions	Increased knowledge and skills	Materials were helpful	I will implement training concepts	Relevant to work	Victims of crime will benefit	I am satisfied with the training overall
2060 - Expanded Healing Invisible Wounds: Caring for Self and Others: The Benefits of	14	3.57	3.79	3.79	3.71	3.71	3.71	3.79	3.79	3.71	3.79
2066 - Understanding Adverse Childhood Experiences: Building Self-Healing Communities*	51	No data	No data	No data	No data	3.65	No data	3.67	3.67	No data	3.69
2067 - Mindful & Emotional Intelligent Leadership	14	3.29	3.64	3.64	3.57	3.71	3.50	3.50	3.64	3.50	3.50
2068 - Out of Bounds	12	3.58	3.67	3.67	3.67	3.50	3.42	3.25	3.17	3.50	3.50
Total	192	3.54	3.72	3.67	3.67	3.65	3.60	3.63	3.67	3.66	3.66

Note: An asterisk indicates that for 2066 – Understanding Adverse Childhood Experiences: Building Self-Healing Communities a different satisfaction survey was used that did not include all the questions presented above. Therefore, some cells are blank because there is no data.

Appendix B: Satisfaction Survey Participation Comments

Foundation Series

1011 - Welcome and Introductions

Please provide three specific examples of how you will use what you learned in your work with victims.

- Advocacy by reaching out to the county's personal in training
- Assist victims with getting comfortable with the criminal justice process
- Being able to answer questions and concerns they may have through the criminal justice system
- Being able to tap into more R&D in the community to refer my families
- Better prepared to handle Victim calls
- Better understanding of Victims
- Compile a list for future reference for victims
- Discovering increases in what services different organizations provide
- Effectively communicate with victims
- Expanding network for my clients
- General overview
- Help assistant them with the resources we provide
- Help relocate DV victims
- Help them through the criminal process
- How different crimes impact victims
- How to better accommodate
- I can refer them to different agencies
- I will provide new resources I have learned to victims
- I will use OVC TTAC for good resources
- Increase knowledge of court proceedings
- Learning when to ELMO to set healthy boundaries for clients and self
- Listening to their feelings are important
- More knowledge of DV situations
- More knowledge to share with the victim
- More references
- NJVAA
- Other resources
- Provide better assistance
- Provide counselling
- Provide resources.
- Reaching out to other service agencies for support
- Refer victims to service agencies
- Referrals
- Resources in NJ I can recommend to them

- The information will help me better communicate with the victims
- Understand Them
- Understanding and utilizing other resources in the community
- Utilizing empathetic tools with all clients
- Victim resources

Please provide any additional comments on your training experience.

- Good overview of the course. Still a little confused about how the asynchronous webinars are supposed to work.
- I am excited for the rest of the sessions.
- Nice training so far
- So far, I am appreciative of the intentionality put into the course and am grateful to continue to learn. I am looking forward to learning but a little nervous about repercussions for unforeseeable circumstance's that may come up during class that would require perhaps 10 minutes away from class (technical difficulties, etc. as I did experience some). Overall, super excited!
- Speaker is informative.
- Thank you for an enlightening day one!
- Thank you for taking the time to go over the steps to access a navigate the platforms.
- Thank you so much for the assistance on my struggle to sign in.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Advocating for parents of children with disabilities
- Communicating with victims
- Court etiquette in accompaniment
- Dealing with victims of juvenile offenders
- Domestic violence
- Grief
- Housing resources
- How to effectively train our volunteer advocates
- I'm sure they will all be covered in the coming sessions
- Immigration population barriers
- Missing person, aging population, homelessness, and domestic violence
- Resources for victim survivors of cold cases or vehicular homicides (hit and runs)
- Resources information
- Service agencies available for bilingual victims
- Services agencies for victims
- Special population victims

1012 - History of Victims' Rights

Please provide three specific examples of how you will use what you learned in your work with victims.

- Apply my new knowledge to prevent an error that occurred before
- Assist clients with VCCO application with more confidence
- Background knowledge of victim types
- Be able to provide better services
- Consider recommending PMCO to families who have lost their children to murder
- Education for clients on specific laws
- Empowerment to clients to recognize their worth in advocating for their needs
- Encourage their participation in the process
- Explain CJ process to victims
- Great to see how things have progressed and the services that are now available
- Guide them on what is acceptable to apply for
- Have better knowledge to inform clients
- Help victims apply for VCCO
- History of victims and the laws
- History of Victims' Rights
- I am more aware of organization that aid with victims of crime
- I am more aware of the rights victims have
- I am more aware of the victims' rights to speak and partake in the criminal justice system
- I can better understand what policies are already in place and advocate for new or reformed policies
- I can educate other on the history
- I now have an understanding of the history
- I will be able to understand how and why the programs are the way they are and how they are implemented.
- I will be able to utilize the different programs due to the knowledge I now possess.
- I will be more knowledgeable if and when I am advocating for victim's rights.
- Know their rights as a victim
- Legal information
- More resourceful
- NOVA
- Recommend the crime victims bible to WH
- Reduce their impact on victims' path to normalcy
- Research NJ task forces for victims of crime
- Resources for biological parents
- Resources for resource parents
- Resources for victims
- Some Faith Based organizations provide money for victims
- Specific resources
- Specific rights

- Supporting foster youth
- Understanding what each "act" does for victims
- Using law discussion to validate client's cultural backgrounds
- VCCO- can apply for immediate relocation assistance
- VCCO- Domestic Help/Services
- VCCO- help victims apply for doorbell ring cameras
- Vine info will be great to share for their safety.
- We can do it and achieve more
- Where the rights came from

Please provide any additional comments on your training experience.

- Great training
- I am an individual that prefers lecture/conversation based trainings versus games, and therefore would have preferred informational tools rather than jeopardy during the second half of group. However, I recognize that this is a personal taste, and appreciate the time and information that day two has provided! Thank you!
- Thank you
- Thank you
- The jeopardy game was a great way to be engaged. I would like more interaction or more concise presentation of the history piece of the presentation.
- The VCCO presentation was extremely helpful, and I will be in touch with their office to have them do additional training with our organization. The Essex County speaker's presentation was unhelpful, unorganized, and very disengaging.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Great training
- I am an individual that prefers lecture/conversation based trainings versus games, and therefore would have preferred informational tools rather than jeopardy during the second half of group. However, I recognize that this is a personal taste, and appreciate the time and information that day two has provided! Thank you!
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- The VCCO presentation was extremely helpful, and I will be in touch with their office to have them do additional training with our organization. The Essex County speaker's presentation was unhelpful, unorganized, and very disengaging.

1013 - The Justice System Criminal, Juvenile, Federal

Please provide three specific examples of how you will use what you learned in your work with victims.

- Better serve a victim knowing all phases so they can understand the process as a whole.
- Better understanding of justice system rights
- Court rules
- Court terms
- Explain to victim the appeal process
- I know the defendant's rights better.
- I know victim's rights better.
- I will be able to better explain the difficulties of prevention for law enforcement.
- I will help advocate for them without providing legal advice.
- I will make them aware of their rights as a victim.
- I will support them throughout the court process.
- Inform victims of the federal law enforcement agencies and their services
- Judge preferences
- Judiciary court
- JV differences
- Knowing the phases helps me better to explain the process to a victim
- Knowing the process of the prosecution process helps me to guide victims better with the steps of the prosecution level
- More knowledge
- More resources
- New knowledge in the justice system will help me better assist victims
- NJ legislative website
- Phrases of CJ
- Provide agencies who assist pro bono
- Putting this new knowledge to use and showing the victims that I am knowledgeable of the courts
- Sentencing recommendations and edits by victim
- Understanding prosecution will help me understand the attorneys that we work with
- Victim impact statements
- Victim Impact Statements
- Victims' rights in each phase
- Vine Smart Phone Application

Please provide any additional comments on your training experience.

- Great training!
 - I know zoom trainings are hard, but I feel like the PowerPoints are a repeat of the material we are supposed to read to prepare for the class. I would love some more interactive ways to engage with the material (like how we did the jeopardy).
 - Thank you great work
 - This class was good but went over a lot of information I already knew from work/college.
 - This was relevant to my job, but it was very repetitive and did not really provide me with any new information-I feel like this section would be more useful for college level students
 - Appeals, federal law enforcement agencies
 - Going over the process of registering for in a different state once a victim has relocated,
 - How to successfully communicate with a client that is very upset and unable to understand that we are here to help them
 - More info on pretrial intervention.
-

1014 - Impact of Crime on Victims

Please provide three specific examples of how you will use what you learned in your work with victims.

- Child responses
- Crisis counseling tips for victim advocates
- DV victim reactions
- Helping victims of crime
- Helps to understand what a victim is possibly going through
- How to help victims in their feelings of doubt
- I have a better understanding of difficulties that a victim may be feeling
- I have a better understanding of the justice system
- I learned what could be said to a victim of a crime
- I will be more empathetic with Victims.
- I will know to how to better serve secondary victims.
- I will know to look for signs of PTSD.
- Provide victims with a list of services
- Provide victims with resources either via phone or zoom
- Recognize themes of hyperarousal or flashbacks in clients who have PTSD
- Resources for victims
- Secondary victims
- Secondary victims of crime
- Speak about the changes that we go through daily, and how have "broken pieces" does not make a victim a weaker person.

- To understand that their anger is not with you
- Understanding PTSD
- Utilizing victim centered language during therapy sessions.
- Victim responses
- Victims' trauma.

Please provide any additional comments on your training experience.

- Great training.
- I loved the crumpled paper activity! Thank you for all of your time and education thus far!
- It's hard to stay engaged with just a PowerPoint. I would have loved more interactive activities or discussions.
- The information is important information, but this feels like a college course class, and nothing new to learn about

What other training topics would you find helpful in order to benefit the individuals you serve?

- Counseling resources for victims of crime
- How laws vary from State to State and why.
- Special topics victims
- Specific modalities for interacting with clients who have PTSD

1015 - Communicating with Victims

Please provide three specific examples of how you will use what you learned in your work with victims.

- Active listening
- Active Listening
- Actively listening to victims
- Affirmation
- Communicating
- Compassion listening
- Detainer locator system
- DHS system
- Do not minimize their trauma
- Effective communication and making sure you both are on the same page at the end of the conversation
- Eye contact
- Having tough conversations
- How to listen without judging
- Listen closely for what not is being said.

- Listen to the content of the message as well as the feelings being expressed
- Listening
- Listening internal and external
- Listening more attentively to victims
- Listening more effectively
- No judgement
- Open ended & close ended questions
- Paraphrasing
- Put myself in their shoes so I avoid judging them
- Quality listening
- Reflective listening
- Reflective listening
- Separating emotions while hearing victims' stories
- The 5 c's
- Understanding body language of victims
- Victim services at a federal level

Please provide any additional comments on your training experience.

- Great session! The interaction was a great way to keep everyone involved in the training.
- Great speaker!
- Loved how much participation the speaker had us do. She was amazing
- Loved Ms. Hubbard! She was really engaging, and I found her content easy to absorb.
- Thank you again
- The speaker was very hard to understand, I don't think this was useful. Some of the videos we have all already seen in this course before. These are very basic skills that an advocate should have before working in the field, this would be more useful as a college level course.

What other training topics would you find helpful in order to benefit the individuals you serve?

- All in good order, Thanks
- Importance of empathy when dealing with victims
- Special victim topics
- Victim for crime

1016 - Crisis Intervention

Please provide three specific examples of how you will use what you learned in your work with victims.

- Active listening and asking more questions
- Being able to use problem solving techniques in a crisis
- Creating personalized needs assessments with each client
- Crisis intervention techniques
- Help victims take those tips to other victims in similar situations
- Hotlines
- How to assess victims (1st step)
- How to help victims
- I have a better understanding of effective crisis intervention and how to handle stressful situations
- I will use young's 3 model phase
- Make sure victims can be calm in court settings
- Maslow's hierarchy
- Maslow's hierarchy of needs
- Maslow's hierarchy of needs was very good
- Prioritizing clients' reports of needs
- Rapport building
- Reactions to crisis
- Remaining mindful of language used in session
- Remembering spiritual needs
- Resources
- Support for victims in crisis
- The resources provided by everyone today will be a huge help!
- Tips will be helpful with victims who are in a crisis
- To first establish safety and security with victims.
- Using appropriate language
- Using Maslow's hierarchy of needs
- Using the resources our teacher showed us today
- Victims during crisis
- Youngs three phase
- Youngs three phase model

Please provide any additional comments on your training experience.

- Great training
- I really appreciate the way the presenter organizes her discussions. As a seasoned provider, I discover new insights and ways of helping clients during her presentation. Thank you!
- Loved trainer! Excellent teacher!
- Loved the resource sharing at the end! I thought this session was very informative and useful!
- Super great training thank you :)
- Thanks again

What other training topics would you find helpful in order to benefit the individuals you serve?

- Communicating with resources/programs that are not being proactive in assisting clients.
 - More advice on self-care
 - Self-care for victim advocates
 - Special topics
 - Spiritual info.
-

1017 - Promoting Access to Justice: Cultural Competency

Please provide three specific examples of how you will use what you learned in your work with victims.

- Able to identify and address barriers that keep victims from receiving needed resources
- Be more aware and sensitive to individuals needs
- Being compassionate and understand toward victims
- Biases I may have
- Controlling my bias instead of allowing it to control me
- Homeless population barriers
- How aging people feel
- How to support other victims
- I need to consider age and culture of victims because they may not want my services due to my age
- I will be able to better understand my own bias'.
- I will consider poly victimization when speaking with victims
- I will use today's training while working with victims by trying not to use unconscious bias's
- Immigration population barriers
- Implicit bias self-examination
- Look at the barriers my clients may have in getting services
- People with disabilities

- Pitfalls
- Reaching out to find translators who can help me understand my clients
- Recognizing barrier intersectionality
- Self-reflection/thoughts
- Treat disabled victims like any other person
- Understanding how to better accommodate victims
- Validating underserved victims' fears when meeting for services for session
- We discussed how to address unserved communities so that is something I can help implement in with working with victims in the future.
- What groups need more to support

Please provide any additional comments on your training experience.

- Great training
- I appreciated the presenter's use of open ended questions and discussions to guide today's conversations.
- I really enjoyed working in small groups today!
- Trainer was a great trainer! He was engaging the whole time and the activities helped us to stay engaged throughout the training. I learned a lot and was able to apply it in the small group discussions.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Different cultures and customs
- Poly victimization differences across various cultures
- Working with the special populations

1018 - Ethics in Victim Services

Please provide three specific examples of how you will use what you learned in your work with victims.

- Attempt to not fall into "silver lining" sympathy traps
- Be a better advocate by using tips in PowerPoint presentation
- Be vigilant about setting and maintaining boundaries
- Being open minded
- Competency standards
- Confidentiality
- Confidentiality
- Continue to set therapeutic boundaries
- Court room ethical standards
- Defining the problem and identifying the solution
- Everyone responds differently to traumatic events
- Not having bias
- Practice multicultural competency
- Professional ethics for advocates
- Reduce non-mindful external listening patterns
- Refamiliarize myself with my own ethics handbook
- Reflect on my own internal listening
- Respect confidentiality
- Respecting victims
- Try to understand victims better
- Understanding victim's trauma
- Utilize client centered approaches with multiculturalism and ethics
- When to disclose

Please provide any additional comments on your training experience.

- Great training
- I absolutely loved the insight that this trainer provided. Her warmth and compassion were evident during this topic, and the activities were engaging and created mindfulness. Thank you!
- Thank you for another informative day of training!
- Thank you once again.
- The information was relevant but did not learn anything new

What other training topics would you find helpful in order to benefit the individuals you serve?

- Ethics in working with law enforcement
 - How to help victims with victim impact statements
 - Listening strategies intersection with various multicultural populations
 - Special topics
-

1019 - Collaboration and Assessing Needs

Please provide three specific examples of how you will use what you learned in your work with victims.

- Building communication skills and making connections
- Collaborating with agencies in order to better assist victims
- Collaboration
- Collaboration with other services of people in the class
- Collaborative efforts
- Communication
- Cooperative, coordinate, collaborate, partnership
- How to deal with difficult agencies
- How to work with different teams to help victims
- Making connections
- Relationships with others
- Remember to take time a celebrate the good things in the office
- Resources
- Self-care

Please provide any additional comments on your training experience.

- Love trainer
- Thank you.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Special topics

1020 - Special Populations Elder Abuse

Please provide three specific examples of how you will use what you learned in your work with victims.

- Age of elder abuse
- Being on alert for any signs of abuse
- Elder abuse
- Fears
- I learned about Peggy's law.
- I learned the different types of empathy you can show to someone.
- I learned the steps to take for reporting elder abuse.
- Refraining from "impairment" assumptions when speaking with elders
- Remaining mindful of any physical/cognitive limitations

Please provide any additional comments on your training experience.

- I thought this topic is very important and I'm glad we were able to learn more about it!
- Thank you for adding insight to this topic! One concept that I took away from this presentation is navigating mindfulness of any elder limitations while not treating elders' age as their whole identity.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Children with disabilities
- Elder/Multiculturalism intersectionality when working with victims

1021 - Special Populations Working with Victims with Cognitive Limitations

Please provide three specific examples of how you will use what you learned in your work with victims.

- Alternative learning methods
- Alternative learning methods are sometimes needed
- Be more patient with this victim
- Brain injury
- Cognitive disabilities
- Compassionate Empathy
- Elders do not want to be coddled
- Empathy- cognitive & compassionate
- Everyone registers information differently
- Examples

- Alternative learning methods
- Alternative learning methods are sometimes needed
- Be more patient with this victim
- Brain injury
- Cognitive disabilities
- Compassionate Empathy
- Elders do not want to be coddled
- Empathy- cognitive & compassionate
- Everyone registers information differently
- Examples
- How to help elder victims
- How to help the population
- How to report elder abuse
- How to speak to victims
- How to support
- I will also use the information provided about over all cognitive disabilities.
- I will use some of the techniques that we discussed in small groups.
- I will use the different learning methods and how to adapt to help a victim better.
- Intellectual disability
- Know how to look for signs
- Language with victims
- Learning disability
- Learning the signs and action of those that may be experiencing elder abuse
- Limitations
- Recognizing Jargon mindfulness
- Signs of abuse
- Some people might need to have things written down to understand them or follow instructions
- Types of abuse
- Understand how they feel
- Using technology-friendly programs/resources to assist with learning differences
- Utilizing different bonding/rapport strategies to align with victims (I.e., Being "part of the band")
- Victims with disabilities at work
- Ways to report elder abuse
- What abuse might look like

Please provide any additional comments on your training experience.

- Great training!
- Loved this training! Loved how trainer was able to provide a lot of examples to back up what she was teaching about!
- This is such an important topic. Victimized individuals with cognitive differences have a high need/priority for being validated and understood. This presentation was very effective at discussing those issues and the focus on strong communication skills was very insightful. Thank you!

What other training topics would you find helpful in order to benefit the individuals you serve?

- How to assist elder population
 - Individuals with mental illnesses
 - Merging psychiatric and cognitive skillsets for working with victims
 - Psychiatric issues
 - Special topics
-

1022 - Community Outreach & Putting It All Together

Please provide three specific examples of how you will use what you learned in your work with victims.

- Community resources for volunteer referrals
- Community resources for youth referrals
- Congratulate yourself
- How to prevent burn out
- How to take care of ourselves
- Learn boundaries
- Refer victims to other services
- Self-care
- Self-care is needed in this field
- Self-safety plan
- Share resources with them
- Turn to journaling, meditation, exercise
- Use empathy in every interaction with victims
- Use self-care to better serve clients
- Utilize my self-care plan
- What to do daily
- What to do weekly

Please provide any additional comments on your training experience.

- Amazing training!
- It was an amazing and informative training. I truly learned a lot. I look forward to the next training.
- Thank you very much this was an awesome experience and training
- This is a great training! I learned a lot and will use what ii learned with my clients

1023 - New Jersey Victims' Rights Laws and Advocacy

Please provide three specific examples of how you will use what you learned in your work with victims.

- A person does not have to be found guilty of the victim to apply for VCCO
- Continually using Victim oriented language with clients to destigmatize victim blaming.
- History
- I will take cultural consideration when dealing with families
- Legal rights/info
- Providing more in depth VCCO information to clients
- Recognizing appropriate channels for service linkages to victims
- The PowerPoint will assist me when I am explaining the VCCO application to victims
- VCCO (2)
- Victims' rights
- VINE
- What VCCO will cover
- Who can apply for VCCO

Please provide any additional comments on your training experience

- Having no PowerPoint or other ways to interact during trainer's presentation was a hinderance I think. I know everyone has different learning styles and just hearing her talk the entire time did not allow for everyone to be engaged. Both speakers were great though and I enjoyed learning from them!
- I would like to thank the speakers for being so informative and for exhibiting passion and empowerment during their presentations. It made me feel great about the work that I do!
- The information was relevant to the job, but felt very repetitive and not much new information that we did not already know.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Affordable Housing
- How VCCO can work effectively with recipients of medical based institutions when victims are awarded medical compensation.

1024 - Advocacy in the Federal System

Please provide three specific examples of how you will use what you learned in your work with victims.

- Advise victims of the services available at federal level
- Beneficial of true cases that happened
- Connect them with victim advocate
- Continue empowering victims to leave/reduce abusive situations
- Detective to speak on her experience with the case
- Explain process so they understand what's happening
- Federal victim services
- Follow through with clients who are a loss of contact
- HSI
- I also learned the different steps the FBI takes to ensure victims and victim survivors needs are met.
- I learned a different person's perspective of how to address victims.
- I learned that working on long term cases will take lots of patience when working with victims.
- ICE
- Investigations
- Keep in mind that: the FBI is regional.
- Recognizing warning signs for victimization
- Recommend the FBI for things I learned they help with today
- Safety with online predators for children
- Seeing the victim at the end of everything and achieving her goals
- Sextortion
- Specifics of human trafficking
- They have their own victim's witness units.
- Vine /VNS
- What does and what does not go to HLS
- Where people can get information on detainees

Please provide any additional comments on your training experience.

- Great training
- Loved the guest speaker!
- Loved this training!
- Thank you to the guest speaker
- The presenter's personal anecdotes and the compassion she showed through her victim assistance process was enlightening and empowering. Thank you!
- Very informative!!
- We learned that some people sound louder when everybody's mics are off. Thanks for the tip!

What other training topics would you find helpful in order to benefit the individuals you serve?

- More speakers
 - Services available to victims as they move through the CJ process at federal levels
-

2047 - Advanced Safety Planning - A Structured Approach to Improving Victim Safety Plans

Please provide three specific examples of how you will use what you learned in your work with victims.

- Always documenting the safety plan
- Ask more questions to assess risk
- Assessment
- Beware of my own bias when working with both parties
- Being mindful of particular risk that can occur when there are changes in the offender's emotional/physical/mental wellbeing as well
- Break down the key components of safety planning
- Cliches don't always work "police station drop off"
- Collaborate with other systems
- Consider implementing the danger assessment
- Creating a community resource manual to include other organizations that are able to do risk assessments.
- Creating a safety plan with the survivor instead of using templates of safety plans. I feel like a lot of the information is outdated so I always have to cross it out or customize it based on the survivor.
- Customize safety planning to reduce risk
- Develop knowledge of the assessments mentioned
- Discuss safety planning
- Discuss the difference between threat and risk assessment
- Discussing tools for determining risk & incorporating them when working with a survivor.
- Documenting more thoroughly
- Each case might need different assessments: trauma, risk & vulnerability can be used as needed
- Eliminating & manageability of vulnerabilities
- Emphasis on prioritizing individualized time for safety planning or reevaluating safety measures for each client.
- Emphasize the need to staff for proper security training
- Emphasizing it's up to them
- Empower the victim to maintain public safety
- Empowering them
- Encourage to not share information with friends or even family that can jeopardize the victim's safety
- Enhance safety planning
- Explaining how the law works in the us
- Finding a place in your home where you can hide
- Focusing on the risks
- Helping victims protect themselves

- I will be better prepared to create a safety plan for dv victims
- Identify risk assessment partners in NJ
- Illuminating risk
- Increase case management skills
- Investigate who to incorporate risk assessment in patient intake for case management and victim services
- Layers of security
- Look deeper into the 5d's
- Looking more at risk
- Make referrals to protection from abuse
- Make sure to treat each victim situation as case by case to determine and assess what is needed
- More training for advocates
- Not providing "cookie cutter" advice
- Organizing a training for my community
- Place the victim at the forefront when planning safety
- Provide a list of resources
- Reevaluating safety plans
- Reinforce, as always, that safety planning is not a one and done. As circumstances change, so should the safety plan.
- Resources
- Rethinking how "good advice can be bad". Being more mindful of individual directions of safety planning with a client
- Review and incorporate into program best practices
- Safety planning
- Safety planning when I do the intake with clients
- Speaking to others
- The 5 ds
- Think about additional areas for HIPPA compliance
- Thinking outside the norm
- Threat
- Threatening or concerning behavior wheel
- Trauma informed is not always best (feelings don't save lives)
- Utilize risk assessment more often
- Using document reference tool
- Using the checklist as a guideline but knowing every case is individual.
- Vulnerabilities assessment training
- Vulnerability and risk assessments
- Was unaware about the health insurance vulnerability
- Will be mindful of sharing common "safety tips" that may not be all the helpful
- Will encourage advocates to set more realistic expectations about safety planning
- Will make sure victims obtain all the information of the referrals not just give them referrals.

- Will refer victims to this organization for more advanced security and safety planning information
- Will share the information w/staff.
- Will utilize when identifying risk factors for victims
- Write dv posts on social platforms
- X vulnerability.

Please provide any additional comments on your training experience.

- Enjoyable presentation. I would only suggest being more mindful of scheduled/announced presentation schedule in the future.
- Excellent training with great information.
- Great Presentation!
- Great speaker!
- Great trainer, knowledgeable!
- Great training
- I felt like I didn't really learn any new tips to better my safety planning techniques.
- I found this informative! I do not agree with everything said, but I appreciate the different perspective!
- It was very enlightening and valuable knowledge was shared to help others.
- Presenter seemed very contradictory. Webinar seemed like a sales pitch. Every DV agency does safety planning wrong and only I do it right type. He came across, to me, arrogant and I felt at one point was victim blaming and down grading the hard work agencies do, without giving actual tips on how to help. Very disappointed as most of Rutgers webinars are extremely informative.
- Presenter WAS AMAZING
- Thank You
- Thank you.
- Thanks...love the trainer!
- The trainer is knowledgeable and offered various examples for safety
- The training itself reminded me of the importance of multi-stakeholders being needed at the table to learn from and to teach one another based on the pieces of the puzzle that they may have considerable skill and knowledge to share. This is HARD work and there is much required in the daily advocacy. Victims and survivors are best supported when we build our collaborative ability to work together and not silo. There is an advantage to being involved over time to assess over time as opposed to safety planning at a point in time, too. Safety planning is CRITICAL at each interaction.
- This training offered a great perspective; however I do not necessarily feel empowered to provide my advocates with additional safety planning information or training. I am concerned that the safety planning we do with survivors is insufficient and counterproductive. I would need further training and information on this topic to feel like I could provide more meaningful safety planning to survivors and to train our volunteer advocates more thoroughly. Overall, though Steve Dana seemed very knowledgeable and experienced, and I plan to reach out to him and his organization for additional information and to be notified when he has a safety planning training program for advocates available.

- This was really amazing!!!! Very thorough!!!
- Very good training.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Any trainings that assist me to better assist victims
- Children living in domestic violence environments.
- Everything was on point and knowledgeable for what I need to know to take back and use with the participants that I work with
- Hotline trainings for DV/SA
- How to better serve chronically ill clients
- How to get said trainings!
- How to serve undocumented victims
- Leadership, working within limited systems
- Navigating court mandated child custody and reducing risk
- Nj courts
- Psychological/mental health first aid training, advanced crisis intervention training
- Review of current domestic violence laws, workflows for domestic violence victim service
- Risk assessment
- Safety planning w/ survivors of human trafficking
- Social work, substance abuse services
- Stalking, human trafficking, legal
- VCCO
- Women who use force.
- Work place violence

2055 - Intimacy After Trauma

Please provide three specific examples of how you will use what you learned in your work with victims.

- By providing psychoeducation and normalizing topics such as hypersexuality post abuse or assault for survivors
- Explain different ways of processing sexual trauma
- Help domestic violence survivors process
- How to implement healthy boundaries in relationships
- In everyday work
- Open discussion around hypersexuality
- Provide the information to coworkers
- Skills for healing
- Teaching children body boundaries
- This training will help me to understand certain behaviors.
- Tools for self-soothing
- Understanding unhealthy relationship

Please provide any additional comments on your training experience.

- Presenter was excellent. I am very impressed by her ability to present information so clearly and efficiently. She is very knowledgeable, and I would be interested in taking more of her trainings in the future.
- Presenter was wonderful
- Great training and topic!!
- I am not a therapist or social worker so a client may not discuss certain things with me, but this does help me to understand certain behaviors by clients who have been sexually abused and it helps me to not be judgmental of certain behaviors.
- Really great presenter, very warm and inviting while providing great information base
- This was an awesome training and Presenter was awesome..
- What other training topics would you find helpful in order to benefit the individuals you serve?
- Exercises or strategies that can be used to destress a victim
- Helping clients work through feelings of shame and guilt
- Similar ones
- Trauma around race and class.

2057 - Expanded Healing Invisible Wounds: Understanding Victim Impact: A Trauma-Informed Response to Sexual Violence

Please provide three specific examples of how you will use what you learned in your work with victims.

- Applying in clinical practice
- As a survivor myself, I need to remind myself that some material does impact me often when I least expect it. I was reminded today that I need to prepare myself for this more often than I allow.
- By understanding what survivors of sexual assault are subject to provided me with another reason as to why the methods used to convey the need support is so important. In light of the possibility of being retraumatized, helping the victim of the assault to understand that nothing licenses an attack beyond their unwillingness to become an active participant.
- By utilizing supporting agencies
- I gained specific information to pass on to my volunteer advocates.
- I have a better understanding of the variety of emotional/unemotional responses that a survivor may display.
- I have never seen a video about the forensic evaluation. This was really helpful to see from a few perspectives.
- I will also share with my family and friends.
- I will provide 'attentive silence' to survivors.
- I will share with my clients
- I will share with my community at church
- In regard to the need for sensitivity when responding to a victim of sexual assault. Having their permission to assist them in building the step needed to begin the healing process is major. For me, today's training put special emphasis on technique, which I appreciated.
- The PSA from NJ CASA was interesting as was the brief discussion afterwards.

Please provide any additional comments on your training experience.

- Great information!
- I found the training to be very informative. Two thumbs up!
- I really enjoyed the training, and it was very supportive in helping me to understand more how to better approach victims of sexual assault.
- I was not able to enroll for all four days of the series, but will be joining again on Thursday. I hope to be able to participate in the trainings that I will miss at another time. I have participated in presenter's trainings before and I appreciate the work that she continues to do to raise awareness. Thank you!!
- Presenter was great and the training was informative.
- Thank you! I always appreciate these trainings and the information shared!
- This was a great training! Thank you so much for providing it..

What other training topics would you find helpful in order to benefit the individuals you serve?

- Being conscientiously aware of things that can be done to avoid sexual assault. Understanding how accountability can help to safe guard you from assault. Understanding how coming under authority can shield you against unforce seeable dangers.
- Domestic violence
- How to support undocumented survivors of domestic and sexual violence.
- I am eager to participate in the remainder of the series. While I have been in the field for quite a long time, I think it is always helpful to get back to the basics and to remain connected to learning what is new in the field. Thank you for this series.
- Therapy interventions to treat trauma.

2058 - Expanded Healing Invisible Wounds: The Neurobiology of Trauma and Post-Trauma Responses

Please provide three specific examples of how you will use what you learned in your work with victims.

- Allowing the person to feel heard
- Awareness of how the brain functions after trauma
- Being aware that individuals are not always able to recall events due to
- Client
- Empathy for the victims
- Grounding is important, when it comes to setting the tone.
- How to better communicate emotional with the victim
- I believe Neuroplasticity is important when it comes to learning to managing a traumatic experience, which occurs over time. However, it begins with connecting, no matter how small.
- It will help me to better understand their actions
- My family and Church
- Pay attention to possible triggers for individuals during assessments
- Staff
- To explain the impact on the brain
- To identify trauma reactions.
- To normalize trauma symptoms
- Understanding the 3 phases of Rape Trauma Syndrome is very helpful in understanding what survivor may have and is experiencing. Which deserves the proper attention and sensitivity.

Please provide any additional comments on your training experience.

- Any training that's available and willing to learn
- I am really enjoying this training series so far. The information is relevant to my work and the presenter is fantastic! Her mastery of the subject matter and method of delivery is very engaging.
- I am truly enjoying the class and I have learned a great deal. The instructor is very knowledgeable and personable and the interaction from the student's ha help to add favor to the subjects discussed.
- My clients continue to benefit from the trainings I receive here. But due to distractions in office I seem to miss things, sending the handouts are a plus. Will these classes ever be in person again?
- This was a great training, thank you so much! I appreciate being able to attend.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Coping with stress
- Danger of using labels as it relates to behaviors and/or individuals. Understanding the importance of versatility when serving victims of trauma. We need to become students rather than teachers. It's not a sprint when using a candle to get through dark places. Survivors must learn to feel a sense of control. There's a difference from leading versus pushing.
- How dv effects the entire family, vicarious trauma (in regard to counselors and clients)
- We are currently doing the training that I need to serve the individuals in my program..

2059 - Expanded Healing Invisible Wounds: Trauma Bonding and Psychological Manipulation

Please provide three specific examples of how you will use what you learned in your work with victims.

- Case management
- Creative arts therapy
- Help fights for human right
- Increase my awareness of where they might be observed/noticed
- Prevent human trafficking
- Program coordination.
- Spread the word
- Understand why they don't leave

Please provide any additional comments on your training experience.

- After I sent an email to the event host, I was able to log on pretty quickly. Thank you.
- I loved the videos.
- Love presenter's trainings!
- Very informative!.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Instinctual Trauma Response Therapy.

2060 - Expanded Healing Invisible Wounds: Caring for Self and Others: The Benefits of

Please provide three specific examples of how you will use what you learned in your work with victims.

- Church
- Consistently "check" myself and help others to do the same
- EMDR
- Expand on my self-care; liked the chair yoga.
- Gained some ideas how to bring some of the strategies into my work with clients, staff, and self.
- I will encourage them to find time to "love" themselves.
- I will find time for me to "just be" (decompress) and take care of my own emotional and mental needs.
- I will provide a supportive "environment/space" for them to share their stories.
- Meditation
- Mindful breathing
- Mindfulness

- Practice self-care
- Prioritize self-care
- Prioritize self-care strategies with the clients I work with
- Self-care assessment will be posted at my desk as a reminder to self-care
- Staff
- Tapping
- Tapping method
- Teach clients about bodywork
- Teach clients about mindfulness
- The 4-elements: learned new way how to present mindfulness practice to clients, staff, and others
- Use the meditation breathing session when situation are out of our control.
- Will use the information on vt as part of my contact with the students in my victimology classes

Please provide any additional comments on your training experience.

- Excellent training Presenter!!
- Great training, as always!!!
- it was very helpful and very informative
- Presenter was engaging, did not force sharing by participants but made it optional, like she had handout, videos, power point, and resources for participants. Liked that she was personable; shared her own experiences.
- Presenter was great, Thank you so much
- thanks.

What other training topics would you find helpful in order to benefit the individuals you serve?

- All was great
- Bystander Intervention
- Compassion fatigue
- How to deal with a toxic person in distress
- Maintenance stage for survivors; what it looks like in terms of behavior; trans theoretical model of change

2067 - Mindful & Emotional Intelligent Leadership

Please provide three specific examples of how you will use what you learned in your work with victims.

- Being more mindful
- Being open to different ideas sink vs university
- Being specific in goals
- Building bonds
- Developmental flexibility
- Effective communication style
- Emotional awareness
- Housing and low income
- How to implement leadership
- I have learned skills to better support my myself in determining my leadership style.
- I will utilize this training when supporting staff.
- Information regarding leadership vs. Management as it applies to my role working with staff and supervisors
- Leadership vs management
- Not to be afraid of changing styles to meet the needs
- Police and racism
- Poverty in us
- Realizing my levels of consciousness
- Recognizing dysfunction
- Self-awareness
- Stop technique - valuable for use with staff as well as survivors
- The difference between leadership and management
- The importance of self-awareness, especially in times of stress
- The importance of taking a breath
- The stop method
- The stop method
- Type of leadership used in different circumstances
- Using pause tech. To center conversations
- Various feelings in the organization.

Please provide any additional comments on your training experience.

- Great training
- Great training. A lot of useful information regarding leadership.
- I found the training very informative! Thank you!
- It would be useful to have an identified co-leader so when/if attendees are not muted and you can hear other conversations happening, the co-leader can mute them. There were at least two different occasions during this training where we heard attendees' conversations, which was obviously distracting to our trainer.

- More interaction with the guests increases my learning experience.
- Presenter was very informative and helpful
- Speaker was excellent! Wonderful training.
- Thank you for the opportunity to engage in important trainings..

What other training topics would you find helpful in order to benefit the individuals you serve?

- Addressing batterers
- Cultural competency and trauma-informed practices
- Functional organization
- Management and meeting deadlines while being empathic
- More information on levels of consciousness and the effects on managing my team.
- Self-care for case management
- Trauma informed care

2068 - Out of Bounds

Please provide three specific examples of how you will use what you learned in your work with victims.

- Active listening
- Ask victims how can support
- Ask how you can support
- Be able to identify signs of possible abuse in juvenile victims
- Community engagement through advocacy for legislation changes
- Educate others that are unaware of violence and it's affected
- Explain to parents the necessity of being open with their kids about boundaries with coaches
- Humility
- Listen and believe them
- Listen to the victim
- More knowledgeable to implement in programs.
- Own household
- Parents, friends, family information to pass on.
- Provide encouragement
- Recreational activities with all ages
- Share resources

Please provide any additional comments on your training experience.

- I believed this workshop will help especially within own families as there is a lot of information that is overburdening our youth, and it seems to be convoluted. That does no one any good, youth, parents, community. If were all made aware and work together for prevention, for advocating for the least vulnerable we would live in a more harmonious world. Yet it seems that evil thrives in darkness. If it were more spoken about, more people would be able to stop it. Eventually our kids go out into the world like sheep among wolves. Yet if we would have had the knowledge to empower them, they would help their fellow colleagues especially in a competitive environment.
- It would have been nice to receive the PowerPoint as a handout not only to follow along but also get more questions for the presentation. A Lot of what was said not many were aware and the statistics used were shocking. Also, violence seems to sweep into all parts of our lives. More handouts or resources on other areas as well as sports. It was nice to know that teacher was a paralegal and maybe some tools on how to engage those that are at high risk or treat with individuals that are high risk for being victimized. Overall, it was a wonderful presentation and very eye-opening.
- Presenter was amazing!
- Presenter was amazing! Very informative training!
- The training was very informative.

What other training topics would you find helpful in order to benefit the individuals you serve?

- Bullying
 - Racisms and Police
 - Trauma, healing for victims, taking care to avoid burnout
-