Forging Partnerships To Ensure Justice for All: An Interview With Karol V. Mason

By Debra Whitcomb and Keely McCarthy, Visiting Fellows, Office for Victims of Crime

Before being confirmed as Assistant Attorney General (AAG) for the Office of Justice Programs (OJP), Karol Mason devoted much of her career in public service and private law practice to expanding opportunities for disadvantaged populations and widening their access to resources. She came to her new position prepared to carry forward her commitment by enlisting OJP’s partners in the field.

As a child of the civil rights movement, she knew that the U.S. Department of Justice played a central role in advancing the movement’s agenda and understood that the Department had the capacity to touch lives by using its authority to promote just causes.

“I could see that the Department of Justice had a moral stature, even beyond its recognized legal power, that allowed it to shape policy,” she said. “I believed that OJP in particular, through its strong ties with states, communities, and tribes, was well-positioned to bring fairness and equity to the administration of justice—and improve public safety in the process.”

Among her first actions after joining OJP in June 2013 was to hold a series of townhall-style meetings with the criminal and juvenile justice and victim advocate community. Her conversations with stakeholders from the public and private sectors and from all levels of government solidified her conviction that the Federal Government has an important part to play but that it can’t do it alone—communication and partnerships with people on the ground are essential to truly understanding the issues. She said that by listening to people who work in the criminal, juvenile, and crime victim fields, she hopes to build relationships and collaborations that can make a difference.

The Vision 21 initiative is one of the keys to realizing the goal of a safer, more just society, Mason emphasized during the discussion. Building on the insights and perspectives of victim-serving professionals across the country, the Vision 21: Transforming Victim Services Final Report charts a promising course for what we need to do and could be doing today to enhance services for all victims of crime.

“I’m convinced that access to services for all crime victims and the affirmation of their legal rights should be one of the top priorities of our justice system,” she said. She predicts that Vision 21 will help drive significant change in the victims field.

One recommendation in the Vision 21 report is particularly important to her: the need “to ensure that victims in Indian Country are no longer a footnote to their legal rights should be one of the top priorities of our justice system,” she said. “I’m convinced that access to services for all crime victims and the affirmation of their legal rights should be one of the top priorities of our justice system,” she said. She predicts that Vision 21 will help drive significant change in the victims field.

Continued on pg. 2

MESSAGE FROM THE DIRECTOR

Although the Emancipation Proclamation was issued more than 150 years ago, the scourge of slavery still exists in our Nation. Sex and labor trafficking are abhorrent crimes that dehumanize their victims and challenge our values as a free society. We must combat human trafficking by rescuing victims, ensuring that they have comprehensive services and support to rebuild their lives, and holding traffickers accountable for their crimes.

OVC has been supporting communities in their fight against human trafficking since 1998, when we awarded the first federal grant to assist victims of this crime, 2 years before passage of the Trafficking Victims Protection Act of 2000 (TVPA, Pub. L. 106-386). This grant provided funding to the Coalition to Abolish Slavery and Trafficking in Los Angeles to serve garment workers in the notorious El Monte sweatshop case in which 72 Thai garment workers were kept for 8 years in slavery and debt bondage. In ensuing years, with funding authorized by TVPA, OVC has supported programs throughout the country to raise public awareness, train practitioners, and, most importantly, provide critical resources to trafficking victims as they begin their journey of healing.

Since TVPA’s passage and subsequent reauthorizations, we have seen more funding and an increased focus on human trafficking, but we still have much work to do. Each one of us has a role in eradicating human trafficking and helping its victims find their voice. To assist your efforts, this issue of OVC News & Program Updates includes several articles that focus on human trafficking. In addition, we will be releasing a weblet that consolidates resources related to human trafficking, and, along with the Bureau of Justice Assistance, we will disseminate an updated Anti-Human Trafficking Task Force Strategy and Operations e-Guide that draws on the practices that have worked in other communities. Look for both of these resources in the coming months.

It is our hope that the articles in this newsletter, the upcoming weblet and e-Guide, other OVC trafficking-related publications, and future funding opportunities from OVC and other government sources will help you combat sex and labor trafficking and provide critical services to victims in your community.

—Joye Frost, Director
Office for Victims of Crime

SPECIAL POINTS OF INTEREST

Victims’ Voices: Surviving and Thriving
After Human Trafficking ........................................2
The White House Takes Action on Human
Trafficking Prevention and Response .....................4
Using Data To Improve Victim Services.....................6

Click here to access previous issues of OVC News & Program Updates on topics such as responding to mass casualties, elder abuse, and serving children exposed to violence.
Ronny Marty was lured from the Dominican Republic on the promise of a legal job in the United States in housekeeping and cleaning services. Once he arrived, however, there was no secure job waiting for him. He was required to move from state to state for short-term jobs. He was paid little, if at all, and he was charged outrageous fees for housing and transportation that were provided by the company, leaving him with little to no money. He was threatened with physical violence and deportation. Ronny was not alone. Victims, primarily from the Philippines, Jamaica, and the Dominican Republic, were identified in 14 states in one of the largest human trafficking schemes uncovered in U.S. history. In what became known as the Giant Labor Solutions case, 12 defendants were charged with labor racketeering, forced labor, and immigration and other violations; 9 pled guilty to a range of charges; and the others remain fugitives.

When Ronny sought services in Biloxi, Mississippi, he did not know he was a victim of human trafficking and did not know that many others were experiencing similar exploitation. He only knew that his employer mistreated him and that he needed help.

Ronny told his story to Mary Townsend, Immigration Specialist with the Methodist Charities Church “El Pueblo,” and she encouraged him to speak with an Immigration and Customs Enforcement agent she met at a human trafficking conference.
"I had heard that if you go to law enforcement, they will interview you, use your information, and then treat you like a criminal and deport you. But I knew that I didn’t do anything wrong. And if I didn’t stand up and say what happened, others could be hurt. I didn’t have anything to lose." Ronny spoke with Special Agent Julie Gray, and she changed his perception of law enforcement immediately. "Julie was incredible. The way she spoke with me and followed up. She gained my trust and confidence." After interviews with law enforcement, Ronny learned his experience might have a connection to an open case in Kansas City, Missouri.

While Ronny worked with law enforcement during the investigation, Ms. Townsend secured the services he needed: housing, meals, mental health counseling, English language classes, and job skills training. Additional support came from Michela Vizzini, his case manager, and Magda Leleaux, Program Director at Catholic Charities Migration and Refugee Center. They continued to provide Ronny with the services he needed and helped him to obtain a work permit and bring his family to the United States.

Human trafficking is a crime that many first responders do not have experience with, and any dialogue about it often focuses on a lack of law enforcement awareness or service availability. In Ronny’s case, however, the system worked as intended, from first report through prosecution. “From the detectives in Kansas City, such as Ken Lovesee, to the lawyers, such as Jim Felte, to security at the courthouse, every single person made me feel really important. People were telling me they’d treat me like meat, but that didn’t happen in my case. They did everything they could to help me and make me feel safe. They were amazing. When I was at the OVC Human Trafficking Survivor Forum, other survivors shared that some of them didn’t get the services they needed and law enforcement didn’t do their job in all cases. It is hard for me to hear that law enforcement didn’t treat them well, but there are people doing good work out there. Maybe it was the state I was in, or maybe I was lucky enough to work with the right people who had been trained on human trafficking.”

The successfully prosecuted Giant Labor Solutions case was the first forced labor trafficking case charged as part of a Racketeer Influenced and Corrupt Organizations (RICO) Act conspiracy. “I was ready to go before the judge and tell everything, but there was enough evidence that I didn’t have to.”

It has been almost 5 years since his victimization, and Ronny is thriving in his community, with a job he loves and his family around him. He is now considering a future in advocacy. “I want to encourage people to speak up for their rights. People are shy and do not think they have rights, but they do. Without knowledge of our rights, we will stay in the back and let others abuse us.”

Ronny encourages other victims to speak out. “Do not be afraid. There are a lot of people out there who will help you. Always fight for what is right. Human beings deserve to be respected. No one has the right to take away our freedom. Focus on your goals. While you are planning to get to your goals, know where you want to go. Work hard and enjoy, and never look back. In my case, I am thankful for the blessings I’ve received. The rest depends on you. Anything in your mind can be a reality.”

Helping Others

In January 2014, Ronny participated in the Human Trafficking Survivor Forum and Listening Session, which OVC developed in collaboration with other federal agencies and the White House, and served as a coach at the Partnership for Freedom Innovation Workshop. “It was one of the best experiences ever, and I want [to] thank OVC and Humanity United.”

Of the forum: “It was so nice to meet other survivors and to know that I’m not alone. We received help from others, and we have a lot to give back. The feds there really listened to us. Working with the government for a common cause is priceless.”

Of the Partnership for Freedom: “I had the privilege of serving as a coach, and I was confident in this role because my ideas and suggestions were based on my own experience. At the beginning of the event, each team shared their ideas. At the end of the workshop, the ideas took real form because they incorporated the suggestions of survivors and other coaches.”

The Victims’ Voices column is a recurring feature of OVC News & Program Updates. Let us know if you or someone you know would like to share a story with the field about the journey from crime victimization. Our hope is that hearing directly from victims themselves will educate and inspire others. Victims’ Voices contributors may choose to remain anonymous. Contact William Petty at William.Petty@usdoj.gov for more information.
President Barack Obama recognized National Slavery and Human Trafficking Prevention Month in January, noting that “slavery tears at our social fabric, fuels violence and organized crime, and debases our common humanity. During National Slavery and Human Trafficking Prevention Month, we renew our commitment to ending this scourge in all its forms.” OVC recognized the month with an exciting week of events that marked a great leap forward in the Federal Government’s response to human trafficking.

In collaboration with the U.S. Department of Homeland Security, Department of Health and Human Services’ Administration for Children and Families, Department of State’s Office to Monitor and Combat Trafficking in Persons, and Department of Justice’s Executive Office for United States Attorneys, OVC held the first Human Trafficking Survivor Forum and Listening Session at the White House Conference Center in Washington, D.C. Assistant Attorney General Karol Mason and OVC Director Joye Frost welcomed 19 survivors of labor and sex trafficking—including men and women, foreign nationals, and U.S. citizens—along with more than 50 federal employees. The forum allowed staff from federal agencies across the government to learn directly from survivors of human trafficking about numerous issues, including how Federal Government agencies can collaborate to engage survivor groups and incorporate their perspectives in federal anti-trafficking efforts.

The Survivor Forum began with the release of the Federal Strategic Action Plan on Services for Victims of Human Trafficking in the United States. Director of the Domestic Policy Council Cecelia Muñoz, Deputy Attorney General James Cole, Deputy Secretary of Health and Human Services Bill Corr, and Deputy Secretary of Homeland Security Alejandro Mayorkas introduced the plan and discussed the Federal Government’s commitment to improving the identification of human trafficking victims and providing them with the services they need. Having survivors of human trafficking present at the release of the plan sent a strong message that the Federal Government sincerely appreciates their critical insights, and it reaffirmed President Obama’s declaration to survivors, “We see you. We hear you. We insist on your dignity.”

“I cannot thank y’all enough for the warmest welcome, as well as the genuine support outpouring during the survivor forum. It made me realize that I shouldn’t be hiding at all, but rather be out of my shell helping other victims and law enforcement officials in fighting to end human trafficking. I am not frightened anymore to share my own stories if it’s going to make any difference or even inspire other people. I will definitely do my part. Together, we will be much stronger to fight any form of trafficking. Let us all continuously support this campaign.”

—Rob Verzo, Survivor Forum Participant

The Victim Services Committee of the Senior Policy Operating Group of the President’s Interagency Task Force to Monitor and Combat Trafficking in Persons is coordinating implementation of the plan. OVC’s Deputy Director, Kris Rose, serves as cochair of the committee. She is working closely with the committee members to ensure continued collaboration and coordination across government agencies. Each agency involved in the plan agreed to perform specific tasks, within defined timelines, to advance the response to victims of human trafficking. Annual reports will detail any progress being made and new initiatives that are developed.

CONTINUED ON PG. 5
The Survivor Forum ended with the screening of OVC’s new public service announcement (PSA) The Faces of Human Trafficking, which was released to the public as part of National Crime Victims’ Rights Week (NCVRW) observances. The PSA is available in five languages (English, Spanish, Thai, Tagalog, and Hindi), is included on the NCVRW Resource Guide’s theme DVD, and is available for viewing and download on OVC’s YouTube channel.

Read more about the Survivor Forum in Director Joye Frost’s guest DOJ blog.

Learn more about the White House’s commitment to survivors.

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Building a Community of Innovators To Combat Human Trafficking

By Catherine Chen, Director of Investments, and Leah Greenberg, Investments Manager, Humanity United

At the 2012 Clinton Global Initiative, President Obama delivered a landmark speech about a crime that is almost unthinkable in the 21st century, an “injustice—the outrage of human trafficking, which must be called by its true name—modern slavery.” His was the longest speech by an American president on the issue of slavery since Abraham Lincoln.

With these goals in mind, the Partnership for Freedom launched its first challenge in September 2013. The Reimagine: Opportunity challenge sought new ideas to better support trafficking survivors through housing, social services, and economic opportunities. The best new ideas come from the intersection of multiple disciplines. Guided by that principle, Reimagine: Opportunity was designed to collect the most innovative ideas from the anti-trafficking world and further incubate them by connecting with nontraditional fields and professionals who could provide new perspectives.

The challenge called for organizations to submit a simple application highlighting an idea for improving support for trafficking survivors. The partnership received more than 160 applications from 39 states and selected 12 projects as finalists. In January 2014, the finalists gathered in Washington, D.C., to work with each other and with expert coaches in complementary fields that ranged from client-centered design to technology to social enterprise in an effort to refine and sharpen their proposed projects in a collaborative, capacity-building environment. After the workshop, the finalists had 2 months to redesign and strengthen their ideas for the final proposal submission in March.

The winners of the challenge—Massachusetts General Hospital (MGH) Freedom Clinic and the Safe Shelter Collaborative—received 2-year grants to pilot their ideas, along with technical assistance from the Partnership for Freedom for implementing the projects.

The MGH Freedom Clinic, a project of the MGH Human Trafficking Initiative from the Department of Emergency Medicine’s Division of Global Health & Human Rights, will receive $600,000 to establish a pioneering model of comprehensive primary and preventive health care services to provide best-in-class, trauma-informed care to survivors. Lessons learned will be shared with health care providers across the Nation to inform new policies and protocols for improving the ability of our health care system to identify and assist trafficking survivors.

The Safe Shelter Collaborative will receive $1.17 million to dramatically increase access to appropriate, supportive shelters for survivors of human trafficking. This project, a collaboration between Caravan Studios, a division of TechSoup Global, the Polaris Project, and the New Jersey Department of Children and Families, uses technology to locate and provide immediate shelter services for survivors. It will increase the number of shelters available by broadening...
Building a Community of Innovators To Combat Human Trafficking • CONTINUED FROM PG. 5

the base of organizations that can support trafficking survivors.

We encourage you to follow the Partnership for Freedom to learn more about the next two challenges, which will focus on using technology and data to combat trafficking and to ensure that victims of trafficking are not treated as criminals. As with Reimagine: Opportunity, the partnership will encourage innovation and collaboration in the search for modern solutions to modern-day slavery.

For more information, visit the Partnership for Freedom’s Web site or send an e-mail.


Using Data To Improve Victim Services

By B.J. Horn, Visiting Fellow, Office for Victims of Crime

According to Emily Tamas, Program Coordinator at the Kentucky Association of Sexual Assault Programs (KASAP), “the Healing Voices Project opened the door for providers to understand that good data collection can be useful to their practice.” Too often, data do not provide meaningful information for strengthening services or increasing community support.

Vision 21: Transforming Victim Services Final Report identified victim-related data and program evaluation as vital for guiding policymakers, funders, and programs. Sexual assault programs in Kentucky are proving that it works. KASAP member programs, with the help of KASAP staff and Dr. Stephanie Townsend, created the Healing Voices Project, an evaluation tool that provides surveys that clients use to rate the effectiveness of the services they receive and checklists for advocates to report on victims’ interactions with other systems. Participating programs use these core measures to evaluate crime crisis services. Client surveys and advocate checklists are the two core elements, but there are also optional measures that individual programs can choose.

The Healing Voices survey measures healing and empowerment for survivors, parents, and friends. The 10-minute survey, which counselors usually administer with permission after a fourth visit, assesses changes in six trauma symptoms. Clients repeat the survey at the completion of services. Then, the advocates send the surveys to KASAP for analysis.

Advocates complete a checklist every time they accompany a victim to the hospital, police station, prosecutor’s office, or court. It is a discreet way to collect information when it is not suitable to ask the victim. It documents the use of best practices. Checklist answers are based solely on what advocates see and hear. The checklist takes no more than 5 minutes to complete.

Data from the checklists provide insight into survivors’ experiences. The checklists reflect compliance with policies and identify the relationship between services and mental health outcomes. To gather additional data, KASAP revised the tool to collect information on human trafficking victims and victims who are in the military or are incarcerated.

Kentucky’s programs began collecting this feedback in 2010. Initial findings from the past 4 years indicate the following:

• Victims receive more detailed explanations and information when a sexual assault nurse examines performs the forensic exam. In addition, fewer medical staff are needed, thereby reducing costs.

• Rape crisis programs receive a near perfect score for client safety and protection of privacy, respect for clients as individuals, and the ability to provide beneficial support.

• Survivors report a high degree of healing (4.26 on a 5-point scale).

• Both men and women report a decrease in trauma symptoms and an increase in feelings of empowerment. Those having 10 or more sessions reported the highest levels of healing.

KASAP and local programs use the results to provide feedback to paid and volunteer staff, which helps with staff morale and retention. The data identify potential training topics as well as approaches that can be adopted by others. The results demonstrate to survivors, staff, and funders a commitment to quality and accountability.
Developing Resiliency and Addressing Vicarious Trauma in Your Organization

Part 2 of a 2-part series

By Bethany Case, Visiting Fellow, Office for Victims of Crime

In OVC’s last edition of OVC News & Program Updates, William Petty, Ph.D., current Visiting Fellow at OVC and former Victim Services Manager for the Austin, Texas, Police Department, described the impact of working with trauma day in and day out. Trauma, even vicarious trauma, left unaddressed can manifest into serious symptoms and consequences for professionals. Some of those consequences may include substance abuse, disconnection from family and friends, and burnout. Awareness of these issues is critical, but the field also needs easy access to tools and resources to combat vicarious trauma, support employee wellness and self-care, and build resiliency in staff and volunteers.

“It’s necessary to sustain the profession of human services, of interacting with traumatized or victimized people. Otherwise, you have this revolving door of professionals, and you never really build the depth of capacity that you need to build in those organizations.”

— Noel Busch-Armendariz, Professor, University of Texas School of Social Work

OVC and other government and nongovernmental organizations are making great strides in developing resources to help individuals and organizations address this trauma and build a strong, resilient workforce. Resources are available now, with more in development. OVC encourages organizations to learn about these resources, choose what is right for the circumstance, and adapt the materials to meet those needs.

OVC Training and Technical Assistance Center

OVC’s Training and Technical Assistance Center (TTAC) offers a range of trainings and technical assistance to support the field, including both online and in-person trainings:

- **Compassion Fatigue/Vicarious Trauma** is the most requested training-by-request program. This 2-day interactive training explores self-care techniques and strategies that managers can use to help ensure balance and self-care for those they supervise.

- **Building Resiliency in Child Abuse Organizations** is a blended learning training (webinars, independent study, videos, 1-day in person) that introduces participants to the five core elements of resiliency and explores strategies for building resiliency in organizations by using policies, supervisory techniques, and training.

- The redesigned **Victim Assistance Training (VAT) Online** provides introductory training to new victim service professionals. An entire module on self-care is included in VAT Online.

OVC Resource in Development

In 2013, OVC provided grant funding to develop and pilot test a **Vicarious Trauma Toolkit** for victim service providers, law enforcement officers, and other first responders. The project, **An Evidence-Based Approach to Understanding and Addressing Vicarious Trauma in Victim Assistance Professionals, Law Enforcement Officers, and Other First Responders**, is being developed by Northeastern University in partnership with the International Association of Chiefs of Police and other national and local groups representing victim assistance professionals, child advocates, traumatic stress experts, fire chiefs, emergency medical services officials, and national and local sexual violence resource centers. The two-part project is now underway:

- Part one focuses on examining, assessing, identifying, and pilot-testing evidence-based policies, practices, procedures, and protocols designed to facilitate a better understanding of vicarious (or secondary) traumatic stress.

- Part two focuses on the successful transfer of this knowledge to the victim assistance, law enforcement, and other first response fields.

OVC will share new developments on this project as they become available. For more information, contact Meg Morrow or William Petty.

National Child Traumatic Stress Network

The **National Child Traumatic Stress Network** offers information, fact sheets, online trainings, and links to other resources on the topic of **secondary traumatic stress**, otherwise referred to as vicarious trauma. Visit the Web site to learn how to identify symptoms and develop strategies for combating secondary traumatic stress.
For more information, visit programs designed to enhance service providers’ ability to support victims of crime in communities across the Nation.

mediated aftermath of crime and continuing to support them as they rebuild their lives. Millions of dollars are invested annually in victim services through the Crime Victims Fund. Through OVC, the Fund supports a broad array of programs and services that focus on helping victims in the immediate aftermath of crime and continue to support them as they rebuild their lives. Millions of dollars are invested annually in victim compensation and assistance in every U.S. state and territory, as well as for training, technical assistance, and other capacity-building programs designed to enhance service providers’ ability to support victims of crime in communities across the Nation.

Established in 1988 through an amendment to the Victims of Crime Act of 1984, OVC is charged by Congress with administering the Crime Victims Fund. Through OVC, the Fund supports a broad array of programs and services that focus on helping victims in the immediate aftermath of crime and continuing to support them as they rebuild their lives. Millions of dollars are invested annually in victim compensation and assistance in every U.S. state and territory, as well as for training, technical assistance, and other capacity-building programs designed to enhance service providers’ ability to support victims of crime in communities across the Nation.

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The Office for Victims of Crime is one of six components within the Office of Justice Programs, U.S. Department of Justice. Led by Director Joye E. Frost, OVC is committed to enhancing the Nation’s capacity to assist crime victims and to providing leadership in changing attitudes, policies, and practices to promote justice and healing for all victims of crime.

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For more information, visit www.ovc.gov.

Resources

HALOS E-BULLETIN AND TOOLKIT AVAILABLE

HALOS—Helping and Lending Outreach Support—enlists organizations and individuals in Charleston County, South Carolina, to donate goods, services, and money for abused or neglected children and their foster parents or kinship caregivers. With only two full-time staff and in-kind assistance from the county child welfare agency, HALOS fulfills more than 3,000 requests each year for items ranging from holiday and birthday gifts to infant furniture, school supplies, and summer camp. A new e-bulletin and toolkit are available on OVC’s Web site with details about this successful program, which does so much for so many children and their families.

The HALOS Strategy: Community Collaborations for Children offers lessons learned and suggested strategies for establishing programs like HALOS wherever foster families and relatives need additional support for the children in their care.

RESPONDING TO TRANSGENDER VICTIMS OF SEXUAL ASSAULT

OVC released Responding to Transgender Victims of Sexual Assault, a collection of educational resources and practical tools that addresses a major barrier to accessing services for transgender and gender non-conforming individuals. This online publication is for health care providers, law enforcement, therapists, emergency medical personnel, advocates, and support group facilitators who work with transgender victims of sexual assault or who may do so in the future. Transgender victims suffer disproportionately from sexual violence and its aftershocks. This new resource, developed by FORGE with OVC’s support, includes extensive input from experienced victim service providers, first responders, and transgender survivors and advocates throughout the Nation. OVC anticipates the publication will help narrow the existing gap in service capacity in the criminal justice system and victim service organizations so this underserved population has access to appropriate support after victimization.

THROUGH OUR EYES: CHILDREN, VIOLENCE, AND TRAUMA

OVC is pleased to announce the release of the next four videos in the Through Our Eyes series. The videos in this series compel all of us to join our neighbors and the growing ranks of professionals who make it their life’s work to help traumatized children heal and thrive. Addressing Violence in the Home focuses on early intervention as a critical component to helping children heal. Interventions in Schools identifies some types of violence children may experience and highlights ways in which schools are protecting and helping their students. Innovations in Juvenile Justice features three alternative approaches to juvenile justice that address trauma in young offenders’ lives while still holding them accountable for their actions. A Call to Action emphasizes that everyone in a child’s life can play a role in protecting and helping them to heal. Visit the Through Our Eyes weblet to learn more, watch the videos, and find resources to help.

To receive OVC News & Program Updates, register via the National Criminal Justice Reference Service and select “Victims” as a topic of interest. Once you have registered, you will also receive important information from OVC and other OJP agencies related to—
• new funding opportunities,
• recently released publications,
• upcoming trainings and conferences,
• program initiatives, and
• much more!