

SOVA OUTREACH ADVOCATE EXCHANGE

South Carolina Department of Administration
State Office of Victim Assistance

www.sova.sc.gov



SOVA Outreach Provided

Numerous trainings and displays were provided by SOVA Outreach during the Fourth Quarter. The outreach coordinator set up several displays and conducted four trainings to inform more than 200 participants of SOVA services.

In April, the coordinator participated with a group of professionals in Lancaster to discuss the services and benefits offered to crime

victims and their families. The training was a great opportunity to network with other agencies.

Training was also provided to the Aiken Juvenile Arbitration Program, Foothills Alliance in Anderson and Fannie's House located in Columbia. Each training provided technical assistance and an overview of the services offered.

Additionally, SOVA

Outreach was privileged to participate in South Carolina's Department of Probation, Parole and Pardon Services Community Awareness Day in Orangeburg. The event was held during National Crime Victims' Rights Week which took place April 10-16, 2016.

Also, the coordinator collaborated with MUSC during Trauma Survivor's Day, to inform participants of SOVA services.

Networking Agencies and Organizations

To provide the best quality of services to crime victims across the state, SOVA networks and collaborates with numerous agencies.

Outlined below are several networking agencies:

- Office of the Attorney General (AG)

803.734.3970

- Mother's Against Drunk Driving (MADD) 803.748.7333
- SC Probation, Parole and Pardon Services (SCPPP) 803.734.9367
- South Carolina Coalition Against

Domestic Violence and Sexual Assault (SCCADVASA) 803.256.2900

If you or your program have questions, please don't hesitate to contact these programs for answers.

Did you know?

Social Wellness Month
Is observed during July.

July is National Make a Difference to Children Month.

National Therapeutic Recreation Week is observed during the Week of July 11-17.

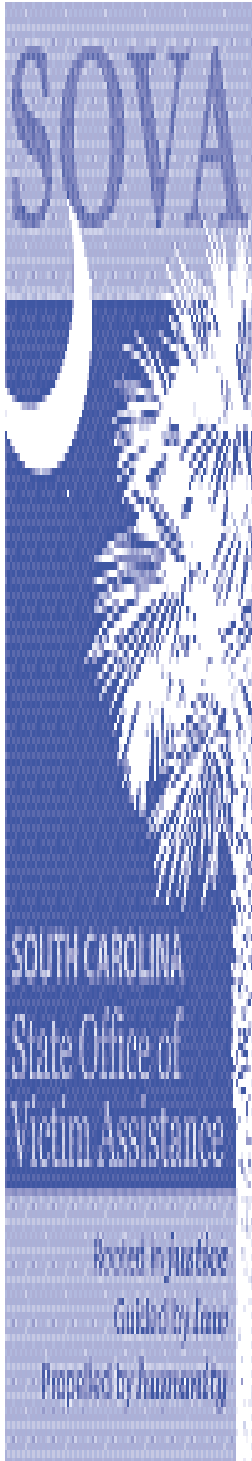
July is National Bereaved Parents Awareness Month.

National Purposeful Parenting Month is observed during the month of July.

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COMMUNICATE EFFECTIVELY

- Be an engaged listener
- Look for nonverbal signs
- Control your emotions
- Assert yourself

Contact Information:

Laura Hutchison
Outreach Coordinator

1205 Pendleton Street
Columbia, SC 29201

Phone: 803.734.0484

Fax: 803.734.1708

laura.hutchison@admin.sc.gov

Inside SOVA'S Victim Support Department

The mission of the State Office of Victim Assistance (SOVA) is to assist eligible crime victims and their families in putting the pieces of their lives back together. SOVA is the compensation agency for the State of South Carolina and provides monetary assistance to eligible victims of crime. SOVA considers victims' medical, counseling, burial expenses and lost wages.

Our Victim Support (VS)/Intake department is the initial point of contact for SOVA. The department includes four Administrative Coordinators/Client Service Representatives (CSR) and one receptionist. At this time, there is

currently one Vet for Success personnel. The department provides case status updates and information to victims, claimants, law enforcement and victim service providers on claims submitted to the agency. Additionally, victim support staff receive all incoming calls and process new crime victim compensation applications for the state.

The receptionist is the heartbeat of the agency. She provides crisis intervention to callers while consistently offering support and advocacy to victims. Also, she greets and assesses the needs of walk-ins and through coordination, refers them to appropriate staff. In

addition, she offers administrative support to the Victim support/Intake Department.

The CSR'S screen and review applications for validity, completeness and accuracy. They're responsible for entering and maintaining an electronic filing system for all new applications for the agency. Additionally, CSR'S coordinate and collaborate with solicitor's offices, victim advocates and service providers to obtain proper documentation on behalf of victims.

Victim support staff are dedicated to providing superior customer service to all victims statewide.

Community Involvement

The State Office of Victim Assistance (SOVA) conducted a total of 14 trainings and overviews during the Fourth Quarter, for a combined total of approximately 319 service providers.

As mentioned in the Third Quarter newsletter, SOVA partnered and collaborated with the South Carolina Victim Assistance Network (SCVAN) during South Carolina's Crime

Victims' Observance Week. Throughout the conference, both agencies worked together to ensure that victims, their families and victim service providers received comprehensive training on diverse topics related to victim services. An estimated 300 participants took part.

The months of planning and hard work behind the scene prior to the confer-

ence was a tremendous success. Congratulations SOVA and SCVAN for another fantastic Victims' Rights Week!

SOVA is mandated to provide training across the state regarding crime victims' compensation. If your agency or community is interested in training, please contact SOVA at 803.734.1704