

OUTREACH AND ADVOCATE EXCHANGE

SOUTH CAROLINA ATTORNEY GENERAL'S OFFICE

South Carolina Crime Victim Services Division

Department of Crime Victim Compensation (DCVC)

www.sova.sc.gov



Fourth Quarter
April - June 2018

Article by Burke Fitzpatrick

Director of Crime Victim Services Division

It's been a whole year! It is hard for me to believe that our new division is a year old. Plus, all the departments have been together in the same office space for nine months. It still feels in some respects that we are in our infancy in the Office of the Attorney General but, in fact, all of us brought many years of skills and experience, so we have plenty of "old heads" around in this new division. In my opinion, everyone's previous professional experience has really paid off. We have had very few hiccups and are well on our way toward strategic improvement in all four departments.

First, a tip of the hat to the terrific support we have received from Attorney General Alan Wilson and his administrative staff. It was no small venture suddenly taking on nearly 60 new staff. The Human Resources, IT, Procurement and other staff already had their hands full before we showed up, but they somehow managed to integrate us into the agency without missing a beat.

So, what is in store in the coming year for this new Division of Crime Victim Services and what will it mean for the people and

agencies we serve? First of all, we intend to build on the progress we have already made. For the grants department, led by BJ Nelson, we have brought on more financial staff and have dramatically lowered the processing time for Requests For Payment. But we are not done. We hope to add yet another accountant position and more administrative support. I think we will need the extra support since our federal VOCA award went from \$28 million last year to \$50.8 million this year (who would have believed it?).

The small staff at the Ombudsman's Office lost a key long-time employee (she moved to Germany with her husband) but we gained an amazing and talented replacement, Christina Toler. Led by Veronica Kunz, the office has never been more engaged in helping jurisdictions make systemic improvements than it is now.

Our newest department, the Department of Crime Victim Services Training, Provider Certification and Statistical Analysis has the longest title and the smallest staff. Yet, believe me on this, they punch far above their weight. Deputy Director

Kim Hamm along with Fabienne Bolet are somehow handling the credentialing and certifications of over 4,000 victim service providers and notifiers, revamping training standards for presentation to the Victims Services Coordinating Council and myriad other projects.

Finally, our largest department, which handles victims of crime compensation, is undergoing the most comprehensive reassessment since its formation. We are fortunate that this department, formerly SOVA, is staffed by many long term professionals who not only are talented, but truly have the best interests of victims in their hearts. Under the leadership of Scott Beard, the department is looking for ways to speed up the processing of compensation claims, recover more restitution from offenders and replace our ancient software system with a product from this century. They are on a roll!

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New DCVC Application

The New DCVC application is currently available online at www.sova.sc.gov. It is a fillable online application. Fill all applicable areas, print, have victim sign and mail to DCVC.

New DCVC Employee:

David Addison-Restitution Recovery

DCVC Retiree:

Bettise Davidson, retired after 35 years of service on June 8, 2018.

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Article by Burke Fitzpatrick cont.

Three statements to **Avoid** when providing customer service (excerpts from "Ideas to help you: Innovate. Grow. Lead. Make a Difference. Experience The Dale Carnegie Way"):

1. "Sorry, something came up." If you are wrong, admit it quickly and emphatically, is worth applying to maintain trust and respect. The phrase, "something came up," implies that something more important than the client came up.
2. "I don't think that will work." It's okay to disagree, you can justify your figures. As long as this behavior is the exception, and not the rule.
3. "Does that make sense?" It's completely normal to follow a statement or conclusion of a presentation with this question, however, two potential negative impacts of asking if something makes sense. First, your audience may feel you are not 100% sure on the topic you are explaining. Secondly, your audience may infer that you doubt their ability to comprehend what you are presenting.

For additional information visit:

<http://www.dalecarnegiewayphilly.com>

What does all this mean for you? Well, it means that we have not forgotten, and will never forget, our mission is to serve the victim service provider community and, directly, victims of crime. Again, we are your servants, not the other way around. It is our duty to listen to your views and needs and be responsive to them.

We would love a pat on the back occasionally, but when you see where we could improve – don't hold back (not a problem for the folks we know). To this end we recently completed a series of meetings with a cross-section of the victims of crime provider community to listen to their visions of the future. Also,

if you attended the Victims' Rights Week conference this past April, you saw us all over the place. We virtually shut down our entire division and had everyone attend the conference to listen, present and learn. So, although we are young (despite my white hair), we are running hard!

DCVC Community Outreach Services

The Department of Crime Victim Compensation (DCVC) has worked diligently to provide outreach services to multiple agencies and organizations statewide.

As a result, the Outreach Coordinator and Assistant Deputy Director have established a relationship with Vocational Rehabilitation. In April the Assistant Deputy Director and Outreach Coordinator met with the Richland County Area Supervisor and staff to discuss the compensation program, services and benefits and how the two agencies can partner together. As a result, the staff expressed interest in having DCVC provide training regarding crime victim compensation during their monthly supervisor's meeting. Also, a display was set up at the Richland Two Conference Center located at Columbia Place Mall for a Community Resource Night sponsored by Vocational Rehabilitation. There are also planned future endeavors between the two agencies.

The Outreach Coordinator conducted a training with Hannah's House Life Skills Class for residents regarding the compensation program. The information provided was regarding who

may file a crime victim compensation application, eligibility criteria and the necessary documentation needed in order to be considered and deemed eligible. Residents of Hannah's House appeared to have enjoyed the training and stated it was beneficial.

During the 93rd Annual Mortician's Association Convention, the Assistant Deputy Director and Outreach Coordinator set up a compensation display. The event provided a perfect opportunity to explain to funeral director's and their staff what benefits and services are offered by the agency and how they may assist victims and their families who have experienced violent crime. The Morticians Association was grateful to DCVC for the information provided.

The Outreach Coordinator continues to conduct quarterly community networking. During the fourth quarter, networking was conducted in the Two Notch Road area of Columbia. The coordinator was able to meet with a number of businesses, doctors offices and other organizations regarding the compensation program. Networking with these busi-

nesses also aides in great collaboration and possible training opportunities for the future.

DCVC also has a great relationship with Harvest Hope Food Banks. Once a month, at the Shop Road and Cayce locations, a display table is set up for clients to provide information regarding the compensation program, services and benefits.

Upcoming Outreach:

- Vocational Rehabilitation
- MADD
- Toby's Place
- SC Department of Education Regional Fall Counselor's Workshops

Department of Crime Victim Ombudsman

Article by Veronica Swain Kunz

National Victim Resources:

- Office for Victims of Crime (OVC)
- Office for Victims of Crime Training and Technical Assistance (OVCTTAC)
- Victims of Crime Act (VOCA)

website: <https://ovc.gov>

- Mothers Against Drunk Driving (MADD) website: <https://www.madd.org>

- Parents of Murdered Children (POMC) website: www.pomc.com

- National Association of Crime Victim Compensation Boards website: <http://nacvcb.org>

Amazing Things Happen When Advocates Collaborate!

Being housed together under the new Crime Victim Services Division has already paid off. Now that the four Departments are under one roof, we have increased our ability to collaborate, identify issues and overcome barriers to services for our state's crime victims.

Recently, a staff member of DCVC (formerly SOVA) told us about a tragic case she heard about during a site visit. A LEVA confided to her that a survivor of child sexual assault waited for six hours in an emergency room, only to be told to go to another county for a forensic

exam. Since DCVC is right down the hall, our co-worker came to us to see if we could help. After talking to the local LEVA, we requested a meeting with hospital officials, law enforcement and the local child advocacy center.

The response was swift. The hospital's executive in Patient Relations agreed to work with ER staff to immediately identify child victims and move them into another area, where they can be seen sooner by specialists handling these crimes. We shared ideas about ways to find and fund training for more SANE nurses, which the hospital is pursuing. The hospital, law enforcement and the child advocacy center met afterwards to improve existing

protocols so all are on the same page going forward. This is a wonderful example of how vital it is that Compensation (DCVC), Ombudsman, Grants (DVAG) and Training (CVST) work together to solve problems.

Speaking of collaborating ... *Victim Service Provider (VSP) Regional Roundtables...*

There's a new sheriff in town in each of the four counties in the Fourth Judicial Circuit (Chesterfield, Marlboro, Dillon and Darlington). As we all know, new leadership generally brings changes.

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DCVC Collaboration

The Department of Crime Victim Compensation successfully collaborated with agencies during the fourth quarter to train over 250 participants in nine separate trainings regarding the program, benefits and services. Among the various agencies trained were funeral homes, hospitals, child advocacy centers, sexual assault programs, victim advocates, law enforcement, Solicitor's Offices, Vocational Rehabilitation, Harvest Hope Food Banks, Mothers Against Drunk Driving (MADD), South Carolina Coalition Against Domestic Violence and Sexual Assault (SCCADVASA) and other victim service providers statewide.

DCVC continues to reach out to funeral homes across the state

to discuss training for staff to ensure they earn continuing education hours that have been approved for two hours by the South Carolina Department of Labor, Licensing and Regulation (LLR).

Additionally, field visits were conducted by DCVC staff statewide during the fourth quarter to provide education on the program to various municipalities and court officials. The municipalities include; but are not limited to, Lexington County Courthouse, Lexington County Sheriff's Office, Abbeville Sheriff's Office and Allendale Police Department.

The Department of Crime Victim Compensation continues to seek ways to collaborate with agencies across the state to ensure that the compensation program is

visible and citizens are made aware of the program, services and benefits.





The South Carolina Society of Certified Public Managers, also known as SCSCPM, was established in 1991 in South Carolina under the Budget and Control Board's Office of Human Resources. The Certified Public Manager Program was developed as a response to the need in this state for a comprehensive skills based management training program in order to develop managers with a core set of competencies. The National Certified Public Manager Consortium provided the framework, support, and credibility needed to implement this initiative. This professional credential involves intensive study, practice, application, and testing to prepare public managers for the challenges of today's and tomorrow's workplace.

If you are interested in learning more about the Certified Public Managers Program or if you have participated in the program and would like to be a part of the SCSCPM Board go to <http://www.scscpm.org>.



Article by Veronica Swain Kunz cont.

CVO hosted a "VSP Only" Roundtable discussion to hear from all advocates working in law enforcement, prosecution, state agencies and non-profit organizations serving those counties. We were thrilled with the response! Everyone we invited made time to attend. Thirty-five VSPs from those diverse groups joined us for the two-hour Roundtable. During the meeting, we were able to solve some issues immediately,

i.e., a LEVA requested that her county's Court Notifier send her a copy of all written victim court notifications. Her court counterpart promptly agreed, understanding that victims often reach out to LEVAs for information, and dockets can change quickly. The group gave us thoughtful and practical recommendations for fine-tuning their Circuit's victim services system, some of which require long-term collaboration to affect systemic change. We are hosting a

follow-up Roundtable with law enforcement leadership to alert them about grant dollars available to increase their staff, best practices in law enforcement victim services, and compensation benefits available to help all victims of crime in their communities. It takes a village ... and the Crime Victim Ombudsman is grateful to be a part of the village called The Crime Victim Services Division.

Statewide Upcoming Events and Training

Below is information on upcoming events and training statewide:

- Vocational Rehabilitation submits annually a calendar of events called "The Summer of Exploration." The curriculum is designed to assist students or families with diploma track college/business tours, non-diploma track business tours, work based learning experiences and job readiness training. For specific information related to the above tracks, please visit <http://www.scvrd.net> and click on services or contact Andric J. McNeil, Counselor III, with Vocational Rehabilitation's Richland Area Office at 803-786-0495
- July 3, 2018 - DCVC Training for staff at the Medical University of South Carolina (MUSC) National Crime Victims Research and Treatment Center on Lost Wages information.
- July 13, 2018 - DCVC Basic Core Training for SCCADVASA. For additional information call 803-256-2900 or visit <http://twww.sccadvasa.org>
- July 16, 2018 - DCVC Training for the Mortician Association's Regional Meeting in Florence, SC. For additional information contact Wendell Davis at 843-332-4188
- July 25, 2018 - Domestic Violence, Sexual Assault, Stalking and Harassment Training approved for 6 VSP hours. This training is sponsored by the Office of the Attorney General's Violence Against Women act Program. Location: Francis Marion University, Media Center Building, Florence, SC. For questions contact: wavaevents@scag.gov
- August 1, 2018 - DCVC training for staff at Barr-Price Funeral Home in Batesburg, SC
- August 23, 2018 - DCVC training for staff at Barr-Price Funeral Home in Lexington, SC
- August 24, 2018 - DCVC Basic Core Training for SCCADVASA. For additional information call 803-256-2900 or visit <http://twww.sccadvasa.org>
- September 21, 2018 - DCVC is sponsoring a Free Training on Victim Assistance Fines, Fees and Assessment Fund Update at Bill Rogers Community Connections Center, 4900 Broad River Road, Columbia, SC. For information, contact Assistant Deputy Director, Ethel Douglas Ford, CPM at 803-734-1704. (registration is forthcoming)

DID YOU KNOW?

July is:

July 11-17, 2018 is National Therapeutic Recreation Week

August is:

Medic Alert Awareness Month

September is:

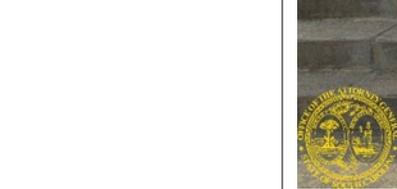
National Alcohol & Drug Addiction Recovery Month

September 15, 2018 is National HIV/AIDS and Aging Awareness Day

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Office of the Attorney General

Department of Crime Victim Services Division

On June 5, 2018 the Attorney General met with staff members of the Crime Victim Services Division to commemorate the one year anniversary of joining the Attorney General's Office with a group photo. He thanked staff for a fabulous first year!



Thank you for your patience as we transitioned to the Attorney General's Office!

