

Menu of Services



wvcn



A message from WVCAN staff

The West Virginia Child Advocacy Network (WVCAN) is the statewide leader in the fight against child abuse. We strive to connect the community and professionals to the resources they need to ensure all children have access to safe, high-quality care.

Our team is dedicated to serving the needs of all member Child Advocacy Centers at all stages of development, including collaboration, funding, evaluation and assessment, training and technical assistance, and more. We are equally supported by our Board of Directors — volunteers who are committed to our mission and bring a variety of vital professional expertise and experience to the organization.

But ultimately, YOU, the CACs, are the most important part of our mission. What you do each day – helping children heal and find hope and justice – that is work worth supporting. Please check out how we can support your work through the services outlined herein and always feel welcome reaching out to any one of us. We exist to support you!



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Service Descriptions

Networking for CACs

WVCAN hosts **Quarterly Membership Meetings** to report on WVCAN board and staff activities, share Network-wide updates, discuss themes impacting the field, and facilitate peer learning and support. Our Membership Meetings are also where we conduct official Membership business, including bylaws amendments, board slate voting, and membership policy changes. *(Shiloh & Amanda)*

We also recognize that this work can be isolating, challenging, and incredibly heavy. WVCAN hosts **Membership Retreats** to rejuvenate CAC Leads and build our community of support. Retreats can be a wonderful place for peer learning and support, as well as reducing burnout and secondary traumatic stress. *(Shiloh & Amanda)*

Due to an ever-changing atmosphere in the world of funding, executive orders, and more, our Network of support is more vital than ever. In the first quarter of 2025, WVCAN hosted weekly membership check-in calls for CACs to discuss and address the rapidly changing landscape. These **Network Support Calls** cover timely topics of interest in between Membership Meetings. *(Shiloh & Amanda)*

In between calls and meetings, CACs may also connect with one another and WVCAN by joining **WVCAN's Listserv** and **WVCAN's Mailing List**. Additional resources, information, sample documents, and trainings are available on [WVCAN's Local Center Resources Page](#). *(Gabe)*

Governmental Affairs

National Advocacy: The Federal Government impacts WV CACs in a variety of ways. Most WV CACs receive federal Victims of Crime Act (VOCA) funds disbursed through the WV Department of Homeland Security, Division of Administrative Services, Justice & Community Services (or JCS, our state administering agency). In addition to VOCA, there are other federal funding streams that CACs have been able to access. WVCAN serves on the National Children's Alliance Public Policy Collaborative Work Group and attends Southern Regional CACs' Chapter Huddles. In these capacities, we promote the priorities of WV CACs to federal administrators and lawmakers and bring back bright ideas and strategies for state-based measures from our colleagues across the nation. *(Olivia & Shiloh)*

Governmental Affairs (cont'd)



WV Legislative Policy Advocacy: In accordance with our Membership Legislative Agreement, WVCAN develops, supports, and opposes legislation that directly pertains to Child Advocacy Centers, child abuse investigations, prosecution, treatment, prevention of child abuse, or the functioning of multidisciplinary investigative or treatment teams.

To ensure our presence at the WV Legislature is both proactive and responsive, a registered lobbyist is retained to promote and protect the best interest of children and CACs during each legislative session. This lobbyist, in partnership with WVCAN staff, supports the Network's legislative priorities, tracks bills that may impact child welfare and CAC services, and provides leadership and guidance on strategies. WVCAN frequently partners with other statewide groups to advance our legislative goals.

WVCAN also promotes active partnership with our elected officials through an Annual Legislative Advocacy Day. CACs receive a summary of talking points on our statewide legislative priorities, an overview of best practices when meeting with legislators, and support and assistance during those meetings upon request. *(Olivia & Shiloh)*

WV Executive & Judicial Policy Advocacy: WVCAN liaises with many executive and legislative branch offices and departments on behalf of CACs, including the Governor's Office, the WV Department of Education, the WV Department of Human Services, the WV Department of Homeland Security Division of Administrative Services Justice & Community Services, the State Police and others on a variety of initiatives, including victim services quality improvement, and funding advocacy for CACs. *(Olivia & Shiloh)*

WVCAN staff serve on the following Executive & Judicial boards/task forces/commissions:

- Legislative Action Team for Children and Families *(Olivia)*
- WV Sexual Assault Forensic Exam (SAFE) Commission *(Tracy)*
- WV Children's Justice Task Force *(Charlie)*
- WV Court Improvement Program Board *(Olivia & Shiloh)*
- WV Victim Assistance Academy *(Shiloh & Amanda)*
- West Virginians Against Violence Committee – VOCA/VAWA grant review committee *(Tracy)*

CAC Leadership Trainings & Technical Assistance

Accreditation through the National Children's Alliance is a critical benchmark for each CAC to meet and maintain to ensure their children are receiving consistent, child-focused, and evidence-based care. WVCAN offers **CAC Standards for Accreditation Assistance** to both CACs seeking accreditation for the first time and those working through their 5-year reaccreditation. CAC and WVCAN staff will walk through all the national standards and their essential components one-by-one. The CAC will assess their current compliance and, if needed, what would be required to meet the standard. WVCAN assists the CAC by answering questions about



the process, connects the CAC with resources needed to comply with the standards ahead of the application, establishes a workplan with the CAC for remaining work, and follows up with the CAC throughout the process. *(Tracy & Amanda)*

The national standards require CACs to have a written succession plan to ensure continued services to children in the event of both planned and unplanned staff transition. WVCAN offers **Succession Planning Training** *(Shiloh)* to CACs and their Boards, and **Executive Transition & Recruitment** support. *(Shiloh & Tracy)*

To ensure WV CACs can recruit the most talented, compassionate individuals to their teams, WVCAN helps **Promote CAC Open Positions** on our website, e-newsletter, and social media channels. *(Gabe)*

When CACs hire new Executive Directors/CAC Coordinators, WVCAN offers a one-on-one **New Director Orientation**. In this time together, WVCAN staff orients the new director to the CAC movement (broadly and in WV), our statewide Network of CACs, and WVCAN's role and offerings. This is also a time to listen to the needs and concerns of this new director and connect them to the training and support they and their team need during this transition. *(Shiloh & Olivia)*

WVCAN supports local CAC Boards of Directors by providing **CAC Strategic Planning Training** *(Shiloh)* and/or **CAC Board of Directors Trainings** *(Shiloh & Olivia)*. Both CACs and their Boards are offered **Crisis/Critical Incident Assistance** *(Tracy)* by WVCAN when an event threatens the CAC's ability to serve children.

When a CAC experiences a crisis or critical incident, this can sometimes come with less-than-ideal PR as well as political or community implications. WVCAN will assist with **External Crisis Management (Damage Control)** through a strategic crisis management plan to mitigate negative messaging and restore public perception of the CAC. *(Olivia)*

As CACs grow and develop, leaders are asked to manage complex change and innovate while still meeting the day-to-day needs of the organization. Simultaneously, leaders can feel isolated in their roles. WVCAN believes that leadership requires proactive cultivation, and that good leadership fosters a positive organizational climate, which is a cornerstone to healthy CAC and team functioning. WVCAN offers **CAC Leadership Development** periodically and upon request to support those in executive and management positions. *(Shiloh & Tracy)*

To assist CAC leads in **Navigating HR and Legal Liabilities** in an ever-changing landscape, WVCAN will support CACs in reviewing and developing policies related to human resources, operations, finances, legal liabilities, and more. *(Shiloh & Stacy)*

Financial Assistance

To aid in preventing disruptions to CAC operations, WVCAN developed an **Emergency Funding for CACs** (*Olivia, Tracy, & Stacy*) policy for those facing critical cashflow issues impeding core functioning. The policy and application form are available on the Local Center Resources page on the WVCAN website. CACs can also request **Financial Management & Budgeting Assistance** if they are interested in refining or enhancing their financial policies and practices. (*Tracy & Shiloh*)

The WVCAN team supports CACs via **Fundraising Assistance** on special events, corporate and individual donor acquisition and cultivation, engagement with foundations, peer-to-peer fundraising strategies, accessing and issuing NIP credits, developing and marketing an agency Amazon wish list, etc., via on-demand consultation. (*Olivia & Shiloh*)

In addition to advocating with WV Division of Administrative Services – Justice & Community Services to streamline state and federal funding administration, WVCAN is available to provide technical assistance on **Grant Reporting and Proposal Writing**. (*Shiloh & Amanda*)

WVCAN often develops collaborative fundraising campaigns, like the **#High5Drive** for Brave WV Kids. The #High5Drive, hosted in April, has the goal to get a High 5 for every brave kid served at each CAC in the last year. The High 5s are sponsored for \$5, and CACs engage their communities in-person and online to reach their goal with the support of statewide efforts run by WVCAN. (*Gabe & Olivia*)

WVCAN hosts the **One with Courage Awards** to honor outstanding individuals and organizations advancing the mission (*all staff*). Proceeds raised from this event go to the **Sunshine Fund**, which is made available to all WV CACs for staff and team appreciation and resiliency-building activities. (*Shiloh & Gabe*)

WVCAN is sometimes able to secure funding through private and public partners for CACs to obtain through **Foundation Subgrants**. These may range from hundreds of dollars to up to \$50,000 and support a variety of work including county expansion, training, building maintenance and repair, emergency funds, and equipment purchases. (*Tracy & Amanda*)

WVCAN supports CACs through **Billing Medicaid and Private Insurance** for children’s therapy services. We are available to help CACs explore this possibility and how Collaborate case tracking software can assist them. (*Tracy*)

Data & Case Management Assistance

In 2020, most WV CACs began using the **Collaborate Case Tracking Software**, commissioned by WVCAN, and built specially for WV CACs. WVCAN funds the monthly software subscription fees



for all participating CACs and provides ongoing technical assistance and support for CACs' use of this platform, including training, technical assistance, and report building. WVCAN also supports CACs' implementation of the **Outcome Measurement System (OMS)**. OMS surveys offer caregivers and MDIT members a voice in how the CAC meets their needs by asking them about their experience in partnering with us. *(Charlie)*

At the end of each fiscal year, WVCAN compiles CACs' reported data into both statewide and customized reports. These **Annual CAC Customized Data Reports** are given to CACs with their services, client satisfaction data, and budget data presented both over time and alongside current state and national averages. Many CACs use these reports for grant writing and strategic planning. *(Charlie & Amanda)*

From case tracking software to forensic interview video storage software, to document storage, to donor management software, to donation processing software, to videoconferencing software and equipment, to our computers, phones, and internet – IT is already a critical infrastructure for CACs and their work with kids. The data CACs collect and store are our legal and ethical responsibility – from kids' therapy notes to case notes, to forensic interviews, to alleged offender names, to donor names and giving histories, to our agency financial and HR data. Any breach in access to that data, or any breakdown in our IT infrastructure, can create an impact ranging from reduced productivity to social harm. WVCAN has engaged an **IT-Cybersecurity Project** to provide IT-Cybersecurity managed support for in-need CACs and cybersecurity training and HIPAA compliance support to the entire Network. *(Charlie)*

Communications Assistance

WVCAN works alongside CACs to develop and produce **Statewide Communications** for consistent messaging and maximum impact. While we realize each center has individual needs, our goal is to identify meaningful ways we can lend support across the Network and to prioritize efforts. *(Stacy, Olivia, & Shiloh)*

We provide **Sample Press Releases** for public communications opportunities such as the annual data report. Centers can customize these with their CAC's information. We work with each center to not duplicate media outreach. All resources and templates can be found on the **Local Center Resources** page of the WVCAN website. WVCAN is available to review press releases, media alerts, op-eds, and more as needed. We can also help with local media outreach. *(Stacy & Olivia)*

As funding has become available, WVCAN has provided many **Branded Marketing Elements & Website Support** to centers to use at the local level. From logos to websites, to pop-up banners and brochures, we have provided CACs materials to use for consistent branding – if they chose



to opt in. All original photography and logos can also be found on the Local Center Resources page of the WVCAN website and are available for CAC use. *(Stacy & Gabe)*

MDIT Trainings & Technical Assistance

WVCAN regularly provides **Local MDIT Trainings** for communities at various stages of development. The content may be customized to meet an MDIT's unique needs, including topics such as the purpose and history of the CAC/MDIT model, protocol development, self-assessment, cross-training of disciplines, relationship-building, and strengthening case review. *(Tracy & Shiloh)*

Our goal is for all children in WV to have access to the full array of CAC services. WVCAN supports active **CAC County Expansion** efforts through facilitating meetings, providing support and technical assistance, and helping to find funding for communities establishing CAC services. *(Olivia & Shiloh)*

WVCAN's Annual Conference *(all staff)* provides another opportunity for ongoing education (and CEUs) for CAC staff and MDIT members. Each spring, our conference brings in speakers on timely topics of interest to the broad array of disciplines represented on the MDIT. WVCAN will also occasionally offer **Special Topic Webinars** *(Charlie, Tracy, & Amanda)* apart from the annual conference. CACs who are hosting their own local trainings may contact WVCAN for assistance with **Securing CEUs for CAC-sponsored trainings**. *(Amanda)*

Forensic Interviewers

Forensic Interviewers working at or partnering with WV CACs are eligible to participate in WVCAN's monthly **Online Forensic Interviewer Peer Review**. Each year, approximately 50 enrolled interviewers are divided into cohorts that meet for 90 minutes a month to review one another's recorded interviews, discuss current research in the field, and share questions and experiences with their peers across the state. WVCAN offers this training at no cost to participants. Social Work CEUs are offered for this training. *(Tracy & Charlie)*

Mental Health Professionals

Establishing a solid, sustainable mental health program at your CAC has the potential to impact the lives of thousands of child abuse victims and their families. However, choosing the model that is right for your community should be considered strategically. WVCAN is available for consultation on your **Mental Health Program Development** wherever you find yourself in this process; never hesitate to reach out for support. Resources on models are available, and consultation can be provided to centers working to develop mental health services in their communities. WVCAN is also available for consultation for billing insurance and Medicaid for



services. *(Tracy)* WVCAN partners with an expert TF-CBT trainer for monthly **Mental Health Consultation Calls**. *(Charlie)*

Medical Professionals

Providing specialized child abuse medical exams and meeting the NCA medical standard are often cited as major challenges by CACs. To support this critical service, WVCAN provides ongoing training and assistance to CACs in establishing and maintaining that local expertise. We also offer a **CAC Medical Toolkit** that includes sample protocols, guidelines, and a walkthrough of how to meet the national medical standard at the local level. *(Tracy)* WVCAN, in partnership with local CAC staff, also represent our Network on the WV Sexual Assault Forensic Examination (SAFE) Commission. *(Tracy)*

Team Facilitators

The WVCAN Team Facilitator Learning Collaborative (TFLC) is open to WV CAC staff with a primary or shared responsibility for facilitating the success of the MDIT – i.e., tending to the relationships, communication, and accountability of the MDIT. This statewide forum connects WV-based team facilitators quarterly for ongoing education, peer consultation, and resource sharing. We are also available to connect team facilitators with fundamental training and additional ongoing education that meets NCA Standards, as well as provide support through challenges in the role. *(Tracy)*

Advocates

CAC Family Advocates are invited to **Quarterly Advocate Meetings** so that they may network with one another, learn from special topic presentations, and engage in peer consultation on difficult cases. Social Work CEUs are offered for these trainings. *(Charlie)* WVCAN also trains at the **WV Victim Assistance Academy**, the signature Victim Advocate training event in WV. *(Shiloh & Amanda)*



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