

Colleen Ingalls

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EDUCATION

Master of Public Administration, December 2013

Institute of Public Service at Seattle University, Seattle Washington

Concentration in Nonprofit Management and Governance

Capstone project: "Victim centered response to incidence of mass violence: A guide for service providers."

Bachelor of Arts, Human Services, June 2007

Western Washington University, Bellingham Washington

Concentration: case management and working with victims of domestic violence and sexual assault

Internships:

- Domestic Violence and Sexual Assault Services, Bellingham (*January 2007- September 2007*)
- Students for Social Change, Bellingham (*January 2007- June 2007*)
- Sean Humphrey House, Bellingham (*September 2006- January 2007*)
- Center for Service-Learning Western Washington University, Bellingham (*January 2006- June 2006*)
- Peer Sexual Health Educator with the Lifestyle Advisor Program, Western Washington University (*2005- 2006*)

PROFESSIONAL EXPERIENCE

Victim Support Services, September 2007- Present

formerly Families and Friends of Missing Persons and Violent Crime Victims

Director of Victim Services (February 2015 – Present)

- Responsible for the development and evaluation of the agency's victim service program utilizing needs assessments, client surveys or other tools to monitor effectiveness and growth
- Provide supervision, leadership, mentoring, performance evaluation, and support of all direct service staff
- Responsible for hiring all direct service staff
- Facilitate all direct service staff meetings and retreats
- Monitor direct service staff cases and provide additional case management capacity as needed
- Debrief cases with staff, partner agencies, community and make recommendations as needed to ensure victims' rights are being upheld
- Develop and supervise direct service trainings and outreach presentations
- Monitor staff training needs, ensuring training hours are documented and in compliance
- Develop and oversee new agency statewide hotline functions to ensure efficient operations
- Partner with Executive Director to facilitate agency strategic planning process and to help develop and ensure that victim service activities are in accordance with agency strategies and goals
- Provide opportunities to staff for development of career goals and strengths
- Partner with the Executive Director and Account Manager management team to ensure that activities are managed within the budget
- Represent agency on boards, taskforces, and councils to network and advance the mission of the organization
- Lead all program and policy development for direct services program

King County Victim Service Coordinator (September 2010 – February 2015)

- Provided one on one advocacy, crisis intervention, courtroom support, legal advocacy, media intervention, and information and referrals to victims of crime
- Provided assistance for victims applying for Washington Crime Victim Compensation program
- Coordinated and executed outreach and public relations efforts throughout King County
- Developed and maintained collaborative relationships with community organizations and agencies
- Provided outreach presentations and trainings to community organizations and agencies surrounding victim issues
- Coordinated and supervised direct services for King County
- Coordinated and supported victim related events, fundraising, and grant development
- Designed and facilitated trainings for volunteers and other victim advocate and criminal justice professionals
- Proven experience working effectively with people from historically marginalized communities
- Proven experience navigating difficult situations with ease and confidence
- Experienced team leader and collaborator
- Highly productive independent worker
- Developed and facilitated “Finding light after darkness: Homicide survivors peer support group” model
- Developed and designed agency publications and marketing materials

Whatcom County Lead Victim Advocate (2008-2010)

- Provided one on one advocacy, crisis intervention, courtroom support, legal advocacy, media intervention, and information and referrals to all victims of crime except for Domestic Violence and Sexual Assault in Whatcom and Skagit County
- Coordinated and executed outreach and public relations efforts throughout Whatcom County
- Coordinated and supervised direct services volunteers for Whatcom County
- Co-Facilitated Restorative Retelling: Violent Loss and Bereavement Group
- Co-Authored and Facilitated “Finding Light after Darkness: Homicide Survivors Peer Support Group” Model in spring 2010.
- Teen Support Group Development Committee staff representative
- Established client centered events including National Crime Victim Rights Week events, Annual Candlelight Remembrance, Summer Client Barbeque, and Fall Informational Night
- Co-Chaired Wine Tasting and Silent Auction Fundraising Event (*Spring 2008*)

Whatcom County Victim Advocate (September 2007- 2008)

- Provided one on one advocacy, crisis intervention, courtroom support, legal advocacy, media intervention, and information and referrals to all victims of crime except for Domestic Violence and Sexual Assault in Whatcom and Skagit County.
- Co-facilitated homicide survivors drop-in peer support group

PRESENTATIONS

- Seattle University, Criminal Justice Department, victimology guest presenter (graduate and undergraduate).
- Creative Techniques in Traumatic Grief Therapy conference presenter: *Finding Light After Darkness: Peer Homicide Support Group Model*
- Finding Light After Darkness Homicide Support Group Facilitator Training
- Northwest Human Services Association Regional conference presenter: *Investigating Batterers Treatment*
- Facilitate the following trainings to community groups and service providers:
 - Victim Trauma and Impact presentations to
 - Homicide and Complicated Grief
 - Crimes impact on Communities, and Community Responses

- Self-Care and Resiliency
- Rebuilding your life after and Assault
- AWARE – Cyber Safety and Principles
- Confidentiality, Legal Privilege, APS/CPS reporting

CERTIFICATIONS & TRAININGS

- National Victim Assistance Academy (NVAA) Advanced Skills Training: Strategic Planning for Program Managers
- Creative Techniques in Traumatic Grief
- Rethinking criminal justice and mental health: evolving policy in an era of risk assessment and evidence-based practice at Seattle University
- 2012 OVC Mass Violence and Emergency National Training Conference
- Family Assistance Foundation: Human Services Response to Traumatic Events training
- Mental Health First Aid trained by Compass Health
- Understanding and Intervening in the Commercial Sexual Exploitation of Children Training Institute
- Missing Persons Investigations Training
- Critical Incident Stress Management (CISM) trained
- AWARE Cyber Crime Trained
- ICISF Suicide Prevention, Intervention and Postvention trained
- The Dougy Center for Grieving Children & Families, Summer Institute Graduate
- 2009 National Conference for National Center for Victims of Crime
- Understanding Youth and Gangs Training
- GEMS Human Trafficking Training
- Restorative Retelling Group Facilitator Training
- WCCVA Victim Rights Training
- Completed 42 hours Washington State DV/SA Advocacy Certification
- Peer Sexual Health Lifestyle Advisor Training Western Washington University
- Washington State certified in HIV Prevention Counseling

AFFILIATIONS & MEMBERSHIPS

- Seattle University Criminal Justice Advisory committee member
- Crime Victim Service Center regional partner
- Washington Coalition of Crime Victim Advocates member