

*Building a
Foundation
of Care*

Office of Victim Services



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Office of the Deputy Mayor
for Public Safety and Justice
Office of Victim Services

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Executive Summary

The Office of Victim Services was established on June 4, 2004

Two thousand and four has been a landmark year for crime victim services in the District of Columbia. In keeping with the *Annual Report 2003-2004: Moving Forward in Victim Services*, the Office of Victim Services (OVS) was created under the Office of the Deputy Mayor for Public Safety and Justice to ensure dedicated attention to crime victims. Mayor Anthony A. Williams signed an order establishing this office on June 4, 2004.

The Office of Victim Services is charged with several critical responsibilities that address the needs and concerns of crime victims. As the state administrating agency for Department of Justice funding and direct Congressional appropriations, OVS develops initiatives, awards funds to grantees, and monitors their performance for compliance with District and federal regulations. OVS currently monitors over forty grants that address crime victim needs and services in the community. Working in close partnership with grantees on the maintenance and enhancement of existing programs and the development of long term initiatives is an important OVS priority.

In addition, OVS advocates on behalf of victims of crime on issues related to their service needs. OVS regularly reviews, evaluates and makes recommendations to the Mayor concerning the District's response to victims, outreach and education on victims' issues, capacity building for victims' services, and training for responders. Resources directed to areas of the District in greatest need of services and support continues to be an ongoing focus. The development of critical services at each point in the system will result in a solid level of core services that are available and accessible to crime victims wherever they reside. OVS is equally committed to education and outreach

to the general public on needs and concerns of crime victims. OVS works in close partnership with community leaders, educators, religious leaders, social service agencies, businesses and the public to identify and address issues facing victims of crime.

The *Annual Report 2003-2004: Moving Forward in Victim Services*, calls for the completion of twelve distinct Action Steps that will move the District forward in its quest to provide a comprehensive system of care to all victims of violent crime. Since the establishment of the OVS, dedicated staff have focused on the implementation of the 2003 and 2004 Action Steps.

Significant progress has been made in the implementation of these initiatives:

- Conducted needs assessment and designation of resources that address language accessibility for crime victim services.
- Implemented a Coordinated Community Response for Homicide Survivors to identify core services needed and increase collaboration and coordination of existing services.
- Funded five service specific collaborative development grants to produce cost effective implementation strategies, including long-term sustainability plans in the areas of:
 - Emergency and transitional housing for violent crime victims.
 - A model project for underserved high risk domestic violence victims.

- A community-based Victim Service Center that will house a Sexual Assault Nurse Examiners Program, domestic violence, and homicide support services.
- A model project for underserved victims of sexual assault.
- Core service needs for child victims of domestic violence and sexual assault.

To augment the tremendous work accomplished during fiscal year 2004, several new projects will be funded for fiscal year 2005. By October 2005, OVS will have completed the planning phase of the above-mentioned projects, released Requests for Applications (RFA) and awarded implementation grants to the victim-serving community. There will be continued funding for core services through the Office of Violence Against Women, Grants to Encourage Arrests, Office for Victims of Crime funds, as well as the core funding provided each year from the Victim Assistance Fund (VAF). The VAF funding expands services to victims and increases the number of victims served. Details on the specific projects to be funded in fiscal year 2005 are provided in The Next Steps portion of this report.

We have had a successful year and continue to move projects forward while balancing the need to be fiscally frugal and develop sound and sustainable initiatives for victims. As outlined in the *Annual Report 2003-2004: Moving Forward in Victim Services*, the Victim Assistance Fund is a temporary source of funding. Our overarching goal is to use the fund for cost effective services for victims of crime in the District that are sustainable once the VAF funds are exhausted. Careful planning, research and collaboration with our community and government based providers are the key to long term, fully sustainable services and a continuum of care for victims of violent crime that far exceeds the life of these funds.

Projects Currently Being Developed

- Shelter Initiative
- Victim Service Center
- Increased Homicide Response
- Model Projects
- Children's Services

Update on Action Steps

ACTION STEP #1

Increase the amount of emergency **shelter** and transitional bed space for victims of violent crime.

- Met with domestic violence service providers to determine the most effective implementation strategy for this Action Step.
- Released Request for Application (RFA) in November 2004 to determine:
 - The number of emergency versus transitional beds needed to provide optimum support to victims and their children.
 - Possible locations of shelters that could meet the following essential criteria: confidential location, safety cameras and doors, accessibility, cultural concerns, staffing plan needed to run shelter and support of the community whose neighborhood would be directly affected by the shelter.
- Cost analysis: for purchase versus lease of shelters (including renovations); on-going maintenance needs; overhead; and ownership responsibility of shelter.
- Long-term sustainability plan.
- Held monthly status meetings with grantees to monitor the progress of these objectives and ensure all timelines are met and regular contact with contractors to monitor the progress of these objectives.
- Alliance forged with the Director of the Violent Crime Compensation Program to determine process for providing 24-hour availability of services to domestic violence victims temporarily placed in hotels when shelters are at capacity.

Status

ACTION STEP #2

Provide a core level of funding for the **expansion of services** to victims. This will include the development of services to victims of robbery/assault; increased services for victims of homicide and re-energizing the Sexual Assault Nurse Examiner Program for adult victims of sexual assault.

Core funding

- Continued core funding for community and government-based programs that serve victims of domestic violence, sexual assault, stalking, trafficking, and homicide. Funds are targeted to projects that expand services and increase the number of victims served. These services include Non-English speaking, immigrant, deaf and hard of hearing, and transgendered victims of violent crime.
- Continued core funding to the Child Advocacy Center assisting child victims of sexual assault and domestic violence.
- Continued core funding for the MPD Family Liaison Unit that provides a necessary bridge between detectives and surviving family members following homicides.

Increased Services for Victims of Homicide

- Implementation of a Homicide Services Planning Group to strengthen the current response to homicide survivors in the District. This planning group is currently establishing a continuum of core services that are essential to surviving family members of victims. This continuum creates a roadmap for assessing services currently available to co-victims of homicide, ascertains the areas of highest need and better directs effective allocation of funds.

- Research into crisis intervention models across the country that can meet the needs of homicide survivors. A crisis response team works in conjunction with the police, providing an immediate response and critical support to victims, family and friends following the initial crisis. Coordination with District agencies is on-going to determine the need and desire for crisis response teams.

Sexual Assault

- The Sexual Assault Nurse Examiner (SANE) program is a primary concern. OVS and the DC Rape Crisis Center determined that a community-based location for the SANE program under the direction of the Rape Crisis Center would provide more effective services to more victims of sexual assault.
- Released RFA in November 2004 to develop a plan for a Victim Service Center where the SANE will be co-located with service providers assisting victims of domestic violence and homicide. See Action Step # 5.

Services to Victims of Robbery and Assault

- Provision of services for victims of robbery and assault is lacking in most communities in the United States yet the need for services is clear. OVS is working with existing service providers to address the gap in services for this type of crime.

ACTION STEP #3

Research, develop and implement a system that provides 24-hour **language access** for victims of violent crime.

- Conducted assessment among service providers on language access needs of the victim populations served.
- Identified specific gaps and needs in services.
- Additional funds allocated in March 2005 to meet the need for translation and printing of outreach materials in a variety of languages.
- Release of RFA in April 2005 to increase the availability of a pool of interpreters that are trained in victim services.

Status

ACTION STEP #4

Create **model projects** that best serve victims of violent crime.

- Planning grants released in November 2005 are in progress for the development of the following model projects:
 - Domestic Violence.
 - Sexual Assault.
 - Child victims of domestic violence, sexual assault, and/or homicide.
- Final recommendations developed through the collaborative planning process will be provided to OVS by June 30, 2005.
- Review of final recommendations and release in July 2005 of RFAs for 3 year funding for each model project.

Status

ACTION STEP #5

Develop and implement a **Victim Service Center** (the Center) and/or consolidated services model that best serves the victims of the District.

- Request for Application (RFA) released in November 2004 to determine:
 - Possible locations for the Center that could meet the following essential criteria: Square footage, accessibility, safety of victims, cultural concerns, staffing plan needed to run Center and the support of the community whose neighborhood would be directly affected by the Center.
 - Cost analysis: for purchase versus lease of the center (including renovations); on-going maintenance needs; overhead; and ownership responsibility of Center.
- Services to be co-located in the center.
- Long-term sustainability plan.
- Review of final recommendations and release in July 2005 of an RFA for 3 year funding for the implementation of a Victim Service Center.

ACTION STEP #6

Establish an **Office of Victim Services** within the Executive Office of the Mayor.

- Completed in June 4, 2004. A Mayor's Order established the Office of Victim Services housed within the Office of the Deputy Mayor for Public Safety and Justice.
- Dedicated staff to the implementation of the victim service plan and the effective allocation of grant funds.

ACTION STEP #7

Develop **training** materials and institutionalize training efforts to ensure all personnel who serve victims are adequately prepared.

- Directed allocation of resources for training of police, courts and victim advocates.
- Review of nationally recognized training materials available and appropriate to the District needs.

Status

ACTION STEP #8

Expand **education** efforts to the community on crime victim issues.

- Funds provided to victim service programs for education and awareness materials.
- Outreach tools and related resources being evaluated.
- Participation in and dissemination of materials about national activities in Washington D.C. that increase public awareness of crime victims issues.

Status

ACTION STEP #9

Coordinate and expand relationships with existing community efforts to enhance services to victims.

- OVS is representing the Administration on a number of community planning groups, tasks forces, as well as committees and boards to enhance relationships with community and District agencies.
- OVS is providing leadership in the development of core services to victims of homicide, sexual assault, and domestic violence within the District.
- OVS is building relationships with community and government based victim service providers to increase collaboration; minimize duplication of services; and ensure effective use of resources.

Status

ACTION STEP #10

Develop a district wide **outreach plan**.

- Implement outreach component during the second phase of planning once services have been fully established.

Status

ACTION STEP #11

Develop cross system **policies and procedures** to ensure effective services throughout the system's response.

- Review of the continuum of services and the response provided by each program to identify areas in need of updating or expansion.

Status

ACTION STEP #12

Develop a comprehensive **legislative agenda** for best meeting the needs of crime victims within the District.

- Include issues relating to victims of crime in the legislative agenda for fiscal year 2005.
- Collaboration on existing legislative efforts to ensure that victims needs are considered and well-represented.

Status

Next Steps

Service Priorities

Year Two of the *Moving Forward in Victim Services Initiative* will mark the beginning of implementation phases on six critical fronts: shelters, child victims, homicide survivors, a consolidated victim service center, and model programs for underserved domestic violence and sexual assault victims. Solutions that address the magnitude of need for comprehensive victims' services in the District have been identified through careful planning, systematic analysis and inclusive stakeholder engagement. Rather than address one critical need at a time, OVS engaged the expertise of the community-based service providers through the allocation of planning funds, allowing the office to advance six (6) pressing priorities, ensuring the in-depth planning necessary for project success and providing for a stronger collaboration among all stakeholders. OVS maintains oversight for each planning effort through monthly meetings with coordinators, submission of timelines with measurable goals, and the submission of monthly status reports.

The VAF funds invested to develop cohesive strategies in each of these priority areas are funds well spent. These plans will result in faster, more cost efficient implementation of direct services to victims. The new program will be supported by organizations that have developed a capacity to sustain them over the long-term.

Based on the strategies and specific initiatives developed through these current planning grants, OVS will provide funding for each project through the release of targeted RFA's in July 2005. Funds will be allocated for a 3-year period, contingent on successful performance.

- First year funding will support the start-up of the projects and focus on such issues as designation of spaces, outfitting buildings

with such items as beds, desks, phones and related supplies, increased staffing, outreach to the community regarding the new services available and the delivery of direct services to victims.

- Second year funding will focus on expansion and development of services to ensure that procedures and responses are comprehensive and easily accessible to victims.
- Funding in the third and final year will focus on developing long-term sustainability of the projects.
- Following the initial 3-year funding commitment, programs will be eligible to compete for Victim Assistance Funds through the on-going RFA process.

Collaboration

OVS has a strong commitment to promoting collaboration between community organizations and District agencies to ensure a stronger, more fluid system of care for crime victims. These collaborations will enhance combined efforts in established priority areas, minimize the duplication of services and lead to a more effective allocation of resources.

Continuum of Care

A principal focal point of OVS in the coming year is to design optimal standards of care continuums for victims of sexual assault, homicide survivors, domestic violence victims, and child victims. These continuums will delineate the types of services available in an ideal structure, serve as models for comparison with existing services, and identify priority areas of focus for the future as we move forward in the creation of a comprehensive system of care for crime victims.

Next Steps

Victim Satisfaction Survey

The next step in implementing a comprehensive system of care is to evaluate the impact of our efforts. To ensure that programs are truly serving victims, the quality and delivery of services must be assessed. To establish a baseline for effective service delivery, OVS will develop a cross systems victim satisfaction survey. This survey will ask victims to provide feedback on their experience with current government and community based services and to identify areas that require improvement. The survey will be completed by October 2005.

Postscript

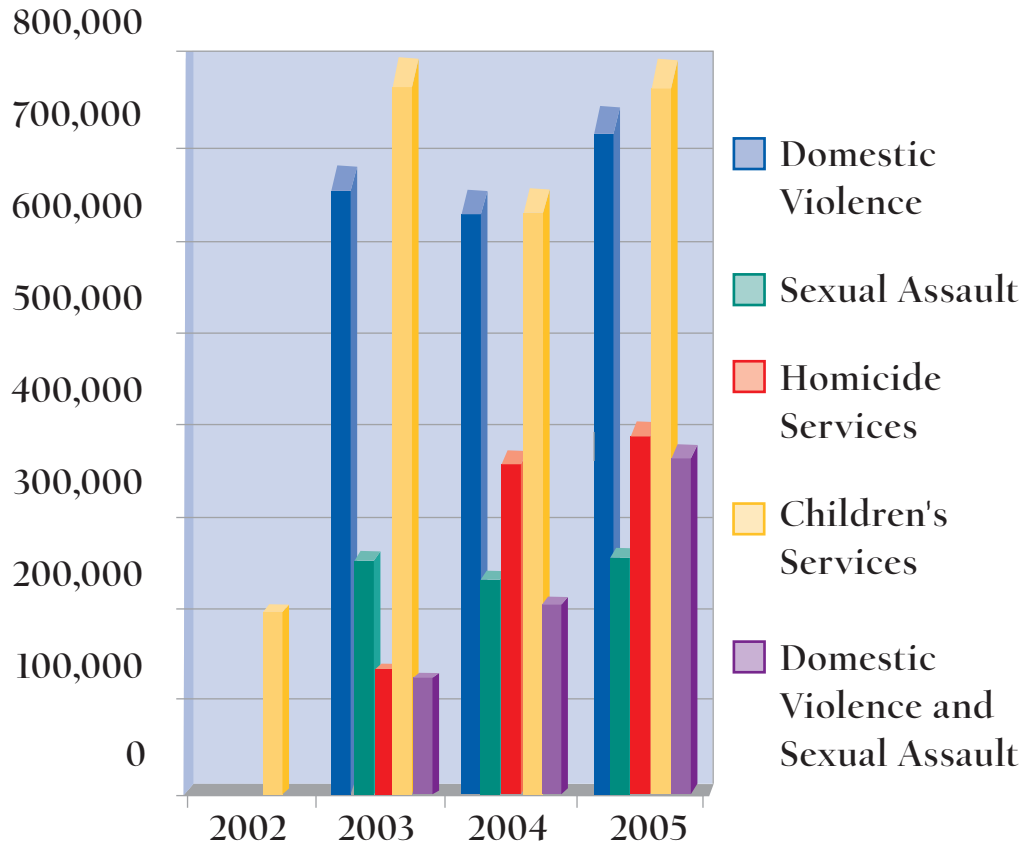
The Office of Victim Services has made many advances during the past year. Stronger and increased services are available, more victims are served and collaboration has increased among agencies. Important new projects are in development that will be implemented in the next fiscal year. These projects will provide much needed shelter beds, sexual assault examinations, child victim services, increased homicide services, co-located victim services within high need communities and increased outreach to underserved victims. While much remains to be done, it is clear that progress has been made.

Specific Projects Being Implemented

SPECIFIC PROJECTS BEING IMPLEMENTED BY OCTOBER 1, 2005

- 3-year funding for increased shelter beds, the purchase/lease of a building and increased staffing to facilitate the shelters.
- 3-year funding for the purchase/lease of building for a Victim Service Center and for increased staffing for the project to include the establishment of a Sexual Assault Nurse Examiners Program.
- 3-year funding for a Model Program to address the needs of domestic violence victims.
- 3-year funding for a Model Program to address the needs of child victims.
- 3-year funding for a Model Program to address the needs of child victims impacted by domestic violence, sexual assault and homicide.
- 3-year funding for a Model Project that provides collaboration and increased services to co-victims of homicide.
- Continued core funding for service expansion.
- Completion of a victim satisfaction survey.
- Research of a crisis response team model for possible implementation.
- Develop training and outreach materials on the issues of domestic violence, sexual assault, stalking and homicide.
- Continued research and planning for increased outreach, education and training efforts to be implemented once services are in place.
- Continued partnership with Violent Crimes Compensation Program to ensure victims needs are met.

Victim Assistance Fund (VAF) Funding Levels By Fiscal Year



FY2002-2005 VAF Grantees

DOMESTIC VIOLENCE

Asian Pacific Islander Resource Project

Project Title: Advocates Program

FY 03 Award: \$73,135

FY 04 Award: \$97,405

FY 05 Award: \$118,459

This program provides assistance to Asian Pacific Islander domestic violence victims based upon their specific needs, such as: marital or immigration status, possible language barriers, and income level.

Ayuda

Project Title: Ayuda Emergency Assistance to Immigrant Victims of Crimes

FY 03 Award: \$95,000

FY 04 Award: \$92,053

FY 05 Award: \$95,000

This project provides immigrant victims of domestic violence with information and advice regarding their rights, safety planning, social services for which they are eligible.

DC Coalition Against Domestic Violence

FY 03 Award: \$150,000

FY 04 Award: \$40,382

FY 05 Award: \$190,000

Project Title: SOS East of the River

This program provides advocacy, counseling, resources, and support to domestic violence victims residing East of the River.

House of Ruth

Project Title: Three Sisters Program

FY 03 Award: \$170,000

FY 04 Award: \$170,000

FY 05 Award: \$170,000

This program provides safe and confidential long-term housing and comprehensive recovery services for battered women and their children.

My Sisters Place

Project Title: Residential Program for Victims of Domestic Violence

FY 03 Award: \$160,000

FY 04 Award: \$170,000

FY 05 Award: \$170,000

This program provides crisis intervention, safety planning, and confidential shelter for battered women and their children.

Perry School Community Service Center

Project Title: STOP Violence Against Women

FY 04 Award: \$42,486

This project assists women who are domestic violence victims with overcoming barriers to self-sufficiency through group, individual counseling, financial literacy, and advocacy.

Women Empowered Against Violence (WEAVE)

Project Title: Emergency Domestic Relations Project

FY 03 Award: \$32,620

FY 04 Award: \$40,328

This project provides assistance to domestic violence victims interested in filing civil protection orders.

SEXUAL ASSAULT

DC Rape Crisis Center

Project Title: Sexual Assault Services

FY 03 Award: \$130,000

FY 04 Award: \$111,185

FY 05 Award: \$136,204

This project provides anonymous crisis counseling to survivors of sexual assault and their families; assists them through the hospital, police and court systems; provides individual counseling to survivors dealing with substance abuse; and individual and group counseling for Hispanic survivors.

DC Rape Crisis Center

Project Title: SANE/SART Program

FY 03 Award: \$125,000

FY 04 Award: \$125,000

FY 05 Award: \$125,000

The project provides advocacy and support throughout the forensic medical examination and provides follow-up support to survivors of sexual assault through the Sexual Assault Nurse Examiners program at Howard University Hospital.

HOMICIDE SERVICES

Metropolitan Police Department

Project Title: Family Liaison Unit

FY 03 Award: \$222,038

FY 04 Award: Award extended

FY 05 Award: \$250,000

This project provides support to co-victims of homicide through family liaison specialists who work with homicide detectives to keep families informed of case progress.

Wendt Center for Loss and Healing

Project Title: Services for Crime Victims

FY 03 Award: \$139,000

FY 04 Award: \$150,000

FY 05 Award: \$150,000

The project provides comprehensive grief counseling to support co-victims of homicide in the city morgue. They also assist families through the identification process and provide an array of follow-up services through their ongoing grief process.

CHILDREN'S SERVICES

Center For Child Protection and Family Support

Project Title: Child Sexual Abuse: Community-Based Intervention and Treatment

FY 03 Award: \$195,000

FY 04 Award: \$95,000

FY 05 Award: \$195,000

This program provides counseling and support to child victims of sexual abuse and exploitation including on-line victimization.

DC Child Advocacy Center

Project Title: Safe Shores

FY 02 Award: \$200,000

FY 03 Award: \$600,000

FY 04 Award: \$600,000

FY 05 Award: \$600,000

This program provides direct services, therapy, forensic examinations, case management,

training, supervised visitation, advocacy, and community outreach on behalf of child and adolescent victims of sexual and domestic abuse and neglect.

DC Court Special Advocate (CASA)

Project Title: Child Advocacy

FY 04 Award: \$54,980

This program offers children CASA advocates that ensure victims receive identified treatment.

DOMESTIC VIOLENCE AND SEXUAL ASSAULT

Deaf Abused Women's Network

Project Title: Network Advocacy Program

FY 05 Award: \$100,000

This program provides advocacy based on the physical and emotional needs of domestic violence and sexual assault victims in the deaf community.

Helping Individual Prostitutes Survive (HIPS)

Project Title: Project Safety for Women

FY 03 Award: \$46,425

FY 04 Award: \$46,424

FY 05 Award: \$46,424

This project provides 24-hour counseling services for victimized female sex workers including referrals for emergency food, clothing, and shelter.

Helping Individual Prostitutes Survive (HIPS)

Project Title: Trans-gendered Outreach

FY 04 Award: \$31,580

FY 05 Award: \$47,785

This project provides 24-hour counseling services specifically for victimized, trans-gendered sex workers including referrals for emergency food, clothing, and shelter.

FY2002-2005 VAF Grantees

Latin American Youth Center (LAYC)

Project Title: Victims' Assistance Program – Latina Girls

FY 03 Award: \$83,000

FY 04 Award: \$100,000

FY 05 Award: \$100,000

This program provides education outreach, crisis intervention and response, safe emergency shelter and assistance locating long-term housing, and criminal justice advocacy for victimized Latinas including non-English speakers, as well as victims of gang violence, sexual assault, domestic violence, and robbery.

The Greater Washington DC Task Force

Project Title: Polaris Project

FY 04 Award: \$32,362

FY 05 Award: \$32,362

This program provides outreach services and support to victims and facilitates identification of trafficking operations and communication between law enforcement, social services, and non-profit partners.

Office of the Attorney General

Project Title: Crime Victim/ Witness Assistance Unit Program

FY05 Award: \$49,004

This program provides services to victims of juvenile offenders and witnesses summoned to court for trials by supporting victims and witnesses throughout the judicial process, serving as a liaison to police and prosecutors and ensuring that victims are informed of related government and community-based victim assistance resources.

ANNUAL REPORT 2004



ANNUAL REPORT 2004