

# AZ Annual State Performance Report

## Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2017 to Sept 30, 2018]

*This aggregated data is self-reported by the grantees and subgrantees in each state/territory.*

<b>OVC VOCA Assistance Funds</b>				
	<b>2015-VA-GX-0032</b>	<b>2016-VA-GX-0046</b>	<b>2017-VA-GX-0046</b>	<b>2018-V2-GX-0012</b>
<b>Federal Award Amount</b>	\$40,786,191.00	\$46,514,392.00	\$39,074,401.00	\$70,800,365.00
<b>Total Amount of Subawards</b>	\$39,056,610.00	\$28,003,364.00	\$0.00	\$127.00
<b>Total Number of Subawards</b>	306	140	0	3
<b>Administrative Funds Amount</b>	\$1,729,581.00	\$2,325,719.00	\$1,900,000.00	\$3,500,000.00
<b>Training Funds Amount</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Balance Remaining</b>	\$0.00	\$16,185,309.00	\$37,174,401.00	\$67,300,238.00

<b>Subgrantee Organization Type</b>				
<small>The total number of subgrants represents all subgrants funded across all federal awards active during the reporting period. The number is not unique as there are subgrantee organizations that are continuously funded from each federal award.</small>				
<b>Type of Organization</b>	<b>2015-VA-GX-0032</b>	<b>2016-VA-GX-0046</b>	<b>2017-VA-GX-0046</b>	<b>2018-V2-GX-0012</b>
<b>Government Agencies Only</b>	<b>106</b>	<b>59</b>	<b>0</b>	<b>3</b>
Corrections	0	1	0	0
Courts	10	7	0	3
Juvenile Justice	2	2	0	0
Law Enforcement	27	7	0	0
Prosecutor	59	34	0	0
Other	8	8	0	0
<b>Nonprofit Organization Only</b>	<b>196</b>	<b>81</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	17	5	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	2	0	0	0
Domestic and Family Violence Organization	53	25	0	0
Faith-based Organization	5	1	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	52	13	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	6	4	0	0

Office for Victims of Crime - Performance Measurement Tool (PMT)

Sexual Assault Services organization (e.g., rape crisis center)	7	1	0	0
Multiservice agency	47	18	0	0
Other	7	14	0	0
<b>Federally Recognized Tribal Governments, Agencies, and Organizations Only</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>
Child Abuse Service organization (e.g., child advocacy center)	0	0	0	0
Court	0	0	0	0
Domestic and Family Violence organization	3	0	0	0
Faith-based organization	0	0	0	0
Juvenile justice	0	0	0	0
Law Enforcement	0	0	0	0
Organization provides domestic and family violence and sexual assault services	1	0	0	0
Prosecutor	0	0	0	0
Sexual Assault Services organization (e.g., rape crisis center)	0	0	0	0
Other justice-based agency	0	0	0	0
Other agency that is NOT justice-based (e.g., human services, health, education)	0	0	0	0
Organization by and/or for a specific traditionally underserved community	0	0	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	0	0	0	0
Other	0	0	0	0
<b>Campus Organizations Only</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Campus-based victims services	0	0	0	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	0	0	0	0
<b>Total Number of Subawards</b>	<b>306</b>	<b>140</b>	<b>0</b>	<b>3</b>

\*This number is not unique across fiscal years as there are subgrantee organizations that are funded from multiple federal awards.

<b>Subaward Purpose</b> A single SAR can select multiple purposes. Numbers are not unique				
	2015-VA-GX-0032	2016-VA-GX-0046	2017-VA-GX-0046	2018-V2-GX-0012

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A. Continue a VOCA-funded victim project funded in a previous year	184	114	0	1
B. Expand or enhance an existing project not funded by VOCA in the previous year	89	18	0	0
C. Start up a new victim services project	34	7	0	0
D. Start up a new <b>Native American</b> victim services project	1	0	0	0
E. Expand or enhance an existing <b>Native American</b> project	0	1	0	0

**VOCA and Match Funds**

A single SAR can select multiple service types. Numbers are not unique

	2015-VA-GX-0032	2016-VA-GX-0046	2017-VA-GX-0046	2018-V2-GX-0012
A.INFORMATION & REFERRAL	289	139	0	0
B.PERSONAL ADVOCACY/ACCOMPANIMENT	270	128	0	0
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	269	124	0	0
D.SHELTER/HOUSING SERVICES	56	43	0	0
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	221	112	0	0
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	306	140	0	0

**Priority and Underserved Requirements**

Priority Area	2015-VA-GX-0032	2016-VA-GX-0046	2017-VA-GX-0046	2018-V2-GX-0012
<b>Child Abuse</b>				
Total Amount	\$2,958,545.00	\$2,137,187.00	\$0.00	\$5.00
% of Total Federal Award	7.00 %	5.00 %		0.00 %
<b>Domestic and Family Violence</b>				
Total Amount	\$12,455,307.00	\$13,152,775.00	\$0.00	\$5.00
% of Total Federal Award	31.00 %	28.00 %		0.00 %
<b>Sexual Assault</b>				
Total Amount	\$3,223,474.00	\$3,446,342.00	\$0.00	\$5.00
% of Total Federal Award	8.00 %	7.00 %		0.00 %
<b>Underserved</b>				
Total Amount	\$5,887,138.00	\$9,263,275.00	\$0.00	\$5.00
% of Total Federal Award	14.00 %	20.00 %		0.00 %

**Budget and Staffing**

Staffing Information	2015-VA-GX-0032	2016-VA-GX-0046	2017-VA-GX-0046	2018-V2-GX-0012
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Office for Victims of Crime - Performance Measurement Tool ( PMT )

Total number of paid staff for all subgrantee victimization program and/or services	13253	3513		0
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	1091564.87	984371		0
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	13657.59	8360		0
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	734280	350965		0

**AGGREGATED SUBGRANTEE PERFORMANCE MEASURE DATA**

Victimization Type						
Victimization Type	Number of Subgrantees Indicating Intent to Serve This Victim Type	Number of Individuals Who Actually Received Services Based on a Presenting Victimization				
		Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Adult Physical Assault (includes Aggravated and Simple Assault)	73	5718	5701	7043	7097	6389
Adult Sexual Assault	89	1688	1671	2063	2017	1859
Adults Sexually Abused/Assaulted as Children	54	709	472	673	759	653
Arson	30	135	108	131	148	130
Bullying (Verbal, Cyber or Physical)	34	277	266	364	402	327
Burglary	43	1690	1722	1900	2285	1899
Child Physical Abuse or Neglect	5	2112	2643	3181	3281	2804
Child Pornography	30	69	357	93	159	169
Child Sexual Abuse/Assault	86	2998	3044	3938	4009	3497
Domestic and/or Family Violence	24	19243	19116	22152	22287	20699
DUI/DWI Incidents	1	1030	1058	1019	1995	1275
Elder Abuse or Neglect	56	539	553	675	1446	803
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	14	10	55	25	48	34
Human Trafficking: Labor	26	51	29	40	49	42
Human Trafficking: Sex	1	158	159	262	390	242
Identity Theft/Fraud/Financial Crime	50	14939	3054	9890	11325	9802

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Kidnapping (non-custodial)	41	300	259	322	320	300
Kidnapping (custodial)	35	52	49	41	42	46
Mass Violence (Domestic/International)	11	81	62	79	97	79
Other Vehicular Victimization (e.g., Hit and Run)	37	396	515	717	698	581
Robbery	49	2332	1655	2566	2223	2194
Stalking/Harassment	69	1294	2512	1903	1375	1771
Survivors of Homicide Victims	3	4674	3560	4250	5023	4376
Teen Dating Victimization	30	213	381	363	213	292
Terrorism (Domestic/International)	8	15	99	27	106	61
Other	37	4593	3582	4406	5828	4602

**Special Classifications of Individuals**

Special Classifications of Individuals	Number of Individuals Self Reporting a Special Classification				
	Quarter 1 Total	Quarter 2 Total	Quarter 3 Total	Quarter 4 Total	Per Quarter Average
Deaf/Hard of Hearing	1095	446	97	629	810
Homeless	1047	1115	1181	1917	3357
Immigrants/Refugees/Asylum Seekers	666	704	1010	887	2337
LGBTQ	328	290	371	313	806
Veterans	131	431	195	362	689
Victims with Disabilities: Cognitive/Physical /Mental	1603	1344	1422	1750	4561
Victims with Limited English Proficiency	1284	1299	1603	1355	3899
Other	30	33	39	78	134

**General Award Information**

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	227407	
Total number of anonymous contacts who received services during the Fiscal Year	15570	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	118348	52.04 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	13662	6.01 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	8865	

**Demographics**

Demographic Characteristic of New Individuals Served	Number	Percent
<b>Race/Ethnicity</b>		
American Indian or Alaska Native	4118	3.48 %

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Asian	886	0.75 %
Black or African American	7465	6.31 %
Hispanic or Latino	21698	18.33 %
Native Hawaiian or Other Pacific Islander	286	0.24 %
White Non-Latino or Caucasian	43047	36.37 %
Some Other Race	1472	1.24 %
Multiple Races	2079	1.76 %
Not Reported	29037	24.54 %
Not Tracked	8260	6.98 %
<b>Race/Ethnicity Total</b>		<b>118348</b>
<b>Gender Identity</b>		
Male	31557	26.66 %
Female	63732	53.85 %
Other	1246	1.05 %
Not Reported	15576	13.16 %
Not Tracked	6237	5.27 %
<b>Gender Total</b>		<b>118348</b>
<b>Age</b>		
Age 0- 12	12541	10.60 %
Age 13- 17	7238	6.12 %
Age 18- 24	10784	9.11 %
Age 25- 59	47726	40.33 %
Age 60 and Older	10311	8.71 %
Not Reported	22782	19.25 %
Not Tracked	6966	5.89 %
<b>Age Total</b>		<b>118348</b>

<b>Direct Services</b>				
<b>Service Area</b>	<b># of Subgrantees That Provided Services in This Category</b>	<b># of Individuals/Contacts Receiving Services</b>	<b>Specific Service</b>	<b>Frequency of Service</b>
A. Information & Referral	155	134037	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	116285
			A2. Information about victim rights, how to obtain notifications, etc.	111316
			A3. Referral to other victim service programs	42869

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	78564
B. Personal Advocacy/ Accompaniment	130	39120	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	2340
			B2. Victim advocacy/accompaniment to medical forensic exam	1108
			B3. Law enforcement interview advocacy/accompaniment	5100
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	88636
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	1491
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	2683
			B7. Intervention with employer, creditor, landlord, or academic institution	7218
			B8. Child or dependent care assistance (includes coordination of services)	8834
			B9. Transportation assistance (includes coordination of services)	20138
			B10. Interpreter services	5513
C. Emotional Support or Safety Services	139	69457	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	59759
			C2. Hotline/crisis line counseling	36313
			C3. On-scene crisis response (e.g., community crisis response)	7914
			C4. Individual counseling	70419
			C5. Support groups (facilitated or peer)	30034
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	14296
			C7. Emergency financial assistance	3955
D. Shelter/ Housing Services	43	5266	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	34687
			D2. Transitional housing	23679

			D3. Relocation assistance (includes assistance with obtaining housing)	1587
E. Criminal/ Civil Justice System Assistance	122	117975	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	193727
			E2. Victim impact statement assistance	13023
			E3. Assistance with restitution	54840
			E4. Civil legal assistance in obtaining protection or restraining order	5050
			E5. Civil legal assistance with family law issues	7638
			E6. Other emergency justice-related assistance	5699
			E7. Immigration assistance	1189
			E8. Prosecution interview advocacy/accompaniment	5534
			E9. Law enforcement interview advocacy/accompaniment	3294
			E10. Criminal advocacy/accompaniment	63533
E11. Other legal advice and/or counsel	4922			

### ANNUAL QUESTIONS

#### Grantee Annually Reported Questions

Question/Option	Count
<b>Were any administrative and training funds used during the reporting period?</b>	
Yes	1
No	0
<b>Did the administrative funds support any education activities during the reporting period?</b>	
Yes	0
No	1
Number of requests received for education activities during the reporting period.	0
Number of people trained or attending education events during the reporting period.	0
Number of events conducted during the reporting period.	0
<b>Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?</b>	
Yes	1
No	0
<b>Describe any program or educational materials developed during the reporting period.</b>	
None.	



**Describe any planning or training events held during the reporting period.**

None.

**Describe any program policies changed during the reporting period.**

Following are examples of program policies changed as reported to the Arizona Department of Public Safety. Peoria Police Department: Arizona law enforcement agencies have been tasked with supplying victims with their own victim rights forms. Due to budget decreases with the Arizona Attorney General's Office, the five-page carbon copy of victim's rights forms would not be provided any longer. The Peoria Police Department had to come up with its own form and change the internal process on how these forms would be completed and submitted to involved parties such as the jail, prosecutor attorney's office, records, victim assistance unit and victim themselves. The Victim Assistance Coordinator created a new victim rights brochure that has all the victim rights information that was formerly on the victim rights pamphlets. Officers provide information on the front of the brochure regarding the case and information the victim needs to know and gives the brochure to the victim. The new internal process is that the officers complete the victim's rights forms electronically via the same program they use to complete the police report. This form is placed electronically in the case in which the records department, jail, prosecuting attorney and victim assistance unit has access to.// City of Avondale/Southwest Family Advocacy Center: All of the counseling policies and forms were updated this past year to establish best practice and conform to the standards for mental health as established by the National Children's Alliance. As a result, our policies are more detailed describing intakes, assessments and types of services available to victims and our practices are consistent. // Chandler Police Department: The Chandler Police Department implemented an electronic version of the Attorney General's Office Victims' Rights form. This form and the paper form are now both available to each officer in their patrol vehicles. This enhances the ability for the officers to print out and provide an immediate, legible version of the form to victims. Having the electronic version also makes the form readily available to CPVS. This implementation was included in departmental policy. Additionally, the Arizona Peace Officer Standards and Training mandated that police officers utilize a Lethality Assessment when responding to a domestic violence call. The Chandler Police Department has implemented the Lethality Assessment. This form outlines the controlling and abusive behaviors exerted throughout the duration of the relationship, not just at the time of the most recent incident which the officers are investigating. The judges and attorneys can read this form as the criminal justice process continues.// Mesa Police Department: Changes were made to our Address Confidentiality Program (ACP) policy DPM 3.3.51 to remove outdated information and provide clear instruction on completing the narrative and Form IV portion of the police report to exclude references to the ACP participants actual address. The policy update also included streamlining the process to validate ACP member participation or disclosure of ACP member address, adding the Victim Services Administrator as the point of contact for questions about the program.// Victim Witness Services for Coconino County (VWSCC): At the request of Arizona's Departments of Health Services (DHS) and Economic Security (DES) and based on the Service Standards for Domestic Violence Service Providers promulgated by the Arizona Coalition to End Sexual and Domestic Violence (ACESDV), VWSCC adjusted its Informed Consent policy. Previously, advocates were required to file a report with the Department of Child Safety if a child was in the home during a domestic violence incident, even if the child was in another room, sleeping or otherwise had not personally observed the incident or been in imminent physical danger due to the incident. AZ DES and DHS per ACESDV asked that VWSCC change that requirement to only require reports if the child was in the presence of the incident and had either been harmed or been in danger of being harmed.// Homicide Survivors, Inc. (HSI): HSI implemented a change to its Victim Assistance Policy. This change clearly defines contributory conduct with regard to the criminal matter and what constitutes a survivor to be eligible to receive HSI financial assistance. This policy change was made to broaden services and access to services to more people, who previously were ineligible under prior definitions of contributory conduct. This was particularly important to consider, since those we serve are Survivors of the specific victims involved in the homicide, and the previous policy precluded services from being extended to innocent Survivors of murders. The current policy defines contributory conduct as a violent criminal act that contributed to one's death. HSI has found a need to define these boundaries to be able to help as many Survivors as possible.

**Describe any earned media coverage events/episodes during the reporting period.**

Following are examples of earned media coverage during the 2018 period. Area Agency on Aging: During the campaign for World Elder Abuse Awareness Day, a staff member gave a radio interview that aired twice on six of the I Heart Radio stations. During this interview, the staff member discussed the low reporting rate of elder sexual assault, resources available including the DOVES Mobile Program, and barriers to reporting for many victims. In addition, the staff member provided a TV interview on the PBS show, "Arizona Horizons". This interview aired multiple times.// Alice's Place: In October 2017 Alice's Place was interviewed on a local cable show, Shooting Straight, which is ran by the Navajo County Attorney and Sheriff. The interview focused on dynamics of domestic violence and sexual assault and the services it provides through Navajo County. Additionally, in December 2017 Alice's Place was interviewed twice by The Tribune, a local newspaper covering Winslow and several communities in Navajo County. Interviews included the role Alice's Place has in assisting victims of domestic violence and sexual assault and the services offered. One interview specifically included the project Alice's Place took on of redoing the Winslow Police Department's victim interview room.// Arizona Crime Victim Rights Law Group (AZCVRLG): During the reporting period, AZCVRLG and its staff attorney were featured in multiple news articles about an Arizona Appeal's Court ruling. ACVRLG, through its staff attorney, filed a petition for special action with the Arizona Court of Appeals that the term

"alleged victim" violates the victim's constitutional right. Additionally, attorneys have filed amicus petitions in support of various/victim centric issues before various appellate courts which have generated news coverage. One such issue involved AZCVRLG supporting arguments that the definition of a "victim" includes multiple persons in cases involving homicide. These articles were shown on Arizona Central, Arizona Capitol Times, Arizona Daily Sun, The Daily Courier, One News Page, US News, and more.// Pinal County Juvenile Court (PCJC): Throughout this year, Court Appointed Special Advocates (CASA) of Pinal County has appeared in various media publications. Casa Grande Dispatch (which also has subsidiary newspapers in local communities of Pinal County), Golden Corridor Magazine, Pinal Central, santanvalley.com, Apache Junction Independent, Queen Creek Independent, Tri-Valley Dispatch, and Gold Canyon Independent. PCJC media coverage does not typically go into logistics of what CASA advocates do, as that would infringe on confidentiality issues. Instead, PCJC has focused on marketing outreach to target veterans, retirement communities, and special events such as Black History Month, Child Abuse Prevention Month and Adoption Day. PCJC has also earned media coverage for special recognition, when the CASA Coordinator earned Pinal County Juvenile Court Services Employee of the Year. Another article was published which highlighted PCJC's newly decorated KidZone, a special room in the courthouse for child victims to access while waiting for court hearings to take place. This room is decorated with kid friendly colors and has toys, books, and games for our child victims. This was made possible by the volunteer Community Advisory Board-Friends of CASA.// Childhelp Inc.: The Hotline phone number was aired nationally on the Dr. Phil show during this reporting period. The Hotline number was also aired nationally after an A&E series entitled "The Menendez Murders: Erik Tells All" as a resource to those who may have been triggered by the child abuse aspect of this series. Arizona Department of Child Safety (DCS): DCS prepared a press release to introduce the new Victims' Rights Unit. Staff was interviewed on KTAR (local radio) and AZFAMILY (local news) to educate the public regarding DCS' new approach to ensuring child victims in the care of DCS receive their victims' rights. DCS believes it may be one of few or perhaps the only victim services unit within a child welfare agency. DCS discussed how the new unit has helped close some major communication gaps between DCS and prosecutorial and law enforcement agencies. Before this unit was created, outside agencies had a difficult time communicating with DCS staff due to high turnover for DCS Case Specialists, unfamiliarity with victims' rights and how the confidentiality rule applied, and high caseloads for the DCS Specialists. The unit was created as a clearinghouse for communications regarding victims' rights and is staffed with liaisons who have knowledge of both the dependency side of a case as well as relevant victims' rights. The liaison would assist the specialist and/or the minor victim in navigating the criminal justice system. The only responsibility the liaison has is to ensure that victim's rights are being complied with.

#### **Describe any coordinated responses/services for assisting crime victims during the reporting period.**

Chrysalis Shelter for Victims of Domestic Violence, Inc.: Chrysalis partnered with Barrow Neurological Institute. This partnership is crucial to providing trauma-sensitive services. Chrysalis screens all incoming residents for any kind of head trauma they may have experienced and referred to the Institute if they meet the criteria. Through this partnership, the survivor is fully assessed for a traumatic brain injury including getting an MRI, neuropsychological evaluation & any necessary medical care at no charge.// Emerge! Center Against Domestic Abuse: Emerge collaborates with a network of partners to ensure a coordinated response to domestic violence (DV) in Southern Arizona. During the grant period, Emerge worked closely in particular with local law enforcement agencies and the Pima County Attorney's Office as the State of Arizona implemented the Arizona intimate Partner Risk Assessment Instrument System (APRAIS). In Pima County, the APRAIS is being used as part of a local protocol that expands upon existing partnership between the above agencies in which law enforcement refers DV victims they identify as being at high-risk of injury or death during 911 responses to Emerge for immediate, prioritized services. For DV victims needing assistance beyond DV support services, Emerge partners with a wide array of providers in the community. During the reporting period, Emerge worked with existing partners and developed new partnerships to connect crime victims with the services they needed.// Arizona Voice for Crime Victims (AVCV): AVCV's ground breaking collaboration with the Department of Child Safety (DCS) has continued and grown throughout 2018. The cases that DCS has retained AVCV to represent child victims in their custody include sex abuse and child abuse cases that involve criminal charges. Additionally, AVCV has been retained by DCS to assert rights of child-victims when a sibling has been murdered. These cases involve children who are now in custody of DCS, have been severely abused, and whose family members are not appropriate lawful representatives to assert the child's victims' rights in the criminal court matter. AVCV's role is to assert victims' rights on behalf of the child in the criminal proceedings. This involves a coordinated effort between several agencies involved with the child victim. AVCV works with the child, the child's case managers, DCS victim liaisons, and the foster care providers. In these criminal matters, AVCV also works with the prosecuting agencies. AVCV attends all hearings and meetings related to the criminal case to assert the victims' rights of the child.// Department of State – Secretary of State (SOS): This year SOS did the following coordinated services to assist victims: 1) SOS coordinated with the AHCCCS client advocates on transportation issues. SOS had participants who were struggling with receiving transportation that was entitled to them as part of their health plan as a result with the substitute address. SOS worked with the client advocates at AHCCCS who took the matter and addressed with the health plan. Together we were able to identify a reasonable solution in order for participants to receive their free transportation to doctor visits. 2) SOS coordinated with a county election department on ACP voters who needed to change their residential address in a secure manner, so they could vote in the upcoming elections. SOS was able to create a process in where the participant could vote, and SOS could secure their voter registration record, therefore prohibiting it from being disclosed to public. 3) SOS worked with Pima and Maricopa County family courts on ACP statutes and how a Court Advisor could receive the address to provide statutory services.

but at the same time maintain the safety of the family (keep their real address protected). 4) SOS continued to work with Arizona Department of Child Safety (DCS) on their processes for address disclosure of participants who have an open DCS case.// City of Casa Grande Attorney's Office: New immigration policies have especially affected undocumented victims of domestic violence and their families. These policies have affected Arizona and other states by making it extremely difficult for victims and their families to get help and protection. It has discouraged victims from calling the police or seeking any help for fear of being deported. These policies have stripped victims of their basic rights, their access to protection and resources placing them and their families in dangerous situations. Victims who apply for special visas but fall short for reasons including incomplete paperwork or missing a deadline could end up in deportation proceedings. The sum of these policies has placed these victims, an already particularly vulnerable population, even more at risk by empowering abusers and further making it less safe for victims and their families.

**Please discuss the major issues in your state that either assist or prevent victims from receiving assistance during the reporting period.**

Maricopa County Attorney's Office (MCAO): Often times, victims are not aware there are community agencies available to assist them with further advocacy during and after the prosecution phase of the process. Community efforts have been made to assist victims in accessing these services to ensure a holistic approach is made in helping crime victims heal and recover.// Child Crisis Arizona (CCA): Though Jacob's Law is observed in the State of Arizona, there continues to be behavioral health needs for children placed in out of home care, which can impact a child's ability to obtain and maintain permanency.// Area Agency on Aging (AAA): Transportation has been a huge barrier for older victims of abuse, whether it be no access to transport or physical limitations to access transportation. Many victims seeking to attend support groups or getting to medical appointments struggle in locating transportation to/from locations to meet their specific needs. The lack of safe, affordable housing for single individuals is a huge barrier in leaving an abusive household.// Haven Family Resource Center (HFRC): HFRC has noticed a large turnover in our local law enforcement agency as well as our local child welfare office. This has led to less experienced officers and investigators responding to crime scenes which may lead to less victims. HFRC continues to partner with all law enforcement agencies and we will continue to do our best to educate them and the public about the coordinated, collaborative team response to victims in our community.// UMOM New Day Centers: For crimes related to human trafficking, the amount of cases submitted for prosecution under Arizona's trafficking statutes is extremely low. The discrepancy between all anecdotal and non-enforcement evidence of human trafficking and the underwhelming response of Arizona's legal system highlights pervasive and systemic inadequacy in the State's ability to identify and support victims of human trafficking as well as its ineffective application of legal protections for domestic trafficking victims. Also, youth experiencing homelessness are extremely vulnerable to being victims of crime.// A New Leaf (ANL): ANL's DVSTOP program experienced a high volume of callers seeking shelter with their pets. All shelters will take callers that have service animals, but shelters cannot accommodate pets that are not service animals. // AZ Crime Victim Rights Law Group (ACVRLG): The major issues in Arizona that prevent victims from receiving assistance during the reporting period is a lack of access to crime victims' rights attorneys and supporting staff. AZCVRLG is a statewide program with limited staff and funding for travel related costs. With so few staff and funding, victims in rural areas and cases that require extensive travel are the ones that often suffer the most from a lack of community resources, victim services, and victims' rights attorneys.// City of Tempe – CARE 7: An issue was challenges with Early Lease Terminations. Even in instances where the victim provides a police report and order of protection, advocates have found that the victim is still being penalized and charged exorbitant amounts of money to end their lease. This is most times an unexpected expense, and therefore puts victims in financial crisis without the means to pay for both the lease termination and costs associated with a new residence. // Never Again Foundation Legal Services: The statute for Restitution Lien's for crime victims is already in place but not being used properly by the judges and/or prosecutors. The state is failing to enforce, on its own, the restitution statutes as they are written.// Homicide Survivors: One of the major obstacles we face as an organization is connecting with and providing services to survivors in rural areas, especially those living on tribal reservations. HSI has come across this issue with recent cases involving residents living on reservations who do not have access to cell phones, internet and struggle with transportation to the Tucson metro area to attend court hearings, support groups, and other services. Additionally, improving our exposure and communication of services available to victims has also been focus area. We are putting more of an effort in expanding our social media presence, increasing our community engagement efforts, and tapping into new demographics. Finally, there is a gap in specialized intervention services focused for children and teenagers who have had parents, guardians, or loved ones murdered. // Childhelp, Inc.: Child welfare in the State of Arizona continues to require systemic change in order to more effectively address the problem of child abuse/ neglect and foster care. Specifically, more accessible resources, including funding, needs to be available to foster families. As more and more children end up in the foster care system, the more pressure is placed on community resources such as the Childhelp Children's Center of AZ.

**Please describe ways that your agency promoted the coordination of public and private efforts within the community to help crime victims during the reporting period.**

Following are examples of coordination of public and private efforts within AZ communities to help crime victims. Verde Valley Sanctuary (VVS): Every year VVS' Legal Office sends out memorandums of understanding to local police departments to help ensure that we can all work together and communicate when it comes to in common victims and getting the help they need. VVS also continuously has communication with local courts that understand its services and help communication come more easily when questions arise. Also, within the community are organizations such as Catholic Charities, Department of Economic Security, the Department of Child Safety, Victim Services, along with many more that VVS often refers client's too depending on their case by case need. The Sanctuary also has a Development Director that is amazing at reaching out to the community as well as personal individuals to help spread the word of how necessary our organization is, in attempt to get private supporters.// Pima County Juvenile Court (PCJC): Court Appointed Special Advocate (CASA) Volunteer Advocates and CASA of Pima County collaborate with community non-profit agencies and are regularly building relationships to further the support and advocacy of abused/neglected victim children. The CASA Support Council of Pima County, Inc. supports the Advocates' efforts to provide pro-social activities (such as the symphony, theatre, and athletic events), clothing, positive extra-curricular activities (such as music lessons, sports activity, and art lessons), and participation in various summer camps for victim children. The Support Council also supports advocates directly through training opportunities, reimbursement for mileage incurred in service to child victims, and cost for activities with the child victim. Tu Nidito is a non-profit in Tucson that focuses of working with children that have experienced grief and/or loss. PCJC CASA has coordinated with Tu Nidito to provide a three-part Grief and Loss Training for Advocates. Additionally, the agencies are coordinating efforts to provide a four-hour training for Advocates focusing on grief education, supportive language when working with youth, reflective listening, and role-playing to practice reflective listening, grief/loss timeline activity for each Volunteer Advocate to examine how their own losses have shaped their lives. This training will specifically focus on working with children in foster care who are victims of crime. Also, PCJC CASA is coordinating with Aviva Children's Service, a non-profit agency in Tucson, to provide for a venue, for CASAs and their children to interact, to hold advocate trainings, to hold team meetings related to the child victim. During each First Saturday, CASA of Pima Staff present an activity that Volunteer Advocates and their children can participate in, participate in unstructured recreational activities, and eat lunch together.// Emerge! Center Against Domestic Abuse (Emerge): Emerge has increased collaboration in preparation for and response to APRAIS. Emerge has been actively engaged in training and collaborating with our partners in the program's implementation. Staff met monthly with the Pima County Attorney's Office Victim Services unit and all local law enforcement agencies to address issues that arose with the system. Together, we worked to create a protocol that enables all parties to best serve DV victims in serious danger in our community. Moreover, Emerge also connects DV victims referred through APRAIS to community partners to address other needs. Legal support, for example, is a pressing need for many DV victims. Emerge partners with agencies including Southern Arizona Legal Aid and Step Up to Justice to connect program participants with legal aid services. Additionally, Emerge has served as a Victim Service Partner with Adult Probation to the Tucson City Court in its role as a Domestic Violence Mentor Court. In this role, Emerge provides support to assist in developing other DV courts. Recently, the team traveled to Scottsdale to meet with key players in the city's criminal justice system and discuss the practices and processes in developing a specialty court. Additionally, members of the partnership also participated in a meeting in Washington DC with the other 13 mentor court grant recipients to further prepare to offer assistance to other jurisdictions with developing specialty domestic violence courts.// Catholic Community Services of Southern Arizona (CCSSA): CCSSA's Safe House provides education and outreach to all the Yuma area libraries to assist victims and provide education to our community. This community advocacy has led to advocates assisting and providing more services to victims who may need assistance in navigating the system but may not need shelter services. Advocates have continued to coordinate events and invite local agencies and law enforcement.

**Please describe any notable activities at the grantee level during the reporting period that improved delivery of victim services.**

Navajo County Attorney's Office (NVAO): Previously, due to staffing, we had to wait for victims to contact us. We would refer to this as a passive process. Now, with additional staffing, we are able to screen court calendars prior to hearings and for the first time, are reaching out to victims. We can then offer court services earlier and provide referral services quicker. This has improved our service delivery in that we are reaching more victims and connecting and providing services quicker in the case flow process.// Chrysalis Shelter for Victims of Domestic Violence, Inc.: Chrysalis was able to double the number and level of services for the Mobile and Community Based Advocacy program during the reporting period. For the reporting period, Chrysalis' programs were able to implement Trauma-sensitive policies and procedures to better serve residents.// Community Alliance Against Family Abuse (CAFA): The most significant improvements to service delivery were the addition of one Legal Advocate and one Outreach Advocate to CAFA's community-based advocacy team. As the only provider of lay legal advocacy in our service area, there is always a large demand for our Legal Advocates' services. Adding one Legal Advocate increased our capacity by 50%, so we can serve more participants, and also provide more meaningful, focused services to our participants. Similarly, VOCA funding enabled us to double our Outreach Advocacy capacity. The Outreach Advocates play a key role as the first point-of-contact when new participants contact CAFA seeking services. They also provide mobile case management and support throughout our vast service area, and one of the Advocates provides all case management for our transition-in-place program, THRIVE, which is also new this year. The service enhancements were possible because of VOCA funding.// City of Avondale Police Department/Southwest Family Advocacy Center: During the year, the therapists have extended their knowledge

and skills in providing Eye Movement and Desensitization Therapy (EMDR). They are completing their EMDR supervision to become a certified specialist, and they attended a week-long EMDR Sand Tray Training. By increasing treatment modalities and skills, therapists have been able to offer victims additional tool and treatment techniques to support the therapeutic process and victims are able to receive the specialized therapy that will best treat their trauma symptoms.// Cottonwood Police Department (CPD): The Victim Assistance program continues to look for ways to provide improved service to all victims of crime. One common area that is lacking nationwide is the reporting of sexual assault. CPD recognizes that need for improvement and has partnered with Victim Link and Seek then Speak. Seek then Speak is a website where victims of sexual assault can report their crime and gain access to local resources. As a result, local sexual assault victims are able to connect directly to detectives via the internet, thus making reporting one step easier for victims.// Community Legal Services (CLS): CLS is always looking to improve the delivery of legal services to victims of domestic violence. One notable way is through monthly "How to Represent Yourself in Family Court" seminars CLS attorneys conduct at Fresh Start Women's Center. Seminar attendees are provided with a packet of helpful information and materials, along with an average of three hours of instruction. During the grant period, attorneys conducted 15 seminars, with an average of 5 attendees at each seminar, reaching 76 women. Attendees are also provided with referrals for additional legal assistance. One of CLS' Civil Legal Assistance for Domestic Violence Victims Project attorneys conducted a webinar training on Court Etiquette for Lay Advocates. The webinar, hosted by the Arizona Coalition to End Sexual and Domestic Violence and geared especially for lay legal advocates, was viewed by approximately 50 advocates across Arizona. // U.S.VETS – Prescott: U.S. Vets employs a full time on-site therapist and supports counseling interns and was able to accommodate two counseling interns during the reporting period to increase mental health services offered to victims of crime. U.S.VETS explored the intake process to work on making it a smooth transition into services, including initial victim screening with the on-site therapist and follow up appointments to assure ongoing supports. Weekly case consult meetings assure the clinical team is aware of needs a victim may have as well as a space to provide supports for successful program implementation. Weekly by-name list meetings provide a collaborative effort with other community agencies to offer housing resources to victims, as appropriate.

**Please discuss each priority (i.e., child abuse, domestic assault, sexual assault, and underserved) in which VOCA funds have been used to assist crime victims during the reporting period**

Southern Arizona AIDS Foundation (SAAF): After being diagnosed with cancer, TV began to see an abusive side of his partner that had not previously been a part of their relationship. When the client returned to his normal daily activities post cancer surgery, his partner convinced him to stay at home longer. TV didn't understand the new aggression his partner displayed; it started with pushing and kicking and escalated quickly. TV's partner kept him from accessing his own money and from leaving their home alone. As the partner became more physically and sexually abusive, TV sustained injuries and hospitalizations. TV was referred to our program where we assisted him in getting emergency shelter at a hotel. TV wanted to start fresh with his own apartment, job, new ID, Social Security Card and Birth Certificate. SAAF helped him get these documents and gain access to monthly bus passes. Additionally, SAAF staff helped TV get accepted to a short-term transitional housing program, giving him several months of safe housing. SAAF is also working with TV to obtain a Section 8 Voucher for permanent housing through the city of Tucson./// Haven Family Resource Center: HAVEN recently had a case of a 15-year-old girl disclosing to her friend that her step father (who happened to be a local law enforcement agent) was sexually molesting her. Her friend told her mother who reported the case to the police. Due to the sensitivity of the offender's profession, we had to handle this case very delicately. The case came to the Center and the Multidisciplinary team worked together and conducted a forensic interview, and an exam as well as providing crisis services to the family. The Victim Services Specialist (funded by VOCA) was a crucial component for this victim and her family since the dynamics were very complex and involved a neighboring law enforcement agency conducting the investigation. The Victim Services Specialist provided consistent advocacy and an uninterrupted continuum of care including ensuring the victim and her family received trauma therapy (funded by VOCA). // Southern Arizona Legal Aid (SALA): For one client, SALA's efforts made a big impact on the outcome of her case. The client was in a very abusive relationship for 12 years. She is a double amputee and is medically vulnerable. Throughout her relationship with the father of her son, she suffered ongoing verbal and physical abuse which often resulted in hospitalization. On the day of her son's birth, the father beat our client so badly that she went into labor. The beatings continued for 12 years, often in front of her son. When the client became medically vulnerable in the summer of 2017, her ex-boyfriend left her for another woman and took custody of their son. The client came to SALA and her case was opened in March 2018. At that point, the client was desperately seeking help as she had not seen her son since June 2017. She was living at The Haven, a shelter for women in recovery of substance abuse and domestic violence. The father was assigned an advocate from the Tribal Advocates Office. His advocate was very aggressive and unwilling to negotiate with SALA's advocates. SALA was able to get temporary parenting time for the client five hours every Saturday. SALA provided extensive investigation into the father and was able to get and disclose potential witnesses as well as the father's criminal priors. At a subsequent settlement conference, SALA was able to obtain more visitation time for the client with her son. The child, who is also medically vulnerable, was so happy to be with his mother again. The drawback was that every Sunday he would cry because he didn't want to be separated from her. On the eve of trial, the opposing counsel offered to settle. A stipulation was filed with all terms favorable to the client. She now has primary custody of her son, with visitation to the father every other weekend. //Arizona Voice for Crime Victims (AVCV): Extensive time was spent seeking enforcement of victims' rights to refuse defense discovery requests, the right to a speedy trial and a prompt/final conclusion post-conviction. AVCV

represents a woman who was sexually assaulted years ago when she was only 14. After the assault, she was accused of lying by law enforcement and her family. She reported the assault and identified the person who committed it but was stripped of any dignity or fair treatment by the system. This victim was among the thousands of cases involved in a nationwide epidemic of cases in which backlogged rape kits went untested. After 15 years, this victim's untested rape kit was tested and matched the original reported suspect. The suspect she reported had committed other assaults and was in prison serving a 35-year sentence. The victim was notified, and the case was charged. It is likely this case will go to trial and AVCV is already working to prepare her.

**Please briefly describe efforts taken to serve Victims of Federal crime during the reporting period.**

Jewish Family and children's Services of Southern AZ (JFCS): JFCS continued to work with victims of kidnapping and victims of human trafficking. This past year, staff underwent additional training on sex trafficking in order to increase our ability to effectively serve these victims. The program collaborates with the various local and federal law enforcement and other agencies when receiving our referrals for client services. Additionally, services have been provided to clients of Owl and Panther, an agency that serves refugees who have been victims of torture. In addition to providing trauma-focused psychotherapy services, JFCS provided assistance with immigration issues and referrals to other agencies where various different types of needs could be met.// Southern Arizona Children's Advocacy Center (SACAC): SACAC serves victims from Tohono O Odham and Pascua Yaqui tribes as well as victims from other reservations, as requested. We provide services to the local military bases, Davis Montham Air Force Base and Fort Huachuca, and also by request to other military bases in the U.S. In response to the growing awareness of and focus on assisting victims of trafficking, SACAC has worked with Homeland Security to assist victims of child sex trafficking and child pornography cases. In addition, SACAC has a long-standing relationship with the FBI, and assists victims of their cases that cross jurisdictional boundaries.// Pima County Juvenile Court (PCJC): All Dependency Petitions filed with PCJC are screened to assess the need of a Court Appointed Special Advocate to be appointed to the child. Based on the recent increase of families and unaccompanied minors coming to the United States, and the associated federal crimes that they can be subject to, without proper documents, an additional screening to identify child victims affected by this type of federal crime has been implemented. Additionally, screening criteria to identify victims of trafficking or suspected victims of trafficking was implemented. // City of Avondale/Southwest Family Advocacy Center (COA/FAC): COA/FAC is an accredited member of the National Children's Alliance, and through them, we are part of an MOU with the FBI to provide services to victims of Federal crimes. This MOU assures services are provided to victims and their families who require supportive services as a result of victimization. We allow the FBI to utilize our Center during business hours and the FBI agrees to work with Center staff to make sure services are provided for the victim and non-offending family members as needed. We have provided services to victims of internet crimes and sex-trafficking.// Haven Family Resource Center (HFRC): HFRC provides Victim Services to Mohave County, La Paz County, and the surrounding tribal reservations. Staff have provided forensics as well as follow up care and referrals for the Colorado River Indian Tribe, Bureau of Indian Affairs, and the Federal Bureau of Investigations. We have also provided services to the Fort Mohave Police Department, Hualapai Tribe, and Chemehuevi Indian Tribe. The FBI and BIA have increased their usage of our Center/services and have a contract for victim services with HFRC. We have also recently signed an MOU with La Paz County to ensure our continued partnership in providing victim services to their communities. // Alice's Place: Alice's Place serves victims of domestic and family violence, sexual violence, stalking and dating abuse. Bordering the Navajo and near the Hopi reservations, the greatest percentage of victims Alice's Place works with are from these areas. Staff work with FBI personnel in assisting and providing advocacy services to these individuals.// Catholic Community Services of Southern Arizona (CCSSA): Advocates work with the Mexican Consulate as well as the Yuma County Attorney's Office Victims Services Division to provide education, information and resources to victims.// City of Phoenix Family Advocacy Center (PhxFAC): The PhxFAC is an active member of the FBI Human Trafficking Task Force. Consequently, the VOCA-funded Victim Advocate dedicated to serving victims of sex trafficking regularly provides services and support to victims involved in federal cases. Additionally, walk-in clients at the FAC are taken on a daily basis. If a federal victim of crime needs assistance, the victim advocate will provide information and referral to the federal victim services resource. For example, if a victim has a case being prosecuted at the federal level, the advocate would connect the victim to the U.S. Attorney's Office Victim Services program.

**Please identify any emerging issues or notable trends affecting crime victim services in your state during the reporting period.**

Pinal County Attorney's Office: PCAO reports technology facilitated exploitation appears to be exploding in terms of numbers with various types of crime victims being identified (e.g. those whose images are disseminated online without their knowledge; those, particularly adolescents, who are disseminating sexually explicit images without regard for how this may affect them in the future; families affected by technology facilitated sexual abuse, assault and exploitation). Identity theft appears to be an emerging issue whose victims seem to get less attention than those who suffer more visible injuries.// Pima County Juvenile Court: Substance-abuse related allegations continue to be a primary reason in the abuse and neglect dependency petitions; there has been an increase in heroin and other opiate use during the reporting year. Also, PCJC has seen an increase in the number of dependency petitions filed in regard to unaccompanied minors that lack legal documentation.// Area Agency on Aging: The lack of affordable housing and long subsidized housing waitlists are huge issues for the older victim population.// Glendale Police

Department: GPD reports seeing an increase in the amount of financially motivated crimes (fraud, scams) and an increase in robberies, both armed and unarmed. Many elderly or vulnerable adults have fallen victim to financially driven schemes and fraudulent scams. It appears that the increasing availability of the internet and the continued use of advanced technologies, more and more individuals are being approached, and often victimized by the schemes.// Chandler Police Department (CPD): Judges are not consistent from courthouse to courthouse, or even within the same courthouse, about placing children on the protective orders. Another inconsistency is that some judges place measurable distances for the defendant to remain between the victim and others just place "on or near". This can be very subjective when officers respond to take a call in which the offender is violating a protective order.// Community Legal Services (CLS): CLS has repeatedly worked with the Clerk of the Maricopa County Superior Court over the past several years to improve the processing of requests for waivers and deferrals of court fees. Though there is a process for litigants to have the fee waived or deferred until the end of the court case, low-income clients regularly encounter problems with the process. Also, there are no formal requirements for certifying a person or agency to supervise parenting time. As a result, unregulated self-declared parenting time supervisors can endanger children and parents alike. CLS is continuing to try to address this issue by working with Arizona Coalition to End Sexual and Domestic Violence, the Arizona Department of Child Safety, and the family court.// A New Leaf, Faith House (ANL): ANL reports seeing a higher than usual number of elderly victims seeking services. Some of these victims are seeking safety due to domestic violence with their husbands and/or partners and some have been victimized by their adult children.// Chicanos Por La Causa, Inc. (CPLC): CPLC predominantly serves Latina victims of domestic violence. It has been noted that less Latina victims are coming forward for fear of deportation. // Arizona Crime Victim Rights Law Group (AZCVRLG): AZCVRLG has had multiple experiences with courts placing electronic monitoring devices on defendants who have an extensive history with stalking and/or domestic violence who then continue to harass, stalk, and intimidate victims. AZCVRLG has also noticed that there is a large void of unmet victim service needs to help victims establish and collect restitution.// Department of State – Secretary of State (SOS): Too many advocates are providing incorrect and inaccurate information to victims about identity change. More training and expertise (outside of the Arizona Coalition to End Sexual and Domestic Violence) is needed to be provide this information to survivors to make informed decisions.// Stepping Stones Foundation Inc. (SSF): SSF reports having severely limited local mental health services. Unless it is a mental health emergency, clients are not able to get the professional therapeutic response they need in a timely manner, especially children's professional therapy.// DNA-People's Legal Services, Inc (DNA): DNA noticed an increase in domestic violence related legal issues attributed to the use of methamphetamine. DNA has also seen judges issuing a 5-year Domestic Abuse Protection Order, with child custody and child support on a temporary basis, so that a petition for permanent custody, divorce, etc. is filed. While DNA understand the reasoning behind this, DNA needs to help victims through not only their emergency legal problems, but also their long-term legal problems. Lastly, there is a severe shortage of police officers on the Navajo Nation, causing them to be unable to respond to domestic violence calls.

**Please briefly outline any staffing retention issues that your victim assistance program has and why these issues may occur during the reporting period.**

Maricopa County Attorney's Office (MCAO): MCAO has a very lengthy hiring process that includes a thorough background check of all potential employees. Unfortunately, because of this long process many candidates end up accepting other positions before an offer of employment can be made by MCAO. Also, MCAO continues to experience staff turnover due to insufficient salary.// Administration of Resources and Choices (ARC): ARC staff periodically state they need to get out of this work, due to the danger and stress. Every day we witness atrocities, such as elders whom have been raped, beaten, and left nearly dead. We are often thrown into the center of family conflicts, and sometimes threatened and stalked ourselves. The homes we visit are often infested, smoke filled, or hoarding situations, placing our health at risk and causing us to frequently get ill. We are required to be available 24/7/365 and be prepared to address emergency situations at all times.// Community Alliance Against Family Abuse (CAFA): Recruitment is always a challenge for CAFA because of CAFA's location; the candidate pool is limited. Additionally, high staff turnover is a problem across the social services field, so CAFA knows some turnover is unavoidable.// Pima County Juvenile Court (PCJC): PCJC reports a challenge in staffing retention due to shrinking labor pool of candidates. Also, the salary for the positions made it difficult to attract the best candidates. The nature of the work is also a deterrent. Court Appointed Special Advocates (CASA) Coordinators, Trainers, and Volunteer Screeners are daily reviewing information about child abuse and neglect. They also are charged with assisting the Volunteer Advocates in navigating, at times, overwhelming and frustrating systems that struggle to provide individualized services to each child victim.// Chicanos Por La Causa (CPLC): CPLC reports there are very few qualified applicants; some are looking for a higher salary than CPLC could offer. This is different from years past, as CPLC has always had many applicants to choose from.// EMPACT – Suicide Prevention Center: Compensation and burnout combine to present retention challenges. EMPACT has an active internship program; graduating interns apply regularly for staff positions because they appreciate the mission and professional environment at EMPACT. After working long enough to secure an independent license, usually within about four years, new therapists are fatigued from the high stress levels resulting from our work with trauma victims. Furthermore, they have gained upward financial mobility with their independent license status, so typically they move into private practice or into supervisory positions. Turnover is high, and practicing clinicians are often fairly recent graduates.// Jewish Family and Children's Services (JFCS): JFCS is noticing that recruitment is becoming more of an issue over the past few years. As the economy has improved, JFCS are finding that it is harder to recruit, hire and/or retain qualified candidates. There is more competition as more organizations are providing non-residential services for

DV survivors, and some programs can offer higher salaries.// Against Abuse, Inc. (AAI): AAI has had a difficult time filling positions due to the requirement of passing fingerprint background checks and the entry level salaries being so low. AAI cannot afford to increase our entry level rates any more than it already has. AAI has also had staff seek other jobs because the agency cannot afford to provide staff with a 401k/retirement plan.// Arizona Voice for Crime Victims: (AVCV): AVCV has faced challenges when seeking to fill vacant positions. AVCV is a small non-profit organization with limited funding and resources. While AVCV seeks to pay competitive salaries, AVCV is not able to provide several benefits such as health care and retirement savings plans to our employees. Additionally, AVCV employees have heavy workloads that require travel to other parts of the state, involve cases with difficult facts, and traumatized clients who sometimes require a lot of care and attention.// City of Tempe – CARE 7 Program: Due to the heavy workload and severity of the type of work performed, advocates still struggle at times with fatigue, specifically compassion fatigue, which does affect morale and retention in a negative way.

**Please explain your state process to publicize its victim assistance funding for services to victims of crime during the reporting period.**

The Arizona Department of Public Safety’s (DPS) VOCA Administration Unit conducts grant solicitation processes in accord with A. R. S. §41-2702 – Solicitation and award of grant applications. Information regarding victim services and funding streams throughout the state is garnered during the State Agencies Coordinating Team meetings. Goals and priorities of other funding programs are also analyzed to align strategies. At the end of the meetings recommendations of priorities for crime type, service type and service delivery will have been identified, if necessary, to be released as part of the grant solicitation process. Once the request for grant application documents have been finalized, the solicitation announcement is then advertised in seven different newspapers throughout the state and is blasted through various email list serves. During the solicitation period staff will conducted pre-application conferences to explain grant application requirements and to review the web-based grant management system. Due to the large number of agencies interested in VOCA Victim Assistance funding, two pre-application conferences are held hosting approximately 75 individuals each day. DPS conducted a solicitation process in 2017 to make awards for a three-year period covering October 1, 2017 through September 30, 2020. FY 2018 marks the completion of the first year of the three-year period.

**Please explain how your state is able to direct funding to new/underserved populations during the reporting period.**

DPS conducted a solicitation process in 2017 to make awards for a three-year period covering October 1, 2017 through September 30, 2020. FY 2018 marks the completion of the first year of the three-year period therefore a competitive process was not held during the reporting period. In 2018, the Arizona Department of Public Safety completed strategic planning meetings with the Arizona State Agencies Coordinating Team (AZSACT). AZSACT is comprised of various state agencies that administer victim services funding. The strategic planning meetings were conducted through the assistance of a facilitator provided by the Office for Victims of Crime’s Training and Technical Assistance Center (OVCTTAC). Two priorities identified as part of the strategic plan include distributing state and federal funding to ensure all survivors and victim have equitable access to services and to strengthen service provision to address/meet the unique service needs of diverse and underserved populations. Action steps relevant to these priorities are scheduled to begin in January 2019. Actions steps include creating connections and building relationships between organizations with current successful programs and those in need to better serve underserved populations throughout the state; explore expanding programs of diverse/underserved populations to begin providing victim services to underserved populations; and explore expanding existing victim serve providers to provide culturally competent services to the underserved victims in their communities. As these steps are taken during the next 12-24 months, AZSACT members will engage with and encourage organizations throughout the state to participate in solicitation processes and enhance services to underserved populations.

**Please explain how your program is able to respond to gaps in services during the reporting period.**

Southern Arizona AIDS Foundation (SAAF): SAAF’s program exists solely to fill the gap in services to the LGBTQ+ survivors of violence in our community. The project’s purpose is to help bridge that gap as much as possible by directly providing support services while also coordinating with other providers to assist survivors in accessing mainstream services.// Arizona Superior Court Maricopa County: With over 9,000 child abuse/neglect victims in Maricopa County and just over 600 CASA volunteers; it comes as no surprise that CASA of Maricopa County’s number one service gap is supplying quality advocacy services to all children in foster care who need them, due to a shortage of resources. The way CASA of Maricopa County responded to this unmet need during this reporting period was; to actively look for funding opportunities to bolster staff size, encourage CASA staff’s internal communication and brainstorming opportunities to generate process improvement strategies to remove barriers for children receiving services, educating community partners to assist the program when we exceeded program capacity when possible, and cross training paid CASA staff while also using volunteers to streamline processes to fill in gaps in administrative duties.// Alice’s Place: In Alice’s Place’s rural area, transportation is very limited and often nonexistent. Through our mobile advocacy program, we are able to respond to crisis intervention and/or provide advocacy services within a 35-40 thousand square mile area. Alice’s Place is often the only agency with the ability to provide transportation. In addition to providing transportation for clients in a crisis intervention setting, Alice’s Place also provide transportation to clients for the many appointments for medical. mental health. court hearings. and resource appointments. We have also strengthened our partnership with Northern



Arizona Center Against Sexual Assault and are now providing advocacy services to victims of sexual assault. Services include, but are not limited to, transportation to forensic exams. Victims in the Winslow area must travel out of town by 30 to 60 miles for these exams and transportation is not provided by the other agencies involved.// Jewish Family & Children's Services (JFCS): Having a VOCA funded bi-lingual therapist on board has allowed JFCS to address a huge gap in finding Trauma Informed therapy for our clients who are not eligible for AHCCCS, don't have private insurance that is safe for them to use (i.e. not tied to the abuser), or who cannot afford co-pays when they are budgeted down to the last dollar. Because JFCS does not impose limits on who can be served or for how long, staff are able to work with a wide range of individuals facing a wide range of barriers. JFCS has a strong network of providers that staff coordinate with on a regular basis to assist clients in meeting the needs that JFCS don't meet directly. As mentioned before, the two areas that staff struggle to help clients with are safe affordable housing and low-cost or free legal representation.// Arizona Voice for Crime Victims (AVCV): There is a gap in services regarding the collection of restitution. AVCV not only assists victims in obtaining restitution orders but also collecting restitution after it is ordered but is not being paid. AVCV uses tools such as requesting a hearing with the judge or requesting criminal restitution orders or restitution liens. AVCV follows up with the clerk of court to make sure payments are being made to the proper address. AVCV also makes sure that the Arizona Department of Corrections is endorsed on orders for restitution so that payments can be made to victims while the defendant is in prison.// U.S. VETS - Prescott: U.S.VETS serves the homeless veteran population with obtaining long term housing options. Because this is often the primary reason individuals seek services through our program, we may be getting individuals access to victim services, who may not have thought about seeking support for their victimization. We are offering additional resources to individuals who are already experiencing vulnerability and opening a door that they may not have thought was an option, while offering a support system to walk them through the process.

**Please list and explain any outcome measure(s) that are reported to the governor, legislature, or other state entity during the reporting period.**

In 2004 the Arizona Department of Public Safety met with service providers of all types statewide in an effort to develop performance measures for the VOCA Victim Assistance fund. Initial meetings were held with nonprofit and governmental agencies who serve all a specific crime type (e.g. domestic violence). During these meetings service providers worked together to develop core outcomes that would measure the impact of service delivery to the crime victims. These measures were developed under each of the four goals of VOCA (e.g. healing, safety, justice and restitution) and were designed to capture a change in knowledge for the victims, a measure of activity by way of engaging or participating in services, and to measure for an experienced change in a victims' situation. An example of a change in knowledge that is being measured is the number and percent of victims reporting "an increased knowledge of services available". An example of measuring activity of victims having engaged or participating in services is the number and percent of victims "who accept safety planning services". Lastly, an example of an experienced change in situation for a crime victim would be to measure the number and percent of victims reporting increased "functioning and feelings of well-being". Overall programs have been successful in making an impact to the crime victims they serve as most survey responses garnered a high percentage of clients reporting positively to outcome measures. The results of these surveys are primarily utilized at the project level. It has been DPS' intention to conduct a process to revise and update these measures for some time now to more accurately reflect the impact of service provision in today's environment, however with the introduction of the new performance measures at the federal level and the continued increase in funding, it was thought best to delay this process until the growth in services stabilized.