

# OR Annual State Performance Report

## Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2018 to Sept 30, 2019]

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

<b>OVC VOCA Assistance Funds</b>				
	<b>2016-VA-GX-0018</b>	<b>2017-VA-GX-0007</b>	<b>2018-V2-GX-0033</b>	<b>2019-V2-GX-0015</b>
<b>Federal Award Amount</b>	\$27,651,313.00	\$23,281,899.00	\$42,009,045.00	\$28,699,463.00
<b>Total Amount of Subawards</b>	\$26,258,817.00	\$9,906,439.00	\$9,276,158.00	\$59,946.00
<b>Total Number of Subawards</b>	400	240	40	3
<b>Administrative Funds Amount</b>	\$1,382,565.00	\$1,164,094.00	\$0.00	\$0.00
<b>Training Funds Amount</b>	\$0.00	\$0.00	\$0.00	\$0.00
<b>Balance Remaining</b>	\$9,931.00	\$12,211,366.00	\$32,732,887.00	\$28,639,517.00

<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>2016-VA-GX-0018</b>	<b>2017-VA-GX-0007</b>	<b>2018-V2-GX-0033</b>	<b>2019-V2-GX-0015</b>
<b>Government Agencies Only</b>	<b>116</b>	<b>68</b>	<b>3</b>	<b>2</b>
Corrections	0	0	0	0
Courts	0	0	0	0
Juvenile Justice	1	1	0	0
Law Enforcement	4	2	0	0
Prosecutor	111	64	3	2
Other	0	1	0	0
<b>Nonprofit Organization Only</b>	<b>266</b>	<b>169</b>	<b>21</b>	<b>1</b>
Child Abuse Service organization (e.g., child advocacy center)	64	39	5	0
Coalition (e.g., state domestic violence or sexual assault coalition)	0	0	0	0
Domestic and Family Violence Organization	29	22	1	0
Faith-based Organization	0	0	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	109	66	8	1
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	32	23	0	0

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Sexual Assault Services organization (e.g., rape crisis center)	13	9	2	0
Multiservice agency	12	6	1	0
Other	7	4	4	0
<b>Federally Recognized Tribal Governments, Agencies, and Organizations Only</b>	<b>8</b>	<b>1</b>	<b>8</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	0	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	1	1	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	7	0	7	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>10</b>	<b>2</b>	<b>8</b>	<b>0</b>
Campus-based victims services	8	0	8	0
Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	2	2	0	0
<b>Total Number of Subawards</b>	<b>400</b>	<b>240</b>	<b>40</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				
	2016-VA-GX-0018	2017-VA-GX-0007	2018-V2-GX-0033	2019-V2-GX-0015

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A. Continue a VOCA-funded victim project funded in a previous year	104	19	3	3
B. Expand or enhance an existing project not funded by VOCA in the previous year	285	222	26	0
C. Start up a new victim services project	8	9	8	0
D. Start up a new <b>Native American</b> victim services project	2	1	2	0
E. Expand or enhance an existing <b>Native American</b> project	2	0	2	0

<b>VOCA and Match Funds</b>				
A single SAR can select multiple service types. Numbers are not unique				
	2016-VA-GX-0018	2017-VA-GX-0007	2018-V2-GX-0033	2019-V2-GX-0015
A.INFORMATION & REFERRAL	169	231	35	3
B.PERSONAL ADVOCACY/ACCOMPANIMENT	167	229	36	2
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	162	224	33	3
D.SHELTER/HOUSING SERVICES	84	131	26	2
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	133	192	33	3
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	168	237	37	3

<b>Priority and Underserved Requirements</b>				
Priority Area	2016-VA-GX-0018	2017-VA-GX-0007	2018-V2-GX-0033	2019-V2-GX-0015
<b>Child Abuse</b>				
Total Amount	\$3,890,997.00	\$2,007,676.00	\$1,964,952.00	\$3,813.00
% of Total Federal Award	14.00 %	9.00 %	5.00 %	0.00 %
<b>Domestic and Family Violence</b>				
Total Amount	\$7,828,985.00	\$2,721,656.00	\$1,474,643.00	\$21,570.00
% of Total Federal Award	28.00 %	12.00 %	4.00 %	0.00 %
<b>Sexual Assault</b>				
Total Amount	\$3,779,464.00	\$1,667,200.00	\$1,764,095.00	\$900.00
% of Total Federal Award	14.00 %	7.00 %	4.00 %	0.00 %
<b>Underserved</b>				
Total Amount	\$8,133,112.00	\$3,402,097.00	\$4,072,467.00	\$33,662.00
% of Total Federal Award	29.00 %	15.00 %	10.00 %	0.00 %

<b>Budget and Staffing</b>				
Staffing Information	2016-VA-GX-0018	2017-VA-GX-0007	2018-V2-GX-0033	2019-V2-GX-0015

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Total number of paid staff for all subgrantee victimization program and/or services	4750.38	2458.95	535	12
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	343891.56	67641.3618667	284589	4
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	2153.93958654	1466.86528846	733	18
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	559266.94	304471	226473	3902

**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)	168	2400	2180	2353	2591	2381
Adult Sexual Assault	1	1714	2120	2027	2135	1999
Adults Sexually Abused/Assaulted as Children	201	296	497	398	383	393
Arson	96	115	107	83	113	104
Bullying (Verbal, Cyber or Physical)	147	439	574	477	449	484
Burglary	102	1251	1075	785	998	1027
Child Physical Abuse or Neglect	190	3545	3684	4368	3987	3896
Child Pornography	138	102	76	85	88	87
Child Sexual Abuse/Assault	223	2369	2187	2646	2532	2433
Domestic and/or Family Violence	12	11267	11364	12450	12835	11979
DUI/DWI Incidents	91	1034	1049	987	1020	1022
Elder Abuse or Neglect	179	349	268	261	237	278
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	114	20	26	11	20	19
Human Trafficking: Labor	141	7	13	32	19	17
Human Trafficking: Sex	3	361	244	272	259	284
Identity Theft/Fraud/Financial Crime	103	1871	1867	1933	1787	1864

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Kidnapping (non-custodial)	109	55	18	34	21	32
Kidnapping (custodial)	106	34	31	37	39	35
Mass Violence (Domestic/International)	95	2	0	0	0	0
Other Vehicular Victimization (e.g., Hit and Run)	93	605	665	859	897	756
Robbery	95	468	379	352	381	395
Stalking/Harassment	234	1175	1341	1479	1632	1406
Survivors of Homicide Victims	1	575	520	601	698	598
Teen Dating Victimization	217	130	177	106	170	145
Terrorism (Domestic/International)	73	773	1	1	1	194
Other	1	3268	2690	2641	2465	2766

**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	132	122	110	105	352
Homeless	1276	1497	1596	1739	5067
Immigrants/Refugees/Asylum Seekers	460	465	523	433	1625
LGBTQ	246	271	255	445	761
Veterans	119	94	117	120	449
Victims with Disabilities: Cognitive/Physical /Mental	1218	1250	1262	1190	4231
Victims with Limited English Proficiency	688	698	867	810	2719
Other	140	222	278	452	1435

**General Award Information**

Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	103346	
Total number of anonymous contacts who received services during the Fiscal Year	17873	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	71201	68.90 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	13973	13.52 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	10257	

**Demographics**

Demographic Characteristic of New Individuals Served	Number	Percent
<b>Race/Ethnicity</b>		
American Indian or Alaska Native	1528	2.15 %

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Asian	851	1.20 %
Black or African American	2636	3.70 %
Hispanic or Latino	6343	8.91 %
Native Hawaiian or Other Pacific Islander	536	0.75 %
White Non-Latino or Caucasian	38353	53.87 %
Some Other Race	420	0.59 %
Multiple Races	1375	1.93 %
Not Reported	17431	24.48 %
Not Tracked	1728	2.43 %
<b>Race/Ethnicity Total</b>		<b>71201</b>
<b>Gender Identity</b>		
Male	19291	27.09 %
Female	39218	55.08 %
Other	196	0.28 %
Not Reported	11099	15.59 %
Not Tracked	1397	1.96 %
<b>Gender Total</b>		<b>71201</b>
<b>Age</b>		
Age 0- 12	10814	15.19 %
Age 13- 17	4986	7.00 %
Age 18- 24	5824	8.18 %
Age 25- 59	26087	36.64 %
Age 60 and Older	5529	7.77 %
Not Reported	13784	19.36 %
Not Tracked	4177	5.87 %
<b>Age Total</b>		<b>71201</b>

Direct Services				
Service Area	# of Subgrantees That Provided Services in This Category	# of Individuals/Contacts Receiving Services	Specific Service	Frequency of Service
A. Information & Referral	141	71042	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	74048
			A2. Information about victim rights, how to obtain notifications, etc.	60723
			A3. Referral to other victim service programs	16621

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			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	45289
B. Personal Advocacy/ Accompaniment	125	27614	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1432
			B2. Victim advocacy/accompaniment to medical forensic exam	1915
			B3. Law enforcement interview advocacy/accompaniment	3453
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	33580
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	2381
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	710
			B7. Intervention with employer, creditor, landlord, or academic institution	4995
			B8. Child or dependent care assistance (includes coordination of services)	6496
			B9. Transportation assistance (includes coordination of services)	11189
			B10. Interpreter services	4489
C. Emotional Support or Safety Services	129	45788	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	51767
			C2. Hotline/crisis line counseling	37200
			C3. On-scene crisis response (e.g., community crisis response)	2021
			C4. Individual counseling	8413
			C5. Support groups (facilitated or peer)	11518
			C6. Other Therapy (traditional, cultural, or alternative healing; art, writing, or play therapy, etc.)	5037
			C7. Emergency financial assistance	4553
D. Shelter/ Housing Services	66	5439	Enter the number of times services were provided in each subcategory.	0
			D1. Emergency shelter or safe house	84376
			D2. Transitional housing	9111

			D3. Relocation assistance (includes assistance with obtaining housing)	4109
E. Criminal/ Civil Justice System Assistance	110	60095	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	115086
			E2. Victim impact statement assistance	6024
			E3. Assistance with restitution	23837
			E4. Civil legal assistance in obtaining protection or restraining order	5544
			E5. Civil legal assistance with family law issues	2128
			E6. Other emergency justice-related assistance	7496
			E7. Immigration assistance	1099
			E8. Prosecution interview advocacy/accompaniment	4295
			E9. Law enforcement interview advocacy/accompaniment	431
			E10. Criminal advocacy/accompaniment	62270
E11. Other legal advice and/or counsel	1665			

### 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	0
No	1
<b>Describe any program or educational materials developed during the reporting period.</b>	
CVSSD did not use VOCA funds to develop program or educational materials during this reporting period.	

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

2019 Oregon District Attorneys Association (ODAA) Annual Summer Conference: Victim Assistance Program Track - In August, CVSSD used VOCA administrative funds to send VOCA funded Oregon District Attorney Victim Assistance Program Directors/Advocates to the two-day ODAA summer conference. Attendees represented 33 of the 36 counties in Oregon. Training materials were shared with those three counties who were unable to attend the conference. This year's agenda included one half-day advanced level training on mass violence incident response. This deep dive into a very important topic was met with enthusiasm and was subsequently followed by follow-up telephonic meetings focused on addressing specific goals identified during the conference training. While feedback indicated a high level of satisfaction with all training provided, many comments were specific to the mass violence incident response and the guided regional roundtable portion of the training. This year's presentations included: General Program Updates Underserved, Marginalized and Oppressed Communities Project Overview FAQ's including Breach Policy and Restitution Civil Commitments Legislative Updates & Debrief on direct effects to VAP programs Juvenile U Visa Gun Dispossession Oregon Crime Victims Rights & Restitution updates Advanced Topic: Mass Violence Incidents DOJ Response Team / Menu of Services FBI Victim Specialists Guided Scenario & Discussion Regional Roundtables & Report out – focus on Transportation Biggest Challenge Common/Unique Resources Training survey results were again tremendously positive and included the following responses: Did you learn anything during this conference that will assist you with serving victims and survivors? 100% of responses indicated Yes Was the Victim Assistance Program Track beneficial to your daily work? 100% of responses indicated Yes What was one the most useful things you learned? The networking was so great....working in our regional areas to not only put a face to a name but brainstorm, hear what is happening in similar sized counties, etc. was invaluable. Also the mass violence training was eye opening and I now feel like I have a direction to head in! The training was great and I loved the MVI and having the Victim Specialists from the FBI present. Overall, the training was great and a great use of time and resources as so much to bring back to our program. As mentioned above, as a follow up to the Mass Violence Incidents training offered at ODAA, CVSSD offered a series of five webinar workshops to continue work with the county victim assistance programs to further develop their response protocol, coordination efforts, and advocacy training and support. Fourteen counties throughout Oregon participated in at least one of the webinar, with the majority attending all five. CVSSD New Subrecipient/New Director Orientation – The 2019 Orientation expanded from a mandatory half-day event in 2018 to a mandatory full day event in 2019 following numerous requests from subrecipients for additional technical programmatic assistance. This year's event welcomed 45 attendees, including directors and support staff, representing 28 programs across Oregon. Topics included: OVC PMT Reporting, CVSSD and OVC overview with guidance to VOCA allowable activities, enhancement and expansion of services and programs, subaward agreements, budgeting, reporting, and CVSSD subrecipient monitoring. With each release of both VOCA competitive and VOCA non-competitive applications, CVSSD hosts a Request for Application (RFA) teleconference. Applicants submitting an application are provided the opportunity to walk through the RFA contents, application forms, and instructions. This is also an opportunity to discuss enhancement and expansion of services and programs, and to review the special conditions that are required for subrecipients receiving VOCA funding.

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

CVSSD developed an internal policy to respond to breach of personally identifiable information within our agency as well as to respond to reports of breach from sub-recipients. In addition, when OVC announced the decision to allow subrecipients discretion to make match waiver determinations, CVSSD developed a Match Waiver policy, created a determination form, and received OVC approval of this policy. CVSSD completed a review and update to our Methods of Administration document as well as related documents. We received approval from the Office for Civil Rights, Office of Justice Programs and were found to be in full compliance with our civil rights obligations. Many of CVSSD's policy activity in this reporting period focused on updating existing policies and creating and updating guidance documents for subrecipients to help them as they develop their own policies. We finalized a guide on procurement as well as program income and worked with key stakeholders to finalize guidelines for confidentiality policies. We also completed a comprehensive update to the VOCA Subrecipient Grant Management Handbook.

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

We are not aware of any major earned media coverage during the reporting period.

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

CVSSD's role in coordinated responses to assist victims during this reporting period focused on providing support and technical assistance to subrecipients throughout the state as they developed and participated in coordinated services and activities to serve victims. Toward that end, CVSSD developed and finalized our Mass Violence Incident Response plan. We established an internal team with background and experience in crisis response, developed protocols for our own response, participated in table top exercises, and developed a menu of services in order to offer support and response for counties across the state. At our annual Victim Assistance Directors meeting we provided training on mass violence incident response and also provided information about CVSSD's ability to offer services and support in the event they have a mass violence incident in their county. We followed that training with five technical assistance webinars to assist and support Victim Assistance Programs (VAP) in developing their

local response plans. The titles of these sessions were: Getting the official go ahead after an MVI; Creating a contact list for people who could augment your VAP response in the first 48 hours after an MVI; Identifying options for a reunification or family assistance center in your community; Developing a community resource list that is specific to MVI; and Putting it together to develop an advocate response plan. Following these trainings, programs sought out additional technical assistance from CVSSD in developing their coordinated response plans. CVSSD's Human Trafficking Intervention Coordinator participated in and supported a coordinated statewide response with task forces around the state. She provided technical assistance in collaboration with the FBI and local providers in Coos Bay, Tillamook, and The Dalles. She supported the creation and development of two new task forces: Coos Bay and Mid-Columbia (which is a four county effort with Sherman, Wasco, Gilliam, and Hood River counties). Additionally, in support of coordinated services, the Coordinator provided trainings with local and statewide partners to increase knowledge and awareness about the importance of coordinated efforts and steps necessary to initiate those efforts.

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

Access to Housing, both short and long term continues to be a major concern across the state of Oregon. Access to affordable housing, the costs of deposits, and price of rent have made it difficult for many Oregon residents to locate and maintain safe and stable housing. For victims and survivors of crime, this barrier is even larger. Crime victims may not have sufficient funds and often struggle with poor credit records, broken leases, and unpaid utility bills related to fleeing abusers. One subrecipient noted that property owners struggle to understand and support the needs of people needing to stay in safe housing. Others report that their inability to utilize VOCA funds to pay for mortgages adds an additional barrier for some victims and survivors. Southern Oregon is experiencing some of the highest income-to-housing cost ratios in the country. Subrecipients note their concerns that individuals may feel they have no choice but to return to their abuser in order to have a place to stay for themselves and/or their children. Shelter availability decreased due to the challenge of securing safe housing. Subrecipients report that victims and survivors remain in shelter for longer durations. Although they are providing safety to that individual, this limits a program's capacity to shelter other individuals in crisis. Subrecipients who have shelters report being at capacity at all times and having to turn away survivors. One subrecipient reported that victims and survivors without children often face an additional barrier because they have less access to services such as SSI, which are more limited. Lack of housing and/or access to shelter has contributed to an increase in the number of victims and survivors who are transient. This makes keeping in contact with survivors increasingly difficult for many organizations. Victims who are homeless face barriers to accessing services due to lack of a mailing address, phone, or transportation. It can be difficult to re-connect with an individual seeking services as their contact information may not be up to date. For the county Victim Assistance Programs, this can mean re-engaging victims and survivors in the court process to notify them of hearings and available services may take months or may not happen at all. Rural communities report isolation as being one of the biggest challenges to providing services. Most counties in Oregon have some area that is considered rural, and 10 of Oregon's 36 counties are considered frontier. Transportation, phone, and internet access are the three primary barriers for these rural victims and survivors. One subrecipient noted that in their community it takes an entire day to drive to see a doctor or reach critical services. Lack of public transportation makes accessing services exceedingly difficult. Finally, some remote parts of Oregon do not have internet service or consistent cell phone coverage, which makes maintaining contact with victims and survivors challenging and at times impossible. Programs offering services in these remote communities report that the location creates isolation and in turn, imposes additional barriers that impact their ability to connect to underserved, marginalized, and oppressed populations. Additional issues noted across the state include lack of access to affordable child care, a decline in available mental health and addiction services, increased request for legal support, and food insecurity.

**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.**

CVSSD promotes the coordination of public and private efforts within the community to enhance and expand victim services across the state. Our continued and growing dialogue with statewide partners includes, though is not limited to: the Oregon Coalition Against Domestic and Sexual Violence (OCADSV); Attorney General's Sexual Assault Task Force (AGSATF); Oregon Network of Child Abuse Intervention Centers, Department of Human Services; the Oregon Law Center; National Crime Victim Law Institute; Multnomah County Family Violence Coordinating Office; and Oregon Health Authority (OHA). While CVSSD has experienced turnover on our Advisory Committee this reporting period, the committee continues to include a broad representation of experts across victim service disciplines that help CVSSD implement VOCA funding to best serve victims across the state. During this reporting period, CVSSD has seen increased growth and collaboration among victim service programs, most notably, those programs with projects funded through the VOCA Funding Initiatives award. This award was released in late 2018 to address service delivery issues, increase access to services, and emphasize a coordinated community responses. Through partnership with the Attorney General's Sexual Assault Task Force, several of the eight Campus Sexual Assault Project subrecipients utilized VOCA funding in developing programs and establishing dedicated advocacy space on campus. For those programs already established, focus was given to coordination efforts across campus programs and on enhanced outreach efforts on campus and in neighboring communities. Several programs are reporting an increase in support

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from students, faculty, and community partnering agencies. Additionally, they are reporting acknowledgement from campus officials on the importance of this work and the need for campus funds dedicated alongside VOCA funding to continue and expand the programs. The VOCA Funding Initiative for county-based human trafficking task forces is yielding positive results around the state. Among tangible elements, VOCA has enabled and enhanced local coordinated public/private partnership efforts; such coordinated efforts help Oregon communities maximize and share their local resources while establishing roles, policies, and lines of communication, while avoiding duplication of efforts. The following are examples of how subrecipients are engaged in coordinated partnerships. Mercy Foundation in Douglas County explains, Outreach to multiple community partners, (e.g. Winston-Dillard School District, Evergreen Medical, Wolf Creek Job Corp, UCC, and Douglas County Juvenile Dept.) has provided opportunities to help agencies integrate protocols within their organization. Each entity trained receives sample protocols as well as referral information for anyone identified as well as new policies for the safety of both staff and clients. This outreach has increased our community's knowledge of our partners, the services available and our capacity to meet needs. The result is expanded partnerships and increased referrals to our agency. Clinics and school staff are more willing to report because they now have a direct resource of who to call in situations of suspected or identified signs of trafficking. This has also provided an opportunity to increase awareness of not only human trafficking in our community, but also intimate partner violence, and sexual assault, as well as our services around each of these issues. In Deschutes County, the Task Force has taken intentional steps to solidify community partnerships. The CSEC Coordinator has worked collaboratively with community partners, other human trafficking organizations, law enforcement and the Deschutes County District Attorney to ensure best practices and continuum of care for all victims of human trafficking. These meetings also allow the CSEC community to discuss occurring trends and community partners involvement. Sub-committees to address specific and confidential case information are formed to best serve individualized needs of clients. J Bar J has contracted with a CSEC Response Team Member, who will now provide translation services (English to Spanish) for all project documents and for response to Spanish speaking victims. The close and collaborative relationship that we have with the local FBI Specialist has allowed us to work collaboratively to assist human trafficking victims. These clients have been able to receive assistance with mental health needs, medical and/or dental needs, safety planning, housing and shelter needs, transportation costs, personal hygiene items, food resources and clothing. VOCA funding is instrumental in helping local communities come together with intention to address and combat the complexities of human trafficking by developing local capacity for advocacy and creating sustainable partnerships in the field.

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

In the fall of 2019 CVSSD: (1) distributed 211 VOCA Non-Competitive awards to 145 current CVSSD subrecipients across the state of Oregon, and (2) approved 35 new VOCA Competitive Project Grant awards to 33 current CVSSD-funded subrecipients and 2 new CVSSD VOCA funded subrecipients. The awards began in October 2019. CVSSD now administers a total of 246 VOCA awards to 147 VOCA-funded subrecipients. Training is one of the more notable activities subrecipients described. Training events are provided to staff and volunteers, community partners, and community members. One subrecipient noted training 34 new child advocates in the past year (29 of whom were sworn-in to work directly with child victims), and offering 21 continuing education opportunities for existing advocates. Another subrecipient reported increasing their volunteer staff from 8 to 23s through training. For other organizations, training community partners was their focus of the past 12 months. One subrecipient noted that because of training in the community, their CSEC steering committee had grown to over 14 members, with 300 community members and partners trained. An excellent example of community education was demonstrated by a Victim Assistance Program who reached out to a local nonprofit (both are subrecipients) to write a newspaper article about victimology. They did this in response to a victim being re-victimized during grand jury when a community member told the victim they were not protecting their body. Another notable activity which occurred across the state this year is a focus on engagement in community, assessments, feedback, and strategic planning. Multiple subrecipients reported strategic planning processes which included feedback from staff, community members, and individuals who sought services. Because of engagement with the community and strategic planning, many subrecipients are reporting increased activities focused on improving equity. For example, as a result of community feedback, one subrecipient committed resources to a local daylong training on DV and race entitled Decolonizing the DV Movement, while another subrecipient focused on victims and survivors who are living with HIV/AIDS. One subrecipient noted that through a more formalized strategic planning process they are now making changes to all of their program forms to be more culturally responsive, and focusing on diversifying both staff and board through active and purposeful recruitment and retention of diverse candidates. A VOCA funded college campus sexual assault program reported working more directly with their Disability Center to develop tools to support students with disabilities. Additionally, CVSSD has seen an increase in the number trainings for staff and volunteers with a focus on providing outreach and culturally competent services for LGBTQI survivors. Other notable activities include expanding and upgrading advocacy office and shelter space, collaborations with community partners for co-located advocacy placement, expanding staff numbers, and working with state DV/SA coalition to put in place a new software program for tracking statistical data and case management.

### **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**

Submitted anecdotes clearly support the ability for agencies to provide an increase of direct services as a result of VOCA funds.

**Sexual Assault Services:** A Lake County District Attorney's Office Victim Assistance Program advocate worked with a six year old boy sexually abused by his father. While the child was required to provide testimony during trial, it became apparent that testimony would be very traumatic. Working together, the child's therapist, foster family, DA, and Advocate developed a plan to support the child through the imminent trial. The advocate brought the child to the courtroom prior to trial, allowing him to become familiar with the room and seating arrangements. The advocate chatted with the victim and foster family about who would be in the courtroom and what their roles in the trial would be. The advocate arranged for the child to observe another trial to view a jury, prosecutor and judge. Pre-trial, the DA filed motions asking for trial accommodations. Motions were granted allowing the courtroom seating to be rearranged so the child did not have direct eye line to his father. The victim was allowed to enter the courtroom through an alternative door allowing him to walk directly to his seat, without having to pass the galley. He was allowed to sit at floor level during testimony so as to not feel so visible. VOCA funding allowed this Advocate to work full time to assist victims of crime, especially allowing the extra hours to support this victim through this difficult trial.

**Domestic Violence Services:** An Oregon Law Center (OLC) attorney met with a victim of chronic sexual & physical abuse by her husband. The victim had medical issues and lost her job due to absences. The attorney spoke with her about a Family Abuse Prevention Act (FAPA) Protective Order. The victim expressed a fear of going to the courthouse alone because her husband may follow her. She was referred to the OLC DV Advocate for support, safety planning & accompaniment through the FAPA process. The FAPA was granted, her abuser moved from the home and she received temporary custody of their daughter. The attorney filed divorce papers with spousal and child support. The attorney then negotiated a divorce settlement in which the abuser agreed to financial support and no parenting time. Shortly after, the victim wanted to relocate closer to family. The attorney and advocate assisted in locating a low income apartment and applying for public benefits. In the months following, the victim secured a well-paying job and her medical issues subsided due to elimination of stress and abuse. OLC deemed it incredible to watch how these VOCA funded services moved this individual from victim to survivor.

**Child Abuse Intervention Services:** The Columbia County Child Assessment Center (Amani Center) received a phone call from a physician regarding a mother who brought her child in following a disclosure of having been repeatedly touched. The child disclosed that the last touching occurred months prior, therefore, it was determined no need for an acute forensic exam and a referral was made to Amani Center. Staff worked quickly to complete the intake process and schedule a next day appointment for an exam and an assessment with law enforcement present. The child readily disclosed extensive abuse over the past two years by two people living in her home. The forensic exam and interview led detectives to key pieces of evidence that resulted in the arrest of an adult and juvenile. The Amani Center staff worked together to transcribe the interview and finalize the report within one day. The report provided the DA information for charging to prevent a pre-trial release. The DA indicated that due to the strength of the evidence obtained at the Amani Center, the case would most likely result in a plea so the child would not have to endure the trauma of a trial. Amani Center credits VOCA funds with allowing the agency to increase capacity, restructure their intake process, and ensure that children are provided services in a timely manner.

**Underserved Services:** Jackson County Sexual Assault Response Team (SART). A SART advocate responded to a male who was raped on a date. The victim had a positive experience with the SANE exam, which made him feel supported and believed and as a result he connected with the SART advocate. The victim was reluctant to report his assault; however, the advocate encouraged him to talk through his fears and to learn about reporting options through the You Have Options Program (YHOP). With the advocate to support him, the victim agreed to a Forensic Experiential Trauma Interview with an YHOP Detective to report the assault. The advocate next connected him with the SART Resource Specialist to locate a therapist who specialized in treating male survivors. VOCA funds allowed this man access to supportive advocacy, medical care, a caring law enforcement response, and counseling to set him on his path to healing.

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

Some crimes that happen within Tribal Nations in Oregon are federally prosecuted. In order to better serve these victims of federal crimes, CVSSD focused on building stronger collaborative partnerships between tribes and statewide technical assistance agencies, our grant-funded programs, and community partners. A CVSSD Fund Coordinator and Advisory Board Member met with the Tribal Council members for three Tribal Nations in Oregon (Confederated Tribes of Umatilla Indian Reservation, Confederated Tribes of Grand Ronde, and the Klamath Tribes) as an update to the Tribal Nations Listening Tour that was completed in 2012. The focus was on the community collaboration framework, reflecting different approaches on building and sustaining local community partnerships. CVSSD will meet with the remaining six Tribal Councils in 2020. VOCA funded programs through the state include key tribal representatives on their boards, include tribal program staff in local trainings and partner meetings, provide culturally specific training by tribal partners to non-tribal program staff, and continue efforts to increase their understanding of tribal needs by having ongoing and direct conversation with Tribal Nations. Subrecipients report working on cases involving Tribal victims and engaging in collaboration with Tribal police and tribal victim service programs. Additional activities are as follows: Seven of nine federally recognized tribes attended and participated in CVSSD's annual Grants Management and Tribal Nations meeting in March 2019. Two of the nine federally recognized tribes in Oregon have a member representing tribal interests on the CVSSD advisory committee. All nine tribes are invited to each of the CVSSD and IP Subcommittee meetings that set statewide strategy for domestic and sexual violence service provision. The inclusion of tribal representatives assures that the voices and concerns of tribal victims are represented during planning, allocation and application review. Tribal board representation continues to provide expertise in CVSSD's funding processes and to improve collaboration

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with state partners and stakeholders as well as domestic violence and sexual assault service providers. CVSSD Fund Coordinators and leadership provide information on grant funding streams, competitive grant and training opportunities and technical assistance to tribal DV/SA programs as requested by Tribal Nations. Eight of nine Tribes are in the final year of their Victim of Crime Act (VOCA) non-competitive award totaling \$2,500,000 or \$312,500 per tribe with no match requirement, for a 30-month period on April 1, 2018 – September 30, 2020. The funds are serving a broad range of services for victims such as child abuse, elder abuse, sex trafficking, domestic and sexual violence, and general victim services. The non-competitive grant will renew in FY 2021. CVSSD awarded non-competitive domestic and sexual violence funding in a FY 2019 - 2021 joint application to Tribal Nations. As of October 2019, seven of the nine federally recognized tribes have used the non-competitive grant funding to provide emergency support services for victims, which includes transitional housing, mental health and legal services; travel and training for tribal advocates as well as hiring additional part-time advocates to increase service delivery for victims in a large tribal county service area (up to eleven counties for Tribal Nations). The funding to tribes ensures equal access to services for all victims across the state. As grantees, communication and collaboration with the Tribes on a state and local level has increased. The Crime Victim Compensation (CVC) application process includes changes to the portal that meets tribal program needs in multiple counties. CVC staff met with Tribal Nations to provide training on how to apply for benefits on behalf of the victims they re working with. A Tribal Victim Service Program Manager and tribal member provided insight to CVSSD CVC and grant management staff on the tribal practices in death and burial.

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

As noted in question 12, homeless populations across Oregon continue to grow due to multiple factors including housing scarcity, rising costs of rentals, and additional barriers resulting from victimization. One subrecipient attributed some of the growth of homeless populations in their county with the large influx of seasonal workers due to the popularity of hemp growth in their community. This growing population brings new challenges including difficulty maintaining contact, providing services, and a danger of survivors returning to their perpetrators. One subrecipient noted an increase in difficulty serving restraining orders to perpetrators who are also homeless. Drug addiction is an area many subrecipients are reporting on as an upward trend. Illicit substance use in Oregon exceeds the national per capita average. Counties are struggling with an increase in addictions related to methamphetamine, heroin, and opioids; an increase so significant that the city of Portland has recently declared a state of emergency around methamphetamine use. For victim service providers, a major growing concern and notable trend is the number of children who are in need of services as a result of being exposed to illegal, or in some cases legal substances, that are harmful. One subrecipient reported a steady increase over the last year of infants born testing positive for drugs, resulting in removal from the home and placement into foster care. Another subrecipient noted an increase in resources needed for abuse victims who have had their children removed into DHS care as a result of possible drug endangerment. Recently, Oregon moved to a centralized child abuse reporting hotline. Subrecipients providing services to children have noted an increase in children being referred to child abuse assessment centers. One subrecipient noted that in prior years they would see 1-2 intakes per week, in recent months they described receiving up to 15 referrals a week. This created longer wait times for appointments, a strain on resources, and concerns for cases being assigned an advocate in a timely manner. This emerging issue is further impacted by the recent reports of high turnover of DHS staff who have increased caseloads. One subrecipient reported that it takes 6-9 months to replace an outgoing DHS worker in their community due to their rural location. While this has been a struggle, subrecipients do report that a higher number of disclosures through the centralized hotline were not unexpected, but came at a quicker rate than anticipated, creating a capacity issue that is yet to be resolved. Another trend reported by subrecipients this year, is fear regarding the public charge rule, and increased fear of reporting due to political climate. Some subrecipients report victims being fearful of seeking services because they are unclear as to what the public charge rule means for them within the immigration arena. As a result, subrecipients reported an increase in victims choosing to stay in abusive relationships due to fear of what will happen to them or their family members if they come forward to seek support or protection. One subrecipient reported a reduction in families identifying as Hispanic/Latino; instead opting to select mixed race or declining to answer questions regarding ethnicity. The Russian community has noted an impact as well. One subrecipient reported that they are seeing less open communication between non-Russian speakers and the Russian community due to mistrust. They also describe increased incidences of open hatred directed at Russian immigrants. Additional trends reported include: increasing request for hospital response for SA victims, reduction in mental health care access, and a renewed focus on human trafficking across the state.

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

Staffing retention across Oregon s victim service delivery system continues to be a somewhat mixed, though mostly tenuous, phenomena. Programs have reported reoccurring situations in which they hire and train new staff only to see those staff then leave with new skills for higher paying jobs elsewhere. This creates significant instability and an innate reluctance to move beyond attrition and vacancies in order to maintain effective staffing levels. Across the spectrum, programs have growing concerns with the degree of difficulty in providing victim service work, from high caseloads, to inadequate pay, vicarious trauma, and potential burnout. One county Victim Assistance Program writes: We have again experienced 50% turnover in the reporting period. The biggest retention issue is that this type of work is very taxing on the body and mind and the burn out rate is high. The

pay is often insufficient to compensate for the vicarious trauma advocates face. Workloads carried by each advocate are high, and while the quantity of services continues to rise, quality is affected; thereby limiting personal contact, collaboration with our community partners, and direct services to victims. This limitation is a source of job dissatisfaction for victim advocates who traditionally enter the field to be engaged in precisely those activities which the victim assistance program's caseload prevents them from performing as often or as in-depth as they would like. A Children s Advocacy Center says: We re happy to report that we experienced no staff turnover during the period. That said, we re still very understaffed and our workloads are high. Although we strive to offer competitive compensation, we know we need to make workloads more manageable to both prevent burnout and offer the highest quality services to victims. While we ve been unable to increase staff over the last year due to a lack of space, we will be increasing staffing in the next 6 months as we re moving into a larger facility. Thanks to VOCA funding, we ll then be able to increase the number of staff advocates that we employ and, ultimately, reduce caseloads. A DV/SA provider in remote Douglas County reports: High utilization of sick leave due to the number of high lethality cases, frequency of on-call work, compassion fatigue, vicarious trauma, and feeling like their personal safety was compromised (abuser threatening to come with a gun). Childcare is difficult to find 24/7 and in the evenings, presenting on-going issues around coverage which impacts other staff and contributes to burn out. Advocates make too much money for daycare assistance, but not enough to pay for childcare. Health benefits for family members is not included in the plan and is too expensive for families to pay even if it were available. Despite ongoing retention and staffing concerns, Oregon victim service providers remain passionate and dedicated about delivering high quality services throughout the state.

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

Publicity for victim service funding comes in a variety of ways. One primary method for reaching eligible victim service programs throughout the state is with internet list-serves. CVSSD maintains multiple lists, including a dedicated list for messaging non-profit DV/SA programs, for messaging District Attorney Victim Assistance Programs, Child Advocacy Centers, and one that is a general list for any interested program to be notified of funding opportunities. The Oregon Department of Justice s CVSSD webpage is open to the public and serves as a repository for information and technical assistance specific to CVSSD funding opportunities including VOCA. In some cases, CVSSD will create targeted messages about availability and accessibility of VOCA funding. In this report cycle, CVSSD staff used the forum of our Non-profit Directors Training to discuss a new housing funding opportunity, preparing the way for a grant funding application process this winter. CVSSD uses training opportunities to discuss grant availability and provide technical assistance for programs receiving or applying for CVSSD funding. Also, CVSSD shares funding information with its Advisory Committee, members who then help share information with their partners and stakeholders in the field. In March of this year, CVSSD hosted our first Tribal Victim Service Providers Meeting. This will become a recurring annual event and an opportunity to message funding opportunities and offer support in person to our partners from Oregon s Tribal Nations. Finally, CVSSD shares funding information with the Oregon Network of Child Abuse Intervention Centers, the Attorney General s Sexual Assault Task Force, and the Oregon Coalition Against Domestic and Sexual Violence, our three primary technical assistance providers to programs across the state.

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

In order to assess victim service needs and funding gaps throughout the state, CVSSD initiated a statewide assessment by offering Community Conversations Tours across the state. The tours began in late 2019 and will continue through early 2020. With information garnered through these visits, CVSSD will develop project criteria for a competitive funding opportunity designated for the enhancement and expansion of services to new/underserved populations. The Underserved, Marginalized, and Oppressed Community Project competitive solicitation is set for release in spring of 2020. During this reporting period CVSSD continued to promote the use of VOCA funds to enhance and expand services directed to new/underserved populations. The following are a few anecdotes of subrecipients recent work in enhancing/expanding their services to reach new/underserved population: Clackamas County District Attorney s Office Victim Assistance Program - During this 12 month grant reporting period, the DAVAP was able to provide direct victim services to the underserved populations of Clackamas County through several methods; the primary being with the support of an OVW grant that funds a RURAL Victim Advocate. In addition, the program utilizes the language line and their Spanish speaking advocates. The DOJ CVSSD web page is offered to victims for multiple languages as well as collaborating with the community advocates, IRCO, and Catholic Charities, who offer direct services in several languages and cultures. The program follows state mandated ADA laws and staff has been training in trauma informed modalities, especially when working with the elderly, disabled and LGBTQ populations. Juliette s House - Because of the nature of the clinical assessment work done at Juliette s House, we rely on our partners in law enforcement and child protective services to identify and refer clients and include new or underserved populations in their referrals, as needed. We do, however, continue to look for other ways to reach out to underserved populations. In our service area, this is mostly notably Hispanic and LGBTQ populations. We have on staff two full-time Spanish/English bilingual and bicultural staff members who, as needed, assist and work with Hispanic families during and after assessment. These staff are also working with the Hispanic community to identify that community s current and changing needs so we can examine our service provision and make sure we are meeting those needs. In our outreach education work, we provide in-school workshops in Spanish for both children and families. We are working on expanding our workshops to include underserved populations in both the eastern and western areas

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of Yamhill County and into Polk County, which are generally underserved, and also create Spanish language versions of materials where needed. We are also working with DHS to provide more support for Foster families. The Haven - One of the main barriers HAVEN and other agencies have had after meeting a Native survivor in crisis has been the lack of follow up we are able to complete. HAVEN advocates focus on rapport building and breaking down barriers to accessing services, but we still were seeing a higher number of survivors disconnecting who were members of this population. As a SART in Wasco county, we identified ongoing connection with Native survivors as a main goal. Since then, we are happy to now have a system-based victim advocate with our Inter-Tribe police. We have worked closely in training, supporting, and coordinating with the new victim advocate located at Columbia River Inter Tribal Fisheries Commission. This is the first time we have a partner who will be able to support victims of crime in the in-lieu sites and fisheries areas. She has been a key player in many of the multi-disciplinary teams that support survivors and her ability to go on-site and support folks in accessing services has been incredibly important for survivors in our area. HAVEN has also seen an increase in Native survivors accessing services as well as continuing services. Our focus is to support in their path to healing and also build bridges to other systems who they may not be open to connecting with immediately, but would be a helpful option for them and their families. She has also rejuvenated the CRITFC MDT, which is a great opportunity for social services from both sides of the river to come together to understand and support the needs of our local Native population. We have already worked together with the Inter-Tribe victim advocate on a few cases and she is a great partner to support those who might be fearful of systems or have been negatively affected by them in the past.

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

Subrecipients report that they continue to rely heavily on multiple partner agencies for their expertise in their respective disciplines. As Lake County DAVAP reports, ...continuing to work and build community partnerships has enabled us to improve our reach in serving victims and lessen the gaps we have in providing services. We have many obstacles and challenges being in a very small and isolated community. Working together with other partners in the County is the best way to ensure that we meet the needs of victims and survivors. Subrecipients were able to expand services through the VOCA Support Services & Training non-competitive funding awarded in 2018. While this funding was intended to expand or enhance the delivery of Mental Health Services and Legal Services, agencies continue to experience gaps in these areas. Agencies are experiencing limited availability of trauma-informed mental health care providers and trauma informed legal representation, particularly in the more rural areas of the state. Additional gaps reported during this reporting period include: increasing need for bi-lingual/bi-cultural advocates, access to safe and stable housing, transportation, lack of medical advocacy, and limited LGBTQ services. The following are a two examples of how subrecipients responded to gaps in services during the reporting period: Sexual Assault Support Services (SASS) of Lane County – During this reporting period SASS has experienced staff turnover; however, this has not impacted the delivery of services to survivors in our community. Yet, many gaps in services exist/persist in Lane County (LC) and include: lack of emergency shelter for survivors of sexual assault, in particular, those without minor children in their custody; lack of trained, trauma informed SANEs and medical care; and lack of competent advocacy services at our sibling DV agency, to name a few. As a result, SASS advocates are resourceful, shrewd, and adaptable when striving to meet the needs of survivors. For instance, while SASS is unable to change ER culture, we are able to offer/transport survivors to Sara's Place in Albany; having this option has been instrumental in mitigating wait times and access to medical care for survivors. Another gap is lack of housing, affordable or otherwise, and resources available to survivors of sexual violence. To bridge this, SASS works closely with local housing agencies such as Homes For Good, St. Vincent de Paul, and HACSA to ensure survivors are on all relevant wait lists. Tides of Change - In order to respond to gaps in services we attempt to partner and strategize with our partner agencies on how to serve mutual clients. During this last year we were able to assist our local Community Action, CARE, in seeking and obtaining the DV Bonus housing funds from HUD. We now have 3 spots for rapid re-housing and short term rental assistance for DV survivors in our county. Over the last year services for youth victims was identified as a large gap both in our agency and our community. We have worked diligently over the last year to outreach and advertise that our services are available to youth victims. As a result we have seen an increase in youth receiving our services. We also developed a formal partnership with Juvenile Justice to create a referral pathway for youth victims. We established office hours two days a week at our Junior High School with our Youth Advocate.

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

Common Outcome Report from VOCA Grantees: In addition to the VOCA PMT statistics, subrecipients are required to collect and report data on short-term outcomes. Since 2002, all CVSSD subrecipients have been required to collect outcome feedback from at least 10% of appropriate clients. The outcome measure results from October 2018 – September 2019 are included here. For this period, 34,168 survey forms were distributed by all sub-recipient programs (including non VOCA funded programs) and 12,312 were returned for an overall return rate of 36%. All sub-recipient programs are required to include this outcome measure on the survey: The services provided by this program helped me make informed choices about my situation. Of the 12,312 individuals who responded to this measure, 94% agreed or strongly agreed, 2% disagreed or strongly disagreed, 4% had no opinion. Agencies and programs serving survivors of domestic and sexual violence (including non-profit domestic and sexual violence advocacy organizations) collect feedback on two additional outcome measures. Of the 5,905 survivors who responded to the outcome measure. After working with this DV/SA agency. I have some new ideas about how to stay safe . 94% agreed or

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strongly agreed, 1% disagreed or strongly disagreed, and 5% had no opinion. The same number of survivors responded to the outcome measure, After working with this agency, I know more about resources that may be available, including how to access them , of which 94% agreed or strongly agreed, 2% disagreed or strongly disagreed, and 4% had no opinion. Programs serving victims of crime through the criminal justice system (i.e. District Attorney Offices, law enforcement, Tribal Nations and other social service providers) collect feedback on two additional outcome measures. Of the 4,243 victims who responded to the outcome measure, As a result of the information I received from this program, I better understand my rights as a victim of crime , 90% agreed or strongly agreed, 4% disagreed or strongly disagreed, and 6% had no opinion. The same number of victims responded to the outcome measure, The information given to me by this agency helped me better understand the criminal justice system process as it relates to my case , of which 88% agreed or strongly agreed, 5% disagreed or strongly disagreed, and 7% had no opinion. Agencies and programs serving child abuse victims (including Child Advocacy Centers and Court Appointed Special Advocates) collect feedback on two additional outcome measures. Of the 2,164 victims who responded to the outcome measure, The staff from this agency treated my family with sensitivity and respect , 93% agreed or strongly agreed, 1% disagreed or strongly disagreed, and 6% had no opinion. The same number of victims responded to the outcome measure, The staff of this agency was supportive in helping me to access treatment services for my child and family , of which 91% agreed or strongly agreed, 2% disagreed or strongly disagreed, and 7% had no opinion.