

PA Annual State Performance Report

Victim Assistance Formula Grant Program

Reporting Period: [Oct 1, 2019 to Sept 30, 2020]

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

OVC VOCA Assistance Funds				
	2017-VA-GX-0069	2018-V2-GX-0068	2019-V2-GX-0026	2020-V2-GX-0063
Federal Award Amount	\$71,649,740.00	\$128,806,626.00	\$86,679,182.00	\$63,811,600.00
Total Amount of Subawards	\$74,406,755.00	\$82,981,231.00	\$1,038,908.00	\$1,039,577.00
Total Number of Subawards	371	409	5	3
Administrative Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Training Funds Amount	\$0.00	\$0.00	\$0.00	\$0.00
Balance Remaining	(\$2,757,015.00)	\$45,825,395.00	\$85,640,274.00	\$62,772,023.00

Subgrantee Organization Type				
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.				
Type of Organization	2017-VA-GX-0069	2018-V2-GX-0068	2019-V2-GX-0026	2020-V2-GX-0063
Government Agencies Only	39	49	1	0
Corrections	0	0	0	0
Courts	0	2	0	0
Juvenile Justice	0	4	0	0
Law Enforcement	0	0	0	0
Prosecutor	35	39	1	0
Other	4	4	0	0
Nonprofit Organization Only	332	360	4	3
Child Abuse Service organization (e.g., child advocacy center)	42	49	0	0
Coalition (e.g., state domestic violence or sexual assault coalition)	6	3	0	0
Domestic and Family Violence Organization	70	80	1	0
Faith-based Organization	0	0	0	0
Organization Provides Domestic and Family Violence and Sexual Assault Services	56	55	0	0
Organization by and/or for underserved victims of crime (e.g., drunk driving, homicide, elder abuse)	23	23	1	1
Sexual Assault Services organization (e.g., rape crisis center)	20	22	1	1
Multiservice agency	88	101	1	1
Other	27	27	0	0
Federally Recognized Tribal Governments, Agencies, and Organizations Only	0	0	0	0
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	0	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
Campus Organizations Only	0	0	0	0
Campus-based victims services	0	0	0	0

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

Law enforcement	0	0	0	0
Physical or mental health service program	0	0	0	0
Other	0	0	0	0
Total Number of Subawards	371	409	5	3

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

Subaward Purpose				
A single SAR can select multiple purposes. Numbers are not unique				
	2017-VA-GX-0069	2018-V2-GX-0068	2019-V2-GX-0026	2020-V2-GX-0063
A. Continue a VOCA-funded victim project funded in a previous year	230	372	5	3
B. Expand or enhance an existing project not funded by VOCA in the previous year	143	76	0	0
C. Start up a new victim services project	28	3	0	0
D. Start up a new Native American victim services project	0	0	0	0
E. Expand or enhance an existing Native American project	0	0	0	0

VOCA and Match Funds				
A single SAR can select multiple service types. Numbers are not unique				
	2017-VA-GX-0069	2018-V2-GX-0068	2019-V2-GX-0026	2020-V2-GX-0063
A.INFORMATION & REFERRAL	126	366	2	3
B.PERSONAL ADVOCACY/ACCOMPANIMENT	117	357	1	3
C.EMOTIONAL SUPPORT OR SAFETY SERVICES	104	299	1	3
D.SHELTER/HOUSING SERVICES	46	134	0	1
E.CRIMINAL/CIVIL JUSTICE SYSTEM ASSISTANCE	92	291	1	3
F. ASSISTANCE IN FILING COMPENSATION CLAIMS	137	404	2	3

Priority and Underserved Requirements				
Priority Area	2017-VA-GX-0069	2018-V2-GX-0068	2019-V2-GX-0026	2020-V2-GX-0063
Child Abuse				
Total Amount	\$13,439,951.00	\$14,490,356.00	\$164,671.00	\$164,677.00
% of Total Federal Award	19.00 %	11.00 %	0.00 %	0.00 %
Domestic and Family Violence				
Total Amount	\$26,881,167.00	\$30,731,962.00	\$128,841.00	\$128,847.00
% of Total Federal Award	38.00 %	24.00 %	0.00 %	0.00 %
Sexual Assault				
Total Amount	\$5,655,815.00	\$7,737,285.00	\$157,011.00	\$157,017.00
% of Total Federal Award	8.00 %	6.00 %	0.00 %	0.00 %
Underserved				
Total Amount	\$25,086,768.00	\$23,956,694.00	\$588,335.00	\$589,036.00
% of Total Federal Award	35.00 %	19.00 %	1.00 %	1.00 %

Budget and Staffing				
Staffing Information	2017-VA-GX-0069	2018-V2-GX-0068	2019-V2-GX-0026	2020-V2-GX-0063
Total number of paid staff for all subgrantee victimization program and/or services	1941	2274	48	48
Number of staff hours funded through this VOCA award (plus match) for subgrantee's victimization programs and/or services	705614	327243	1779	1779
Total number of volunteer staff supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	593	651	22	21
Number of volunteer hours supporting the work of this VOCA award (plus match) for subgrantee's victimization programs and/or services	689303	21104	778	777

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)	196	8987	8352	6110	6494	7485

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Adult Sexual Assault	239	5406	5773	4213	3449	4710
Adults Sexually Abused/Assaulted as Children	203	1373	1397	1078	877	1181
Arson	91	208	225	148	130	177
Bullying (Verbal, Cyber or Physical)	127	275	441	195	116	256
Burglary	129	2695	2474	1769	2249	2296
Child Physical Abuse or Neglect	2	4009	4958	3698	3497	4040
Child Pornography	112	125	166	139	128	139
Child Sexual Abuse/Assault	5	10588	11459	8214	6443	9176
Domestic and/or Family Violence	75	33114	32079	25228	21321	27935
DUI/DWI Incidents	2	1812	1575	1158	1576	1530
Elder Abuse or Neglect	6	833	854	657	640	746
Hate Crime: Racial/Religious/Gender/ Sexual Orientation/Other (Explanation Required)	98	49	34	33	26	35
Human Trafficking: Labor	108	141	137	101	122	125
Human Trafficking: Sex	1	872	433	183	332	455
Identity Theft/Fraud/Financial Crime	126	1313	1346	1020	1080	1189
Kidnapping (non-custodial)	68	82	95	46	50	68
Kidnapping (custodial)	70	32	39	23	32	31
Mass Violence (Domestic/International)	60	25	6	7	8	11
Other Vehicular Victimization (e.g., Hit and Run)	96	1024	957	636	851	867
Robbery	147	2120	2060	1436	1538	1788
Stalking/Harassment	186	1565	1526	1327	1594	1503
Survivors of Homicide Victims	5	3604	3527	3301	3262	3423
Teen Dating Victimization	171	248	277	193	116	208
Terrorism (Domestic/International)	90	29	55	45	45	43
Other	123	9132	8285	5740	6506	7415

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	417	406	261	208	1280
Homeless	3719	3345	2466	1648	12347
Immigrants/Refugees/Asylum Seekers	1503	1683	1336	1892	5343
LGBTQ	1132	1106	768	663	3185
Veterans	371	407	337	292	1477
Victims with Disabilities: Cognitive/ Physical /Mental	5531	5368	4265	3317	20680
Victims with Limited English Proficiency	1983	2111	1652	2093	7748
Other	0	0	0	0	1

General Award Information		
Activities Conducted at the Subgrantee Level	Number	Percent
Total number of individuals who received services during the Fiscal Year.	289930	
Total number of anonymous contacts who received services during the Fiscal Year	0	
Number of new individuals who received services from your state for the first time during the Fiscal Year.	197684	68.18 %
Of the clients who received services, how many presented with more than one type of victimization during the Fiscal Year?	19445	6.71 %
Number of individuals assisted with a victim compensation application during the Fiscal Year.	1584	

Demographics		
Demographic Characteristic of New Individuals Served	Number	Percent
Race/Ethnicity		
American Indian or Alaska Native	272	0.14 %
Asian	2098	1.06 %
Black or African American	32388	16.38 %
Hispanic or Latino	13051	6.60 %
Native Hawaiian or Other Pacific Islander	207	0.10 %
White Non-Latino or Caucasian	80387	40.66 %

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Some Other Race	2472	1.25 %
Multiple Races	3133	1.58 %
Not Reported	63676	32.21 %
Not Tracked	0	0.00 %
Race/Ethnicity Total	197684	
Gender Identity		
Male	47769	24.16 %
Female	131231	66.38 %
Other	373	0.19 %
Not Reported	18311	9.26 %
Not Tracked	0	0.00 %
Gender Total	197684	
Age		
Age 0- 12	16492	8.34 %
Age 13- 17	11774	5.96 %
Age 18- 24	18166	9.19 %
Age 25- 59	104507	52.87 %
Age 60 and Older	15570	7.88 %
Not Reported	31175	15.77 %
Not Tracked	0	0.00 %
Age Total	197684	

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	168	160013	Enter the number of times services were provided in each subcategory.	0
			A1. Information about the criminal justice process	84275
			A2. Information about victim rights, how to obtain notifications, etc.	161499
			A3. Referral to other victim service programs	48963
			A4. Referral to other services, supports, and resources (includes legal, medical, faith-based organizations, address confidentiality programs, etc.)	74722
B. Personal Advocacy/ Accompaniment	157	117897	Enter the number of times services were provided in each subcategory.	0
			B1. Victim advocacy/accompaniment to emergency medical care	1207
			B2. Victim advocacy/accompaniment to medical forensic exam	2033
			B3. Law enforcement interview advocacy/accompaniment	5942
			B4. Individual advocacy (e.g., assistance in applying for public benefits, return of personal property or effects)	420848
			B5. Performance of medical or nonmedical forensic exam or interview or medical evidence collection	7062
			B6. Immigration assistance (e.g., special visas, continued presence application, and other immigration relief)	9350
			B7. Intervention with employer, creditor, landlord, or academic institution	2095
			B8. Child or dependent care assistance (includes coordination of services)	564
			B9. Transportation assistance (includes coordination of services)	6014
B10. Interpreter services	2651			
C. Emotional Support or Safety Services	137	118869	Enter the number of times services were provided in each subcategory.	0
			C1. Crisis intervention (in-person, includes safety planning, etc.)	93000
			C2. Hotline/crisis line counseling	88693
			C3. On-scene crisis response (e.g., community crisis response)	2503
			C4. Individual counseling	215049
			C5. Support groups (facilitated or peer)	40046
			C6. Other Therapy (traditional, cultural, or alternative healing: art, writing, or play therapy, etc.)	36460
C7. Emergency financial assistance	2476			
			Enter the number of times services were provided in each subcategory.	0

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D. Shelter/ Housing Services	59	7398	D1. Emergency shelter or safe house	184772
			D2. Transitional housing	42355
			D3. Relocation assistance (includes assistance with obtaining housing)	3381
E. Criminal/ Civil Justice System Assistance	138	141568	Enter the number of times services were provided in each subcategory.	0
			E1. Notification of criminal justice events	127453
			E2. Victim impact statement assistance	18610
			E3. Assistance with restitution	26585
			E4. Civil legal assistance in obtaining protection or restraining order	12624
			E5. Civil legal assistance with family law issues	22504
			E6. Other emergency justice-related assistance	47105
			E7. Immigration assistance	4193
			E8. Prosecution interview advocacy/accompaniment	499
			E9. Law enforcement interview advocacy/accompaniment	86
			E10. Criminal advocacy/accompaniment	81319
E11. Other legal advice and/or counsel	4425			

ANNUAL QUESTIONS

Grantee Annually Reported Questions	
Question/Option	Count
Were any administrative and training funds used during the reporting period?	
Yes	1
No	0
Did the administrative funds support any education activities during the reporting period?	
Yes	1
No	0
Number of requests received for education activities during the reporting period.	13
Number of people trained or attending education events during the reporting period.	2443
Number of events conducted during the reporting period.	31
Did the grant support any coordination activities (e.g., with other service providers, law enforcement agencies) during the reporting period?	
Yes	1
No	0
Describe any program or educational materials developed during the reporting period.	
<p>The Pennsylvania Legal Aid Network historically conducts a 2-day training for VOCA attorneys. Due to the COVID-19 Pandemic this year, the in-person training was not able to be offered. As a result, the training was offered virtually over a 3-week period in which 13 1-hour trainings were recorded. For those attorneys that couldn't attend all 13 sessions over the 3-week period, the recordings were added to the PVST LMS website and attorneys were provided information in order to be able to attend the trainings through the LMS. The Pennsylvania State University provides online trainings for victim advocates at PCCD-funded programs and allied professionals whose work brings them into contact with crime victim populations. During this annual reporting period a two-part training on Human Trafficking and Substance Abuse was added to the website. Six other courses were scheduled to be completed by September 30, 2020 however, due to the COVID-19 Pandemic, the courses have been delayed and are in various stages of completion. In an effort to better provide information to victims of crime, at the time of the crime, the Access to Services Subcommittee under the Victims Services Advisory Committee is in the process of revising the current multi-page law enforcement brochure. The current packet of information law enforcement provides victims is overwhelming to many victims. This brochure will be replaced with a double-sided postcard for Law Enforcement to notify victims of their rights and the services that are available to them.</p>	
Describe any planning or training events held during the reporting period.	
<p>A. PCCD provides a grant to the Pennsylvania District Attorney's Institute (PDAI) to carry out PCCD's statewide training project for victim service providers. PDAI coordinated five (5) training opportunities for Victim/Witness program staff in District Attorney's offices and community-based victim service agencies to enhance the quality and effectiveness of services provided to crime victims in the Commonwealth as well as fulfill obligations to provide crime victims with the rights to which they are entitled under the Crime Victims Act. B. Three (3) Victim Services Foundational Academies were held in fiscal year 2019-2020. Attendance is mandatory for new victim service professionals providing direct services to victims. The foundational academy teaches participants to identify and understand their roles and job responsibilities as outlined by PCCD's Consolidated Victim Service Program Standards. Topics include, but are not limited to: 1. The Role of the Victim Service Professional 2. Orienting to the Job of Victim Assistance 3. The History of Victim Services 4. The Criminal Justice System 5. The Juvenile Justice System 6. Understanding the Crisis Reaction 7. Trauma 8. Confidentiality 9. Communication Skills 10. Statewide Automated Victim Information and Notification (SAVIN) 11. Self-care & Vicarious Trauma 12. Cultural Humility C. KCIT held the following trainings: * Basic Crisis Response Training and Simulation Trainings * The Basic Crisis Response Training focused how to work as a team to help people in crisis cope with the physical, behavioral and emotional reactions to trauma in the aftermath of a community crisis. Simulation Trainings focused on KCIT members maintaining their crisis response skills levels by training on different aspects of crisis intervention. *Trauma Informed Death Notification Trainings *Trauma Informed Death Notification Trainings educated victim service providers and first responders on how to provide death notifications in a trauma informed way. *Responding to Seniors Trauma During COVID-19 and Beyond *This specific training was provided to Area Agencies on Aging in an effort to help agencies who specifically focus on providing services to the aging community. *Healing and Trauma Informed Care for Communities of Color *Trauma Informed Care with cultural sensitivity when working with victims of color. *Validating Trauma *Working with victims who experienced trauma, this workshop was presented at the KCIT Virtual Conference D. The Pathways Conference is held every two years. There were 334 allied professionals in attendance, including victim service practitioners, criminal and juvenile justice personnel, prosecutors, social workers, health care providers, and other key government stakeholders. The conference featured nationally recognized speakers including Tonier Cain, an expert on Trauma-Informed Care; Jennifer Storm, Victim Advocate and author of Black Out Girl ; and Lisa Mills, national humorist and motivational speaker. The conference included a series of forty-two (42) workshops highlighting Pennsylvania's best practices in victims services.</p>	
Describe any program policies changed during the reporting period.	

A. Monitoring In May 2020, OVS updated the monitoring guidelines. The updates to the guidelines included revised procedures for training new staff; the OVC approved risk assessment-based monitoring plan; updated monitoring checklists; process for reviewing client, staff, and volunteer files; and clarification of timeframes for the completion of the monitoring report. As a result of the COVID-19 Pandemic, per the Governor's Stay At Home Order, OVS was not able to conduct on-site monitoring visits. OVS developed an alternative monitoring plan for them to be conducted virtually. This alternative plan was submitted and approved by the OVC Grant Manager. The virtual monitorings occur thru the use of Skype and are conducted in the same manner as on-site monitoring visits. OVS staff and subrecipient staff meet virtually to conduct the monitoring visit, interview staff, review personnel files, client files, review databases, observe equipment and areas of the building. An addendum to the monitoring report was developed that is related to how the agency is addressing the issues related to the COVID-19 pandemic. Although there have been some minor challenges due to the virtual monitorings, there has been no impact on being able to complete them. B. Funding Due to the significant reductions of deposits into the VOCA fund, a decision was made by the Victims Services Advisory Committee (VSAC) in November 2019, to forgo a new VOCA competitive funding announcement in 2020. The possibility of a new competitive solicitation in the future will be discussed as more information is known about the solvency of the VOCA fund. VSAC decided to release a VOCA funding announcement in early 2020 to continue funding existing programs to maintain the expanded programs and service provision to victims that was accomplished over the past four years with the increased VOCA funds. Since 2016, Pennsylvania has funded 49 new programs; increased FTEs from 332 to 1335; seen a 73% increase in the number of elder victims served; over a 1000% increase in human trafficking victims served; more than quadrupled the availability of programs offering credentialled therapy and a 57% increase in the number of victims served. The projects awarded under the 2020 VOCA funding announcement will be funded over a 3-year period from October 1, 2020 to September 30, 2023.

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

During this time period, there were a number of media announcements from local legislators or local agencies announcing the awarding of VOCA Funding. They include:
https://www.delcotimes.com/lifestyle/four-delaware-county-service-agencies-to-work-together-to-support-crime-victims/article_6bb6b9ae-f791-11ea-90f3-53ce21fa331f.html
https://www.dailylocal.com/news/local/chester-county-getting-7-million-for-crime-prevention/article_b26badbe-f363-11ea-8f07-0714876c7e20.html
<https://www.penncapital-star.com/criminal-justice/how-choices-by-trumps-justice-department-could-jeopardize-domestic-violence-and-rape-crisis-services-across-pennsylvania/>
<https://jewishchronicle.timesofisrael.com/pittsburgh-organizations-get-federal-funds-for-costs-related-to-10-27-massacre/>
<https://ladailypost.com/office-for-victims-of-crime-awards-funds-to-support-victims-of-mass-shooting-at-tree-of-life-synagogue/>
<https://safetecenter.psu.edu/2020/08/18/victim-services-threatened-by-a-depleted-perpetrator-financed-crime-victims-fund/>

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

OVS continues to aid in the response to the events of Saturday, October 27, 2018, in which a gunman entered Tree of Life Synagogue in Pittsburgh and opened fire killing eleven (11) and wounding another six (6). At the time of the shooting, there were 30-40 people inside the Synagogue. The initial response to this tragic event was coordinated by the Federal Bureau of Investigation (FBI). A Family Resource Center was established during the first week to meet the immediate needs of those inside the synagogue; family members; community members, etc. There was a diverse response at the Family Resource Center that included the PCCDs Office of Victim Services, and a local victim service agency located in Pittsburgh. Since this was deemed a federal crime, PCCDs Office of Victim Services have worked closed with federal partners on this incident, to include Victim Compensation Assistance. This tragic event will have long term effects on the victims, family members and community at large. Ongoing efforts include working with the federal government to apply for the Antiterrorism and Emergency Assistance Program (AEAP) Grant. OVS officially submitted the AEAP federal grant application to the federal Office for Victims of Crime (OVC) on April 8, 2020. On May 6, 2020, PCCD was notified that the AEAP grant had been awarded to PCCD in the amount of \$3,863,606. Based on the award, the grants funds are to go to seven (7) agencies. Those agencies are Dor Hadash, New Light Congregation, Tree of Life, Jewish Community Center, Jewish Family and Community Services, Jewish Federation of Greater Pittsburgh and Center for Victims. A funding announcement was released for these seven (7) agencies on May 11, 2020 and closed on July 14, 2020. All seven (7) agencies made application. Of those, two (2) application have already been approved. OVS continues to work with the grantees to implement the AEAP grant funding.

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

A. There are four issues that may prevent a victim from seeking services or filing for compensation benefits. 1. The first major issue was the COVID-19 pandemic. As a result of the pandemic, the Governor of Pennsylvania enacted a Stay-at-Home Order for all non-essential employees to work remotely if possible. This order affected the criminal justice system, victim/witness advocates, and victim service providers in their ability to provide the necessary services to victims. Domestic violence shelters had to seek alternatives such as hotels in order to ensure social distancing was occurring as well as proper cleaning of the living space. Victim service providers had to implement strategies to work remotely and provide services such as tele-counseling for victims to ensure everyone's health and safety. Immigration and refugee victims saw an increased need in emergency financial assistance after employers closed abruptly and many from this population could not access systems such as unemployment, public welfare benefits and housing systems. The COVID-19 Pandemic created additional challenges for victims. First, the number of forensic rape exams has dropped because victims are afraid to go to hospital emergency rooms. The fear of catching the virus compounds the trauma from the assault. On a related note, rape crisis advocates have had to work with hospitals to identify safe ways to provide accompaniment and advocacy, whether remotely or in-person. The second challenge posed by the pandemic is access to safety through the courts. Pennsylvania's 67 counties each operate their own county court systems. During the restrictions put in place due to the pandemic, the availability of critical safety tools like protection from abuse orders and sexual violence protection orders has varied by county. Some local courts used technology to have hearings remotely, while others continued holding these hearings in-person. PCCD works with the Administrative Office of the Pennsylvania Courts on STOP issues, and this lack of uniformity is of great concern to both organizations. The AOPC is currently working with the National Center for State Courts to conduct a statewide assessment of the protection order process in Pennsylvania, with the goal of making recommendations for strengthening and streamlining these processes moving forward. 2. The second barrier continues to be a language barrier. This can be difficult for local programs, especially when victims are seeking services from them or when they try to assist crime victims in filing for crime victims compensation. Some of the victim service programs have bi-lingual advocates and/or contract with Language Line to provide services to non-English speaking victims of crime. At the statewide level, PCCD has contracted with Language Line to assist non-English speaking crime victims. With the help of Language Line, PCCD's Office of Victim Services (OVS) can ensure that any crime victim can be informed of victims compensation eligibility requirements, available benefits, and have any of their questions answered. In an attempt to aid victim services program in working with victims that have a language barrier, the Access to Services Subcommittee has developed a Language Access standard to be included in the Consolidated Victim Service Program Standards. This standard is awaiting final adoption. 3. The third challenge is a lack of public transportation in rural areas. Because of this barrier, some crime victims do not even attempt to contact a victim service agency because they feel they would not be able to access their services without transportation. VSAC made the determination to solicitate funds in a non-sustainable competitive funding announcement that would allow agencies to further develop their infrastructure. A number of agencies applied for funding to purchase vehicles in order to address the need for transportation. 4. The fourth challenge that continues to be identified by Pennsylvania's subrecipients is the lack of awareness of the availability of services and victims compensation. This continues to be a challenge identified by the state. In addition, despite victim service programs offering victims compensation assistance, many victims are not using the service, and some identify compensation as an unmet need. The Access to Services Committee is currently in the process of developing the Law Enforcement Notification Card that police provide to victims. This double-sided postcard will provide victims pertinent information for where they can obtain services.

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.

A. PCCD highly encourages collaboration at the local level. Collaborative planning and establishing partnerships enhance and strengthens services to victims. As part of the 2019 VOCA competitive solicitation which ended on September 30, 2021, applicants were required to describe how they currently collaborate with other victim service providers and community partners. The 2020-2023 VOCA Non-Competitive Funding Announcement goal is to continue the core services, expanded programs and service activities that were established in the VOCA 2016-2019 Non-Competitive Solicitation, the VOCA 2016-2019 Competitive Solicitation, and the VOCA 2018-2020 Competitive Solicitation. All of which promoted the coordination of public and private efforts within the community to assist crime victims. PCCD has received numerous letters of support, MOU's and other documentation from each applicant demonstrating the relevant, local, and collaborative approach for their proposed project. Collaborative efforts are also discussed in detail with each site visit performed. B. VOCA subrecipients provide information pertaining to coordination efforts on their annual reports to PCCD. Many of the victim service agencies receiving VOCA are involved with their county's Criminal Justice Advisory Boards (CJAB's). CJAB's use a collaborative approach to formulate justice planning and innovative problem solving within all aspects of the Criminal Justice System. Pennsylvania has CJAB's in all of its 67 counties.

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

A. A collaborative initiative amongst state funders has provided all victim service programs a streamlined, standardized data collection, reporting and outcomes system called Efforts to Outcome (ETO). The importance of data collection is recognized as integral to the work of victim service providers. Accurate data not only paints a picture of the amazing work victim service providers are doing and give a more realistic image of the impact of violent crime, but it also aids in the ability of organizations to assess and enhance the effectiveness of programs. All victim service programs that receive PCCD (VOCA), Pennsylvania Coalition Against Domestic Violence (PCADV) or Pennsylvania Coalition Against Rape (PCAR) funding now provide funder reports as well as outcome data through ETO. PCCD, PCAR, and PCADV continue to work collaboratively on enhancements to ETO. A complete overhaul of VOCA, PCAR, and PCADV reports is currently in process. Additionally, domestic violence agencies receiving HUD funding had the opportunity to install the HMIS Program into their ETO Sites. PCCD continues with weekly phone calls with Social Solutions and monthly meetings with PCAR and PCADV to stay abreast of any ETO issues and concerns. B. In 2019 and 2020 VSAC began strategic planning for the most effective way to prepare for Pennsylvania's decrease in VOCA funding. The priority of VSAC was to ensure that existing victim services were able to continue. As a result of the decrease in VOCA funds, VSAC approved a three-year non-competitive funding announcement that would continue project activities that were already established through the VOCA 2016-2016 Non-Competitive funding announcement, 2016-2019 VOCA Competitive #1 funding announcement, and the 2018-2020 VOCA Competitive #2 funding announcement from PCCD. The VOCA 2020-2023 Non-Competitive funding announcement will run October 1, 2020 through September 30, 2023. C. The

Lethality Assessment Program (LAP) is a nationally recognized, evidence-based initiative with demonstrated success in strengthening partnerships between law enforcement and domestic violence service providers. LAP is a two-pronged intervention process featuring a research-based lethality screening tool and accompanying protocols that enable law enforcement and other first responders to assess domestic violence victims, identify those at highest risk of being killed and immediately initiate contact. LAP provides on-scene police officers a brief screening tool to identify domestic violence victims at highest risk of being killed by their abusers. Officers can then connect those victims of domestic violence with life-saving services, thereby reducing domestic violence fatalities. The Lethality Assessment Program is currently being used in 50 counties across the state by 47 domestic violence programs working with 384 police departments. In 2019 Pennsylvania's Governor, Tom Wolf, signed an Executive Order that established a Special Council on Gun Violence within PCCD. The Special Council on Gun Violence consisted of 18 members representing public health, public safety, law enforcement, victim services, education, human services, criminal and juvenile justice, research and state and local government. One of the five workgroups of the Special Council focused on preventing domestic violence-related shootings. Among the recommendations made by the Special Council on Gun Violence was that Pennsylvania should continue to support voluntary statewide deployment/adoption of and fidelity to the Domestic Violence Lethality Assessment Program (LAP) by counties and the Pennsylvania State Police. D. To ensure that every victim, regardless of location or crime, has access to quality, timely, and appropriate services, the Victims Services Advisory Committee (VSAC) and the Pennsylvania Commission on Crime and Delinquency (PCCD) adopted operational standards in 2007, for those agencies receiving grant funding. In addition, as part of receiving VOCA funding, sub grantees must meet standards established by the relevant oversight organizations, i.e. PCCD, PA Coalition Against Domestic Violence (PCADV), PA Coalition Against Rape (PCAR) and/or National Children's Alliance (NCA). With the introduction of the new services that were identified in the 2016 federal VOCA guidelines, many of which were not previously eligible for VOCA funding in Pennsylvania, VSAC identified a need to analyze existing program service standards and develop a strategy to align services and/or activities provided to victims that may not currently be covered by the existing program standards of the relevant oversight organization(s) (PCCD, PA Coalition Against Domestic Violence, PA Coalition Against Rape, National Children's Alliance). As a result, VSAC tasked the Services and Standards Subcommittee to facilitate this work.

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

A. Case #1 - Child Abuse This CAC received a referral that there was an allegation of a brother inappropriately touching his younger sister. The family had addressed the problem by seeking counseling for their children based on what they had been told happened. The counselor for the sister met with her one time and said she was fine and would not need any further counseling. Subsequently, the incident was reported to Childline and the case was referred to the CAC. In the forensic interview, the child disclosed multiple incidences of abuse by her brother. She had not been able to tell anyone about all the abuse she experienced because no one asked. The forensic interview was the only time anyone asked about what happened to her and how she felt about it. As a result, the sister started counseling specific to children who have experienced abuse. Knowing the extent of the abuse, the brother was able to get appropriate counseling and support. The parents, who were very supportive of the children and investigation, were able to get help in how to best support their children through this. B. Case #2 - Domestic Violence This Victim Service Provider (VSP) received a copy of a police report for domestic violence and met with her to file a VCAP claim. The victim was in bad shape and had stitches all over her face, a few missing teeth, a dislocated collarbone, and a broken wrist. The victim would be out of work for a few months, so the VSP staff coordinated with the victim's manager and medical offices to explain what was needed for VCAP claims. The victim needed extensive dental work involving bone graphs and bridges from a few dental specialists. Her health insurance did not cover the type of extensive dental work that was needed. The victim was able to receive the necessary medical procedures and transform her back to the whole person she was prior to the crime. With the VSPs assistance, VCAP was able to reimburse the victim over \$17,000 for Loss of Earnings, Medical, and Mileage. C. Case #3 - Sexual Assault A student was sexually assaulted at a university. She began attending services with this agency after she chose to report the incident to the university police, a year after the assault occurred. At this point, she had to see him every day on campus and be subjected to his presence at most social functions. A counselor and legal advocate from this agency attended her police interview and helped her obtain a no contact order through the university. The legal advocate and counselor also helped this client obtain a Sexual Violence Protection Order that would apply to the community, as she often would be intimidated by him outside of the university. This was a difficult process where little case law could guide the judge, but the final order was granted after the client had to testify unexpectedly. The civil case ended in an appeal to the PA Superior Court by the defense attorney, where a decision was not made until well after her SVPO had already ended. The counselor and legal advocate also supported her as she learned that criminal charges could not be filed on the case, no matter how credible the DA found her testimony. Throughout this time where she felt defeated by the legal system, she agreed to begin counseling services. In that time, this client experienced many difficult obstacles- feelings of guilt and shame, lack of support, loss of friendships, loss of self, struggling in school, suicidal thoughts/ideations, self-hate, etc. In time she gained her sense of self back and began to live alone without being fearful. She graduated and moved to a new area and obtained her dream job in her field. D. Case #4 - Elderly (Underserved) A 74-year-old male with Parkinson's Disease, cognitive deficits, depression and multiple other medical concerns was residing in an unfinished basement that he rented. The living conditions were substandard and unsanitary. He had a hospital bed with a soiled mattress and no sheets or blanket. This gentleman was dependent for medication management, personal care, nutrition, etc. He paid the landlord rent but was unable to be specific about the amount or where other money went. The landlord reported that he was this gentleman's caregiver, provided him meals, medication, changing adult briefs, etc. Upon the initial visit from the Area Agency on Aging (AAA), the gentleman was sent to the hospital. Medications considered controlled substances were missing and it was apparent this gentleman's needs were not being met despite the claims by his landlord. Based on medical assessments it was determined the gentleman lacked the cognitive ability to make informed decisions. The AAA, through collaboration with the gentleman's primary care physician and health care case manager, was able to petition the court to appoint guardians and advocated that the gentleman remains in a care setting where his needs could be met.

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

On Saturday, October 27, 2018, a gunman entered Tree of Life Synagogue in Pittsburgh and opened fire killing eleven (11) and wounding another six (6). At the time of the shooting, there were 30-40 people inside the Synagogue. The initial response to this tragic event was coordinated by the Federal Bureau of Investigation (FBI). A Family Resource Center was established during the first week to meet the immediate needs of those inside the synagogue; family members; community members, etc. There was a diverse response at the Family Resource Center that included the PCCD's Office of Victim Services, and a local victim service agency located in Pittsburgh. Since this was deemed a federal crime, PCCD's Office of Victim Services have worked closely with federal partners on this incident, to include Victim Compensation Assistance. The Office of Victim Services (OVS) applied for the Antiterrorism and Emergency Assistance Program (AEAP) Grant. Funding was awarded to OVS and subgrant awards were made to the following agencies: Jewish Family & Children's Service for Pittsburgh; New Light Congregation; Jewish Federation of Greater Pittsburgh; Congregation Dr Hadash; JCC of Greater Pittsburgh; Center for Victims; and Tree of Life Congregation. Additionally, many of the victim services agencies that receive VOCA funding in Pennsylvania are rape crisis centers and/or domestic violence agencies. All the victim services agencies provide the same level and quality of services to federal crime victims as are provided to state crime victims. Sub-grantees have reported that in order to serve federal crime victims they have created and/or maintained relationships and responded to referrals from the FBI Victim Witness Specialist and the US Attorney's Office Victim Witness Coordinator; received extensive training in trafficking and related offenses; provided services for victims of federal crime served by the Federal Courthouse; and developed a productive working relationship with the U.S. Securities and Exchange Commission to address the financial exploitation of seniors.

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

A. Human Trafficking Pennsylvania passed Act 105 in 2014 and Act 130 in 2018 in order to address the crime of human trafficking. As PCCD collects information through VOCA and STOP monitoring visits and its STOP Formula Grant Implementation Planning process, it is clear that a sustained effort must continue to educate the general public as well as responders in law enforcement, prosecution and the courts about the issue. As victims are identified, there is need to develop services to meet their needs. During the reporting period, Pennsylvania used its VOCA competitive solicitation process to encourage local victim service programs to develop services for trafficking victims. At the state level, PCCD is working with the Administrative Office of the Pennsylvania Courts, the Pennsylvania Department of Human Services, the Pennsylvania Coalition Against Rape, the Pennsylvania Coalition Against Domestic Violence, the Pennsylvania Chiefs of Police Association and the Pennsylvania District Attorneys Association to develop resources, training and share information to start to build an infrastructure to address this emerging trend in criminal victimization. As PCCD moves forward with its STOP Implementation Planning Process, information gathering through online surveys, focus groups and planning committee meetings reinforces the urgent need to make sure that our criminal and juvenile justice systems, family courts, dependency courts, victim services and drug and alcohol authorities are collaborating to create a network of safety and appropriate services for trafficking victims. This is no small task; however, we will continue to use our role as the VOCA and STOP Adminstrating agency to call attention to the issue and facilitate the exchange of ideas, information and research among all branches of Pennsylvania's government and relevant stakeholders at the state and local levels. B. Elderly Victims and People with Disabilities In 2019, Pennsylvania was awarded funding under OVC's Building State Technology Capacity and Elder Abuse Hotlines Grant Program. PCCD applied as the VOCA Adminstrating agency on behalf of the Pennsylvania Department of Aging (PDA). PCCD is working with PDA on a multi-pronged project to modernize PDA's elder abuse hotline, case management and reporting systems and create an online elder abuse reporting mechanism for its website. While we are barely one year into the project, it is already showing positive results. Simply moving the toll-free elder abuse hotline to a different provider with 24/7, live in-person answering capability has resulted in higher call volume and greater accuracy in funneling the reports to the most geographically appropriate local protective service agency for follow-up. Additionally, PDA has access to statistical information about hotline activity that it did not have with the former antiquated platform. Changes in policies and procedures with the intake on the new hotline system has also forced greater accountability among local protective service staff. There is no doubt that the state's ability to take and track the status of elder abuse reports will result in the need for greater services to elder victims. As the project enters its critical next phase, in which dashboard alerts for protective service cases will be designed, tested, and launched, there will be greater responsiveness and accountability to Pennsylvania's elder victims. C. Limited English Proficient (LEP) victims There is a gap in linguistically and culturally appropriate service provision for immigrant/limited English proficient victims of crime. The barriers of language, culture, complicating factors of poverty, low education and transportation continue to grow. Pennsylvania is increasingly considered a safe place for refugees to resettle. This has resulted in Pennsylvania significantly strengthening its capacity to serve these victims. Since the previous VOCA report, Pennsylvania has used VOCA funding to support the following: *The Pennsylvania Coalition Against Rape (PCAR) funds a full-time Language Access Coordinator who oversees a statewide contract for interpretation and translation as well as coordinates statewide trainings for both rape crisis advocates and interpreters to improve the understanding of the needs of LEP victims of sexual assault and best practices for serving such victims. *In the City of Philadelphia, several organizations have collaborated to ensure that immigrant and LEP victims are identified, assessed and connected to services. *The Pennsylvania Immigrant and Refugee Center (PIRC) has used VOCA funding to increase its capacity to serve immigrant victims of domestic violence, sexual assault and human trafficking across the

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state. *Friends of Farmworkers uses VOCA funds to maintain two full-time Immigrant Victim Rights Attorney and paralegals who provide services to victims of labor 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.

Staff who have left over the past few years have left due to relocating out of state; promotions within the program; or through other promotional opportunities. The main issue we were experiencing was in obtaining approval for filling vacancies. Due to the COVID-19 pandemic, the Governor of Pennsylvania enacted the Stay At Home order and all state employees were to work remotely if possible. During the first several months of the Stay At Home Order, the Commonwealth of Pennsylvania enacted a hiring freeze for all non-essential employees which include the positions within the Office of Victim Services. It was not until August 2020, that the Office of Victim Services was able to obtain approval to fill vacant positions which it is currently in the process of.

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

Prior to a VOCA funding solicitation being released, an article is always included in the OVS Newsletter to inform of the upcoming release and encourage applications. In addition to soliciting applicants to apply for funding, PCCD announces all funding opportunities on its website <http://www.pccd.pa.gov/Funding/Pages/default.aspx> and interested applicants can subscribe to receive email notifications via Egrants, when funding opportunities are available.

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

The competitive VOCA projects that are currently being funded in this reporting period are focused on services to meet the needs of underserved populations and address emerging forms of victimization. Specifically, areas of priority that have encouraged the development of services to meet the needs of underserved populations include: A. Emergency Civil/Legal Services B. Credentialed Therapists C. Services for Victims of Human Trafficking D. Sexual Violence Protection Orders E. Increasing/Strengthening Services for Elderly Victims of Crime F. Child Advocacy Centers G. Services/Programs for Victims of Crime Who are Young Men of Color H. Services for Victims with Mental Illness I. Services for Victims with Low English Proficiency J. Services/Programs for the Homeless K. Mobile Service Provision particularly in areas where public transportation is sparse or non-existent. All of these competitive projects are designed to: *Maintain core direct services *Expand or enhance service provision *Increase the diversity and scope of services available *New services to fill gaps in service delivery *Provide services to underserved/unserved victim populations The competitive VOCA solicitations have enabled Pennsylvania, during this reporting period, to increase the diversity of direct services available to crime victims in communities across Pennsylvania. It also has enabled communities to identify underserved populations of crime victims within their borders and fund victim service providers to serve those individuals. In the spring 2020, the Office of Victims Services announced a \$171 million dollar, three (3) year VOCA Funding Announcement that will sustain projects in good standing arising from the 2016 and 2018 competitive and non-competitive, funding announcements to continue to support underserved populations and to bridge gaps in service provision. This announcement will provide funding to some of Pennsylvania's most vulnerable victim populations through September 2023.

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

The Victims Services Advisory Committee (VSAC), as part of their strategic planning, identified as a goal to ensure statewide access to core services for victims of crime. The Access to Services Subcommittee was established to look at the needs of victims statewide are being addressed. This Subcommittee continues to meet and use relevant information available from the previous needs assessments that were conducted. Additionally, at each quarterly VSAC meeting, a portion of time is dedicated to continuing to review strategic planning efforts to identify and determine what, if any, gaps exist. As VOCA funding is available, VSAC prioritizes the funding to ensure current core services are being provided and then at the gaps in services that can be addressed using the funding available.

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

As part of the annual report submitted to the Governor's office, PCCD reports that VOCA funding is utilized to provide direct services to help victims of crime to cope with the physical, emotional and financial needs associated with crime and help them stabilize their lives in the aftermath of trauma. In addition, PCCD reports on the number of victims served on an annual basis.